

2025 State of the Library Evaluation Form (DRAFT)

Form Instructions:

- 1) Commissioners should individually complete this form.
- 2) Commissioners should refer to the board minutes, director's report, usage statistics, program results or other information sources from the year.
- 3) Submit this form to the Commission Chairperson for inclusion in the Summation Form that will be used during the face-to-face discussion with the director.

Scale: E - excellent S - satisfactory N - needs improvement U - unknown

Areas of Organizational Health

Rating

Customer Service & Community Relations (CS & CR)

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

Comments:

CS & CR totals: E ____ S ____ N ____ U ____

Organizational Growth (OG)

• The library is making progress on its strategic plan (SP)	E	S	N	U
• Services to meet the goals and objectives of the SP are carried out with staff and commissioner involvement	E	S	N	U
• Goals and objectives are evaluated regularly	E	S	N	U
• Creativity and initiative are demonstrated in creating new services/programs	E	S	N	U
• The collection is responsive to community needs	E	S	N	U
• The library is responsive to changes in the community	E	S	N	U
• Staff are aware of library's strategic plan, policies and activities	E	S	N	U
• There is a working knowledge of significant developments and trends in the field	E	S	N	U
• Building and grounds are kept up and needed repairs and maintenance are done on a timely basis	E	S	N	U

Comments:

OG totals: E ____ S ____ N ____ U ____

Administration & Human Resource Management (A&HRM)

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

Comments:

A&HRM totals: E ____ S ____ N ____ U ____

Financial Management / Legal Compliance / Fundraising

- | | | | | |
|--|---|---|---|---|
| • Adequate control and accounting of all funds takes place; library uses sound financial practices | E | S | N | U |
| • Budget is prepared with input from staff and trustees; the library operates within budget guidelines | E | S | N | U |
| • Official records and documents are maintained, library is in compliance with federal, state and local regulations and reporting requirements (such as annual report, etc.) | E | S | N | U |
| • Positive relationships with government, foundation and corporate funders are in place | E | S | N | U |
| • Positive relationships with individual donors is established | E | S | N | U |
| • Funds are disbursed in accordance with budget, contract/grant requirements and donor designations | E | S | N | U |

Comments:

FM/LC/F totals: E ____ S ____ N ____ U ____

Commission Relationship (CR)

- | | | | | |
|--|---|---|---|---|
| • Appropriate, adequate, and timely information is provided to the commission | E | S | N | U |
| • Support is provided to commission committees | E | S | N | U |
| • The commission is informed on the condition of the organization and all important factors influencing it | E | S | N | U |
| • The commission works effectively | E | S | N | U |

Comments:

CR totals: E ____ S ____ N ____ U ____

Additional Comments:

This form is designed for commissioners to individually evaluate the Library Director based on multiple organizational health areas. It uses a rating scale from excellent to unknown and covers key aspects of library management and community engagement. Our goal is to be mindful of our mutual purpose: 1) to operate this town supported organization effectively; 2) to meet the current needs of the community; 3) to anticipate and plan for the evolving and future community needs; and 4) to encourage the love of reading, critical thinking and lifelong learning.

We are evaluating the administration of the library and its operation, not the library director. That performance evaluation is the responsibility of the Mayor and HR Director. The Commission and the Director are a team focused on the library's development.