

Moyer District Library
Director Evaluation Form

Form Instructions:

- 1) Every employee and board member may anonymously complete this form. Director will complete the form as a self-reflection.
- 2) In responding to the form, board members could refer to policy, board minutes, usage statistics, program results, librarian reports or other information sources from the year.
- 3) Submit this form to the Board President who will compile into a summary to be used during the face to-face appointment with the director.

Scale: E = Excellent S = Satisfactory N = Needs Improvement NA = Not Applicable ***If you mark N for any category please be sure to list a reason or example in the comments.

Customer Service & Community Relations	E	S	N	NA
Customer service received by patrons				
Consistent application of policies that affect the public				
Services are communicated to the public effectively				
Working relationships and cooperative arrangements with government officials, community groups and organizations				
Awareness of community needs				
Mechanisms are in place to hear from patrons and the community-at-large				
Library is being marketed to the community				

What strengths does the director display in Services and Community Relations?

Jess is consistently described as a warm, friendly, and welcoming presence at the library. She treats all patrons with kindness, respect, and fairness, ensuring everyone feels included and valued. Jess is also highly professional, taking her responsibilities seriously while maintaining a joyful demeanor.

She is effective in communication, both in person and through newsletters and social media, such as Facebook. Her efforts to promote library services and engage the community are appreciated, and she is proactive in seeking feedback and responding to concerns. Additionally, Jess plays a valuable role as a liaison through her involvement with the Chamber, helping to extend the library's outreach.

What areas in Services and Community Relations need improvement?

Board and staff see the library's current efforts as strong but suggest expanding social media outreach across more platforms. There's a shared desire for increased visibility and diversified communication with the

community. Suggestions include creating more awareness of library offerings through social media, events, partnerships, and in-person engagement. Several comments note the importance of gathering specific feedback from patrons to better address concerns.

Administration and Human Resources	E	S	N	NA
Work is effectively assigned; appropriate levels of freedom and authority are delegated				
Personnel policies and state and federal regulations on workplaces and employment are effectively implemented				
Assistance to patrons is performed promptly and courteously				
Staff development and education is encouraged				
Staff understand how their role at the library related to the mission of the library to serve the community				
Library climate attracts, keeps, and motivates and diverse staff of top-quality people				
Adequate control and accounting of all funds takes place				
Funds are disbursed in accordance with budget, contract/grant requirements and donor designations				

What strengths does the director display in administration?

Jess is widely praised for her exceptional leadership and the positive work environment she fosters. Staff feel safe, heard, and supported, noting her openness to feedback and responsiveness to their needs. She promotes flexibility with scheduling, reducing workplace stress, and encourages creativity by showing trust and confidence in her team.

Jess is described as calm, positive, and dependable, readily stepping in when needed and consistently available to address issues. She is knowledgeable in administrative matters and transparent when further information is required. Her growth in confidence and adherence to legal and board policies has also been noted. Overall, Jess is seen as an outstanding and approachable leader who cultivates a respectful, collaborative, and professional environment

What areas in administration need improvement?

There are noted challenges in maintaining consistency and communication due to part-time schedules. They suggested that regular, in-person meetings for training and updates would help unify the team. Additionally, there is a call for continued emphasis on customer service, especially for long-term staff, with a reminder that patrons should be treated as traditional customers.

Collection Management/Technical Services/Facilities	E	S	N	NA
Creativity and initiative are demonstrated in creating new services/programs				
Collection is responsive to community needs				
Building and grounds are kept up and needed repairs and maintenance are done on a timely basis				
Selection and weeding are policies systematically implemented.				
Circulation trends and in-house use are adequately analyzed.				
Priorities reflect advanced planning.				

What strengths does the director display in Collection Management/Technical Services/ Facilities?

Jess is highly praised for her dedication to maintaining and improving the library's collection and facilities. Significant progress has been made in weeding and shelf-reading, ensuring the library remains organized and up to date. Her commitment to this process is noted as exceptional. Jess is also recognized for her forward-thinking approach, regularly planning improvements and effectively managing outside contractors. Board members appreciate her transparency and communication regarding collection changes, which helps them confidently support decisions within the community.

What areas in Collection Management/Technical Services/Facilities need improvement?

Staff and board had very little to say other than to continue improvements in display capabilities through purchases of updated furnishings. Jess is focused on improving specific areas of the library's collection, particularly the children's, middle grade, and YA nonfiction sections, as well as the local history collection. She is implementing a strategic system for organizing display materials into labeled boxes, allowing for efficient rotation and easy incorporation of new donations. This forward-thinking approach aims to streamline future displays and enhance the library's presentation and accessibility.

Goals:

Have a semi-annual all staff meeting for employee training.

Obtain cataloging certification through IHLS.

REVIEW DATE: _____

LIBRARY DIRECTOR SIGNATURE: _____

PRESIDENT OF BOARD OF TRUSTEES: _____