Library Director Evaluation

Description:

On an annual basis, the Board of Trustees will conduct an evaluation of the Library Director. It is a collaborative review process that:

* Focuses on the library
* Assumes a working Governance – Executive Partnership
* Is performance driven based on the established Strategic Goals
* Focuses on success measured by data and feedback
* Develops methods for improving the library
* Supports development of future library goals and service to the community

Process:

1. An evaluation tool will be used to document the self-evaluation and trustee review of the overall management of the Library.
2. The review process will assess and provide feedback on:
   1. Customer service
   2. Community relations
   3. Administrative and Human Resource Management
   4. Volunteer Management
   5. Financial Management and Legal Compliance
   6. Achievement of Strategic Goals
   7. Board of Trustees relationship
3. The Director will complete the self-evaluation tool and provide it to trustees for review and assessment.
4. Determination of the Director goals for the upcoming year will be established collaboratively with Director and Board of Trustees. Goals will be based on the library strategic plan.
5. The final assessment document will be signed by the Director and the Board Chairperson.
6. The Director Evaluation will be maintained as a permanent library document.

Prepared by: Trustees of John G. McCullough Free Library

Initiated: November 18, 2020

Reviewed:

Revised:

Library Director

Self-Evaluation Tool

Instructions: Provide a brief description on how the key director functions were met or not met. Provide a realistic goal/s to be achieved for each function in the upcoming year.

1. **Customer Service**

Provides a welcoming and open environment. Maintains a high level of patron satisfaction and addresses any complaints in a timely and customer-centric manner. The library collection and programming are responsive to community needs and meets the mission and values of the library. Policies are consistently applied across all patrons. Staff receive customer service training. There is a working knowledge of current library best practices and trends.

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| Self-Evaluation |
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| Trustee Feedback |
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| 2021 Goals |
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1. **Community relations**

Development of positive relationships with the community and library members. There is an excellent rapport with legislators, town governance, select board, other libraries, Friends of the Library and Vermont Department of Libraries. The community is informed of library activities and programming on a regular basis. There is collaboration with other community and State-wide organizations and services.

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1. **Administrative and Human Resource Management**

Manages day to day operations of the library. Maintains building and grounds in good order and repair. Executes compliant human resource policy consistently across all staff and volunteers. Meets with staff on a regular basis. Holds self and others accountable for the library assets and customer service. Successful in developing a positive workplace culture. Responsible for maintaining a safe work space. Recruits and assigns the best available staff to meet the staffing need. Provides staff education and performs evaluations on a regular basis.

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1. **Volunteer Management**

Manages library volunteers and volunteer activities. Executes compliant human resource policy consistently across all volunteers. Meets with volunteers on a regular basis. Holds volunteers accountable for the library assets and customer service. Successful in developing a positive workplace culture. Responsible for maintaining a safe work space. Recruits and assigns the best available volunteer resources to meet the library need. Provides staff education and performs evaluations on a regular basis. Supports volunteer events and activities.

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1. **Financial Management and Legal Compliance**

Manages library operations within the approved budget. Ensures accurate reporting of revenue and expenses. Provides ongoing evaluation of library needs and making recommendations for adequate financing. Supervises operations and maintains compliance to all local, State and Federal guidelines.

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1. **Achievement of Strategic Goals**

Provides leadership in meeting the long- and short-term goals to accomplish the mission of the library. Keeps the public, staff and Board informed on the status of the strategic goals. Participates in the development of Strategic Goals.

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1. **Board of Trustee Relationship**

Keeps the Board informed on issues, needs and operations of the library. Offers professional advice to the Board on items requiring Board action with appropriate recommendations based on thorough study and analysis, and provides decision-making options. Supports and executes Board policy and intent to public and staff. Seeks and accepts constructive feedback. Considers Board member suggestions.

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Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director, John G. McCullough Library

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chairperson, Board of Trustees