

Part 1:

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

*Area of Organizational Health**Rating***Customer Service & Member Relations**

- | | |
|--|---------------------|
| • Level of member satisfaction | ___E ___S ___N ___U |
| • Customer service received by members | ___E ___S ___N ___U |
| • Consistent application of policies that affect the public | ___E ___S ___N ___U |
| • Working relationships and cooperative arrangements with government officials, community groups and organizations | ___E ___S ___N ___U |
| • Responsiveness to member needs | ___E ___S ___N ___U |

Comments:

CS & MR totals: E ___ S ___ N ___ U ___

Organizational Growth

- | | |
|---|---------------------|
| • The System is making progress on its long-range plan (LRP) | ___E ___S ___N ___U |
| • Services to meet the goals and objectives of the LRP are carried out with staff and trustee 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 System is responsive to changes in the community | ___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

- | | |
|---|---------------------|
| • Policies and procedures are in place to maximize member library involvement | ___E ___S ___N ___U |
| • Staff development and education is encouraged | ___E ___S ___N ___U |
| • Staff understand how their role at the System relates to the mission | ___E ___S ___N ___U |
| • System 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

- Budget is prepared with input from members and trustees E S N U
- Positive relationships with government, foundation and corporate funders are in place E S N U
- Funds are disbursed in accordance with budget, contract/grant requirements E S N U

Comments:

FM/LC/F totals: E S N U

Board of Trustee relationship

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

Comments:

BTR totals: E S N U

Additional Comments:

Total number of:

E

S

N

U

Part 2:

Director Comments:

Overall rating:

Exceeds expectations

Meets expectations

Does not meet expectations

Director: agree disagree

Director Signature:

Date:

Board Signature:

Date: