



# VESTAL PUBLIC LIBRARY

## ANNUAL REVIEW & PERFORMANCE APPRAISAL POLICY

---

All Vestal Public Library Employees undergo Annual Reviews. Annual Reviews are an opportunity for Employees to meet with their Supervisors to set goals, check-in on progress, provide constructive criticism, address/follow-up on prior issues or problematic behavior etc. The failure to meet expectations may result in termination.

**A)** Employees will be evaluated in (but not limited to) the following six (6) performance areas:

- 1) COMMUNICATION** - The Employee demonstrates the ability to communicate (verbally and in writing) effectively and in a timely manner with administration, coworkers, and patrons. The Employee keeps aware and familiar with the current VPL services, programs, events, and clubs. The Employee consistently reads their VPL, emails, memos, staff notes, and any other communications from the administration.
- 2) COLLABORATION & TEAMWORK** - The Employee demonstrates the desire to contribute, collaborate, and provide positive feedback and constructive criticism to the VPL administration, team, and VPL colleagues. The Employee attends and participates in monthly VPL Staff Meetings.
- 3) PROBLEM-SOLVING** - The Employee demonstrates the ability to think critically and troubleshoot issues (within the scope of one's position/duty) providing constructive feedback as necessary.
- 4) QUALITY & ACCURACY** - The Employee conducts themselves in a professional manner providing the highest quality of customer service for all patrons. The employee executes their duties and tasks without error or correction.
- 5) ATTENDANCE & DEPENDABILITY** - The Employee is reliably on time for their scheduled shifts and is flexible and a team player when it comes to helping cover for other employees' PTO as needed.
- 6) GOALS & DEADLINES** - The Employee, in collaboration with their supervisor, sets clear and attainable goals. The Employee completes their tasks/duties in a timely, organized, and strategic manner. The Employee meets established deadlines and provides their supervisor with periodic progress updates.

**B)** Employees will be assessed as achieving one of the following ratings in each category:

- 1) DOES NOT MEET EXPECTATIONS** - an Employee who consistently underperforms in their duties and/or fails to demonstrate competence and/or mastery in a particular area/skill.

Achieving a "Does Not Meet Expectations" rating automatically places the Employee on probationary status, including potential termination. Supervisors are expected to actively document the issue, setting goals to address the issue in question, and establishing a deadline to meet the goals set. Supervisors will perform regular performance check-ins until



# VESTAL PUBLIC LIBRARY

## ANNUAL REVIEW & PERFORMANCE APPRAISAL POLICY

---

the deadline. If satisfactory progress has not been made the employee will be terminated.

- 2) **PARTIALLY MEETS EXPECTATIONS** - An Employee who underperforms in some areas, but may meet or exceed expectations in other areas.  
“Partially Meets Expectations” rating presents an opportunity for coaching and goal setting between an employee and their supervisor.
- 3) **MEETS EXPECTATIONS** - an Employee who consistently performs their expected duties with quality and/or demonstrates general competence in a particular area or skill.
- 4) **EXCEEDS EXPECTATIONS** - an Employee who consistently performs their duties with the highest quality, going above and beyond to perform additional tasks, and/or demonstrates mastery in a particular area or skill.
- 5) **OUTSTANDING** - an Employee who demonstrates the mastery of a skill or duty; performs duty without supervision or assistance, actively instructs/teaches others how to perform skill or duty, consistently performs their duties with the highest quality, going above and beyond to perform additional tasks, and/or demonstrates mastery in a particular area or skill.