



PERFORMANCE EVALUATION DEFINITIONS

Ratings:

- **XP—Expert Performance:** Contributes significantly to library system’s efficiency; Completes tasks prior to deadlines; Leads internal projects/teams; Anticipates and works to prevent problems; Coaches and mentors others; Actively seeks ways to improve performance of library system.
- **RM—Role Model Performance:** Demonstrates initiative and assumes additional duties; Consistently completes tasks prior to deadlines; Leads by example and assists others; Recognizes more complex problems and troubleshoots; Improves systems use of resources.
- **EP—Expected Performance:** Able to perform independently, timely, correctly, and with minimal supervision; Handles routine problems; Demonstrates responsible use of resources.
- **PI—Performs Inconsistently:** Inconsistent performance of assigned tasks. (attach Conference Notes that demonstrate inconsistency and how improvements will be made)
- **NP—Does Not Perform:** Essentially not performing assigned tasks. (attach Conference Notes that demonstrate performance issues and how improvements will be made)
- **VG—Very Good:** Goes above and beyond.
- **S—Satisfactory:** Meets the standard requirements.
- **F—Fair:** Meets requirements most of the time, but needs to be reminded periodically.
- **U—Unsatisfactory:** Needs improvement. (attach Conference Notes that demonstrate performance issues and how improvements will be made)

Categories:

- **Customer Service**—Manages patron 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.
- **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.
- **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. Meets deadlines as assigned. **(Library Assistant)**
- **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. **(Branch Supervisor)**
- **Quality of Work Produced**—Employee’s work is accurate, neat, and thorough. Tasks are performed to completion and errors are minimal. Employee’s work and behavior exhibits commitment to the library’s policies, procedures, and goals. **(Library Assistant)**
- **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. **(Branch Supervisor)**

Performance Evaluation Definitions Continued

- **Working Relationships**—Employee interacts effectively with library director, supervisor, coworkers, and other internal customers. Maintains a positive and respectful attitude, acts as a team player in terms of cooperative spirit, and exhibits effective and positive communication skills. (Library Assistant)
- **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. (Branch Supervisor)
- **Reliability**—Dependable. Can be counted on to work as scheduled and/or as needed, is flexible. Meets deadlines within established time frames. Employee complies with the library's attendance and absenteeism policy. (Library Assistant)
- **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. (Branch Supervisor)
- **Problem Solving and Decision Making**—Anticipates and identifies problems. Uses logic and sound judgment to solve problems and make decisions. (Library Assistant)
- **Problem Solving and Decision Making**—Anticipates and identifies problems. Uses logic and sound judgment to solve problems and make decisions. Assumes responsibility when appropriate. (Branch Supervisor)
- **Adaptability**—Employee is able to adjust to a variety of situations and maintains flexibility. Is flexible in adapting to daily work situations.
- **Leadership Skills**—When appropriate and necessary, provides a balance of support and guidance to others. Exhibits initiative and is self-directed. Promotes a positive library image to the community. (Library Assistant)
- **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. (Branch Supervisor)
- **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. (Library Assistant)
- **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. (Branch Supervisor)
- **Attendance or tardiness**—Attitude toward all types of attendance and leave.
- **Communication**—Effectiveness in communicating with others, including library director, supervisor, co-workers, or customers, using both verbal and written skills necessary for the job.
- **Record Keeping**—The employee's organization, neatness, and timeliness of the required paperwork including timesheets, statistics, ILL requests, etc.

