Appendix A

**TRU Librarians Department: Teaching Behaviours Evaluation**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Course: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- | --- |
| **1. Personal Traits** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Confidence/enthusiasm | 5 | 4 | 3 | 2 | 1 |
| b. Voice (audible, tone, pace) | 5 | 4 | 3 | 2 | 1 |
| c. Speaking skills, eye contact, and mannerisms | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
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| **2. General Professional Traits** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Way in which instructor meets/greets the class | 5 | 4 | 3 | 2 | 1 |
| b. Demonstrates classroom leadership | 5 | 4 | 3 | 2 | 1 |
| c. Well-prepared and organized | 5 | 4 | 3 | 2 | 1 |
| d. Establishes & maintains a positive class atmosphere | 5 | 4 | 3 | 2 | 1 |
| e. Shows respect for students | 5 | 4 | 3 | 2 | 1 |
| f. Sufficient time left for questions | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
|  | | | | | |
| **3. Planning** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Is it clear that there is a plan for the class? | 5 | 4 | 3 | 2 | 1 |
| b. Selects appropriate learning objectives | 5 | 4 | 3 | 2 | 1 |
| c. Selects appropriate instructional techniques | 5 | 4 | 3 | 2 | 1 |
| d. Provides for different learning styles | 5 | 4 | 3 | 2 | 1 |
| e. Appropriate use of examples | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
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| **4. Instruction** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Explains concepts well | 5 | 4 | 3 | 2 | 1 |
| b. Emphasizes key concepts and important points | 5 | 4 | 3 | 2 | 1 |
| d. States learning objectives | 5 | 4 | 3 | 2 | 1 |
| e. Ties objectives in with course content, assignments | 5 | 4 | 3 | 2 | 1 |
| f. Teaches to the objectives | 5 | 4 | 3 | 2 | 1 |
| g. Demonstrates efficient use of instructional time | 5 | 4 | 3 | 2 | 1 |
| h. Provides clear directions for classroom activities | 5 | 4 | 3 | 2 | 1 |
| i. Effectively draws together or summarizes the session | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
|  | | | | | |
| **Other Observations/Comments** | | | | | |
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| **Suggestions for development** |
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**Total:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (out of a possible 110)

**Evaluator Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Appendix B

**Virtual Reference Evaluation**

Evaluation is of behavioural performance of virtual reference service provided over the course of one full month, not of answers to individual reference questions. It is understood that librarians may encounter prank questions, or patrons with inappropriate questions or unrealistic expectations; evaluation is based on how such encounters were professionally dealt with overall, again not whether such questions were “answered.”

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| **1. Approachability** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Welcoming tone | 5 | 4 | 3 | 2 | 1 |
| b. Acknowledges waiting patrons promptly | 5 | 4 | 3 | 2 | 1 |
| c. Personalizes canned messages appropriately | 5 | 4 | 3 | 2 | 1 |
| d. Provides timely responses and transaction time | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
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| **2. Listening and Inquiring** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Shows interest in the interaction, engages patron | 5 | 4 | 3 | 2 | 1 |
| b. Confirms or signals understanding | 5 | 4 | 3 | 2 | 1 |
| c. Conducts a reference interview to uncover needs | 5 | 4 | 3 | 2 | 1 |
| d. Uses both open-ended and closed questions appropriately | 5 | 4 | 3 | 2 | 1 |
| e. Adjusts advice to patron’s input | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
|  | | | | | |
| **3. Searching & Sources** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Uses clarifying questions appropriately | 5 | 4 | 3 | 2 | 1 |
| b. Suggests appropriate home institution library resources | 5 | 4 | 3 | 2 | 1 |
| c. Provides clear instructions to guide patron’s search | 5 | 4 | 3 | 2 | 1 |
| d. Uses technology well to guide user through search | 5 | 4 | 3 | 2 | 1 |
| e. Maximizes teachable moments | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
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| **4. Follow Up** | **Outstanding** | **Above Average** | **Average** | **Below Average** | **Unsatisfactory** |
| a. Ensures patron satisfaction, that questions were answered | 5 | 4 | 3 | 2 | 1 |
| b. Makes effective referrals where needed | 5 | 4 | 3 | 2 | 1 |
| c. Encourages patrons to return | 5 | 4 | 3 | 2 | 1 |
| **Documentation/Comments** | | | | | |
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| **Other Observations/Comments** |
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| **Suggestions for development** |
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**Total:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (out of a possible 80)

**Evaluator Signature**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Evaluator Signature**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_