**Town of Grimshaw Library Board Policy**

**Subject: Personnel, Performance Appraisals**

**Policy: 6C 2004**

Date Approved: June 1, 2005

**Performance Appraisal forms**

2/C Attachment A- Performance review checklist

2/C Attachment B- Employee Performance Self Appraisal view

2/C Attachment C- Employer Performance Self Appraisal View

2/C Attachment D- part 1 Employee review checklist – Library Manager

- part 2 Employee review checklist – All Library Staff

**Performance Appraisal forms Attachment A**

**Performance Review Checklist**

Fill out this checklist prior to interview and satisfy any areas that are lacking before doing a performance review. Note any necessary actions in lines provided

1. Did your employee receive their job description?
2. Did they receive effective orientation and training?
3. Are they aware of the importance of his/her duties, responsibilities and attitudes toward their jobs?
4. Are directions being clearly communicated and understood?
5. Is the job too simple for the employee?
6. Are there problems with equipment, resources, tools, distractions, time constraints, and physical layout?
7. Is there a personality conflict between supervisor and employee and other employees?
8. Is your employee skilled enough?
9. Are there rewards (however subtle) for performance? Is there peer pressure to perform poorly?
10. Are there rewards for good performance? Is it recognized or ignored?
11. Is the performance in question a regular problem or a one-time issue?
12. Is performance related to personal problems?

**Performance Appraisal Forms Attachment B**

**Employee Performance Review**

**Self-Appraisal Review**

Name: Date:

Job Title:

This form is designed to help promote and guide discussion between you and your manager about your job performance during the past months. This discussion will help you to establish guidelines to improve your performance and will give you the opportunity to agree on steps for your development and training. It will also provide an opportunity for you to make suggestions regarding how things would be better and to ask questions.

The discussion should result in a clearer understanding of:

* The main purpose of your job. Including the scope and the main activities required for accomplishing your job
* The critical targets and tasks agreed upon by you as necessary and achievable
* How you can succeed in accomplishing your plans for improvement and how to remove any obstacles you may be experiencing

Please answer the following questions in as much detail as possible.

1. What do you see as your role at the library? List all duties.
2. What would you like to do more of? Less of?
3. Mention any changes, which you feel, would help you perform your role better in the forthcoming period.
4. What are your strongest assets of you performances?
5. What areas require improvement in your performance?
6. What training would help improve you performance?
7. What are your objectives for the next year?
8. Have you any skills, aptitudes or knowledge not fully used in your job? (Describe them)

1. Is there anything that management could do to make your job more rewarding?

**Performance Appraisal Forms Attachment C**

**Employer Performance Appraisal**

**Evaluation Synopsis**

Name: Job Title:

Review Date: Last Review:

Current Salary: Effective Date:

Previous Salary: Effective Date:

Proposed Increase: New Salary:

Effective Date: Authorization:

1. Areas where employee is performing well.
2. Areas where Improvement is needed.
3. Recommendations (training, practice, etc.).
4. Objective for next review.
5. Employee comments- how did you feel about your performance review?

Date

EMPLOYEE MANAGER

**Performance Appraisal Forms Attachment D, Part 1**

**Employee Review Checklist**

**Position: Librarian**

Employee Name:

Appraiser:

Date:

Duties/ Responsibilities

**Tasks Standards Evaluation**

**Demonstration** smile

**Professionalism** Concentrate on positive, even with

Negative situations

Maintain a professional appearance

Understand your responsibilities

Be accountable

Communicate concerns immediately

Deal in a proactive manner for all situations

Be understanding

Be ready, willing and able to work

Respect opinions of others

Acknowledge patrons and coworkers

**Communicate** Communicate clearly

**Effectively** Be knowledgeable of topic

Emphasize main points of messages

Check for understanding

Listen Actively

Give and receive constructive feedback

Focus on Situations, issue or behaviour

**Provide Outstanding** Ask patrons open-closed questions

**Customer Service** observe Patrons

Remember Patron’s specific needs

Meet and exceed patrons’ needs

Evaluate Service

Provide feedback

Follow-up

**Demonstrate** Empower staff through regular staff meetings

**Effective leadership** Involve staff in planning and implementation

S**kills**  Authorize areas for staff decision making

Suggest

Alternative ideas about decisions

Delegate duties that can be handled by team

members

Be available for assistance

Provide constructive feedback

Reward success

Encourage motivation through training

Feedback and a safe secure environment

Ensure all policies, procedures and regulations

are followed

Be flexible, creative, objective

**Solve Problems Quickly** Identify specific problems

**And fairly** Gather information to gain clarity

Summarize problem

Identify possible solutions

Provide options

Consider patrons and library’s needs

Agree on what is needed then implement

solution

Inform the stakeholders and follow up to

ensure

Select private setting to deal with difficult

situations

Empathize

If necessary, refer situation to appropriate

Level of management

**Work effectively with** Offer, give and receive assistance

**Management and** Ensure information flow

**Other Departments** Be willing to compromise

Interact with Other departments

**Develop, Implement and** Develop job descriptions

**Maintain performance** Ensure all concerned parties have a copy

**Management system** Identify staffing requirements

**To standard** Select interview candidates with fellow staff

Members

Indicate desired outcome of the interview

Direct interview questions using job

Description as a guide

Use rating system to system to choose

Successful candidate

Orient and train new team members

Provide handbook, job description, tour,

And sign appropriate forms for

Employment agreement.

Conduct annual performance review

**Termination of** Counsel employees not performing to

Employee standard

Terminate employment ensuring all

Documentation in place, including last day

Of employment

Collect keys, manuals

Notify staff at special meeting

**Perform Administrative** Schedule staff

**Duties Completely and** Ensure hours are fairly distributed

**On time** Ensure labour costs are met

Keep on top of daily operating expenses

**Ensure a safe and Clean** Observe surroundings

**Environment for patrons** Notify appropriate people if necessary

**and staff**  Repairs

Ensure work areas have proper equipment

To do job safely

Ensure work areas are clean and tidy

Ensure all cleaning and sanitation guide

Lines are met

Ensure lighting is properly maintained exits

Well marked, escape plans in place

**Performance Appraisal Forms Attachment D, Part 2**

**Employee Review Checklist**

**Position: All Library Staff**

Employee Name:

Appraiser:

Date:

Duties/ Responsibilities

**Tasks Standards Evaluation**

**Demonstrate a** Demonstrate excellent personal hygiene

**Professional Attitude** Be punctual

At all times Be professional

**Smile**

Be confident

Present positive image

Be knowledgeable of services

Put patrons at ease

Maintain calm under pressure

Demonstrate a commitment to excellence

Know a fulfill responsibilities

Be committed to job

Manage stress

Manage time

Be organized

Prioritize work

Place patron’s needs first

Be productive

Greet patrons

Acknowledge patrons as they come

Through the door

Address Patron by name when possible

Be creative

Be specific when asking questions

Ask open ended questions

If specific request is impossible, suggest

alternatives

Show you care

Provide personalized services

Be attentive

Do not ignore patrons

When problem arise, work to the best

Of your ability or consult with

Management immediately

Be informative

Ensure patrons know about changes

In service or policy

Be able to provide complete directions

**Communicate**  Speak clearly

**Effectively 100%** Check for understanding

**Of the time** listen actively

Give and receive constructive feedback

Respect patrons personal space

Begin and end feedback with a positive

statement

Offer assistance if needed

**Be a Team Player** Be available to assist others

**100% of the time** Willingly accept assistance

Be friendly

Show respect to coworkers

**Handle Difficult** Deal with difficult situations immediately

**And fairly** Know limitations

Offer a solution

Remain calm

Show understanding

Be proactive in solving problems

Seek help when necessary

Follow up to ensure patron’s satisfaction

Identify why problem occurred and the

Possible solution

Attend and participate actively in all staff

meetings

**Maintain a Clean and** Clean as you go

**Safe work Environment** Ensure items located in their proper place

Follow daily cleaning schedule