

032205T4LIS

LIBRARY AND INFORMATION SCIENCE LEVEL 5

BUS/OS/LIS/CR/03/5A

Maintain Information Resources

Nov/Dec 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**

**PRACTICAL ASSESSMENT**

**OBSERVATION CHECKLIST**

|                                                                                                                   |                        |                       |                 |
|-------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------|-----------------|
| <b>Candidate's Name &amp; Registration Code</b>                                                                   |                        |                       |                 |
| <b>Assessors Name &amp; Registration Code</b>                                                                     |                        |                       |                 |
| <b>Venue of Assessment</b>                                                                                        |                        |                       |                 |
| <b>Date of Assessment</b>                                                                                         |                        |                       |                 |
| <b>Items to be Evaluated:</b> <i>Please award marks as appropriate. Give a brief comment on your observation.</i> | <b>Marks Available</b> | <b>Marks Obtained</b> | <b>Comments</b> |
| <b>TASK 1:</b> Design and provide information service                                                             |                        |                       |                 |
| 1. Donned dust coat<br>(Award 1 mark)                                                                             | <b>1</b>               |                       |                 |
| 2. Prepared information desk (arranged desk and the two chairs)<br>(Award 2 marks)                                | <b>2</b>               |                       |                 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |          |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--|--|
| 3. Developed a reference interview questionnaire <ul style="list-style-type: none"> <li>• Date</li> <li>• Name of client</li> <li>• Programme of study and level</li> <li>• Subject area of interest</li> <li>• Other information material options available</li> <li>• Means of communication</li> <li>• Feedback</li> </ul> <i>(Award 1 mark for each correct item in the questionnaire 6x1 )</i>                                                                                     | <b>6</b> |  |  |
| <b>Sub-Total 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>9</b> |  |  |
| <b>TASK 2: Analyze information needs</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |  |  |
| 5. Welcomed client at the information desk<br><i>(Award 2 marks)</i>                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>2</b> |  |  |
| 6. Conducted reference interview <ul style="list-style-type: none"> <li>• Listening to client request for assistance</li> <li>• Probing the client to understand his/her needs better</li> <li>• Refining the client request for better understanding of the client</li> <li>• Providing the clients with best options available</li> <li>• Building consensus with client regarding his/her information needs</li> </ul> <i>(Award 2 marks for each correctly conducted step 5 x1)</i> | <b>5</b> |  |  |
| 7. Documented key information needs identified                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>2</b> |  |  |

|                                                                                                                                                                                                                                                                                                                                      |           |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--|--|
| (Award 2 marks)                                                                                                                                                                                                                                                                                                                      |           |  |  |
| <b>Sub-Total 2</b>                                                                                                                                                                                                                                                                                                                   | <b>9</b>  |  |  |
| <b>TASK 3:</b> Evaluate information service                                                                                                                                                                                                                                                                                          |           |  |  |
| 8. Retrieved various relevant information resources as per information needs)<br>Any relevant information material, e.g. <ul style="list-style-type: none"> <li>• Book</li> <li>• Journal</li> <li>• Report</li> <li>• Newspaper</li> </ul> (Award 2 marks for each information material retrieved 3x2 )                             | <b>6</b>  |  |  |
| 9.Delivered information resources to client<br>(Award 2 marks)                                                                                                                                                                                                                                                                       | <b>2</b>  |  |  |
| 10.Collected feedback from client<br>(Award 2 marks)                                                                                                                                                                                                                                                                                 | <b>2</b>  |  |  |
| 11. Appreciated the client for the visit and request.<br>(Award 2 marks)                                                                                                                                                                                                                                                             | <b>2</b>  |  |  |
| <b>Sub-Total 3</b>                                                                                                                                                                                                                                                                                                                   | <b>12</b> |  |  |
| <b>GRAND TOTAL</b>                                                                                                                                                                                                                                                                                                                   | <b>30</b> |  |  |
| <b>ASSESSMENT OUTCOME</b>                                                                                                                                                                                                                                                                                                            |           |  |  |
| The candidate was found to be:<br><div style="display: flex; justify-content: space-around; align-items: center;"> <span>Competent <input type="checkbox"/></span> <span>Not yet Competent <input type="checkbox"/></span> </div> (Please tick as appropriate)<br>(The candidate is competent if the candidate obtains at least 50%) |           |  |  |
| <b>Feedback from the Candidate:</b>                                                                                                                                                                                                                                                                                                  |           |  |  |

|                                      |                       |
|--------------------------------------|-----------------------|
| <b>Feedback to the Candidate:</b>    |                       |
| <b>Candidate Signature</b><br>_____  | <b>Date:</b><br>_____ |
| <b>Assessor's Signature</b><br>_____ | <b>Date</b><br>_____  |

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