

Student name: Madelin O'Sullivan **Supervisor:**...Mari McGuire, Library Manager
Crown law Library

Organisation: Crown Law Library, Department of Justice & Attorney-General, Qld.

Knowledge, skills, attributes	Clearly evident	Generally apparent	Sporadic	Very limited
A. Professional knowledge & skills				
1. Information sources and products: student understands the processes of creation, acquisition, description, organisation, storage retrieval and dissemination of information	✓			
<i>Comments</i> Madelin demonstrated clear knowledge of the various processes necessary to provide library services. She was clearly across all areas including circulation and reference services; acquisitions, cataloguing and inter-library loan processes.				
2. User needs: student understands the importance of user needs; the design and delivery of information services to meet these user needs	✓			
<i>Comments</i> Madelin was quick to understand the importance of the user experience in a law library and how important it was to tailor the information access points from a user experience. Access issues for the whole of department, provided an example of challenges faced by the library in format and access delivery of information services.				
3. Information quality: student understands the importance of quality information; is able to review and evaluate information (print & electronic) to determine relevance to user needs	✓			
<i>Comments</i> Madelin was able to experience the value in both print and online resources, particularly in response to requests requiring historical point-in-time materials.				
4. Information literacy: student understands the process of information seeking and appreciates the value of information literacy within the given community or context; is able to provide guidance and instruction to clients	✓			
<i>Comments</i> Although the work placement occurred during the 'quiet period' of courts closure and annual holidays, Madelin was able to experience the variety in requests from our clients, and determine the range in their information literacy by understanding the context of these request eg. Legal clerk and director of Law Reform Commission.				
5. Promotion and marketing: student understands the need to promote and market the information services and products to clients	✓			
<i>Comments</i> Madelin participated in updating two training guides, part of the library's focus on a brand refresh. She has a very good understanding of the importance of keeping up with the industry standards and her experience during the placement exposed her to some of the real world constraints faced by the library in delivering and marketing the library effectively to our clients.				

6. Management: student is interested in management processes, strategic planning, budgeting, staff management, policy development	✓			
<i>Comments</i> <i>Discussions at catch-up meetings, about the organisation's strategic business plan and how the library aligns workflows and priorities to sync with the leadership team's focus. Also discussion around the manager's role in budgets, performance plans, management style of experienced and knowledgeable team members and library policy/procedure compliance.</i>				

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7. Context-specific knowledge and skills: please highlight any relevant activities performed by the student	✓			
<i>Comments</i> <ul style="list-style-type: none"> ▪ Preparation and rebrand of two Training Quick Guides for Legal Research products; ▪ Subject guide preparation – searching for relevant materials for inclusion on an online subject guide. ▪ Overview of cataloguing – Catalogued Annual Reports. ▪ Research and reference desk tasks ▪ Intranet and online resource link checking and reporting any access issues. 				

B. ICT skills				
1. Computer literacy: student demonstrates a high level of computer literacy and skills in an electronic environment (keyboard skills, familiarity with software packages, troubleshooting hardware problems etc)	✓			
<i>Comments</i> <i>Yes, a high level of competency in this skill area.</i>				
2. Online searching: student has a high level of skills and competency in online searching (databases and Internet)	✓			
<i>Comments</i> <i>Yes, demonstrated high level competency and knowledge of databases, search functionality and query structures.</i>				
3. Web management: student has high level of skill in webpage development and web content management	✓			
<i>Comments</i> <i>Madelin demonstrated high level competency and knowledge of webpage design and its' importance in information service delivery. She was able to appreciate the constraints faced by the library where the importance of autonomy in providing responsive online library services is not fully appreciated.</i>				

C. Generic capabilities				
1. Communication skills: student is able to communicate appropriately with clients,	✓			

colleagues and management (listening skills, oral and written communication)				
<i>Comments</i> <i>Communication skills were appropriate in all client and team interactions. When responding to research requests, Madelin's written communications were professional, clear and relevant. Directional and reference queries were handled in a confident, professional and welcoming manner.</i>				
2. Teamwork: student is cooperative and willing to participate in and contribute to team activities	✓			
<i>Comments</i> <i>Madelin was a seamless fit into our small team environment, a testament to her nature and her motivation to gain from the placement experience. She was a willing participant in all assigned tasks and appeared interested and motivated to experience the range of tasks typical of a small legal library. All team members provided excellent feedback on Madelin's professionalism, flexibility and teamwork.</i>				
3. Independence: student is happy to work independently and ensures assistance or clarification is sought at appropriate times	✓			
<i>Comments</i> <i>Madelin works well autonomously and independent of the need for close supervision. The reference librarians were able to delegate research tasks, explain the scope of our proposed response and then leave Madelin to work independently, She asked for clarification when required and was able to apply her reference and information skills to the research task. The outcome of her search process and methodology was excellent. Feedback from the reference librarians commented on her ability to complete a task effectively and accurately. All commented on Madelin's intellectual capability, in particular how quickly she learned legal specific research.</i>				

Knowledge, skills, attributes	Clearly evident	Generally apparent	Sporadic	Very limited
4. Critical thinking and problem solving: the student is able to consider challenges, think laterally and offer creative or original solutions to problems	✓			
<i>Comments</i> <i>Successful completion of a range of tasks demonstrated Madelin's intellectual capability on problem solving and analysing a task to identify the best approach in resolving the problem/task. Determining the complexity of the task, relevant resources required and methodology to be applied to the queries was a demonstration of her critical thinking abilities.</i>				
5. Customer service: the student demonstrates a good understanding of the philosophy and culture of customer service	✓			
<i>Comments</i> <i>Madelin has an excellent customer service focus and interactions are professional and helpful.</i>				

D. Professional conduct and attitude				
1. Organisational culture: student understands the culture, policies, procedures and ethos of the organisation	✓			

<i>Comments</i> <i>Madelin grasped the importance of the role of the Justice and Attorney-General department and its' responsibility for law in the state. Exposure to the reference requests provided Madelin with a good understanding of the culture required in the department particularly, ethical behaviour and integrity and the need for confidentiality and privacy in dealing with sensitive information.</i>				
2. Self-management: the student demonstrates adaptability, flexibility and time-management skills	✓			
<i>Comments</i> <i>Madelin is an autonomous worker with excellent time-management skills. She demonstrated flexibility when there was an opportunity to do some research rather than the scheduled task. All tasks were completed in a timely and effective way, my observation of Madelin is she is solution focussed and works steadily to achieve her desired outcome.</i>				
3. Professionalism: student has a professional and ethical attitude towards their work and the organisation	✓			
<i>Comments</i> <i>Exposure to a variety of reference requests provided Madelin with a good understanding in dealing with sensitive information, and the need to act in an ethical and confidential manner at all times.</i>				
4. Overall commitment to the fieldwork experience: student is punctual, reliable and motivated to perform well and to learn	✓			
<i>Comments</i> <i>Madelin was professional at all times, her demeanour, presentation and motivation was appropriate at all times.</i>				
5. Feedback: the student responds well to suggestions or constructive feedback	✓			
<i>Comments</i> <i>Madelin responded well to guidance from the various reference librarians, incorporating their suggestions into her specific task. She is a motivated person who has a keen interest in developing her skills and knowledge at every opportunity.</i>				

What would you regard as the student's key strengths, and where do you see room for further development?

Strengths are many, in particular:

- workplace maturity;
- a willingness to ask for clarification when necessary;
- flexibility; ability to adapt skills from an academic library and apply these to a legal research library in a government department.

Further development: Madelin is highly intelligent and was an excellent placement.

She will continue to flourish with more exposure to the professional librarian role.

Supervisor's signature:



Date:

19 January 2016

8. Supervisor's evaluation of work practice program

(Your comments on any of the following, should you feel it necessary, would be appreciated).

a. Were you provided with sufficient information by the student concerning background and ability?	Yes
Comments: Yes, cv and several email communications of experience prior to commencement	
b. Were you given sufficient notice so you could plan a usefully varied program for the student?	Yes
Comments: Yes. Plenty of notice and the Guide for Supervisors indicated types of program appropriate.	
c. Did you detect any areas of weakness in the student's knowledge that seemed to indicate a lack of preparation?	No
Comments: No Madelin, was well prepared.	
d. Did you find the evaluation sheet concerning the student's performance satisfactory?	Yes
Comments: Very comprehensive, covers all aspects of professional role.	
e. Additional comments or suggestions?	
Comments: The process is well organised, and the information and guides useful.	
f. Would you be interested in having further students?	Yes

Signed:	<i>M. McQuinn</i>
Organisation:	<i>Crown Law Library, Dept. Justice & Attorney-General</i>
Date:	<i>19 January 2016</i>

Thank you for your contribution to the QUT fieldwork program.