

Staff Evaluations: Meaningful and Joyful Experiences

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Outline

- Why do we need to evaluate staff? How often?
- My past experiences with creating evaluations (examples)
- What we presently use at SLML
- How do we make them meaningful?
- How do we make it fun?
- Making it your own

Why Evaluate Staff?

- Negative reasons (not recommended!):
 - Weed out the bad ones
 - Opportunity to finally talk about issues stored up over the year
- Positive reasons:
 - Coaching, encouraging, re-teaching, guiding staff in self-improvement, complimenting, correcting, team-building, improving staff morale, connecting one-on-one, recognizing achievements formally, giving time to air concerns and hearing their suggestions for changes

How often?

- In *writing*, annually, at the very least (less than this implies that it's not valued or important)
- **Better** if there's also a review of the evaluation/goals half-way through the year
- *Verbally*, whenever mentoring or coaching is needed
- **Better**, thank staff for jobs well done; "Catch them" providing good service, every day if possible.

Some Actual Evaluation Forms

1.

Employee: _____

Period Covered: September 2013 – 2014

Performance Appraisal - Part A Employee Input Sheet for Past Year

Description of Activities	Results Achieved	How Measured as Success
		1.

Further Training Required:

Additional Comments:

Employee Signature: _____

Date: _____

Employee: _____

Period Covered: September 2013 – 2014

**Performance Appraisal - Part B
Supervisor's Input Sheet**

Skills Inventory													
	F	N	M	E	H	N/A		F	N	M	E	H	N/A
Achieving results							Flexibility/Adaptability						
Effective use of resources							Interpersonal						
Analytical							Organizational						
Team work							Problem solving						
Leadership							Communication						
F-Fails							N-Needs Attention						
							M-Meets						
							E-Exceeds						
							H-Highly Exceeds						
							N/A-Not Applicable						

Comments:

Potential:

Employee Comments:

Employee Signature: _____

Date: _____

Employee: _____

Period Covered: September 2013 – 2014

**Performance Appraisal - Part C
Self-Expectations for the Coming Year (2014-2015)**

Goals	Description of Activities	Results to be Achieved	How Success Will Be Measured

Additional Training Desired:

Additional Comments:

Date of next interview: September 2015

Employee Signature: _____

Supervisor's Signature: _____

Date: _____

2. "360" review

Same as the previous year, but with a peer evaluation component.

Name: _____

Observed Customer Service

1 2 3 4 5 Cannot comment

Comments: _____

Efficiency and accuracy of non-public tasks (new books, pull list, magazines, etc.)

1 2 3 4 5 Cannot comment

Comments: _____

Co-worker interaction

1 2 3 4 5 Cannot comment

Comments: _____

3.

Annual Staff Evaluation

October 6, 2016

Due to the busyness of the Fall, and annual evaluation is required for full-time staff only, the process was greatly abbreviated and only full-time staff were evaluated in 2016.

1. Review of assigned tasks

-
-
-

2. Goals

-
-
-

3. Conversation piece: "Polite Assertiveness and Confidence in the Workplace."



4.

“I skipped the part time staff last year and restructured this year’s. This year we had coffee in the staff kitchen together and discussed four things: What they liked about their jobs, What they disliked about their jobs, What I saw them as being really good at, and How they can expand on their strengths, and what their weaknesses are and how they intend to improve upon them. Far more low-key, less paperwork, less time, and way less stress for everyone.”

What we are using now

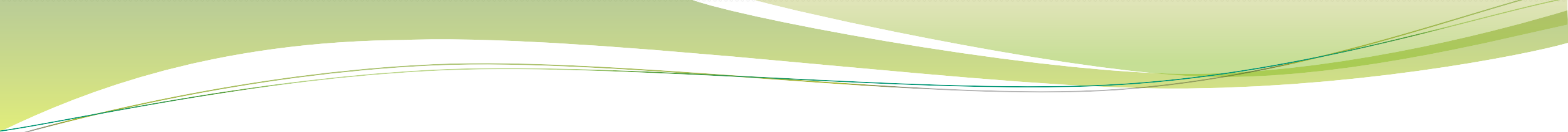
2018 Staff Evaluations

Name: _____

1. What I am good at:
2. What I need to work on:
3. Three goals for me for the upcoming year:
 - a)
 - b)
 - c)
4. What I like about working at the Library:
5. What I think can be better in regards to working at the Library:

Signature

Date



Director's Section

1. What _____ is good at:

2. What We need to work on for next year:

Director's Signature

Date

Incorporating competencies

Alberta

- Best Practices for Public Libraries in Alberta – Municipal Affairs. Appendix
- [www.municipalaffairs.alberta.ca/.../libraries/Best Practices 2018 page nums fix.pdf](http://www.municipalaffairs.alberta.ca/.../libraries/Best_Practices_2018_page_nums_fix.pdf)
 - Basic Personnel Competencies page 12/60
 - Basic Library Management Competencies, page 13/60

Ontario

- Competencies for Public Library Staff - Southern Ontario Library Service
- <https://www.sols.org/index.php/competencies>

How staff evaluations are meaningful to me

- Current evaluations affect my interactions with staff
- What I look for in professional development opportunities is based on what staff want to learn as opposed to what I want staff to learn
- Staff feel heard as individuals, making for better staff morale, which makes for happier patrons, which makes me happy
- Things that are current irritations get dealt with before they become major problems

How to make them meaningful for staff

- Have them refer to competencies and job descriptions for their written portion; use the same documents for the supervisor's portion
- After final copies are agreed upon, each staff member gets a copy of their evaluation and a copy goes into their file
- Revisit the goals with them regularly. If they are only words on paper, they're meaningless. Ask for updates.
- At the 6 month mark, meet with each staff member individually and review them.
- Give them the opportunity to add, change, or question

How to make them joyful

- Snacks
- Time
- Tissues
- Concrete examples of actions we've seen them do
- Express how the individual makes a difference to the library and to supervisors personally

Conclusion

- The best staff evaluation is the one that is most meaningful to you and to your staff.
- Allow the process to evolve as your staff evolves
- Evaluations do not have to be tedious processes of paperwork solely for the sake of doing them
- Life is short; have some fun.

