**Bettendorf Public Library**

Standard Evaluation

Guidelines

Library Clerk

Circulation



**General Guidelines and Points of Consideration**

* Remember, your trainee is NEW! Expectations must be reasonable; do not expect your trainee to perform at the level of a more seasoned employee.
* Checking resources is acceptable *and encouraged—always!!* Don’t forget the Polaris training server!
* We *never* want to give incorrect information to a patron! Make sure your trainee understands that it is better to admit uncertainty than to “wing it.” If your trainee is providing patrons with information that is inaccurate rather than double-checking policy/procedure or asking their partner/trainer for assistance/clarification, they are not meeting the Library’s minimum acceptable standards.
* Did the trainee teach *you* something? That’s a good sign that they are exceeding our minimum acceptable standards.
* Trainees should be encouraged to ask questions and take notes; however, should you find that your trainee is repeatedly asking the same questions, don’t hesitate to turn the question back to them (What do *you think* the answer is? Where do you think you could find that information?). As their training progresses, they should be self-seeking answers more and relying on their trainer for information less and less.
* Daily Observation Reports are intended to document a trainee’s progress and provide them with relevant feedback; however, training will be most successful if you regularly solicit feedback from the trainee as well. Ask them directly how they learn best, and how they like to be trained, and do your best to keep those preferences in mind throughout the training process.
* The Standard Evaluation Guidelines do not and cannot present an exhaustive perspective on acceptable and unacceptable employee behaviors. You have been selected as a trainer due to your experience and professional judgment: don’t be afraid to use it! If something seems off to you, it likely is. When in doubt, document.

**Interpersonal Skills**

1. ***Attitude towards librarianship/service work.***

*Below Minimum Acceptable Standards*: Trainee views career as a job only, seems minimally engaged in the training process, and demonstrates little dedication to the principles of the BPL Mission, Vision, and Values statements.

*Acceptable:* Trainee demonstrates an active interest in new career and in Library Clerk responsibilities. Trainee understands the role of the Library in making the City a premier place to live.

*Exceeds Minimum Acceptable Standards*: Trainee is demonstrably enthusiastic about being at work and learning new skills.

1. ***Acceptance of instruction/constructive criticism***

*Below Minimum Acceptable Standards:* Trainee rationalizes mistakes, denies that errors were made, refuses or does not attempt to make corrections, considers criticism as a personal attack, already “knows it all.”

*Acceptable:* Trainee accepts criticism in a positive manner and applies it to improve performance and further learning.

*Exceeds Minimum Acceptable Standards:* Trainee actively seeks feedback about their performance. Trainee demonstrates commitment to learning by taking notes or developing their own “cheat sheets.”

1. ***Relationships: patrons***

*Below Minimum Acceptable Standards:* Trainee becomes abrupt and discourteous with the public, displays an unprofessional attitude toward citizens.

*Acceptable:* Trainee responds quickly to patrons, showing patience, professionalism, and courtesy when dealing with the public at all times. Trainee exhibits a positive approach to citizens by listening actively to patrons and demonstrating empathy in interactions. Trainee remains calm when dealing with difficult patron situations. Trainee responds to patrons with equal, respectful, accurate, and friendly service to all, no matter their age, ability, etc. Trainee consistently treats any negative interactions as learning opportunities.

*Exceeds Minimum Acceptable Standards:* Trainee begins to recognize and interact with “regular” patrons. Trainee can use their words and attitude to deescalate situations. Trainee is friendly while recognizing the need to be accessible, and tactfully prevents patrons from loitering at service desks unnecessarily.

1. ***Relationships: supervisors and co-workers***

*Below Minimum Acceptable Standards:* Trainee demonstrates little to know interest in getting to know coworkers, fails to learn colleagues names in a timely manner. Alternately, spends inappropriate amounts of time on non-professional communication, engages in workplace gossip.

*Acceptable:* Trainee demonstrates interest in their peers and supervisory staff. Trainee recognizes their own role within the department and division team. Trainee maintains an awareness of what their partners are doing and what still needs to be done. Trainee treats coworkers and supervisors with courtesy and respect. Trainee works together with their partners to give the best service possible to the customers.

*Exceeds Minimum Acceptable Standards:* Traineetreats everyone working for the library as an important ingredient in the library’s success; compliments others for exemplary service; is friendly with everyone coming in and out of the facility, including vendors, volunteers, delivery persons, City and café employees, etc.

1. ***Communicates effectively with others***

*Below Minimum Acceptable Standards:* Trainee is abrupt, arrogant, belligerent, overbearing, overlooks service aspect of the job, or seems to be insensitive and uncaring. Trainee fails to acknowledge or reply to communication in a timely fashion.

*Acceptable:* Trainee is courteous, friendly and empathetic; is able to get along with co-workers; communicates in a professional, unbiased manner, whether in person, on the telephone, or via email. Responds to communications promptly.

*Exceeds Minimum Acceptable Standards:* Consistently meets acceptable standards and is also consistently mindful of non-verbal communication messages that they are sending and receiving via body-language/tone.

1. ***Demonstrates Core Beliefs (T/P/R/P)***

*Below Minimum Acceptable Standards:* Trainee cannot name the core beliefs of Teamwork, Professionalism, Responsibility, and Pride, and does not practice the core beliefs as defined by the organization.

*Acceptable:* Trainee can name the core beliefs of Teamwork, Professionalism, Responsibility and Pride, and understands the meaning of each. Trainee practices the core beliefs as defined by the document City of Bettendorf Core Beliefs and What They Mean for Library Staff (Appendix A).

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

**Job Knowledge**

1. ***Circulation Policy (BPL + RS)***

*Below Minimum Acceptable Standards:* Gives patrons incorrect information or does not follow policy consistently. Ignores patron blocks or cannot explain blocks to patrons accurately or effectively. Oversteps RiverShare guidelines by trying to apply BPL policy to non-BPL items/patrons rather than referring patron to owning/home library (e.g. refund policy, claims returns).

*Acceptable:* Trainee understands and adheres to the Circulation policy and can explain it to patrons, including elements relating to confidentiality, fees and fines, interlibrary loan, non-resident/new borrower/Open Access card types, overdue materials, billing/replacement of materials, patron registration process. Understands blocking conditions and can explain them to patrons.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Rules of Conduct for Library Users Policy***

*Below Minimum Acceptable Standards:* Trainee ignores violations of the Library’s conduct policy or avoids confronting issues as they develop.

*Acceptable:* Trainee recognizes unacceptable use of the Library on the part of patrons, including unauthorized photography and unattended children, follows non-compliance guidelines as outlined in the policy, communicates issues to coworkers and/or documents violations appropriately.

*Exceeds Minimum Acceptable Standards:* Trainee proactively seeks to address and resolve patron conduct issues before they reach the point of non-compliance, uses communicative skills to successfully de-escalate potential issues.

1. ***Meeting Room Policy***

*Below Minimum Acceptable Standards:* Trainee provides incomplete or inaccurate information to patrons regarding policy, trainee accepts meeting room requests for meetings that do not comply with policy, trainee completes Meeting Room Request form with incomplete or inaccurate information.

*Acceptable:* Trainee is able to accurately answer patron questions regarding the meeting room policy, including associated costs, room capacity, set-up options, general availability, room technology, and conditions of use. Trainee completes the Meeting Room Request form accurately and completely when taking requests from patrons. Trainee knows where to file new meeting room requests, where to look for in-process requests, how to check for completed Meeting Room Applications, and where processed room requests are filed.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Public Posting Policy***

*Below Minimum Acceptable Standards:* Trainee routinely accepts/approves submissions that do not comply with public posting policy, or files/posts submissions without following approval procedure (stamp/initial/date).

*Acceptable:* Trainee understands the public posting policy and applies it consistently when evaluating submitted materials. Trainee understands the difference between non-profit and for-profit sponsorship as it pertains to the policy. Trainee stamps/initials/dates submissions and files or posts according to procedure.

*Exceeds Minimum Acceptable Standards:* Trainee meets acceptable standards and also consistently monitors the public posting board for currency and neatness, and updates as appropriate from filed submissions.

1. ***Confidentiality Policy***

*Below Minimum Acceptable Standards:* Trainee reveals title information or personally identifiable information to person other than cardholder when the cardholder is not present, trainee checks out holds to account other than requesting patron’s, trainee fails to consistently supply Confidentiality policy to patrons at the time of registration (new cardholder pamphlets), trainee puts materials on the holds shelves with titles or full patron names visible.

*Acceptable:* Trainee keeps all customer service transactions strictly confidential to the fullest extent allowed by law in compliance with the Confidentiality policy; does not release information other than the number of items checked out, dates due, or fine amounts to parents/guardians of minor children, trainee consistently distributes Confidentiality policy to patrons at time of registration, Trainee secures any lost items containing personally identifiable information, trainee does not check out requested items to anyone but requesting patron without written authorization.

*Exceeds Minimum Acceptable Standards:* Trainee verbally communicates relevant elements of the Confidentiality policy to parents/guardians during registration in addition to providing new cardholder pamphlet.

1. ***Policies—other.*** Document and evaluate here understanding of and adherence to any other relevant policies reviewed or demonstrated over the course of the shift.
2. ***Lost and Paid Procedure***

*Below Minimum Acceptable Standards:* Trainee forgets to log lost and paid Bettendorf items in the Lost and Paid database, or does log items belonging to other libraries in the database, trainee neglects to notify manager when items belonging to other libraries are paid for at BPL.

*Acceptable:* Trainee can identify the owning library of billed items and follow the correct procedure as appropriate, using available resources as reference. When handling payment for BPL items, trainee understands how to log the transaction in the Lost and Paid database, how to process credit card payments via eCommerce or the Library website, how to clear cash payments from the patron account in the ILS and log the payment in the cash register. Trainee explains BPL refund policy to patron upon payment. When handing payment for other libraries’ items, trainee provides manager with title/patron information for reimbursement purposes.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***When-to-Work and Leave Absence Reporting***

*Below Minimum Acceptable Standards:* Trainee fails to routinely check When to Work, trainee arrives late or fails to report unexpected absences in a timely fashion.

*Acceptable:*  Trainee can successfully navigate to and interpret their desk schedule using When to Work website. Trainee can submit sick/vacation leave requests to their manager via When to Work, understands what forms of leave must be approved by the Director and how to submit them for approval. Trainee understands use of the sick line for unscheduled leave. Trainee knows how to initiate or complete trades/drop requests in When to Work. Trainee tracks their hours and logs them appropriately on their time sheet.

*Exceeds Minimum Acceptable Standards:* Trainee apprises supervisor of times they are unscheduled but unavailable for subbing.

1. ***Patron Registration Procedures***

*Below Minimum Acceptable Standards:* Trainee fails to consistently and accurately confirm patron’s home library, does not fill out forms completely or correctly, issues wrong cards or applies incorrect patron codes, fails to communicate New Borrower information.

*Acceptable:* Trainee can consistently and accurately walk patrons through the registration process, checking required identification/documentation, completing patron and employee portions of the registration form successfully, and inputting the data from the form into ILS via Polaris Staff Client or Leap. Trainee uses resources to determine patron’s correct home library and issues the appropriate library card. Trainee can successfully issue all BPL card types, including Adult, Open Access, New Borrower, and Visitor cards. Trainee provides patron with “new patron” information verbally and in writing.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards, welcomes patrons to the Library/area, explains services available through Library/consortium.

1. ***Missing/Damaged item Procedures***

*Below Minimum Acceptable Standards:*

*Acceptable:* Trainee can identify multi-part items and consistently checks them for completeness. Trainee checks all items for condition. For incomplete or damaged items returned by patrons, trainee can identify previous borrower(s) via the ILS, contacts patrons promptly regarding missing pieces or damage, fills out Problem Shelf form completely and accurately, and files items on appropriate problem shelf. For incomplete or damaged items received in-transit, trainee fills out Condition Report Form for System Holds completely and accurately. For general condition issues, trainee fills out Problem for Tech Services form completely and accurately, and files items on appropriate selector shelf, tech services shelf, or at the Circ disc cleaner. Trainee can set an item circulation status to in-repair. Trainee performs mini-mending.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Opening/Closing Procedures***

*Below Minimum Acceptable Standards:* Trainee requires significant assistance in executing tasks, fails to utilize posted procedure as resource.

*Acceptable:* Trainee can independently execute all opening/closing tasks (as in three-man rotation) while staffing the front or back of circulation division, including preparing outgoing delivery.

*Exceeds Minimum Acceptable Standards:* Trainee sanitizes workstations with Clorox wipes, recycles printed schedules at closing.

1. ***Procedures—other.*** Document and evaluate here adherence to any other relevant procedures reviewed or demonstrated over the course of the shift. Include both documented procedures (e.g. Lost and Found Property) and general workplace standards and guidelines (restocking supplies).

**Technology**

1. ***Computing basics (Windows, email, etc.)***

*Below Minimum Acceptable Standards:* Trainee cannot comfortably perform routine computing tasks listed below, or their equivalent.

*Acceptable:* Trainee can comfortably perform routine computing tasks, including but not limited to turning on, shutting down, or restarting a computer; printing (including selecting the appropriate printer); navigating to a specified network location; navigating to a specific internet location; searching; checking peripheral hardware connections; opening, editing, and saving documents; accessing email to read, write, send, reply, or forward messages; etc.

*Exceeds Minimum Acceptable Standards:* Trainee can confidently and competently perform the tasks listed above, readily accepts changes to technology and engages in self-directed discovery (explores the N: drive, City Intranet, Library website and digital resources, Polaris training database, etc.)

1. ***Polaris: Staff Client***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee is comfortable with all basic functionality of the ILS staff client, including using the Find Tool to search Bibliographic records, Item records, and Patrons proficiently, accurately, and effectively; modifying existing patron records; registering new patrons; generating the picklist; examining, explaining, and resolving issues pertaining to patron accounts, including account charges, notifications, blocks, items out, etc.; placing holds and checking hold statuses; examining and interpreting item histories; checking out and checking in items; backdating check-ins.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Polaris: Leap***

*Below Minimum Acceptable Standards:* Trainee cannot access Leap independently and struggles to perform basic tasks therein.

*Acceptable:* Trainee is comfortable with all basic functionality of the ILS web-based client, including using the Find Tool to search Bibliographic records, Item records, and Patrons proficiently, accurately, and effectively; modifying existing patron records; registering new patrons; examining, explaining, and resolving issues pertaining to patron accounts, including account charges, notifications, blocks, items out, etc.; placing holds and checking hold statuses; examining and interpreting item histories; checking out and checking in items.

*Exceeds Minimum Acceptable Standards:* Trainee’s Leap proficiencies match or exceed their proficiency in the Staff Client.

1. ***Polaris: PAC***

*Below Minimum Acceptable Standards:* Trainee cannot navigate to the PAC, perform basic searches or apply limits, cannot answer basic patron questions regarding the PAC or supplies incorrect information.

*Acceptable:* Trainee is familiar with the PAC, can perform the following tasks and explain to patrons how to: search for items; limit searches; place holds and interpret related messages; view patron accounts; renew materials, change pins/user names; opt in for reading history; make lists; save searches; pay fees and fines online.

*Exceeds Minimum Acceptable Standards:* Trainee “flip the screens” to demonstrate above skills to patrons when appropriate.

1. ***OneStops***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee can shut down/restart OneStops. Trainee can assist patrons in utilizing OneStops for checkout and renewal of items and trouble-shooting errors. Trainee is attentive to receipt printers and keeping them supplied with paper. Trainee is attentive to Branch Manager messages indicating Help has been requested from a self-check machine.

*Exceeds Minimum Acceptable Standards:* Trainee meets minimum acceptable standards and looks for opportunities to instruct and inform patrons on how improve their self-check experience (how to use the touchscreen, how to checkout A/V).

1. ***Sorter***

*Below Minimum Acceptable Standards:* Trainee fails to watch the induction screen and routinely receives “unexpected item” errors. Trainee ignores incomplete item messages or bypasses the message without inspecting items.

*Acceptable:* Trainee can successfully check materials in via the 24/7 and staff induction sides of the sorter. Trainee can reset the sorter alarm when activated. Trainee can replace receipt paper. Trainee understands what items are sorted to what bins. Trainee knows how to backdate check-ins at the staff induction station and does so appropriately.

*Exceeds Minimum Acceptable Standards:* Trainee remains attuned to 24/7 activity while in the workroom, can identify by sound when a patron is having trouble making their returns, and proactively steps in to assist. Trainee can reboot the sorter.

1. ***RFID***

*Below Minimum Acceptable Standards:* Trainee routinely forgets to turn StaffLink OFF, allowing RFID pad to remain active and pick up data erroneously. Trainee has trouble with encoding or forgets to re-encode temporary tags, trainee does not pay enough attention to monitor messages to recognize and address encoding issues.

*Acceptable:* Trainee understands basic functionality of RFID system. Trainee can encode temporary or permanent RFID tags as required. Trainee understands relationship between RFID and security system and follows procedures so RFID tags stay in the appropriate locked or unlocked position. Trainee is vigilant about keeping StaffLink in OFF position when not in use. Trainee can perform an RFID query and interpret the results.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards and easily recognizes “problem” items, e.g. metallic elements, and helps patrons checkout manually.

1. ***Telephone***

*Below Minimum Acceptable Standards:* Trainee frequently drops calls when trying to use the phone.

*Acceptable:* Trainee can successfully: transfer a call; place a caller on hold or park; pick up a caller from hold or park; place an internal, local, or long-distance call; make intercom announcements; forward incoming calls; remove call-forwarding; identify the phone number associated with a phone.

*Exceeds Minimum Acceptable Standards:* Trainee utilizes Cisco Phone Reference Guide on the N: drive to improve technical proficiency with telephone.

1. ***eCommerce***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee can successfully use eCommerce to process credit card transactions, via card-swipes or web module. Trainee understands common issues, e.g. “grayed out” Fine/Fee payment may mean the incorrect PIN has been entered, and can work through issues with patron. Trainee understands when and how to use the 2950 card for credit card payment.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***N: drive***

*Below Minimum Acceptable Standards:* Trainee struggles to navigate to a specified location on the N: drive or to use the search bar to locate needed information.

*Acceptable:* Trainee understands the N: drive and its purpose, can navigate to a specified location, is familiar with common department and division folders, particularly Library; Library Policies, Procedures and Job Descriptions; Circ Masters; Circ Meeting Minutes; Circ Procedures; Incident Reports; Weekly Updates; Union Contract Folder.

*Exceeds Minimum Acceptable Standards:* Trainee uses downtime on desk to explore and review relevant documents on the N: drive.

1. ***Meeting Room Equipment***

*Below Minimum Acceptable Standards:* Trainee routinely struggles with meeting room technology hookups, cannot communicate procedures to patrons effectively.

*Acceptable:* Trainee can successfully hook a laptop up to a meeting room projector via HDMI or VGA cables, and can assist patrons in the same. Trainee can hook up handheld and lavalier microphones and adjust room configuration and volume levels.

*Exceeds Minimum Acceptable Standards:* Trainee can troubleshoot issues with projection and audio system, and adjust microphone group settings when inadvertently changed/reset.

**Patron Services Skills**

1. ***Fine Collection and Cash Handling***

*Below Minimum Acceptable Standards:* Trainee makes frequent mistakes when handling cash or making change. Trainee routinely fails to clear charges in Polaris when taking payments by cash/check.

*Acceptable:* Trainee can navigate to patron account status in the ILS and explain associated charges. Trainee can process payments by cash, check, and charge. Trainee rings up cash/check transactions in the cash register accurately. Trainee makes accurate change. Trainee can create a charge in Polaris. Trainee can combine charges from multiple accounts. Trainee provides receipts for patrons as needed. Trainee know costs of common items (library bags, rapid reads).

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Referrals***

*Below Minimum Acceptable Standards:* Trainee routinely directs patrons to another desk for a service the trainee could’ve provided without significant delay.

*Acceptable:* Trainee directs patrons to another desk if the trainee is unable to provide the requested service (reference, notary), or if the trainee is already helping someone and another desk could accommodate the patron more quickly.

*Exceeds Minimum Acceptable Standards:* Trainee facilitates any necessary referral by walking the patron to the appropriate desk and introducing them to the staff member who will be assisting them. Trainee follows up with patron to confirm the referral was successful.

1. ***Walkarounds***

*Below Minimum Acceptable Standards:* Trainee has to be reminded to do walkarounds or does not share the responsibility with their partner. Trainee does only a cursory check of designated areas or skips any areas.

*Acceptable:* Trainee communicates with the partner about performance of hourly walkarounds. Trainee checks designated areas thoroughly for both safety and maintenance issues. Trainee logs walkarounds appropriately. Trainee communicates any observed issues with coworkers, management, or administration as needed.

*Exceeds Minimum Acceptable Standards:* Trainee proactively identifies potential issues when performing their walkarounds and communicates them appropriately; trainee addresses minor maintenance and appearance issues when performing their walkaround, e.g. straightening lobby rugs, picking up debris in the lobby.

1. ***Shelving (new materials, held materials)***

*Below Minimum Acceptable Standards:* Trainee consistently makes shelving mistakes or routinely fails to notice items waiting to be shelved.

*Acceptable:* Trainee is attentive to holds or new materials in need of shelving. Trainee pays close attention to label details and files materials accurately. Trainee adheres to “newest to the right” standard when shelving holds.

*Exceeds Minimum Acceptable Standards:* Trainee consistently shelf-reads the areas in which they are shelving, and shifts materials as needed to improve the appearance and general neatness of the collection, while maintaining logical “breaks” from shelf to shelf.

1. ***A/V Checks***

*Below Minimum Acceptable Standards:* Trainee fails to consistently and accurately check materials for completeness in any situation, cannot properly follow procedure for incomplete A/V.

*Acceptable:* Trainee consistently and accurately checks library materials for completeness when checking the A/V cart and receiving item returns from patrons. Follows correct procedure when items belonging to BPL or other RiverShare libraries are returned with missing pieces/parts. Trainee checks and replaces Playaway batteries appropriately.

*Exceeds Minimum Acceptable Standards:* Trainee checks discs for condition as well as completeness.

1. ***Patron Engagement***

*Below Minimum Acceptable Standards:* Trainee routinely becomes distracted and does not notice or acknowledge patrons entering or exiting the Library.

*Acceptable:* Trainee is alert to patron activity, acknowledging patrons as they arrive at and leave the Library.

*Exceeds Minimum Acceptable Standards:* Trainee consistently demonstrates a warm, welcoming attitude to patrons. Alert to patrons’ non-verbal cues, and signs that they need assistance even when they don’t ask for it. While helping one patron, acknowledges any patrons waiting for assistance. Follows up with patrons as they leave: “did you find everything you were looking for? Was [staff] able to help you with [issue]?”

1. ***Security Gates***

*Below Minimum Acceptable Standards:* Trainee cannot or does not consistently stop patrons when the security gates are activated, has difficulty resolving security alarm issues.

*Acceptable:* Trainee intervenes firmly but politely when security gates are activated, successfully uses ILS to confirm/modify checkout status and RFID to confirm/modify security status.

*Exceeds Minimum Acceptable Standards:* Trainee meets acceptable standards and uses the opportunity to educate/inform the patron or otherwise contribute positively to the user experience.

1. ***Donations***

*Below Minimum Acceptable Standards:* Trainee is unable to direct patrons to the Friends’ donation area or provide donors with a receipt. Trainee provides inaccurate information about Friends donations.

*Acceptable:* Trainee can direct patrons to Friends’ donation area, is able to supply a receipt upon patron request.

*Exceeds Minimum Acceptable Standards:* Shows rather than tells patrons where Friends’ donations go, offers a receipt for tax-purposes.

1. ***Meeting Room Services***

*Below Minimum Acceptable Standards:* Trainee is unable to answer patron questions pertaining to meeting rooms, fails to update paper or digital calendars appropriately.

*Acceptable:* Trainee can assist patrons with meeting room payment via cash, check, or charge; provide patrons with a receipt; log the receipt online; mark off on meeting room print calendar that patrons checked in and paid; enter receipt in register and ring up cash/check payments. Trainee can communicate meeting room policy issues to patrons. Trainee can book meetings for on-the-spot requests. Trainee has patrons complete Meeting Room Application forms as needed and files them appropriately. Trainee documents No Shows according to procedure.

*Exceeds Minimum Acceptable Standards:* Trainee proactively checks bookings online at the start of their shift to determine who needs to pay, update app, etc. When working at Checkout #1 trainee is attentive to whether their partner is checking in a meeting room reservation, and takes the initiative to go up and unlock the room.

**Workroom Skills**

1. ***Book Drop***

*Below Minimum Acceptable Standards:* Trainee has to be routinely reminded to collect the book drop, does not share in the responsibility with their partner, ignores patron traffic when moving book drop on the public floor.

*Acceptable:* Trainee consistently collects materials from the book drop on schedule and without prompting. Trainee gives patrons the “right-of-way” when moving book bins through public areas.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Sorting Bins / Assembling Carts***

*Below Minimum Acceptable Standards:* Trainee mixes up collection materials, is insufficiently attentive to item classifications, fails to check items for condition and completeness.

*Acceptable:* Trainee follows posted guidelines when empting sorter bins onto carts for reshelving, including identifying New materials. Trainee checks materials for completeness and condition when emptying bins, and handles incomplete or damaged materials accordingly. Trainee follows appropriate procedure regarding in-transit/exception bin, including backdating materials as needed. Trainee moves full carts to correct staging area and labels according to procedure.

*Exceeds Minimum Acceptable Standards:* Trainee meets acceptable standards and recognizes anomalies in sorter performance (item misclassified or misrouted due to catalog or mechanical error).

1. ***Telephone***

*Below Minimum Acceptable Standards:* Trainee avoids answering the phone, fails to use professional greetings, is abrupt or rude with patrons on the phone.

*Acceptable:* Trainee displays a willingness to answer incoming calls. Trainee uses a profession greeting when accepting calls, and communicates with patrons effectively by phone. Trainee transfers calls to other service points or personnel as appropriate. Trainee utilizes resources available in the workroom to answer patrons’ ready reference questions.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Delivery***

*Below Minimum Acceptable Standards:*  Trainee routinely fails to leave time to move materials to delivery area, trainee leaves full bins/bags in the shelving unit for someone else to handle, trainee allows supplies to run out, trainee routinely fails to label bins/bags correctly.

*Acceptable:* Trainee leaves sufficient time to take materials from the workroom to the delivery area at the end of their shift, trainee moves bins to the pickup area when they reach capacity (2/3-3/4 full), trainee replaces full bins/bags with new, empty bins/bags and labels appropriately, trainee monitors supply of tape and labels and notifies trainer/manager when running low, trainee includes interior bin label when shipping to DPL branches.

*Exceeds Minimum Acceptable Standards:* Trainee prints off new DPL branch sheets or exterior bin/bag labels when needed.

1. ***Picklist***

*Below Minimum Acceptable Standards:* Trainee fails to consistently meet acceptable standards; routinely poor performance.

*Acceptable:* Trainee has sufficient understanding of Picklist workflow and Hold statuses to assist patrons in determining “where” their item might be. Trainee can pull requested items from stacks if needed. Trainee can trap and route picklist holds accurately. Trainee is conscientious about placement of the physical list and shreds completed picklists to protect patron privacy.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

1. ***Sweep Cart***

*Below Minimum Acceptable Standards:* Trainee routinely overlooks sweep cart, trainee struggles to navigate to the In House Check In module, trainee is not attentive when combining sweep materials with existing carts and interfiles Adult/YA/JUV materials.

*Acceptable:* Trainee is aware of the sweep cart schedule and addresses sweep cart materials in a timely fashion. Trainee is able to successfully check in sweep materials using “In-House Check-in” mode. Trainee accurately combines sweep materials with other materials in need of reshelving.

*Exceeds Minimum Acceptable Standards:* Trainee consistently meets acceptable standards; exceptional performance.

***Appendix A—City of Bettendorf Core Beliefs and What They Mean for Library Staff***

**Teamwork**

* Staff works together to give best service possible to the customer
* Staff strives to put the right material into the patron’s hands
* Staff is willing to serve on city committees
* Staff is willing to partner with other staff members, other city departments or other agencies to achieve better service
* Staff teams from across library program areas work to carry out the library’s strategic plan

**Professionalism**

* Staff keeps all customer service transactions strictly confidential
* Staff serves everyone equally no matter their age, ability, etc.
* Staff treats everyone working for the library as an important ingredient in the library’s success
* Staff takes the opportunity to improve through continuing education

**Pride**

* Staff compliments one another for exemplary service
* Staff participates in social committee activities to build morale
* Staff endeavors to always provide excellent service
* Staff cooperates with Friends and Foundation
* Staff represents the library well at outside meetings
* Staff understands the role of the library in making the City a premier place to live

**Responsibility**

* Staff takes responsibility for problems that occur
* Staff responds quickly to patrons
* Staff works nights and weekends in order to provide library service when it is convenient for the public
* Staff endeavors to provide requested materials as quickly as possible
* Staff never makes changes without considering the public impact
* Staff will occasionally bend the guidelines in the interest of public relations
* Staff solicits, receives and responds to public comment
* Staff continually seeks to improve themselves as well as the library
* Staff strives to conserve resources so that the library can live within its budget