

Mary E. Bartlett Memorial Library Performance Appraisal, (insert year)

(insert job title)

Rating Scale:

1 – Needs Improvement (Performs at an acceptable level inconsistently) = Employee is performing below standard, or is meeting expectations in only a marginal manner, doing only the minimum that is expected, or is not progressing in a satisfactory manner in learning or assuming the responsibility required of the job.

2 – Meets Expectations = Employee is consistently meeting expectations, performing all responsibilities of the position in a successful manner. The Employee's performance may be above expectations in some areas. Progress toward achieving the related goals of the position has been satisfactory.

3 – Exceeds Expectations = Employee is consistently performing all responsibilities of the position in a highly exceptional manner. Performance is the best that can be reasonably expected of an employee. All significant goals have been achieved and the employee has demonstrated innovative results.

Definition of Competencies

Focuses on Patron Experiences: Consistently demonstrates awareness that our patrons enable us to thrive. Listens and understands our patrons needs and uses that knowledge to anticipate problems and provide even better service than the patron expects. Looks for new opportunities to enhance patron satisfaction.

Takes Initiative in the Workplace: Acts quickly and independently when the situation demands it; sees a need and takes appropriate action without being prompted or reminded; proactively recommends solutions to problems. Identifies ways to make improvements to processes to add value to the Library. Accomplishes this within the framework of the Library policies and guidelines.

Communicates in the Workplace: Contributes to an open, direct, timely, and honest dialog between self and supervisor/co-workers.

Is Flexible/Resilient in the Workplace: Understands the Library mission; realizes how their job function impacts the operation of the organization; supports the organization by demonstrating flexibility, adjusts to changing job demands, deals creatively with challenges or problems.

Takes Pride in the Workplace: Performs day-to-day activities and job responsibilities in ways that support the library's commitment to quality; provides a pleasant, safe, clean environment for patrons; speaks favorably about the workplace to customers.

Pursues Learning Opportunities in the Workplace: Actively seeks opportunities for learning and self-development; requests feedback and welcomes advice when it's offered; alters behavior to reflect new insights and changing circumstances.

(Insert Date)

Appraisal for:

Evaluated by:

Focuses on Patron Experiences: 3

You always ensure our patrons are welcomed upon arrival. When you come across a book you think someone in particular might like, you make a point to reach out to that patron. The fact that you can do this speaks to the fact that you pay attention to the patron experience, noticing what they are taking out and listening to what they are saying. This results in patrons that look forward to visiting our library, as well as increased circulation due to "hand-selling."

Takes Initiative in the Workplace: 3

Your solid knowledge of Library processes positions you as a person to not only see problems when they exist, but also to come up with resolutions. I am able to partner with you when I need a creative solution to a challenge, knowing that you have the ability and the desire to assist when needed. Your propensity to work independently allows me the opportunity to focus on directorial tasks without interruption.

Communicates in the Workplace: 2

You do a nice job of communicating issues that arise during your shift that you are unable to follow through on. There is opportunity for you to work on making the Daily Communication Binder a habit. You have left notes for your co-workers, which is one of the components, but you do not always sign off on notes that are left from others. While you may be reading the notes, if you don't sign off, I have to assume you may not have. This results in a feeling of uncertainty as to whether you know important information or not.

Is Flexible/Resilient in the Workplace: 1

In order to meet the objectives of the library, one must realize how their job function impacts the daily operations, demonstrate flexibility, and adjust to changing job demands. Change seems to have proven difficult for you regarding some of the strategies being utilized to promote growth. When it was determined that a culling of books was necessary to make room for new titles, you seemed uncomfortable with the process. However, when asked if this was causing you discomfort, you relinquished responsibility in your words but not in spirit. As a result, it has been awkward discussing changes with you. The implementation of new processes has also proven difficult as you have not shown evidence of adapting to new methods. For example, you tend to avoid working in the children's room rather than taking time to explore the changes.

Takes Pride in the Workplace: 3

Working in a small space, shared with many others can be a real challenge in keeping things tidy, and yet, you do just that. Even more importantly, you support the Library with positivity and encourage patrons to participate in programming. This results in our ability to host successful programs and continue to be a destination of choice.

Pursues Learning Opportunities in the Workplace: 1

Despite encouraging change, you do not seem entirely comfortable with learning new processes. Although you seek guidance at times, I have seen you give up on learning something new sometimes, relying on other employees to do the tasks that are unfamiliar. An example of this is reserves. When we added Wowbrary, the reserve process changed and you tried to learn, but gave up when it proved challenging. This has resulted in others having to stop what they are doing, in order to assist.

Total Rating:

Supervisor's Summary Statement:

Working with you is such a pleasure. Right from the start, you welcomed me and stepped in to help when I was juggling multiple roles prior to our hiring a new Youth Librarian. During the winter, you came in bright and early to ensure the library can open on time. You even take it upon yourself to bring the mail from the Town Offices each week. The pride you exhibit for the Library is obvious, and you are a true team player. You largely work independently, allowing me to concentrate on tasks that require attention to detail.

I would like to see you use the Daily Communication Binder more regularly, both reading and contributing notes for your fellow employees.

I look forward to working with you in the coming year, working together to find new and innovative ways of growing the MEB Library!

Employee Comments:

This review has been discussed on _____

Employee Signature _____

Supervisor Signature _____

