

Foundations of Library Service

Met – Please provide examples of exceptional work	Partially met – Please be specific about the incomplete areas and further work that should be done	Not met – Please be specific about the competencies that are not achieved	Assessment
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1. Mission and roles	The candidate provides sufficient evidence that he/she knows the mission and roles of a library in its community and the mission of libraries in general.	The candidate provides partial evidence that he/she knows the mission and roles of a library in its community and the mission of libraries in general.	The candidate does not provide evidence that he/she knows the mission and roles of a library in its community and the mission of libraries in general.
2. Ethics and values of the profession	The candidate provides sufficient evidence that he/she knows the ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethic, freedom of information, confidentiality of library records, and privacy issues.	The candidate provides partial evidence that he/she knows the ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethic, freedom of information, confidentiality of library records, and privacy issues.	The candidate does not provide evidence that he/she knows the ethics and values of the profession, including an understanding of the Library Bill of Rights, the ALA Code of Ethic, freedom of information, confidentiality of library records, and privacy issues.
3. Roles of library support staff and other staff	The candidate provides sufficient evidence that he/she knows the roles of library support staff and other staff in	The candidate provides partial evidence that he/she knows the roles of library support staff and other staff in	The candidate does not provide evidence that he/she knows the roles of library support staff and other staff in

	different types of libraries.	different types of libraries.	different types of libraries.
4. Relationships among library departments	The candidate provides sufficient evidence that he/she knows the responsibilities and of and the relationships among library departments or functional areas.	The candidate provides partial evidence that he/she knows the responsibilities and of and the relationships among library departments or functional areas.	The candidate does not provide evidence that he/she knows the responsibilities and of and the relationships among library departments or functional areas.
5. Basic principles	The candidate provides sufficient evidence that he/she knows basic principles of: reference and information services; circulation, including interlibrary loan and collection maintenance; current cataloging and classification systems; and acquisitions and collection development.	The candidate provides partial evidence that he/she knows basic principles of: reference and information services; circulation, including interlibrary loan and collection maintenance; current cataloging and classification systems; and acquisitions and collection development.	The candidate does not provide evidence that he/she knows basic principles of: reference and information services; circulation, including interlibrary loan and collection maintenance; current cataloging and classification systems; and acquisitions and collection development.
6. How libraries are governed and funded	The candidate provides sufficient evidence that he/she knows how libraries are governed and funded, including how libraries fit within larger organizations or government structures.	The candidate provides partial evidence that he/she knows how libraries are governed and funded, including how libraries fit within larger organizations or government structures.	The candidate does not provide evidence that he/she knows how libraries are governed and funded, including how libraries fit within larger organizations or government structures.
7. Value of cooperation	The candidate provides sufficient evidence that he/she knows the	The candidate provides partial evidence that he/she knows the	The candidate does not provide evidence that he/she knows the

	value of cooperating with other libraries to enhance services.	value of cooperating with other libraries to enhance services.	value of cooperating with other libraries to enhance services.
8. Keeping knowledge and skills current	The candidate provides sufficient evidence that he/she understands the responsibility to pursue all available means to keep personal knowledge and skills current, including involvement in professional associations.	The candidate provides partial evidence that he/she understands the responsibility to pursue all available means to keep personal knowledge and skills current, including involvement in professional associations.	The candidate does not provide evidence that he/she understands the responsibility to pursue all available means to keep personal knowledge and skills current, including involvement in professional associations.
9. Customer service	The candidate provides sufficient evidence that he/she understands the basic principles of and practice quality customer service.	The candidate provides partial evidence that he/she understands the basic principles of and practice quality customer service.	The candidate does not provide evidence that he/she understands the basic principles of and practice quality customer service.
10. Promote the library's mission and services	The candidate provides sufficient evidence that he/she can communicate and promote the library's mission and services to staff, volunteers, users, and the community.	The candidate provides partial evidence that he/she can communicate and promote the library's mission and services to staff, volunteers, users, and the community.	The candidate does not provide evidence that he/she can communicate and promote the library's mission and services to staff, volunteers, users, and the community.
11. Diversity in user needs	The candidate provides sufficient evidence that he/she recognizes and responds to diversity in user needs and preferences for resources and	The candidate provides partial evidence that he/she recognizes and responds to diversity in user needs and preferences for resources and	The candidate does not provide evidence that he/she recognizes and responds to diversity in user needs and preferences for resources and

	services.	services.	services.
12. Uphold policies and decisions	The candidate provides sufficient evidence that he/she demonstrates the ability and willingness to uphold policies and decisions and know when exceptions are appropriate.	The candidate provides partial evidence that he/she demonstrates the ability and willingness to uphold policies and decisions and know when exceptions are appropriate.	The candidate does not provide evidence that he/she demonstrates the ability and willingness to uphold policies and decisions and know when exceptions are appropriate.