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| **DOR#** | | | **DAILY OBSERVATION REPORT: LIBRARY CLERK** | | | | | | | | | | | | |
| DATE: | | | | DAY:  S M T W Th F S | | | | | SHIFT:  9-1 1-5 5-9 | | | | | | |
| TRAINEE: | | | | TRAINER: | | | | |  | | | | | | |
|  | | | | | | | | | | | | | | | |
|  | | | | | RATING SCALE | | | | | | | | **N/A** = Not Applicable  **NAR** = Narrative, pg2  **NRT** = Not Responding to Training | | |
|  | | | | | Below Minimum Acceptable Standards | | | Acceptable | Exceeds Minimum Acceptable Standards | | | |
| **TIME** |  | | | | 1 2 3 | | | 4 | 5 6 7 | | | | N/A | NAR | NRT | | |
| **INTERPERSONAL SKILLS** | | | | | | | | | | | | | | | |
|  | 1 | Attitude towards librarianship/service work | | |  |  |  |  |  |  | |  |  |  |  |
|  | 2 | Acceptance of instruction/constructive criticism | | |  |  |  |  |  |  | |  |  |  |  |
|  | 3 | Relationships: patrons | | |  |  |  |  |  |  | |  |  |  |  |
|  | 4 | Relationships: supervisors and co-workers | | |  |  |  |  |  |  | |  |  |  |  |
|  | 5 | Communicates effectively with others | | |  |  |  |  |  |  | |  |  |  |  |
|  | 6 | Demonstrates Core Beliefs (T/P/R/P) | | |  |  |  |  |  |  | |  |  |  |  |
| **JOB KNOWLEDGE** | | | | | | | | | | | | | | | |
|  | *Library Policy* | | | | | | | | | | | | | | |
|  | 7 | Circulation Policy (BPL + RS) | | |  |  |  |  |  |  | |  |  |  |  |
|  | 8 | Rules of Conduct for Library Users Policy | | |  |  |  |  |  |  | |  |  |  |  |
|  | 9 | Meeting Room Policy | | |  |  |  |  |  |  | |  |  |  |  |
|  | 10 | Public Posting Policy | | |  |  |  |  |  |  | |  |  |  |  |
|  | 11 | Confidentiality Policy | | |  |  |  |  |  |  | |  |  |  |  |
|  | 12 | Policies—Other | | |  |  |  |  |  |  | |  |  |  |  |
|  | *Library Procedure* | | | | | | | | | | | | | | |
|  | 13 | Lost and Paid Procedure | | |  |  |  |  |  | |  |  |  |  |  |
|  | 14 | When-to-Work and Leave Absence Reporting | | |  |  |  |  |  | |  |  |  |  |  |
|  | 15 | Patron Registration Procedures | | |  |  |  |  |  | |  |  |  |  |  |
|  | 16 | Missing/Damaged Item Procedures | | |  |  |  |  |  | |  |  |  |  |  |
|  | 17 | Opening/Closing Procedures | | |  |  |  |  |  | |  |  |  |  |  |
|  | 18 | Procedures—Other | | |  |  |  |  |  | |  |  |  |  |  |
| **TECHNOLOGY** | | | | | | | | | | | | | | | |
|  | 19 | Computing Basics (Windows, email, etc.) | | |  |  |  |  |  | |  |  |  |  |  |
|  | 20 | Polaris: Staff Client | | |  |  |  |  |  | |  |  |  |  |  |
|  | 21 | Polaris: Leap | | |  |  |  |  |  | |  |  |  |  |  |
|  | 22 | Polaris: PAC | | |  |  |  |  |  | |  |  |  |  |  |
|  | 23 | OneStops | | |  |  |  |  |  | |  |  |  |  |  |
|  | 24 | Sorter | | |  |  |  |  |  | |  |  |  |  |  |
|  | 25 | RFID | | |  |  |  |  |  | |  |  |  |  |  |
|  | 26 | Telephone | | |  |  |  |  |  | |  |  |  |  |  |
|  | 27 | eCommerce | | |  |  |  |  |  | |  |  |  |  |  |
|  | 28 | N: drive | | |  |  |  |  |  | |  |  |  |  |  |
|  | 29 | Meeting Room Equipment | | |  |  |  |  |  | |  |  |  |  |  |
| **PATRON SERVICES SKILLS** | | | | | | | | | | | | | | | |
|  | 30 | Fine Collection and Cash Handling | | |  |  |  |  |  | |  |  |  |  |  |
|  | 31 | Referrals | | |  |  |  |  |  | |  |  |  |  |  |
|  | 32 | Walkarounds | | |  |  |  |  |  | |  |  |  |  |  |
|  | 33 | Shelving | | |  |  |  |  |  | |  |  |  |  |  |
|  | 34 | A/V Checks | | |  |  |  |  |  | |  |  |  |  |  |
|  | 35 | Patron Engagement | | |  |  |  |  |  | |  |  |  |  |  |
|  | 36 | Security Gates | | |  |  |  |  |  | |  |  |  |  |  |
|  | 37 | Donations | | |  |  |  |  |  | |  |  |  |  |  |
|  | 38 | Meeting Room Services | | |  |  |  |  |  | |  |  |  |  |  |
| **WORKROOM SKILLS** | | | | | | | | | | | | | | | |  |
|  | 39 | Book Drop | | |  |  |  |  |  | |  |  |  |  |  |
|  | 40 | Sorting Bins / Assembling Carts | | |  |  |  |  |  | |  |  |  |  |  |
|  | 41 | Telephone | | |  |  |  |  |  | |  |  |  |  |  |
|  | 42 | Delivery | | |  |  |  |  |  | |  |  |  |  |  |
|  | 43 | Picklist | | |  |  |  |  |  | |  |  |  |  |  |
|  | 44 | Sweep Cart | | |  |  |  |  |  | |  |  |  |  |  |

USE THE STANDARD EVALUATION GUIDELINES

DAILY OBSERVATION REPORT

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| **C:\Program Files (x86)\Microsoft Office\MEDIA\OFFICE12\Bullets\BD21298_.gifTHE MOST ACCEPTABLE AREA OF PERFORMANCE TODAY WAS IN CATEGORY NUMBER**  A specific incident which demonstrates today’s performance in this area is: **(Mandatory Area)** | |  |
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| **C:\Program Files (x86)\Microsoft Office\MEDIA\OFFICE12\Bullets\BD21298_.gifTHE LEAST ACCEPTABLE AREA OF PERFORMANCE TODAY WAS IN CATEGORY NUMBER**  A specific incident which demonstrates today’s performance in this area is: (Mandatory on shifts when a grade below minimum acceptable standards is earned). | |  |
|  | | |
| **DOCUMENTATION OF PERFORMANCE AND COMMENTS**  Narrative documentation is required for ratings of 1, 2, 3, and NRT | | |
| CATEGORY # | **NARRATIVE/COMMENTS** | |
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| TRAINEE COMMENTS | | |
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| INITIAL/DATE | | |

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| Trainee: | Trainer: | Supervisor: |

N:/Library/Circ Masters/DOR – Circulation – Library Clerk