

Reference and Information Services Competency Set

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. General scope of the collection	The candidate provides sufficient evidence that he/she knows the general scope of the library's print, nonprint, and digital collections, including areas of strength and specialized collections.	The candidate provides partial evidence that he/she knows the general scope of the library's print, nonprint, and digital collections, including areas of strength and specialized collections.	The candidate does not provide evidence that he/she knows the general scope of the library's print, nonprint, and digital collections, including areas of strength and specialized collections.
2. Legal and ethical issues	The candidate provides sufficient evidence that he/she knows legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.	The candidate provides partial evidence that he/she knows legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.	The candidate does not provide evidence that he/she knows legal and ethical issues involved in reference services, including user privacy, confidentiality, and copyright.
3. Know basic resources	The candidate provides sufficient evidence that he/she knows basic reference, information, and community resources in print, nonprint, and digital formats in	The candidate provides partial evidence that he/she knows basic reference, information, and community resources in print, nonprint, and digital formats in order to	The candidate does not provide evidence that he/she knows basic reference, information, and community resources in print, nonprint, and digital formats in

	order to conduct and support basic research/reference inquiries.	conduct and support basic research/reference inquiries.	order to conduct and support basic research/reference inquiries.
4. Classification and organization schemes	The candidate provides sufficient evidence that he/she knows classification and organization schemes for collections.	The candidate provides partial evidence that he/she knows classification and organization schemes for collections.	The candidate does not provide evidence that he/she knows classification and organization schemes for collections.
5. Basic search methods	The candidate provides sufficient evidence that he/she knows basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.	The candidate provides partial evidence that he/she knows basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.	The candidate does not provide evidence that he/she knows basic search methods, display options, and terminology of the library's catalog, website, and other information access tools.
6. Effective reference interviews	The candidate provides sufficient evidence that he/she can conduct effective reference interviews, helping users define their information needs and determine when referrals are necessary.	The candidate provides partial evidence that he/she can conduct effective reference interviews, helping users define their information needs and determine when referrals are necessary.	The candidate does not provide evidence that he/she can conduct effective reference interviews, helping users define their information needs and determine when referrals are necessary.
7. Instruct and assist users	The candidate provides sufficient evidence that he/she can instruct and assist users in basic research procedures including digital literacy skills.	The candidate provides partial evidence that he/she can instruct and assist users in basic research procedures including digital literacy skills.	The candidate does not provide evidence that he/she can instruct and assist users in basic research procedures including digital literacy skills.
8. Select appropriate	The candidate provides sufficient	The candidate provides partial	The candidate does not provide

resources	evidence that he/she can help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.	evidence that he/she can help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.	evidence that he/she can help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.
9. Search and identify materials	The candidate provides sufficient evidence that he/she knows how to search for and identify materials in all formats, and assist users in accessing those materials from local and nonlocal sources.	The candidate provides partial evidence that he/she knows how to search for and identify materials in all formats, and assist users in accessing those materials from local and nonlocal sources.	The candidate does not provide evidence that he/she knows how to search for and identify materials in all formats, and assist users in accessing those materials from local and nonlocal sources.