

# SCHOOL LIBRARY REFERENCE SERVICE EVALUATION FORM TEMPLATE

This enables school librarians and administrators to assess and improve reference desk operations, ensuring the library remains a valuable resource hub for the academic community.

CONSISTS OF 2 PAGES



Western Australian Department of Education  
www.education.wa.gov.au

## SCHOOL LIBRARY REFERENCE SERVICES EVALUATION FORM

**Instructions:** Thank you for taking the time to provide feedback on the reference services offered at our school library. Your comments must self-help us improve and make our services better meet your needs. Please take a few moments to complete this evaluation form. Your responses will remain confidential and your input is greatly appreciated.

Western Australian Department of Education  
Date: June 11, 2020

### I. General Information

Name (Print Name)	Grade Level (Select from 1 to 12)
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### II. Reference Services Evaluation

Please rate the following aspects of our reference services on a scale of 1 to 5, with 1 being "Needs Improvement" and 5 being "Exceeds Expectations".

No.	Evaluation Statement	1	2	3	4	5
1	The library staff responded promptly and courteously to my reference query.				<input checked="" type="checkbox"/>	
2	The library staff demonstrated good knowledge and expertise in assisting with my research.				<input checked="" type="checkbox"/>	
3	The library staff offered helpful and relevant resource recommendations.				<input checked="" type="checkbox"/>	
4	Resource materials are clearly identified from the library staff.			<input checked="" type="checkbox"/>		
5	The library staff showed a willingness to go the extra mile to assist me.			<input checked="" type="checkbox"/>		



# Evaluation Of Reference Services

**Ensheng Dong**



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## Evaluation Of Reference Services Introduction

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