

Student Evaluation Rubric

For use with the Library Student Employee Evaluation.

Relative importance of points in a category may vary by library position – please weight items listed under each category as appropriate to the position and use the points to discuss areas of improvement and areas of strength with your student employees. The Customer Service category is intended for students who work with the public frequently. Departments for whom this does not apply may skip this category.

	Description	Needs Improvement	Meets Expectations	Exceeds Expectations
Work Quality	<ul style="list-style-type: none"> • Completes tasks accurately and in a timely manner • Pays attention to detail • Demonstrates ability to apply known facts, consider possible outcomes, and arrive at sound conclusions (consults available resources to answer questions or solve problems) 	<ul style="list-style-type: none"> • Does not finish assigned work in a satisfactory timeframe. 	<ul style="list-style-type: none"> • Finishes assigned work in a satisfactory timeframe. 	<ul style="list-style-type: none"> • Finishes assigned work quickly or faster than expected.
		<ul style="list-style-type: none"> • Work has many inaccuracies. 	<ul style="list-style-type: none"> • Work is usually accurate. 	<ul style="list-style-type: none"> • Work is always accurate.
		<ul style="list-style-type: none"> • Rarely checks available resources to answer questions or solve problems 	<ul style="list-style-type: none"> • Usually checks available resources to answer questions or solve problems 	<ul style="list-style-type: none"> • Always checks available resources to answer questions or solve problems.
		<ul style="list-style-type: none"> • Requires frequent retraining and/or reminders. 	<ul style="list-style-type: none"> • Occasionally requires retraining and/or reminders. 	<ul style="list-style-type: none"> • Rarely requires retraining and/or reminders.
Departmental Communication (With coworkers, staff, supervisor)	<ul style="list-style-type: none"> • Communicates accurately • Asks for help when appropriate • Keeps others adequately informed (teammates, supervisors). • Communicates in a timely manner. • Exhibits good listening skills and pays close attention to what others say • Follows directions carefully • Communicates clearly verbally and in writing (if applicable) 	<ul style="list-style-type: none"> • Gives incorrect information 	<ul style="list-style-type: none"> • Usually gives correct information 	<ul style="list-style-type: none"> • Always gives correct information.
		<ul style="list-style-type: none"> • Does not ask for clarification if unsure. 	<ul style="list-style-type: none"> • Generally asks for clarification when unsure. 	<ul style="list-style-type: none"> • Always asks for clarification when unsure
		<ul style="list-style-type: none"> • Does not communicate well with coworkers or staff. Responds late or does not respond to email communications 	<ul style="list-style-type: none"> • Mostly communicates clearly with coworkers or staff. Responds to emails in a timely manner. 	<ul style="list-style-type: none"> • Always communicates clearly with coworkers or staff. Responds quickly to email communications.
		<ul style="list-style-type: none"> • Does not pay close attention to what others say. 	<ul style="list-style-type: none"> • Usually pays close attention to what others say. 	<ul style="list-style-type: none"> • Always pays close attention to what others say.
		<ul style="list-style-type: none"> • Does not refer problems to a supervisor when it is appropriate. 	<ul style="list-style-type: none"> • Usually refers problems to a supervisor when it is appropriate. 	<ul style="list-style-type: none"> • Quickly assesses a situation and refers problems to a supervisor when appropriate.
		<ul style="list-style-type: none"> • Does not defer to supervisor’s judgment or directions. 	<ul style="list-style-type: none"> • Defers to a supervisor’s judgment or directions. 	<ul style="list-style-type: none"> • Defers to a supervisor’s judgment or directions and offers useful suggestions.
		<ul style="list-style-type: none"> • Does not inform staff or coworkers when leaving for a break or after shift. 	<ul style="list-style-type: none"> • Informs staff and coworkers when going on break or when the shift is completed. 	<ul style="list-style-type: none"> • Informs staff and coworkers when going on break or when the shift is completed and leaves instructions regarding unfinished transactions.

Accountability	<ul style="list-style-type: none"> • Works independently • Takes ownership of mistakes and acts to change based on feedback • Adheres to department policies (food and drink, talking to friends, use of phone or laptop) • Good attendance, punctual, gives work tasks priority in work hours • Manages timesheets & work study funds 	<ul style="list-style-type: none"> • Requires continual monitoring. • Does not internalize feedback or act on constructive criticism. • Does not comply with department polices relating to dress, food and drink, use of library equipment, use of personal electronic devices, etc. Requires multiple reminders. • Misses shifts with little or no notice or frequently asks for covers at the last minute. • Often forgets to clock-in, clock-out, or take lunch breaks. 	<ul style="list-style-type: none"> • Generally works independently. • Usually makes changes due to constructive criticism or feedback. • Usually complies with department policies. Corrects behavior when reminded. • Gives advanced notice when missing a shift or gets coverage. • Only occasionally forgets to clock-in, clock-out or take lunch breaks. 	<ul style="list-style-type: none"> • Works well independently. • Always makes changes due to constructive criticism or feedback. • Always complies with department policies. • Rarely misses shifts or volunteers to take extra shifts if possible. • Does not forget to clock-in, clock-out, or take lunch breaks. 		
	Customer Service with Patrons (As appropriate to department)	<ul style="list-style-type: none"> • Helps patrons to reach the appropriate resources / solutions • Provides respectful, professional service to patrons • Identifies patron needs • Asks clarifying questions when helping patrons & checks if anything else is needed at end of transaction • Uses sound judgment to determine when situations should be brought to staff and refers patron questions to supervisor or other staff when necessary 	<ul style="list-style-type: none"> • Cannot answer questions without assistance or gives incorrect answers. • Does not acknowledge patrons as they approach-uncertain or slow to respond to patrons. • Uses bored, detached, or angry tone while helping patrons. • Does not comprehend patron needs. • Does not follow up when a question is unclear. • Fails to refer difficult patron interactions to staff quickly. 	<ul style="list-style-type: none"> • Answers most questions correctly without assistance and usually asks for help when necessary. • Generally responds quickly to patrons as they approach. • Uses pleasant, courteous tone. • Correctly comprehends patron needs. • Usually asks follow up or clarifying questions when patron need is unclear • Usually refers difficult patron interactions to staff quickly. 	<ul style="list-style-type: none"> • Answers questions correctly, including advanced questions, and asks for help if necessary. • Always responds quickly to patrons as they approach. • Uses pleasant, courteous tone, even in difficult situations. • Correctly comprehends patron needs and identifies the correct person for referral if applicable. • Always asks follow up or clarifying questions when patron need is unclear • Always refers difficult patron interactions to staff quickly. 	
		Other (OPTIONAL)				

