

Employee Performance Evaluation/Assessment

PERFORMANCE FEEDBACK

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Evaluation Rating

Rating	Performance Rating	Performance Standards
N/A	No Answer	<ul style="list-style-type: none"> ● Unable to rate due to insufficient time to observe or limited knowledge of area being assessed.
4	Exceeds expectations	<ul style="list-style-type: none"> ● Consistently exceeds expectations. ● Level of accomplishment is consistently beyond expectations.
3	Meets expectations	<ul style="list-style-type: none"> ● Consistently meets expectations. ● Results are as expected of a fully qualified and experienced individual in this area.
2	Developing	<ul style="list-style-type: none"> ● Generally meets expectations. ● Level of accomplishment is consistently improving. ● Demonstrates the potential to perform job requirements and functions.
1	Unsatisfactory	<ul style="list-style-type: none"> ● Employee does not meet the minimum requirements or standards for effectiveness in this area. ● Further development is needed.

1. CUSTOMER SERVICE	RATING				
	4	3	2	1	N/A
Works to create a positive and welcoming environment					
Provides quality service to both in-person and virtual users					
Listens effectively to determine and address needs of the individual					
Promotes library's values and services in all user interactions					
Recognizes, honors, and responds appropriately to diversity and cultural differences					
Demonstrates thorough knowledge of all aspects of the organization that impact users (mission and vision, policies, and procedures, etc.)					
Deals with Patron's concerns efficiently and effectively					
Maintains a calm professional manner in difficult situations					
Overall Rating	4	3	2	1	N/A

EVALUATORS' COMMENTS

2. RELATIONSHIP WITH OTHER STAFF AND SUPERVISOR	RATING				
	4	3	2	1	N/A
Has established a strong working relationship with other staff					
Demonstrates strong team-building skills and attitudes					
Presents information and recommendations to the Team in a professional, thorough manner					
Contributes to a problem-solving environment - works toward mutually acceptable solutions					

Communicates effectively using a variety of methods (in person, digital)					
Is consistently available to support and assist other staff members					
Actively seeks CEO recommendations for ways to improve performance					
Give or receives coaching or mentoring from team members, as appropriate					
Overall Rating	4	3	2	1	N/A

EVALUATORS' COMMENTS

3. PERFORMANCE AND RELIABILITY	RATING				
	4	3	2	1	N/A
Consistently reports to work on time, as scheduled					
Applies creative and innovative thinking					
Manages own time effectively while respecting workflow of others					
Work is well executed - thorough, accurate, with attention to detail					
Actively works to learn new tasks and requests further training if needed					
Works to develop clear understanding of tasks and responsibilities					
Completes all assigned work and meets objectives					
Works effectively in a climate of ambiguity and changing priorities					
Embraces and adapts to change with curiosity and enthusiasm					
Refers to Procedural Guides to ensure proper procedures are followed					

Overall Rating	4	3	2	1	N/A
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EVALUATORS' COMMENTS

4. PROFESSIONAL DEVELOPMENT	RATING				
	4	3	2	1	N/A
Takes personal responsibility for learning - shows initiative					
Actively seeks learning opportunities to keep up with new technology					
Pursues professional development opportunities					
Communicates with CEO regarding desired learning path					
Actively pursues professional growth through continuing education					
Applies newly acquired skills to regular work					
Formulates personal career goals and creates plan to achieve them					
Overall Rating	4	3	2	1	N/A

EVALUATORS' COMMENTS

5. INTERPERSONAL SKILLS	RATING				
	4	3	2	1	N/A
Maintains a personable and professional image that reflects positively on the Library and encourages trust from patrons					

Exercises good judgment in dealing with sensitive issues between individuals and between groups in the community					
Demonstrates patience with challenging individuals/circumstances					
Forms bonds with patrons while still maintaining professional image					
Self-aware: accepts accountability for own actions, and adjusts appropriately					
Understand and applies strategies for conflict resolution					
Overall Rating	4	3	2	1	N/A

EVALUATORS' COMMENTS

Evaluators - Final Comments/Recommendations:

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Employee - Final Comments:

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Employee Signature

CEO Signature

Date: _____