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Maryville Public Library Policy

Section C: PERSONNEL

Subject 500: Performance Evaluations of Support Staff, Page 1 of 3

Last reviewed/revised: 2016

Support Staff Employee Evaluation

Employee name: _____ **Date:** _____

Supervisor name: _____

Directions: This form is to be completed by both the employee named above and the supervisor in September of each year. This form may be used to guide an informal review of progress and expectations at any point during the year. Possible ratings in each of the 10 categories by self and supervisor are as follows

- 1 Needs improvement
- 2 Meets expectations, has opportunity for improvement
- 3 Exceeds expectations, seeks improvement

Library Mission Statement: *The Maryville Public Library exists to help Maryville citizens succeed and enjoy their lives through reading, learning, creating, and connecting.*

<u>Expectations of library staff</u>	<u>Rating by self</u>	<u>Rating by supervisor</u>	<u>Comments and steps for improvement identified by self</u>	<u>Comments and steps for improvement identified by supervisor</u>
Reliability				
1. Arrives on time when scheduled. Notifies the library about absences and arranges for a replacement when possible. Avoids excessive absenteeism.				
Patron advocacy				
2. <i>Quality of work</i> Is knowledgeable, accurate, and conscientious about library resources and procedures in the spirit of effectively meeting patron needs.				

<p>3. <i>Quantity of work</i></p> <p>Works swiftly and efficiently to meet patron needs in a timely manner. Stays focused on work to avoid leaving work for co-workers to complete.</p>				
<p>4. Creates a welcoming atmosphere for patrons of all ages, appearances and backgrounds. Seems ready to help patrons at all times.</p>				
<p>5. Recognizes when library rules need to be enforced for the safety and benefit of all patrons. Enforces those rules in a tactful and friendly manner. Models appropriate behavior in the library.</p>				
<p>6. Recognizes when a library rule presents an unnecessary obstacle to patron service. Bends the rules under extenuating circumstances when doing so does not interfere with the safety and interests of all patrons.</p>				
<p>7. Takes responsibility for steering interaction with all patrons towards a positive outcome. Works to correct mistakes, repair damage to patron relationships, and improve communication with patrons.</p>				

<i>Relationships with coworkers</i>				
8. Helps create and maintain a pleasant and supportive work environment. Accepts change and contributes to a positive atmosphere. Treats coworkers as teammates, and is eager to help when needed.				
9. Reacts to conflict in a professional manner. Seeks to resolve conflict with a problem-solving approach rather than assigning blame.				
<i>Additional responsibilities specific to individual's job description</i>				
10.				

Additional Comments:

Staff Signature

Supervisor Signature

Date of Review