Naperville Public Library

**GUIDELINES TO STAFF PERFORMANCE EXPECTATIONS**

The following competencies describe performance expectations which serve as models of behaviors for everyone in his/her daily work and in the interaction with all staff members, the public, and supervisors. Please note that these guidelines do not include all applicable behaviors in each category.

**1. JOB KNOWLEDGE & COMPETENCY (NPL Values: Innovation, Service, Excellence, Adaptability)**

Solid Contributor

Consistently exhibits the following expectations:

* Demonstrates a solid knowledge and understanding of job.
  + - Understands job functions and how they fit into library operations.
    - Performs tasks accurately and in a timely manner.
      * Understands and adheres to policies, procedures, and guidelines for the department and the library.
      * Keeps knowledge, skills, and abilities current.
    - Participates in training on job related topics, applies what is learned, and shares information gained with supervisors and staff members.
    - Displays supportive behavior relative to following policies, procedures, and guidelines.
    - Actively identifies and solves problems using appropriate resources as they arise.
    - Exhibits appropriate level of computer skills and use of technology.

Needs Improvement

* + - Fails to exhibit solid contributor performance expectations and:
    - Fails to become familiar with or violates the policies, procedures, and guidelines of the department and/or library.
    - Needs frequent reminders to reinforce policies, procedures and guidelines.
    - Fails to maintain essential skills.
    - Overlooks details.
    - Requires close or constant supervision or assistance to complete assigned tasks.
    - Exhibits poor prioritization skills; tasks are left incomplete.
    - Does not retain basic job specific skills.

**2. SUPPORT FOR THE TEAM (NPL Values: Service, Excellence, Adaptability)**

Solid Contributor

Consistently exhibits the following expectations:

* + - Cooperates and works well with staff members and the public.
    - Works well with different levels of the organization, including teams, supervisors, and other departments.
    - Exhibits positive behavior consistently.
    - Exemplifies patience, tolerance, and understanding with other staff members and the public.
    - Willing to fill in for staff members who are absent.
    - Encourages and supports co-workers in efforts toward improving quality of service.
    - Resolves differences with diplomacy and tact.
    - Cooperates and shares relevant ideas and information freely with others.

Needs Improvement

* + - Fails to exhibit solid contributor performance expectations and:
    - Complains frequently about other staff members and/or the public.
    - Creates or participates in divisiveness among other staff members.
    - Exhibits behavior that is discourteous, belligerent or uncooperative.
    - Exhibits distracting behaviors such as poor hygiene, distracting voice level, etc. that interfere with positive interaction among other staff members and/or the public.
    - Makes negative, discouraging comments without offering viable alternatives.
    - Lacks awareness of how behavior negatively impacts the team.

**3. COMMUNICATION (NPL Values: Service, Excellence, Adaptability)**

Solid Contributor

Consistently exhibits the following expectations:

* + - Communicates effectively in person, over the phone, and by email.
    - Communicates respectfully with all staff members and the public in a positive and timely manner.
    - Exhibits active listening skills.
    - Accepts and applies constructive feedback.
    - Keeps supervisor and coworkers informed of work progress.
    - Responds thoughtfully and promptly to requests from other staff members and supervisors.
    - Reliably communicates relevant information.

Needs Improvement

* + - Fails to exhibit solid contributor performance expectations and:
    - Holds back information that is needed by others to successfully meet expectations.
    - Fails to respond to communication in a timely manner.
    - Shows disregard for ideas and suggestions from other staff members and supervisors.
    - Communication style is unapproachable or negatively impacts others.
    - Lacks willingness to accept and use constructive feedback.

**4. ACCOUNTABILITY (NPL Values: Innovation, Service, Excellence)**

Solid Contributor

Consistently exhibits the following expectations:

* + - Keeps up to date with organizational changes.
    - Reports potential problems or concerns to appropriate parties.
    - Proactively solves or offers solutions to problems.
    - Seeks out opportunities for development and growth.
    - Proactively registers for and participates in all required training over the course of the year.
    - Takes direction from supervisor and from others as appropriate.
    - Demonstrates effective planning, organization, and time management skills.
    - Takes responsibility for mistakes and learns from them.
    - Understands the impact that one’s own work has on the ability for others to get their job done.

Needs Improvement

* + - Fails to exhibit solid contributor performance expectations and:
    - Fails to keep up to date about changes in the workplace.
    - Exhibits little initiative in furthering job knowledge, skills, and abilities.
    - Fails to participate in mandatory training or information sessions.
    - Exhibits chronic lateness to work or with assignments.
    - Receives frequent customer and/or staff complaints with regard to the quality of service.
    - Fails to deal with issues/concerns in a timely manner
    - Fails to take responsibility for or learn from mistakes.
    - Frequently causes Kronos errors by forgetting ID badge and/or failing to ensure time swipes reflect work schedule accurately.

**5. ADAPTABILITY (NPL Values: Excellence, Adaptability)**

Solid Contributor

Consistently exhibits the following expectations:

* + - Exhibits support of organizational and departmental changes and articulates concerns in a constructive manner.
    - Works well with a diverse population of staff and customers.
    - Reprioritizes in response to changing responsibilities as needed.
    - Resolves conflict positively and independently when appropriate.
    - Adapts readily to internal and external changes.
    - Demonstrates good judgment by exercising decision-making that is consistently in the best interest of the Library.
    - Uses good judgment when making exceptions to procedures or policy and in situations not explicitly covered by procedure or policy.

Needs Improvement

* + - Fails to exhibit solid contributor performance expectations and:
    - Disregards or undermines library change initiatives.
    - Resists change initiatives and new procedures.
    - Fails to learn necessary knowledge, skills, and abilities needed to adapt to changes taking place.
    - Fails to use good judgment.
    - Lacks the ability to adapt to situations not explicitly covered by procedure or policy.