**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