

CHICAGO PUBLIC LIBRARY

Performance Evaluation

PERIOD: JANUARY - JUNE JULY - DECEMBER YEAR _____

EMPLOYEE NAME: _____ SOCIAL SECURITY NUMBER:

EMPLOYEE TITLE: _____ DATE OF EVALUATION:

LOCATION/DEPARTMENT: _____
SUPERVISOR/MANAGER: _____

CSD

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REASON FOR EVALUATION: SEMI-ANNUAL
 PROBATION PROGRESS REPORT END OF PROBATION
 IMPROVEMENT PLAN PROGRESS REPORT

INSTRUCTIONS: Complete all information at the top of the evaluation form. Read the Performance Definitions and specific instructions relating to each section. Employees returning from leave should be evaluated for the period worked.

Evaluating Duties, Performance Qualities, and Management/Supervisory Skills

In choosing each Rating, evaluate the employee's performance as it applies to the requirements of the position held by the employee for the relevant period. **The examples given are only suggestions to help you in your appraisal.** Consider the individual position and employee to identify other examples of performance factors. Use of each Rating must be supported by concrete examples of performance and/or deficiency. Use of the Ratings "Needs Improvement" or "Unacceptable" requires concrete examples and an improvement plan. If additional or other examples are pertinent, please include these in your comments.

Performance Evaluation Conference with Employee

Be prepared to discuss all aspects of the evaluation with the employee including goals and objectives for the next six month period. Be candid and fair. Allow the employee to present his/her thoughts about performance and goals. Offer the employee an opportunity to comment in writing about the evaluation. Note that the employee's signature on the evaluation form indicates only that the evaluation was discussed with the employee; it does not indicate the employee's agreement with the substance of the evaluation.

Performance Definitions

It is suggested that you refer to these definitions for assistance when completing this performance evaluation form.

Achieves Expectations

Job performance is acceptable and all expectations are met consistently by the employee. An employee who receives this rating is a solid, reliable and consistent employee. This employee represents the standard against which each employee should be evaluated.

Needs Improvement

Job performance in a particular criterion is below the expectations for an individual in this position. A clear need for improvement in performance is indicated. A specific performance improvement plan **must** be initiated immediately for employees receiving this rating in any particular criterion. An achievement date/ schedule/ target dates/ deadlines for improvement must be included in the improvement plan and at the conclusion of the improvement period an Improvement Plan Progress Report is to be completed.

Unacceptable

Job performance overall in a criterion is unacceptable. Failure to improve may lead to discipline and/or termination. A specific performance improvement plan **must** be initiated immediately for employees receiving this rating in any particular criterion. An achievement date/ schedule/ target dates/ deadlines for improvement must be included in the improvement plan and at the conclusion of the improvement period an Improvement Plan Progress Report is to be completed.

All sections in Parts A and B should be completed for each employee.

PART A

PERFORMANCE QUALITIES

RATING

1. Public Service – Interacts in a friendly and professional manner

-Resolves complaints and problems in a timely manner

Achieves Expectations

-Greets visitors in a courteous, helpful fashion

-Answers telephone using proper greetings and telephone techniques

Needs Improvement

-Properly conducts the reference interview

Unacceptable

Comments (include examples):

2. Job Knowledge – The extent to which an employee possesses and uses the practical/technical knowledge required on the job

-Clearly understands practices and procedures of unit/branch

Achieves Expectations

-Consistently demonstrates abilities through the quality of work

-Is proficient in the use of the equipment required by the job

Needs Improvement

Unacceptable

Comments (include examples):

3. Adherence to Policy – The extent to which an employee comprehends and follows safety and conduct rules, other regulations, and Library and City policies

- Understands and demonstrates solid knowledge of Library policies and procedures and executes them correctly through appropriate behavior and conduct Achieves Expectations
- Demonstrates knowledge of basic articles of contracts including the AFSCME contract Needs Improvement
- Understands Library policies and requirements regarding grants and vendor contracts Unacceptable

Comments (include examples):

4. Productivity – The extent to which an employee produces work efficiently in a specified period of time

- All job responsibilities are performed in a timely manner and deadlines are met Achieves Expectations
- Work is accurate, thorough and neat Needs Improvement
- Unacceptable

Comments (include examples):

PART B**PERFORMANCE QUALITIES****RATING****1. Communication -- Effectively communicates upward, downward and laterally***-Consistently reports to supervisor* Achieves Expectations*-Informs staff of rules, policies and procedures**-Demonstrates clear and concise written and oral communication skills* Needs Improvement*-Gives clear instructions; assures staff understand assignments* Unacceptable

Comments (include examples):

2. Interpersonal Relationships -- The extent to which an employee cooperates, respects and communicates with co-workers, supervisors and outside contacts*-Works effectively toward common goals as a team player* Achieves Expectations*-Interaction with others is civil**-Recognizes and acts on the need for open lines of communication* Needs Improvement*-Listens* Unacceptable

Comments (include examples):

3. Responsibility – The extent to which an employee can be relied upon regarding task completion and follow-up

- Follows instructions
- Asks for clarification or explanation when needed
- Completes objectives and tasks in a timely manner

<input type="checkbox"/>	Achieves Expectations
<input type="checkbox"/>	Needs Improvement
<input type="checkbox"/>	Unacceptable

Comments (include examples):

4. Judgment – The extent to which an employee applies good decision-making skills

- Prioritizes tasks , uses time constructively
- Displays an ability to think, reason and learn; applies reasoning to problem-solving

<input type="checkbox"/>	Achieves Expectations
<input type="checkbox"/>	Needs Improvement
<input type="checkbox"/>	Unacceptable

Comments (include examples):

5. Initiative – The extent to which an employee prioritizes assignments, is aware of the needs of the Unit/Branch, and assumes duties to meet responsibilities and deadlines

-Shows through performance to be a team player and helps others who are in need of assistance

Achieves Expectations

-Anticipates potential problems and informs supervisor; suggests possible solutions

Needs Improvement

-Requires minimum supervision

Unacceptable

-Participates in professional development and training opportunities

Comments (include examples):

6. Creativity – The extent to which an employee proposes ideas and finds new and better ways of doing things

-Demonstrates ability to solve problems with innovative thinking

Achieves Expectations

-Maintains a high level of curiosity and excitement about the Library

-Library displays are attractive and fresh

Needs Improvement

-Programs are original and imaginative

Unacceptable

Comments (include examples):

PART C

Complete each section in Part C that is relevant to the employee's job duties. Some sections may not relate to an individual employee's performance. Review the examples for guidance in determining which sections in Part C should be completed. Also, if the criteria in Part C is not considered a requirement of the employee's position but one or more Management/Supervisory Skill has been demonstrated during the performance period, you may include comments without selecting a Rating.

MANAGEMENT/SUPERVISORY SKILLS

RATING

1. Planning

-Defines objectives for organization, branch or division and understands how they relate to the organization

Achieves Expectations

-Effectively formulates strategies, tactics and actions to accomplish objectives

Needs Improvement

-Sets priorities for utilizing resources: staff, budget, materials

Unacceptable

-Revises plans to account for changed circumstances

-Anticipates future needs

-Pursues grant opportunities

-Conducts community outreach including schools, Friends groups, agencies

Comments (include examples):

2. Decision-making

-Assembles available facts and seeks staff input before making decisions

Achieves Expectations

-Makes decisions based on a solid knowledge of policies, procedures and contractual agreements

-Makes decisions with confidence and is willing to make difficult and/or unpopular decisions

Needs Improvement

Unacceptable

Comments (include examples):

3. Staffing

- Understands staff selection guidelines
- Conducts thorough, timely interviews
- Selections are based on all relevant criteria and supported by documentation
- Schedules staff to meet service needs

- Achieves Expectations
- Needs Improvement
- Unacceptable

Comments (include examples):

4. Supervising/Directing

- Insures that unit/branch activities contribute to Library goals
- Delegates tasks appropriately to accomplish goals
- Fosters a working environment that is conducive to critical thinking
- Regularly conducts productive staff meetings

- Achieves Expectations
- Needs Improvement
- Unacceptable

Comments (include examples):

5. Motivating

- Emphasizes importance of reaching work objectives
- Provides positive reinforcements to achieve results
- Promotes high degree of morale
- Encourages staff to participate in professional development and training opportunities

- Achieves Expectations
- Needs Improvement
- Unacceptable

Comments (include examples):

6. Conflict Resolution

- Is skillful and timely in identifying problems
- Gathers information by observation and inquiry
- Accurately documents relevant factors
- Makes equitable decisions
- Settles disputes fairly and firmly; monitors results

- Achieves Expectations
- Needs Improvement
- Unacceptable

Comments (include examples):

7. Evaluating

- Evaluates based on performance, not personality
- Keeps records of performance and/or deficiency to support evaluation rating
- Plans for and effectively utilizes performance reviews as a directional tool
- Recognizes initiative and special contributions of employees
- Identifies and discusses individual training needs
- Applies progressive and corrective discipline when needed

Achieves Expectations

Needs Improvement

Unacceptable

Comments (include examples):

PERFORMANCE EVALUATION SUMMARY

Supervisor Comments (*general overview of employee's performance is required*)

Employee Comments (*optional*)

Evaluation of Previous Six Month Plan/Goals

(*general overview of how employee met improvement goals and/or six-month plan from last performance evaluation*)

Plan/Goals for Next Six Month Period

Improvement Plan & Schedule for Improvement

A specific performance improvement plan **must** be initiated immediately for employees receiving the ratings of “Needs Improvement” or “Unacceptable” in any criterion. An achievement date/schedule/target dates/deadlines for improvement must be included in the improvement plan and an Improvement Plan Progress Report is to be completed at the conclusion of the improvement period.

Supervisor’s Recommendation for Step Increase:

YES

NO

Supervisor/Manager signature & title

print name

date

Assistant Supervisor/Manager signature & title

print name

date

Administrative Review signature & title

print name

date

Employee signature

print name

date

(The employee’s signature on this form indicates only that a performance review meeting took place. It does not indicate the employee’s agreement with the substance of the evaluation.)