

NAME	POSITION	HIRE DATE	REVIEW PERIOD	DATE

Performance Ratings:
E = Exceeds Standard/Expectation
M = Meets Standard/Expectation
P = Partially Meets Standard/Expectation
D = Does not Meet Standard/Expectation

PERFORMANCE AREAS/GOALS	NARRATIVE OF PERFORMANCE	RATING
Job Specific Responsibilities		
Goal		
Customer Service Greets all customers Impartially fills requests Explains library policies Friendly phone etiquette Handles complaints Works cooperatively with other staff and Board		
Goal		

Technical Skills

Performs all circulation
functions accurately
Handles fines and fees
Processes reserves and
renewals accurately
Proficient in using and
teaching use of library
equipment—fax, copier
Participates in available
means to learn new skills

Goal

Reference and Readers Advisory

Familiarity with adult and
juvenile collections
Familiarity with popular
authors, titles
Skilled in use of StarCat
Knowledge of standard
library reference tools
Skilled in assisting public
with basic Internet use

Goal

Employee Signature**Date****Supervisor Signature**