



BARRY-LAWRENCE REGIONAL LIBRARY
ANNUAL PERFORMANCE APPRAISAL
Branch Supervisors
 (1st Annual Evaluation)

Employee Name: _____ Date of Review: _____

Job Classification: _____ Date of Hire: _____

Branch: _____ Evaluated by: _____

Full Time: _____ Part Time: _____

Rating System:

Fair—Needs Improvement, more is expected

Satisfactory—Fully meets standards

PART I: JOB RELATED SKILLS AND KNOWLEDGE

This section is to evaluate how well the employee demonstrates an understanding of the job procedures, methods, process, skills, equipment and materials required to perform the job. Use the comment section to provide specific examples of the employee's strengths and/or weaknesses or for other appropriate/relevant comments as it relates to each number:

1. **Customer Service**—Models appropriate customer service skills to the staff. Manages customer interactions in a polite and professional manner. Is proactive, goes "above and beyond" to provide excellent customer service. Provides information accurately and objectively. Exhibits effective and positive communication skills. Has a professional attitude and dresses appropriately. Supports organizational decisions in a positive and appropriate manner.

Rating: _____ Comments: _____

2. **Job Knowledge**—Demonstrates understanding of the information and responsibilities pertinent to the job classification. Utilizes available technology effectively and efficiently. Continues to learn new skills and expand knowledge. Creatively seeks solutions to problems and thinks outside of the box.

Rating: _____ Comments: _____

3. **Organizational Skills and Productivity**—Plans and prioritizes work effectively. Coordinates, prepares, and presents projects and programs well and follows through with assignments. Produces quality work and a satisfactory quantity of work. Provides daily, monthly and quarterly reports as required. Meets deadlines as assigned.

Rating: _____ Comments: _____

4. **Quality of Work**—Employee’s work is accurate, neat, and thorough. Tasks are performed to completion with minimum guidance and direction and errors are minimal.

Rating: _____ Comments: _____

5. **Interpersonal Skills and Professionalism**—Fosters cooperative work environment with peers, staff, and library director. Is a productive team leader. Shows a high degree of professionalism in person, in e-mail, on the telephone, in language, and in dress. Exhibits initiative and is self-directed. Maintains a positive and respectful attitude. Shows enthusiasm about work. Accepts feedback well. Expresses ideas and opinions in appropriate venue and manner. Offers assistance as needed.

Rating: _____ Comments: _____

6. **Reliability**—Dependable. Can be counted on to work as needed to achieve results and/or meet deadlines within established time frames. Employee not only complies with the library’s attendance and absenteeism policy, but models it for all supervised staff.

Rating: _____ Comments: _____

7. **Problem Solving and Decision Making**—Anticipates and identifies problems. Uses logic and sound judgment to solve problems and make decisions. Assumes responsibility when appropriate.

Rating: _____ Comments: _____

8. **Adaptability**—Employee is able to adjust to a variety of situations and maintains flexibility. Assists with work normally done by others when needed. Is flexible in adapting to daily work situations.

Rating: _____ Comments: _____

9. **Supervision and Leadership Skills**—Provides a balance of support, guidance, and training to supervised staff. Understands needs of the branch/library system and its staff as a whole. Gains the respect and trust of peers and supervised staff. Work and behavior exhibits commitment to the library’s mission, vision, goals, policies and procedures. Cooperates and contributes to the overall wellbeing of assigned branch and library system. Promotes a positive library image to the community.

Rating: _____ Comments: _____

10. **Professional Development**—Employee has shown initiative in personal work growth and development. Has attended at least one library related webinar, course, workshop, seminar, or conference to improve their work related skills. Encourages staff in their professional development.

Rating: _____ Comments: _____

PART II: WORK HABITS

Mark appropriate line.

1. **Attendance or tardiness**—Attitude toward all types of attendance and leave.

- Very good attendance and punctuality; never abuses leave privileges.
 Satisfactory attendance; requires no overseeing of leave privilege.
 Fair attendance; sometimes late or absent.
 Unsatisfactory attendance; needs improvement.

Comments: _____

2. **Communication**—Effectiveness in communicating with others, including library director, supervisor, co-workers, or customers, using both verbal and written skills necessary for the job.

- Very good; communication skills exceeds expectations.
 Satisfactory; meets standard communication requirements.
 Fair; overall communication is good, but there have been a few issues to address.
 Unsatisfactory; has difficulty communicating in an appropriate manner.

Comments: _____

3. **Record Keeping**—The employee's organization, neatness, and timeliness of the required paperwork including timesheets, statistics, ILL requests, monthly reports, quarterly reports, etc.

- Very good; goes above and beyond.
 Satisfactory; meets the standard requirements.
 Fair; meets requirements most of the time, but needs to be reminded periodically.
 Unsatisfactory; needs improvement

Comments: _____

PART III: SUMMARY OF STRENGTHS AND AREAS FOR IMPROVEMENT

1. **Strengths**—List employee's greatest work-related strengths.

2. **Accomplishments**—List employee's accomplishments for the year, include goal(s) that were successfully completed.

3. **Improvement Needed**—List areas where improvement is needed, include goal(s) that were not successfully completed.

PART IV: GOALS FOR THE COMING YEAR

To be completed by employee and director during performance appraisal conference review.

1. List at least one (no more than two) work related employee goals for the upcoming year.

Goal 1:

Goal 2:

2. List at least one (no more than two) branch related goals for the upcoming year.

Goal 1:

Goal 2:

PART V: COMMENTS

To be completed by supervisor and employee during performance appraisal conference review.

Employee Comments:

Director Comments:

PART VI: ACKNOWLEDGMENT AND SIGNATURES

I have reviewed this performance appraisal and have discussed the contents with the director. My signature indicates that I have been advised of my performance and does not necessarily imply my agreement. I completely understand its contents.

Employee Signature: _____ Date: _____

Director Signature: _____ Date: _____

Additional Comments:

