

**MADISON COUNTY LIBRARY SYSTEM
EMPLOYEE PERFORMANCE EVALUATION**

Employee Name _____ Date _____

Branch _____ Position _____

Supervisor _____

SECTION I: Purpose of evaluation

_____ Annual – completed once a year in accordance with State Accreditation requirements

_____ End Probation – completes employee’s 3 month probation period

_____ Other _____

SECTION II: Reviewing Key Job Performance Factors

Assess the employee’s performance by indicating the rating chosen and then back up that rating with appropriate supporting commentary.

Evaluation Ratings:

E	Excellent	<i>Consistently</i> exceeds required work standards
S	Satisfactory	Meets all required work standards
N	Needs Improvement	Does not meet all required work standards; needs to strengthen and increase skills; supervisor will work with employee in the next review period to bring performance up to “meets expectations” standards
NA	Not Applicable	Indicate NA if not applicable to job duties

ALL SECTIONS MUST INCLUDE COMMENTS WITH SPECIFIC EXAMPLES

ANY ITEM MARKED “NEEDS IMPROVEMENT” MUST HAVE AN EXPLANATORY NOTE INCLUDING CHANGES NEEDED TO ACHIEVE IMPROVEMENT. BE SPECIFIC AS TO THE PROGRESS THE EMPLOYEE MUST ACHIEVE TO REACH THESE GOALS.

WORK HABITS: Performance Factors	E	S	N
Is punctual in arriving to and leaving from work			
Follows work schedule without frequent changes			
Uses leave appropriately			
Produces work that is accurate and thorough, paying attention to detail			
Meets work-schedule and time lines			
Works in consistent and cooperative manner			
Prioritizes tasks			
Is organized and prepared			
Takes initiative to remain productive			
Uses time efficiently; works at an acceptable rate of speed			
Works well under pressure			
Assumes fair share of workload, accepting role as a team member			
Is reliable & dependable in performing regular duties & responsibilities			
Willing to assume other duties as necessary			
Maintains neat appearance, dresses appropriately for job and adheres to dress code			
Maintains neat and appropriate work area			
Helps ensure a welcoming physical appearance in the library including housekeeping duties as needed			
Requires minimum supervision and is able to work independently			
Demonstrates interest and enthusiasm about job			
Identifies problems, contributes ideas and offers solutions			
Keeps supervisor & other appropriate staff alerted to pertinent information			

EXAMPLES/COMMENTS:

CUSTOMER SERVICE SKILLS: Performance Factors	E	S	N
Greets the public in a friendly and welcoming way			
Is tactful, respectful, courteous, self-controlled and patient with patrons			
Provides patrons with accurate, efficient and friendly service			
Conveys a sense of approachability by speaking to anyone who enters, being alert and willing to help			
Instructs patrons on how to use the library's resources			
Refers patrons' questions to appropriate staff when needed			
Maintains his/her composure in difficult situations even during busy times			
Manages difficult patron interactions with tact and diplomacy			
Exercises good judgement in non-routine situations			
Recognizes when a situation or issue should be passed up to management or emergency services should be called			

EXAMPLES/COMMENTS:

JOB KNOWLEDGE/WORK INTEREST: Performance Factors	E	S	N
Demonstrates clear understanding of library policies and operations			
Follows board-approved policies and procedures thoroughly			
Understands basic work procedures			
Understands role as part of library/department team			
Accepts and adapts to necessary change			
Is alert to areas needing attention			
Understands, supports and carries out Library mission, roles and values			
Performs assigned duties with enthusiasm and resourcefulness			
Assumes responsibility and duties appropriate to position			
Takes initiative to keep informed about library/department activities			
Makes effort to acquire and broaden knowledge			

EXAMPLES/COMMENTS:

Interpersonal and Communications Skills	E	S	N
Is tactful, respectful, courteous, self-controlled and patient with staff			
Listens and responds with understanding			
Asks questions when necessary			
Contributes to positive staff morale			
Works well with co-workers and displays a positive attitude			
Works as a team member to maximize the effectiveness of the library			
Controls socialization so as not to impede work			
Demonstrates flexibility as appropriate to situation in working with patrons/staff			
Assists co-workers as needed and is considerate of them and patrons			
Responds appropriately to verbal and non-verbal communications			
Manages difficult patron interactions with tact and diplomacy			
Addresses conflict effectively			
Listens and responds openly to constructive criticism or suggestions			
Maintains high standards of ethics, honesty and integrity in all professional matters			

EXAMPLES/COMMENTS:

Professional Development	E	S	N
Engages in outside professional activities (committees, organizations, etc.)			
Participates in educational opportunities (staff development)			
Keeps up with developments in the field and maintains a current understanding of trends in library practice and standards especially those related to job duties			
Applies new skills on the job			

EXAMPLES/COMMENTS: list all conferences, workshops, webinars, etc. attended since last annual evaluation

Supervisory Skills	E	S	N
Acts as an effective agent for the assigned library to the public			
Pursues the needs of the community			
Looks for opportunity to engage patrons, community members and local leaders to build better relationships			
Ensures a welcoming physical appearance of the library with consideration to patron and staff safety			
Effectively builds the collection in the assigned library to best suit the needs of the patrons and community being served			
Is fair, objective and consistent with staff in assigning work			
Promotes cooperation among staff			
Is available to staff to help/resolve problems or other work-related issues			
Monitors and promptly follows up on problems and performance issues			
Provides training; encourages staff to pursue continuing education opportunities			
Solicits input/feedback from staff on solving library/department issues			
Acts as advocate for staff concerns to higher management			
Gives recognition for good work			
Corrects mistakes privately and in a positive manner			
Keeps staff informed about library/department issues and changes			
Maintains clear messages of expectations and goals with the staff			
Explains reasons adequately when changes are made or needed			
Follows policy guidelines on chain of command and grievance policy			
Promotes safe employee work habits			

EXAMPLES/COMMENTS:

MADISON COUNTY LIBRARY SYSTEM – YOUTH SERVICES
(Youth Services Employees Only)

	E	S	N
Designs, promotes, presents, and evaluates a variety of programs for youth of all ages, based on their developmental needs/ interests and the goals of the library.			
Identifies and utilizes skilled resource people to present programs and information.			
Provides library outreach programs that meet community needs and library goals and objectives.			
Establishes programs and services for parents, individuals and agencies providing childcare, and other community professionals who work with youth.			
Promotes library programs and services to under-served youth and families.			
Understands theories of infant, child, and adolescent learning and development and their implications for library service.			
Cultivates an environment that provides for enjoyable and convenient access to and use of library resources.			
Maintains regular communication with other agencies, institutions, and organizations serving youth in the community.			
Utilizes effective public relations techniques through all media.			
Considers the needs, opinions, and requests of youth of all ages in the development and evaluation of library services.			
Provides a wide, diverse, and unbiased variety of electronic resources, A-V materials, print materials, and other resource materials that best serve the needs of youth and their caregivers.			
Instructs youth in the use of library tools and resources, empowering them to choose materials and services on their own.			
Encourages use of materials and services through bibliographies, book-talks, displays, electronic documents, and other special tools.			
Sets long and short-range goals, objectives, plans and priorities.			
Listens and responds actively with youth, families, patrons, and staff.			
Stays informed of current trends, emerging technologies, issues, and research in librarianship, child development, education, and related fields.			

EXAMPLES/COMMENTS:

1. What are areas of strength in the employee's performance? List special accomplishments or contributions during this evaluation period.

2. Suggestions for strengthening performance. Each employee should be given at least one appropriate and attainable job related goal they must complete in the coming year. This may include but is not limited to an additional computer training class, attending a one hour or more webinar, completing a customer service training class or completing a job related course on Universal Class, etc.

Your signature indicates that you have participated in a discussion of information contained in this evaluation and have received a copy of the evaluation. ***It does not imply your agreement with the information.***

Does employee wish to attach a response for inclusion in the Personnel File? Yes No

Employee's Signature

Supervisor's Signature

Date

Director's Signature

Date