



Library Associate - Annual Performance Evaluation Lamar County Library System

Name: _____

Position: _____ Branch: _____ Date: _____

Job Description

This employee serves as support staff in the library environment assisting patrons and fellow staff. Performs circulation of library materials using the library's computerized system including: check-in/check-out; maintenance of borrower records; reserves items and assists with fines and fees. Organizes and maintains the library collection; assists the Library Manager in maintaining a welcoming atmosphere and organized facility. Performs all other duties assigned by the Library Manager and/or Director.

Key Responsibilities

- Greet the public
- Assists patrons in using the library's electronic and print resources
- Create and manage patron accounts
- Check materials in and out using the library's computerized system
- Receives and shelves incoming materials and prepares outgoing materials
- Collect and record fines and fees for services
- Ensure adequate supplies of office materials are available
- Collect statistical data
- Ensure a welcoming physical atmosphere while being considerate of patron and staff safety
- Perform maintenance or housekeeping as necessary
- Demonstrate a clear understanding of library policies
- Ability to exercise judgement in non-routine situations
- May serve as person in charge in Library Manager's absence
- Assists with or performs library programs when assigned

Core Competencies

Work Ethic: Is productive, diligent, conscientious, punctual and efficient. Abides by policies and procedures. Participates in professional development activities.

Service Orientation: Seeks to understand the needs and expectations of patrons and strives to meet or exceed the needs. Treats customers with respect, responding to requests in a professional manner.

Communication: Concisely and accurately answers questions, explains or conveys information to the public and coworkers. Demonstrates effective oral and written communication skills.

Self-Management Skills: Effectively manages emotions and maintains a positive attitude. Works effectively and cooperatively with others. Manages time wisely. Prioritizes tasks appropriately.

Customer Relations: Understands the mission of the library and applies this when dealing with patrons. Communicates the importance of library services to the public. Treats all people with courtesy and respect. Projects positive image of the library.

Library Technology: Proficient in operating equipment and utilizing various software programs. Proficient in electronic search techniques. Proficient in operating other office technology.

Professional Maturity: Manages conflict and diffuses situations. Knows when to refer an issue to the appropriate management level or when to notify emergency services. Maintains confidentiality.

Assessment:

Interactions with the Public

Greets the public in a friendly and welcoming way and assists as needed using library resources and providing services. Instructs patrons on how to use the library's resources. Checks materials in and out using the library automation system. Creates and manages patron accounts.

Comments:

Care of Library Facility

Ensures a welcoming physical appearance with consideration to patron and staff safety. Performs maintenance or housekeeping duties, including maintaining adequate supplies in all areas of responsibility.

Comments:

Interactions with the Staff

Assists other staff efficiently. In the absence of the Library Manager, exercises judgement in non-routine situations. Recognizes accurately when a situation or issue should be passed up to management or emergency services should be called.

Comments:

Policy and Procedure

Demonstrates a clear understanding of library policies and operations, interpreting the policies as required to other staff and patrons.

Comments:

Accountability and Work Ethic

Is punctual in not only arriving and leaving work but also in timely completion of work. Works efficiently and accurately to ensure the highest quality of service and information for other staff and the patrons we serve.

Comments:

Personal Qualities

Maintains high standards of ethics, honesty, and integrity in all professional matters.

Comments:

Additional Attributes:

- What are the three biggest strengths of the Library Associate?
- Are there limitations in the Library Associate's performance?
- Did this employee meet last year's goals? Why or why not?
- Establish concrete goals for this employee to accomplish in the next six months to a year.
- Additional comments and/or feedback:

Professional Development: (list all conferences, workshops, webinars, etc.)

List only those attended or participated in since the last annual evaluation

Summary:

(Give your overall assessment of the employee and any final comments. These can include suggestions for further training, correcting of concerning behavior, or an opportunity to further praise exemplary work.)

By signing this document, I (the supervisor) acknowledge that I have thoroughly evaluated the performance of this employee and have done my best to give a fair and accurate accounting of this employee’s performance to the best of my knowledge.

Supervisor: _____ Date: _____

Signature: _____

I acknowledge by my signature on this document that this performance evaluation has been discussed with me by my supervisor. If I dispute this performance evaluation in any way, shape or form I will follow the appropriate grievance procedures laid out in the employee manual.

Employee’s signature: _____ Date: _____