Carson City
Annual Employee Self-Appraisal

Employee Name:	**Last**	Holt	**First**	Joy	**Review Date:**	05/09/2024
Job Title:	Library Director					
Department/ Elected Office:	Library					
Supervisor:	Library Board of Trustees					

Objectives

List the objectives you have accomplished since you last evaluation, or in your first review period.

Accomplishments in review period include:

- Continued developing and implementing a programming and marketing plan with the Library Team resulting in increased programming and outreach across age groups, a continuing increase in program attendance, and an average of 300+ new library cardholders per month and an approximate 60% increase in community partnerships, including City organizations.
- Advocated for libraries across Nevada as the State's ALA Delegate, participating in dialogue and meetings with the ALA Council, attending the ALA mid-year conference virtually, and participating in additional professional development events.
- Continued to make staff and patron safety a priority by 1) Developing and implementing improved internal procedures and processes for rule enforcement, including safety protocol. 2) Consistently conducting rule enforcement techniques and safety training with Library Team during Staff Development Days and in weekly Team meetings
- Continued to analyze and monitor departmental workflow to create improved efficiencies in library operations and services. Performed the hiring process for two (2) new Library Assistants, two (2) new Senior Library Assistants, a Circulation Supervisor, and a Deputy Library Director. Continued to prioritize necessary change application in consultation and collaboration with the library team while still monitoring effectiveness of changes and adjusting as needed.
- Identified needs, targeted, completed, and submitted proposals and applications for sustainable grant funding. This included monitoring and maintaining oversight and submitted necessary paperwork for State Collection Development grant, and funding from the Friends of the Carson City Library.
- Continued to conduct space planning assessments and liaised with relevant City departments to outline strategic plan implementation and consider options for space changes.
- Prioritized and allocated Library resources per consistent review and evaluation of program and service delivery. Worked with human-centered design consultant to develop, strategize, and implement improved services for our Teen demographic.
- Successfully submitted the Carson City Library FY24 budgets, maintaining effective oversight on Library spending.
- Creation of Carson City Library's FY24 budget augmentation requests.
- Continued to analyze, ensure, and enforce Carson City Library's compliance with City policies, rules, and regulations where/when needed.
- Demonstrated an ability to cast a long view, see implementation steps, and hold self and staff accountable for successful implementation.
- Cultivated manager leadership through comprehensive knowledge of all roles and responsibilities at the library in all positions, ensuring the library's upkeep and functionality.
- Led by example, personally engaging in all types of library tasks, from maintenance to program implementation, which strengthens staff commitment and models effective leadership.
- Motivated staff and volunteers through direct involvement and clear communication of expectations, contributing to the library's vibrant and cooperative environment.
- Initiated and advanced new programs despite staff vacancies and fostered a groundbreaking partnership with the Governor's Office of Economic Development to support adult career services, enhancing the library's role in community and economic development.

Strengths

List what you consider to be your professional strengths.

My professional strengths include: my thoughtful analysis of developing a strong and effective team in which employees can expand and further professionally develop. I can see the big picture of an organization and maintain a clear vision for long-term growth but pivot and adapt when necessary. I can effectively and quickly identify what information is most important in a complex situation and perform due diligence before moving to solutions; I am a thorough problem solver. I can give others space to get their work done by mindfully structuring work so that it aligns with people's goals, values, and motivation, but also set clear expectations. I welcome input and opportunities for improvement.

Development

List what you consider to be your areas for development.

Areas of Development include:

- Continued growth of understanding in areas of:
  - Soft communication.
  - Technology infrastructure in the Library.
  - Knowledge storage.
  - Space planning and building.
- Improved understanding of Spanish language.

Training

List the areas/topics in which you would benefit from additional training.

I could benefit from continued technology training as it relates to infrastructure and the implementation of new technology.

I have obtained all the required certificates, licenses, and registrations based on the official job description for this review period?

☒ Yes

☐ No. Please list below, what requirement has not been obtained and when will it be completed.

(Official Job Descriptions are available at https://www.carson.org/government/departments-g-z/human-resources/employment/job-descriptions)

Career Objectives

List the objectives you would like to achieve.

- Continue to evolve professionally and learn from my professional peers.
- Continue to analyze and develop more efficient and economical workflows and practices.
- Continue to support and help grow the Carson City Library's services to best meet the needs of our community.
- Continue to help lead and actively participate in library advocacy and develop improved ways to provide access to information.

Employee Comments

Please sign and return to your supervisor at least three weeks before your review date. Thank you.

☒ Attached is my required annual Carson City harassment training certificate from KnowledgeCity.

☒ Attached is my required annual Carson City "Information Security for End Users" certificate from KnowledgeCity.

☒ Attached is my PolicyTech report showing no tasks are required to be completed.

Employee Signature

5/9/2024
Date

KnowledgeCity

Certificate

This Certificate of Proficiency is presented to

Joy Holt

For excellence in completing the course

Sexual Harassment Prevention: Managers and Supervisors (Current)

COM1064-T899791826

May 09, 2024

Completion Date

Melody Godsey

KnowledgeCity

Certificate

This Certificate of Proficiency is presented to

Joy Holt

For excellence in completing the course

Prevent Discrimination and Embrace Diversity

SAF1075-T195746886

May 09, 2024

Completion Date

Melody Godsey

KnowledgeCity

Certificate

This Certificate of Proficiency is presented to

Joy Holt

For excellence in completing the course

Dealing with Drug and Alcohol Abuse for Managers and Supervisors

SAF1071-T194027748

May 09, 2024

Completion Date

Melody Godsey

KnowledgeCity

Certificate

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Joy Holt

For excellence in completing the course

Information Security for End Users

CMP1144-T741739614

May 09, 2024

Completion Date

Melody Godsey

KnowledgeCity

Certificate

This Certificate of Proficiency is presented to

Joy Holt

For excellence in completing the course

Unconscious Bias

COM1013-T081992222

May 09, 2024

Completion Date

Melody Godsey

Tasks by User - Current

Users 1

Content 0

Task Options

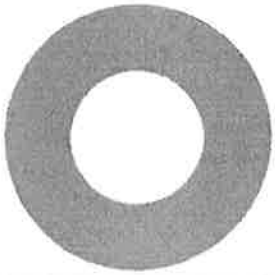
- [x] Incomplete - Overdue
- [x] Incomplete - Not Overdue
- [x] Complete
- [ ] Skipped
- [ ] Upcoming

Choose a date

Hide Paused Tasks

View Report

Summary



Task Type	Task Count
Read/Complete	128

Task Type: Read/Complete

Column Summaries

Task's Status: 96.88% Complete
User: 1
Title: 128

Task Type: Read/Complete
Task's Status: Complete
Title: Administrative Policies and Procedures - (111)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Vehicle Use Policy - (114)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Social Media Policy - (137)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Vehicle/Bicycle Use Policy - (260)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Training - (424)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Security and Privacy Policy - (429)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Supplemental Military Leave Compensation - (444)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Absent Without Leave Approval - (453)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Annual Leave - (455)
User: Holt, Joy (Unclassified) - (1721)

Task Type: Read/Complete
Task's Status: Complete
Title: Authorization to Hire - (459)
User: Holt, Joy (Unclassified) - (1721)

LIBRARY DIRECTOR FEEDBACK SURVEY

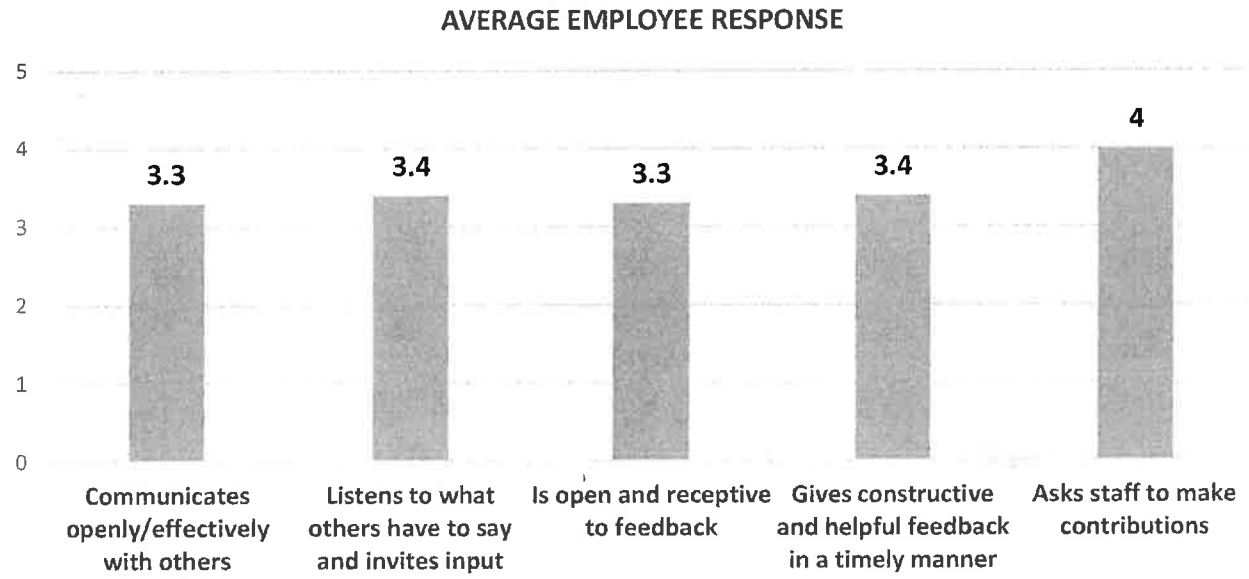
Submitted by Jeff Coulam, Human Resources Director

May 2, 2024

A web-based survey was sent to 13 employees and to Library Director Joy Holt on April 26, 2024 to provide input on the performance of management, specifically the performance of Director Holt, over the last year. Out of the 13 employees, 10 completed the survey. Director Holt also completed the survey and reviewed herself.

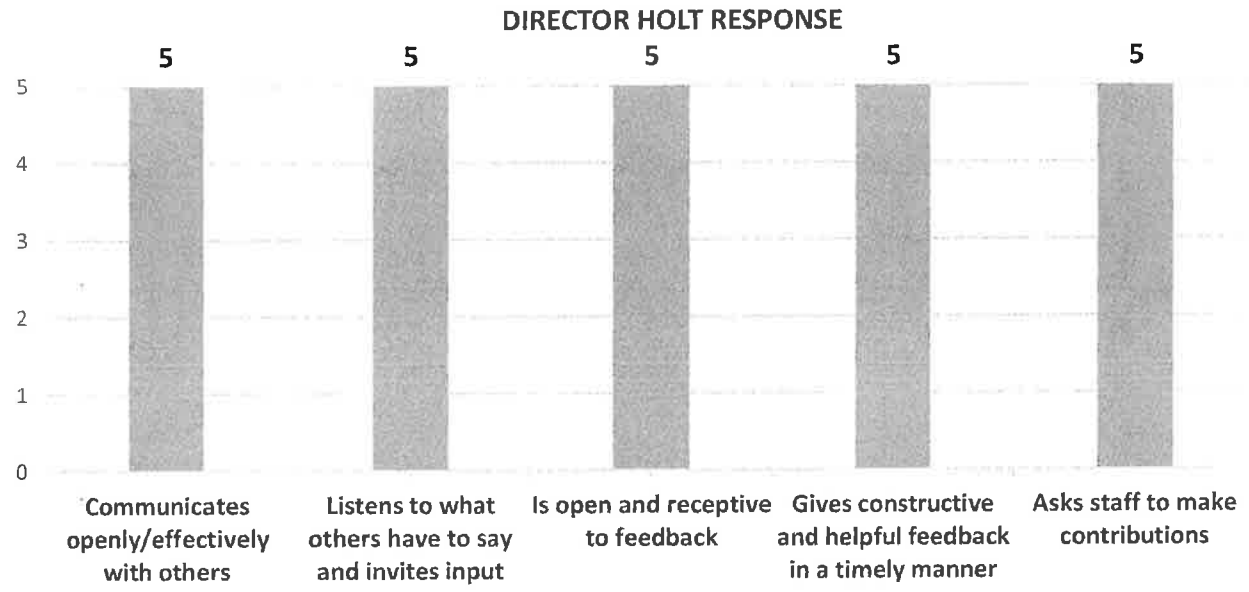
The survey asked participants to rate Director Holt's behavior and skills in the areas of communication, customer focus, personal behavior, planning and organization, decision making and problem solving, and leadership. Participants were also provided with the opportunity to comment in each specific area as well as general comments. This report contains aggregated employee data.

COMMUNICATION



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

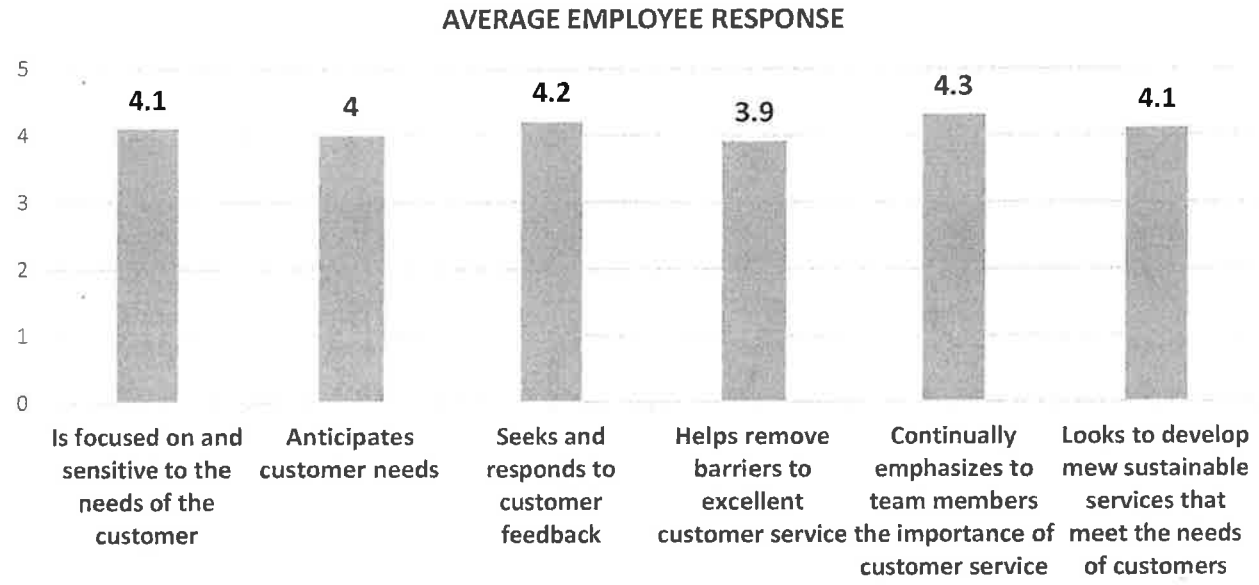
Employee comments:
Responses to questions sometimes come across as prosecution.
Sometimes Director Holt's tone is harsh, but overall she is approachable and does her best to relate to others.
Director can be sarcastic when employees are asking questions. Employees are afraid to give input in meetings because they fear she will mock their contributions.
Director Holt has supported me since I started in the library and continues to support me in the daily learning curve.
Director hold has a tendency to talk over staff during meetings, but there has been improvement over the last year in her communication abilities.



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

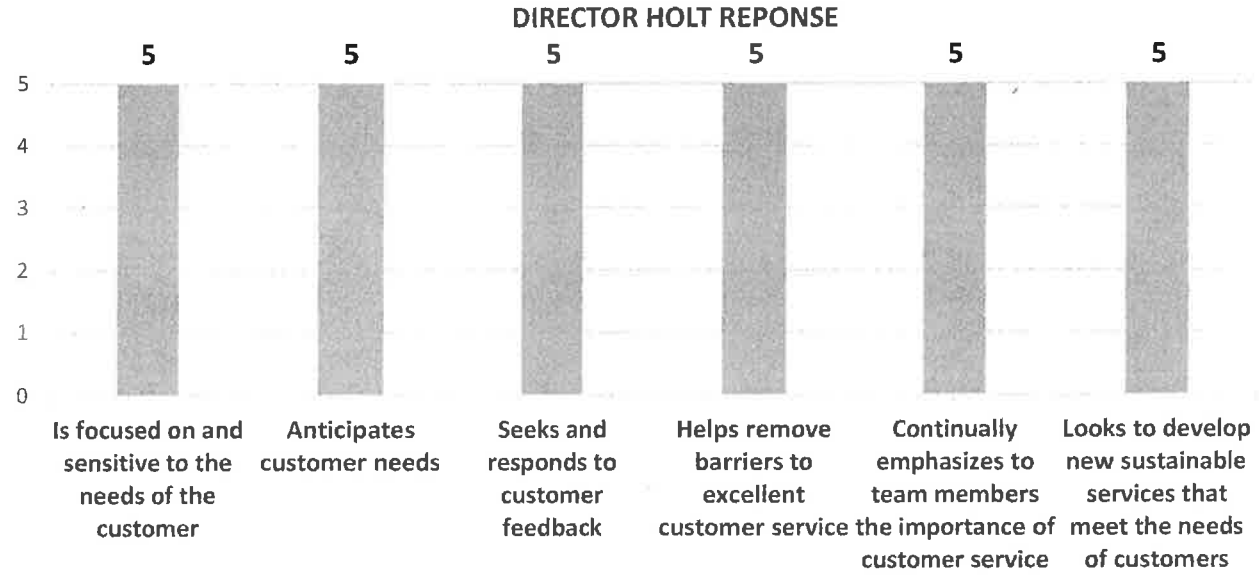
Director Holt comments:
No comments provided.

CUSTOMER FOCUS



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Employee comments:
Focus is not on the betterment of the library, getting patrons to come into the library, nor expanding services.
Director Holt is very involved in making the staff at the library friendly and efficient for its patrons.
The needs of the patrons are foremost in Director Holt's focus.
Customer service is part of Director Holt's core values. She takes patron complaints very seriously and may take on more than what is realistic.



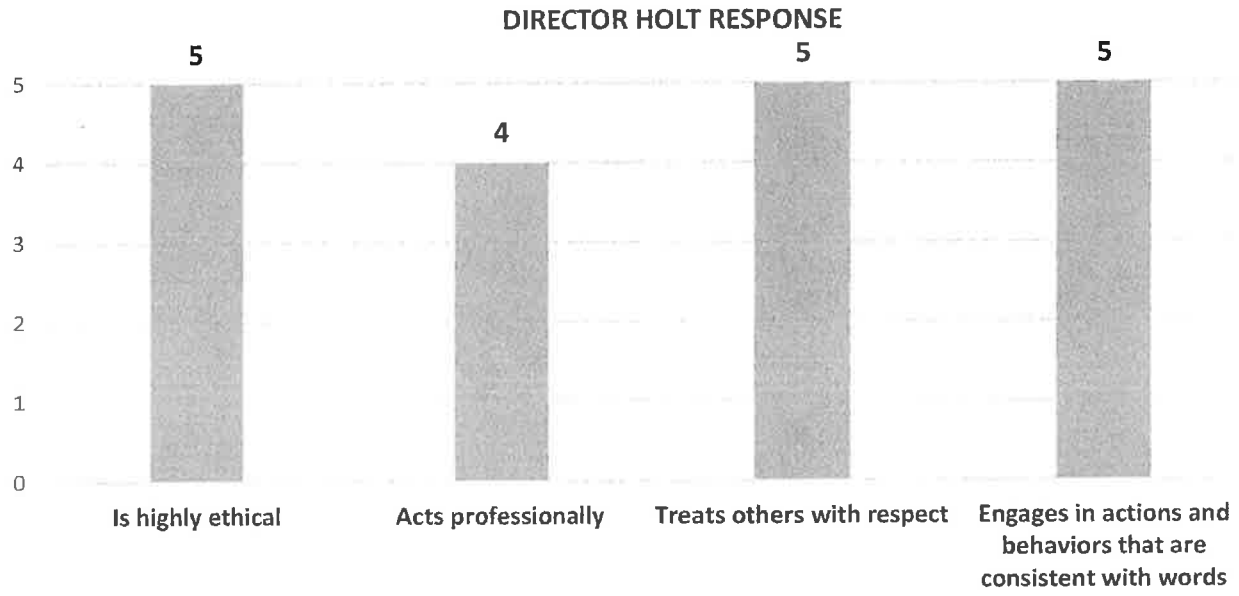
1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Director Holt comments:
No comments provided.

PERSONAL BEHAVIOR

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

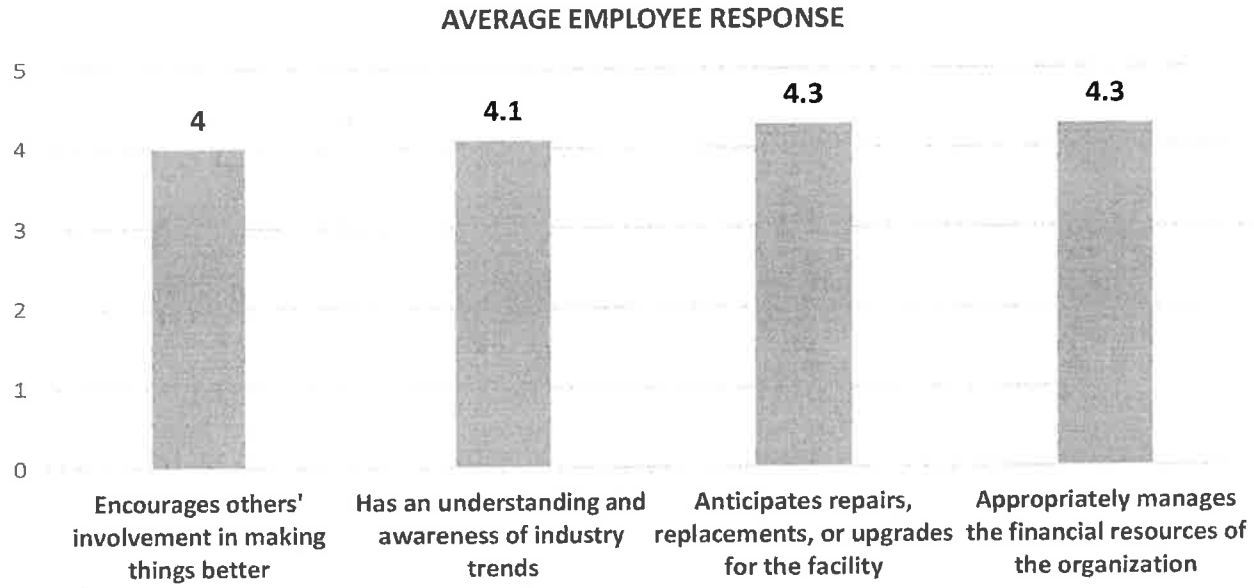
Employee comments:
Director Holt yells at employees in staff meetings and cuts them off from speaking.
Director Holt can be a bit condescending at times. She has strong opinions about ethics and does her best to overcome these challenges.
Director Holt is an excellent professional role model.
Director Holt always acts with the best interest of the library, staff and patrons in mind.
The treatment of staff has greatly improved over the past year. The change for the better is obvious and has had a noticeable impact on staff.



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

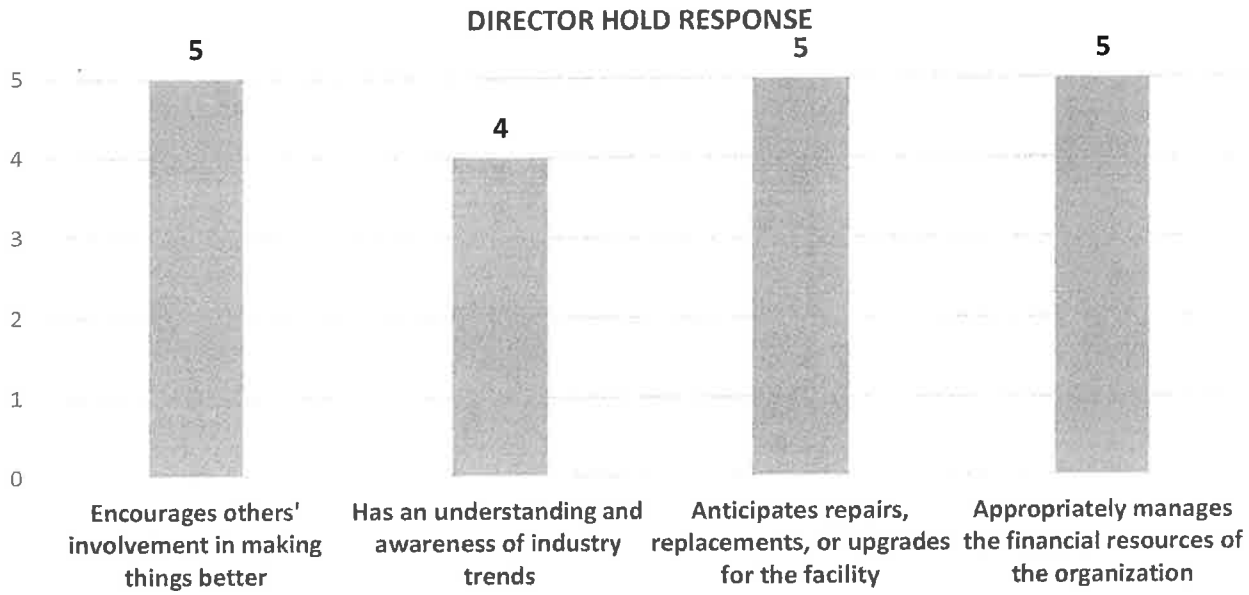
Director Holt comments:
No comments provided.

PLANNING AND ORGANIZATION



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Employee comments:
Director Holt shines when it comes to planning and organizing.
While she very much wants input on how to improve things, Director Holt sometimes sabotages herself by interrupting people's suggestions.



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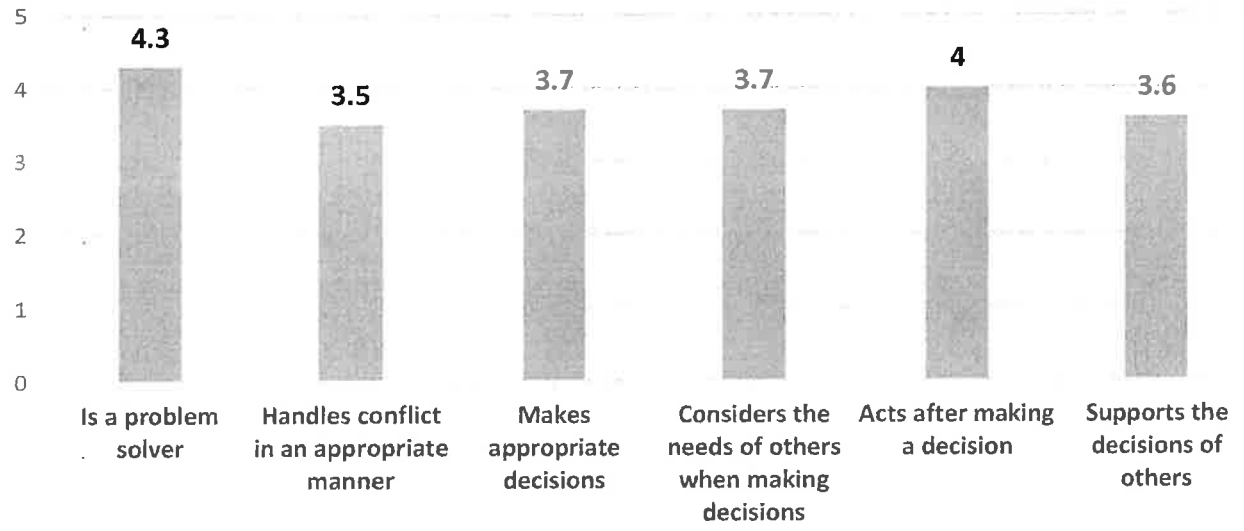
Director Holt comments:
No comments provided.

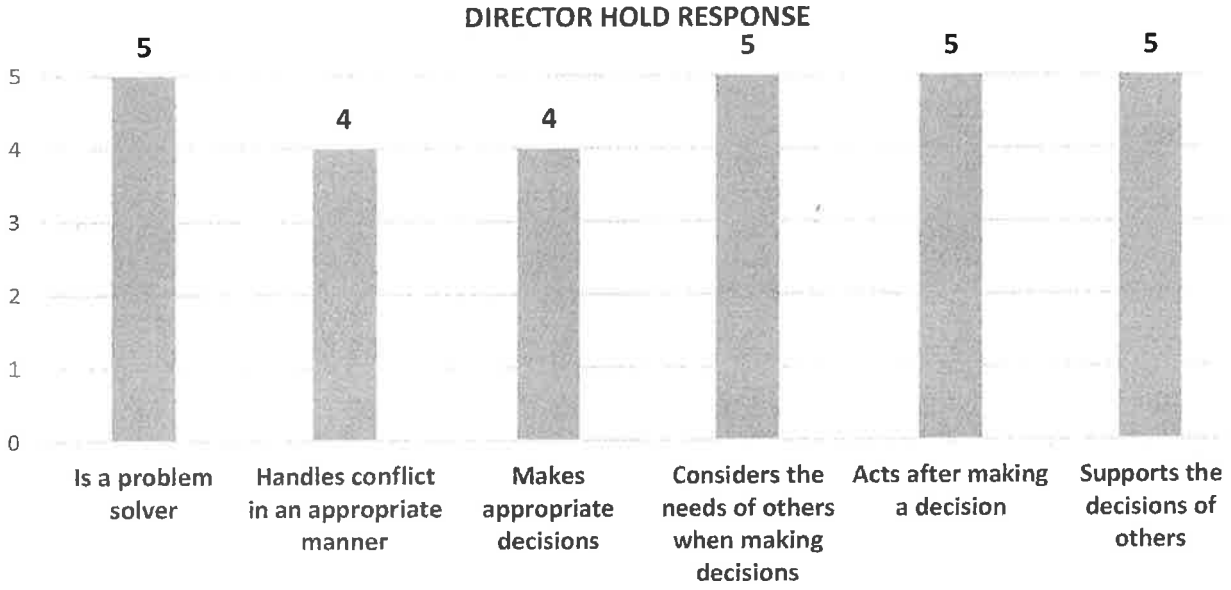
DECISION MAKING AND PROBLEM SOLVING

AVERAGE EMPLOYEE RESPONSE



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Employee comments:
Director Holt works off of a double standard expecting excellence from her staff, but then doing things herself that she criticizes others for.
Director Holt undermines her deputy director, supervisors, and managers.
Director Holt is quick and decisive. She provides a united front with staff before patrons.



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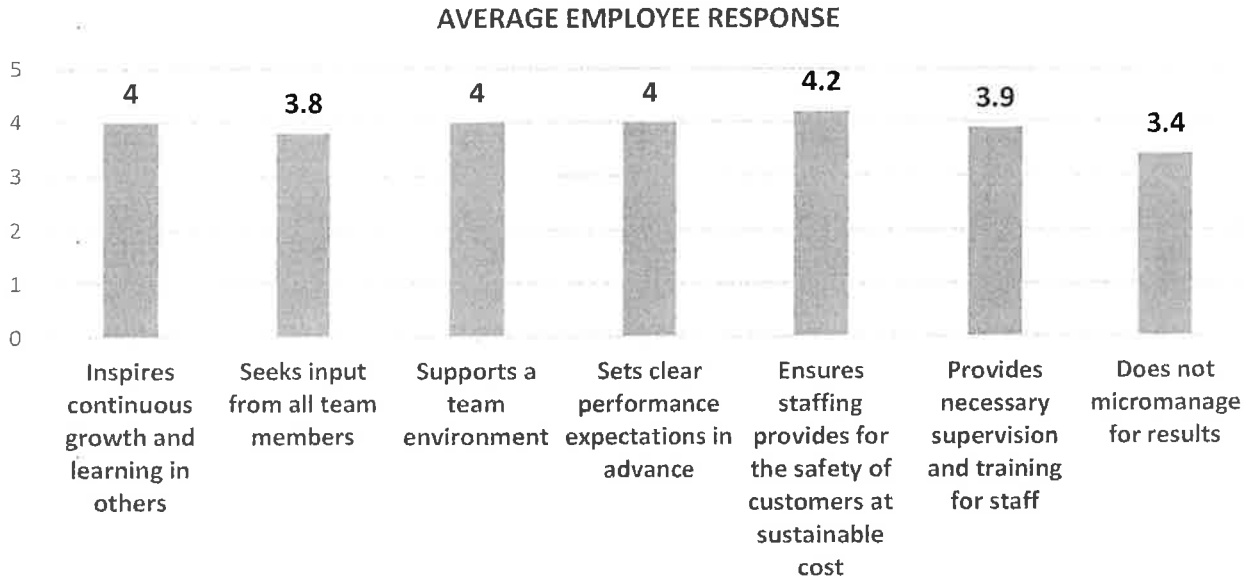
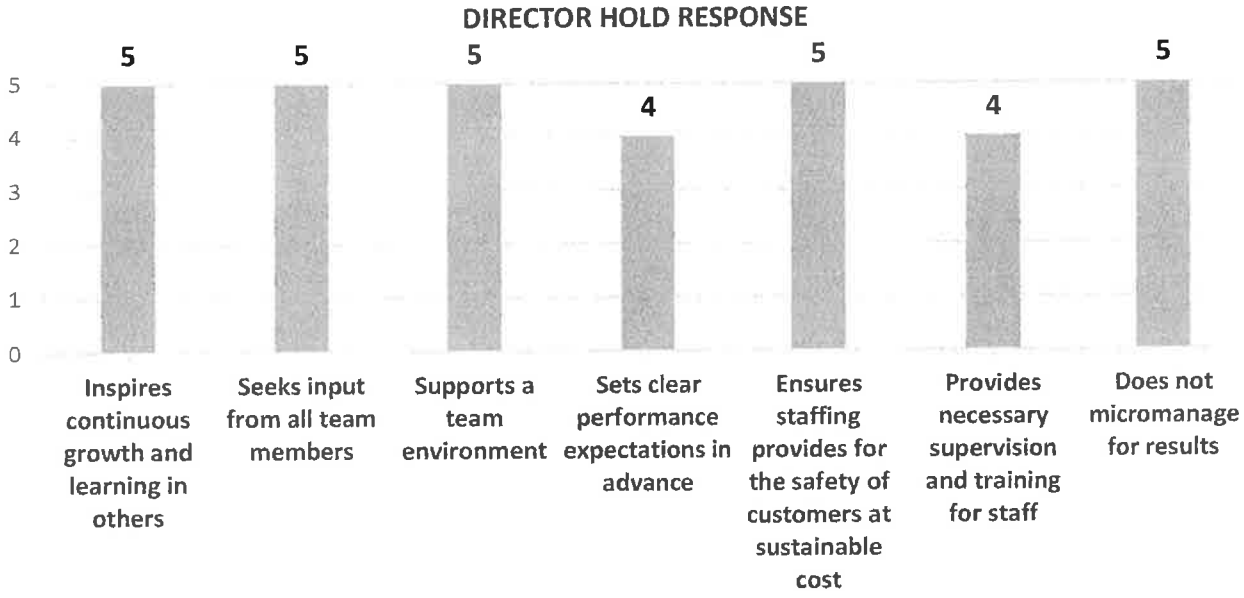
Director Holt comments:
No comments provided.

LEADERSHIP



1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

Employee comments:
Director Holt is a micromanager.
Director Holt is a natural leader but sometimes has trouble understanding why others do not think the same way she does.
Director Holt encourages growth in staff members. She does not micromanage staff.
Director Holt is a good leader and sets a good example for her staff. Her people management skills have improved a lot over the past year. She has high expectations for both the quality and quantity of work.



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Director Holt comments:
No comments provided.

OTHER COMMENTS

Examples of behavior, activities, feedback, or coaching Director Holt has provided that makes your job and work environment more enjoyable and meaningful to you.
Director Holt really cares about the community and the role the library has within it.
Director Holt encourages all staff to build on themselves to become the best we can be.
Director Holt tries to have group activities but most employees don't want to participate because of how she treats them.
Director Holt is an exemplary leader and I am very happy at the library with her at the helm.
Director Holt maintains an open-door policy making it easy and comfortable to approach her with concerns and ideas.
Director Holt encourages staff members to push themselves and try new things.

Other comments
Director Holt is the best leader I have ever worked for.
Director Holt encourages all staff to treat this library with care and respect. It is obvious that she wants the library to be a pleasant experience for everyone. She consistently invites us to suggest changes to make it better for everyone.
While the director appears to have a good handle on many areas of library administration, she treats the employees very badly. It's difficult to be on the receiving end of her nastiness. Anything anyone suggests is immediately shut down as if the employees know nothing and don't care about their jobs or the library.
For the library's size, there seems to be a lot of staff turnover. Given how hard it is to recruit qualified people, perhaps more thought should be given to how to retain them.

Director Holt Comments:
No comments provided.