

## Director Evaluation Form for Robey Memorial Library Board of Trustees

### Executive Director's Annual Evaluation

Date:

#### Form Instructions:

- 1) Each board member should individually respond to this form.
- 2) In responding to the form, board members could refer to the plan of service, 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 director.

### Performance Evaluation Ratings

- 10-9 Exceeds expectations: Goes above and beyond to excel in performance
- 8-6 Satisfactory: Reasonable and acceptable performance level. Work is performed accurately with few errors.
- 5-3 Needs improvement: Requires frequent supervision.
- 2-0 Unsatisfactory: Clearly below acceptable level. Frequent difficulties in accomplishing simple or routine task(s), disregard for instructions.

#### Customer Service & Community Relations

#### Rating Value

- |  |                      |
|--|----------------------|
| • Level of patron satisfaction   | 10 9 8 7 6 5 4 3 2 1 |
| • Customer service received by patrons   | 10 9 8 7 6 5 4 3 2 1 |
| • Consistent application of policies that affect the public  | 10 9 8 7 6 5 4 3 2 1 |
| • Services are communicated to the public effectively  | 10 9 8 7 6 5 4 3 2 1 |
| • Working relationships and cooperative arrangements with government officials, community groups and organizations | 10 9 8 7 6 5 4 3 2 1 |
| • Awareness of community needs   | 10 9 8 7 6 5 4 3 2 1 |
| • Mechanisms are in place to hear from patrons and the community-at-large  | 10 9 8 7 6 5 4 3 2 1 |
| • Receives and appropriately responds to compliments, complaints and suggestions from the public                   | 10 9 8 7 6 5 4 3 2 1 |
| • Library is being marketed to the community (effective press and media campaigns)                                 | 10 9 8 7 6 5 4 3 2 1 |

Comments:

#### CS & CR total

#### Organizational & Professional Growth

#### Rating Value

- |   |                      |
|---|----------------------|
| • Library is making progress on its long-range plan   | 10 9 8 7 6 5 4 3 2 1 |
| • Services to meet the goals and objectives of the long-range plan are carried out with staff and trustee involvement         | 10 9 8 7 6 5 4 3 2 1 |
| • Goals and objectives are evaluated regularly  | 10 9 8 7 6 5 4 3 2 1 |
| • Creativity and initiative are demonstrated in creating new services/ programs/resource materials/technological developments | 10 9 8 7 6 5 4 3 2 1 |
| • Collection is responsive to community needs   | 10 9 8 7 6 5 4 3 2 1 |
| • Library is responsive to changes in the community   | 10 9 8 7 6 5 4 3 2 1 |
| • Staff are aware of library's long-range plan, policies and activities   | 10 9 8 7 6 5 4 3 2 1 |
| • There is working knowledge of significant developments and trends in the field  | 10 9 8 7 6 5 4 3 2 1 |
| • Building and grounds are kept up and needed repairs and maintenance are done on a timely basis                              | 10 9 8 7 6 5 4 3 2 1 |
| • Maintains professional demeanor and appearance to consistently reinforce positive image of the library                      | 10 9 8 7 6 5 4 3 2 1 |

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- Demonstrates commitment to professional development by attending relevant conferences, meetings, seminars, etc. 10 9 8 7 6 5 4 3 2 1

Comments:

#### O & PG total

#### Administration & Human Resource Management

#### Rating Value

- Work is effectively assigned, appropriate levels of freedom and authority are delegated 10 9 8 7 6 5 4 3 2 1
- Job descriptions are developed; regular performance evaluations are held and documented 10 9 8 7 6 5 4 3 2 1
- Personnel policies and state and federal regulations on workplaces and employment are effectively implemented 10 9 8 7 6 5 4 3 2 1
- Policies and procedures are in place to maximize volunteer involvement 10 9 8 7 6 5 4 3 2 1
- Staff development and education is encouraged 10 9 8 7 6 5 4 3 2 1
- Staff understand how their role at the library relates to the mission 10 9 8 7 6 5 4 3 2 1
- Library climate attracts, keeps, and motivates a diverse staff of top quality people 10 9 8 7 6 5 4 3 2 1

Comments

#### A & HRM total

#### Financial Management/Legal Compliance/Fundraising

#### Rating Value

- Adequate control and accounting of all funds takes place; library uses sound financial practices 10 9 8 7 6 5 4 3 2 1
- Budget is prepared with input from staff and trustees; library operates within budget guidelines 10 9 8 7 6 5 4 3 2 1
- 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.) 10 9 8 7 6 5 4 3 2 1
- Positive relationships with government, foundation and corporate funders are in place 10 9 8 7 6 5 4 3 2 1
- Positive relationships with individual donors is established 10 9 8 7 6 5 4 3 2 1
- Funds are disbursed in accordance with budget, contract/grant requirements and donor designations 10 9 8 7 6 5 4 3 2 1

Comments:

#### FM/LC/F total

#### Board of Trustees Relationship

#### Rating Value

- Appropriate, adequate, and timely information is provided to the board related to issues, needs and operations of library 10 9 8 7 6 5 4 3 2 1
- Offers professional advice to the board on items requiring board action, with appropriate recommendations based on study and analysis 10 9 8 7 6 5 4 3 2 1
- Supports and executes board policy and intent to public and staff 10 9 8 7 6 5 4 3 2 1
- Seeks and accepts constructive criticism of work 10 9 8 7 6 5 4 3 2 1

Comments:

#### BTR total

In what areas, in your opinion, does the director excel?

In your opinion, are there areas in which the director needs improvement? Has the director made progress on 'areas for improvement' noted from the most recent evaluation?

What performance objectives, both organizationally and professionally, would you recommend for the director for the next year?

Additional Comments:

RML Director Comments:

**RML Director Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_