

CRAWFORD COUNTY LIBRARY Policy Manual

Policy No. 209.1

Subject: Library Director Performance Review

Date of Review: _____ Trustee Completing: _____

Form Instructions:

1. Each Trustee should individually respond to this form.
2. In responding to the form, Trustees could refer to the strategic plan, board minutes, usage statistics, program results or other information sources from the year.
3. Submit this form to the Board President for inclusion in the Summation Form that will be used during the face-to-face appointment with the Library Director.

Scale: **E = Excellent S = Satisfactory N = Needs improvement U = Unknown**

Customer Service & Community Relations

- ___ Level of patron satisfaction
- ___ Customer service received by patrons
- ___ Consistent application of policies that affect the public
- ___ Services are communicated to the public effectively
- ___ Working relationships and cooperative arrangements with government officials, community groups and organizations
- ___ Awareness of community needs
- ___ Mechanisms are in place to hear from patrons and the community at large
- ___ Library is being marketed to the community

Comments/Examples: _____

Customer Service & Community Relations totals: E ___ S ___ N ___ U ___

Organizational Growth

- ___ The library is making progress on its Strategic Plan
- ___ Services to meet the goals and objectives of the Strategic Plan are carried out with staff and trustee involvement
- ___ Goals and objectives are evaluated regularly
- ___ Creativity and initiative are demonstrated in creating new services/programs
- ___ Collection is responsive to community needs
- ___ The library is responsive to changes in the community
- ___ Staff are aware of library’s Strategic Plan, policies and activities
- ___ There is a working knowledge of significant developments and trends in the field
- ___ Building and grounds are kept up and needed repairs and maintenance are done on a timely basis

Comments/Examples: _____

Organizational Growth totals: E ___ S ___ N ___ U ___

Administrative & Human Resource Management

- ___ Work is effectively assigned, appropriate levels of freedom and authority are delegated
- ___ Job descriptions are developed; regular performance reviews are held and documented
- ___ Personnel policies and state and federal regulations on workplaces and employment are effectively implemented
- ___ Policies and procedures are in place to maximize volunteer involvement
- ___ Staff development and education is encouraged
- ___ Staff understand how their role at the library relates to the mission
- ___ Library climate attracts, keeps, and motivates a diverse staff of top quality people

Comments/Examples: _____

Administrative & Human Resource Management totals: E ___ S ___ N ___ U ___

Financial Management/Legal Compliance/Fundraising

___ Adequate control and accounting of all funds takes place; library uses sound financial practices

___ Budget is prepared with input from staff and trustees; the library operates within budget guidelines

___ Official records and documents are maintained; library is in compliance with federal, state and local regulations and reporting requirements (such as annual report, payroll withholding and reporting, etc.)

___ Positive relationships with government, foundation and corporate funders are in place

___ Positive relationships with individual donors is established

___ Funds are disbursed in accordance with budget, contract/grant requirements and donor designations

Comments/Examples: _____

Financial Management/Legal Compliance/Fundraising totals: E ___ S ___ N ___ U ___

Board of Trustees Relationship

___ Appropriate, adequate and timely information is provided to the board

___ Support is provided to board committees

___ The board is informed on the condition of the organization and all important factors influencing it

___ The board works effectively

Comments/Examples: _____

Board of Trustees Relationship totals: E ___ S ___ N ___ U ___

Space allowed for continued or additional notes.

Return this form to the Board President for inclusion in the Summation Form that will be used during the face-to-face appointment with the Library Director.

ADOPTED: February 12, 2002

REVIEWED: May 8, 2008, June 12, 2008, May 14, 2020

AMENDED: May 8, 2008, June 12, 2008, June 11, 2020

Crawford County Library Policy Manual – Policy No. 209.1 ~ Page 4 of 4