



**Performance Management Feedback Program
Courier Drivers and Pages
Annual Summary**

Goal: To understand each employee's strengths, value their contributions, and help employee see and realize their fullest potential.

Employee: _____ **Position:** _____

Year Ending: _____

Quarterly Feedback sessions occurred on: _____

Evaluation scale: I = Improvement Needed
M = Meets Expectation
E = Exceeds Expectation

Section I – General Review of Performance (for previous period)

A. List significant job duties that were assigned. Include comments that outline the activities (outputs) and document the accomplishments (outcomes).

Job Duty 1: _____ **I** **M** **E**
Comments: _____

Job Duty 2:
Comments:

I M E

Job Duty 3:
Comments:

I M E

Job Duty 4:
Comments:

I M E

Job Duty 5:
Comments:

I M E

B. Attributes: Provide feedback on general attributes. Include comments that document the accomplishments (outcomes).

Attendance (check one)

- (E) Is rarely absent for scheduled work and is usually available for additional work when needed.
- (M) Is usually at work when scheduled. May or may not be available for additional work when needed.
- (I) Is frequently absent when scheduled for work or is frequently unavailable when needed.

Comments:

Punctuality (check one)

- (E) Is very rarely late for work with or without justifiable cause.
- (M) Is usually on time for work.
- (I) Is often late for work with or without justifiable cause.

Comments:

Work Knowledge (check one)

- (E) Demonstrates a comprehensive understanding of all phases of the job; very rarely makes mistakes or needs reminding.
- (M) Displays a general understanding of the job; seldom makes mistakes.
- (I) Has a minimal understanding of the job; routinely repeats mistakes and needs to be reminded of changes.

Comments:

Appearance (check one)

- (E) Always maintains a neat, clean, and orderly work area (in van and in building) and personal appearance; dresses appropriately.
- (M) Generally maintains a neat, clean, and orderly work area (in van and in building) and personal appearance; dresses appropriately.
- (I) Sometimes is untidy and careless in maintaining personal appearance and/or work area which inhibits performance.

Comments:

Safety (check one)

- (E) Always carries out duties in a safe manner; anticipates possible safety hazards, takes preventative actions, and makes recommendations which encourage safety.
- (M) Carries out duties in a safe manner.
- (I) Is not always careful in carrying out duties.

Comments:

Internal Relationships and Support

Evaluation Definitions

- (E) Requires examples of the employee going above and beyond what is required.
- (M) Does what is expected and has minimal or no situations where the employee went over and above what was expected.
- (I) There have been situations when the employee is having problems, has had to be counseled, or otherwise demonstrated a unwillingness to behave in an acceptable manner.

Has constructive and cooperative working relationship with supervisor and other internal staff.

I M E

Comments:

Is adaptable and flexible in adjusting to changes in priorities.

I M E

Comments:

Takes the initiative to make recommendations to reduce costs and/or improve the quality of service being provided.

I M E

Comments:

Service to member libraries

Has constructive and cooperative working relationship with staff from member libraries and others.

I M E

Comments:

Provides responsive, courteous and effective service to members.

I M E

Comments:

Maintains positive and professional language and demeanor.

I M E

Comments:

C. Overall Assessment:

I M E

Comments:

Section 2 – Review of Job Description

The job description has been reviewed

___ There are no recommended changes

___ There are recommended changes

A. Additions or modifications to the job descriptions include:

B. Deletions to the job description include:

I have reviewed the Annual Summary:

Director

Date

Executive Director

Date

I have participated in AND discussed the contents of this Annual Summary with the employee:

Additional Comments:

Manager

Date

I have participated in this Annual Performance Management Feedback and have reviewed the Annual Summary:

Additional comments:

Employee

Date

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