

TOWN OF CHELMSFORD
CHELMSFORD PUBLIC LIBRARY
EMPLOYEE PERMFORMANCE EVALUATION FORM

NAME _____ CURRENT LEVEL AND STEP _____

POSITION _____ PROPOSED LEVEL AND STEP _____

FULL TIME (circle one) 37.5 HRS. 40 HRS. PART TIME (AVERAGE HRS. PER WK) _____

DATE OF HIRE _____ YEARS EMPLOYED BY THE TOWN _____

UNION/NON-UNION _____

	Excellent	Good	Needs Improvement	Unsatisfactory
<u>Knowledge</u> Note:				
<u>Quality of Work</u> Note:				
<u>Quantity of Work</u> Note:				
<u>Judgment</u> Note:				
<u>Initiative</u> Note:				
<u>Adaptability</u> Note:				
<u>Staff Development</u> Note:				
<u>Communication Skills</u> Note:				
<u>Working Relationships</u> Note:				
<u>Customer Service</u> Note:				
<u>Attitude</u> Note:				
<u>Attendance</u> Note:				
<u>Punctuality</u> Note:				

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Overall Rating 

*An average of the ratings in
each category*

Excellent Good Needs Improvement Unsatisfactory

Immediate Supervisor's Comments/Goals and Objectives—if applicable

Signature of Supervisor _____

Date _____

Employee's Comments/Goals and Objectives—if applicable

Signature of Employee _____

Date _____

Review by Library Director/Comments

Signature of Director _____

Date _____

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Category Definitions

Knowledge: how well the staff member knows the job; a rating of Good indicates that the staff member has a good understanding of the majority of the tasks of their job and of library policy in general.

Quality of work: accuracy, thoroughness and dependability; a rating of Good indicates that the staff member usually does their work with minimal errors and only requires minimal supervision.

Quantity of work: work regularly completed; a rating of Good indicates that the staff member consistently does the amount of work expected in a normal shift and as outlined by their supervisor.

Judgment: solving problems and decision-making; a rating of Good indicates that the staff member can usually analyze situations and apply logic and common sense to resolve most problems on their own.

Initiative: self-motivation; a rating of Good indicates that the staff person will often take action on their own to resolve issues, make suggestions, and keep busy.

Adaptability: ability to deal with change; a rating of Good indicates that the staff person accepts change as a necessary part of the job, adapts to changes in policy and procedure with minimal disruption, and willingly tries to learn new technologies and tasks.

Staff Development: attendance at workshops and other continuing education opportunities; a rating of Good indicates that the staff person takes advantage, when possible, of relevant or interesting opportunities to refresh skills, learn new ideas and be inspired.

Communication skills: communicates clearly with co-workers, supervisors and the public; a rating of Good indicates that the staff member is usually friendly, positive and clear when speaking or writing

Working relationships: contributes to a positive work environment; a rating of Good indicates that the staff member gets along with colleagues and is positive when interacting with other staff, working respectfully and cooperatively at all times.

Customer service: service to the public; a rating of Good indicates that the staff person strives to treat patrons politely and professionally, in a timely and efficient manner, and makes sure the patron's needs have been met to the best of the library's ability.

Attitude: positive and supportive to patrons and coworkers; a rating of Good indicates that the staff member is generally friendly and positive in all interactions, and directs any complaints they have to the appropriate supervisor; the staff member does not make negative comments about library patrons, policy, procedure or staff in the public areas of the building, or any part of the building where others may overhear.

Attendance: A rating of Good indicates that the staff person is usually present during their regularly scheduled shifts, gives reasonable notice for time off requests, and does not abuse time off benefits.

Punctuality: A rating of Good indicates that the staff person usually arrives at their assigned desk ready to work at the designated time, returns on time from breaks and stays at their assigned desk until their shift is over and their replacement is ready to take over.