Linscheid Library
Reference Evaluation Plan

As an active partner in the academic life of East Central University, Linscheid Library shall consistently provide high quality reference services. Criteria for quality reference services is outlined in the Linscheid Library Reference Standards and Best Practices.

In an effort to uphold this service, two methods are utilized to evaluate and assess the library’s reference program. Data from the evaluation of librarians is maintained by the Office of the Library Director. Data from the evaluation of Peer Reference Assistants (PRAs) and staff reference assistants is maintained by the Instructional Services Office.

Evaluation of Librarians

Patron Evaluation:

- Newly-hired librarians are required to receive at least 5 completed Patron Survey Cards each semester during their first two full regular semesters of employment. There is not a required number of cards for the summer semester.
- The librarian is given at least 10 Patron Survey Cards, which are printed on colored (yellow) paper, during reference training.
- The librarian will write or type his or her name at the top of each card and ask the patron to complete the card and deposit it in the locked drop box.
- A representative of the Office of the Library Director will collect the survey cards from the lock box.
- Data from the survey cards will be maintained by the Office of the Library Director.
- The Library Director may ask any librarian to hand out Patron Survey Cards even after the first two full regular semesters of employment.

Librarian Evaluation:

- Each librarian will be observed by another librarian once per semester.
- An observation rotation schedule, set by the Instruction Librarian, will be followed.
- The evaluation is based on an overall general observation of the evaluated librarian’s reference skills and not limited to a one-time observation.
- The evaluating librarian will read at least three chat or email transcripts and go by assigned peer’s office two times per semester to check availability during on call shifts.
- The evaluating librarian fills out a Librarian Reference Evaluation Form.
- The evaluating librarian provides a copy of the evaluation to the observed librarian and sends the original form to the Office of the Library Director.
- In the case of newly-hired librarians, the evaluating librarian will schedule a face-to-face meeting with the librarian being evaluated to provide a copy of and discuss the evaluation. Face-to-face meetings are not required after a librarian’s first two full regular semesters.
• All Librarian Reference Evaluation Forms should be completed by the first day of Dead Week in the fall and spring semesters.
• Data from the reference evaluations will be maintained by the Office of the Library Director.

Evaluation of Peer Reference Assistants (PRAs)

*Patron Evaluation:*
• Newly-hired PRAs are required to receive at least 5 completed Patron Survey Cards each semester during their first two full regular semesters of employment.
• The PRA is given at least 10 Patron Survey Cards, which are printed on colored (blue) paper, during reference training.
• The PRA will write or type his or her name at the top of each card and ask the patron to complete the card and deposit it in the locked drop box.
• A representative of the Office of the Library Director will collect the survey cards from the lock box and send them to the Instructional Services Office.
• Evaluations of PRAs will be sent to the Instructional Services Assistant.
• Data from the survey cards will be maintained by the Instructional Services Office.
• The Instructional Services Assistant may ask any PRA to hand out Patron Survey Cards even after the first two full regular semesters of employment.

*Librarian Evaluation of Peer Reference Assistants:*
• Each librarian evaluates one or more assigned PRAs one time during every fall and spring semester. The observation assignments will be created by the Instructional Services Librarian and sent to the librarians. The number of PRAs assigned to each librarian will be as evenly distributed as possible.
• The evaluation is based on an overall general observation of the PRA’s reference skills and not limited to a one-time observation.
• The evaluating librarian fills out a Peer Reference Assistant Evaluation Form.
• The evaluating librarian provides a copy of the evaluation to the Instructional Services Librarian and the Instructional Services Assistant.
• The Instructional Services Assistant will schedule at least one face-to-face meeting with newly-hired PRAs their first two semesters to discuss the evaluation forms they are receiving. Face-to-face meetings are not required after a PRA’s first two full regular semesters.
• A signed copy of the evaluation form will be sent by the Instructional Services Assistant to each PRA’s direct supervisor to be placed in their folder.
• All Peer Reference Assistant Evaluation Forms should be completed by the first day of Dead Week in the fall and spring semesters.
• Data from the reference evaluations will be maintained by the Instructional Services Office.
Evaluation of Staff Reference Assistants

**Patron Evaluation:**
- Newly-hired staff reference assistants are required to receive at least 5 completed Patron Survey Cards each semester during their first two full regular semesters of employment.
- The staff reference assistant is given at least 10 Patron Survey Cards, which are printed on colored (red) paper, during reference training.
- The staff reference assistant will write or type his or her name at the top of each card and ask the patron to complete the card and deposit it in the locked drop box.
- A representative of the Office of the Library Director will collect the survey cards from the lock box.
- Evaluations of staff reference assistants will be sent to the Instructional Services Librarian.
- Data from the survey cards will be maintained by the Instructional Services Librarian.
- The Instructional Services Librarian may ask any staff reference assistant to hand out Patron Survey Cards even after the first two full regular semesters of employment.

**Librarian Evaluation of Staff Reference Assistants:**
- Each staff reference assistant will be observed by the Instructional Services Librarian once per semester.
- The evaluation is based on an overall general observation of the staff reference assistant’s reference skills and not limited to a one-time observation.
- The Instructional Services Librarian will read at least three chat or email transcripts and go by the staff reference assistant’s office two times per semester to check availability during on call shifts.
- The Instructional Services Librarian fills out a Librarian/Staff Reference Evaluation Form.
- The Instructional Services Librarian provides a copy of the evaluation to the staff reference assistant and keeps a copy in the staff assistant’s folder in the Instructional Services Department.
- In the case of newly-hired staff reference assistants, the Instructional Services Librarian will schedule a face-to-face meeting with the staff reference assistant being evaluated to provide a copy of and discuss the evaluation. Face-to-face meetings are not required after a staff reference assistant’s first two full regular semesters.
- All Librarian/Staff Reference Evaluation Forms should be completed by the first day of Dead Week in the fall and spring semesters.
- Data from the reference evaluations will be maintained by the Instructional Services Librarian.
Assessment Tools
The following tools will be stored on the library K drive and reference LibGuide.

- Librarian/Staff Reference Evaluation Form
- Peer Reference Assistant Evaluation Form
- Patron Reference Survey Card