



Performance Planning and Review for Professional Staff (PPR-PS)

enrolled TILS Staffing 09/08/12

For the period 28/3/12 to 22/6/12

PPR-PS is a participative process which contributes to individual, work area and organisational achievement. PPR-PS facilitates a shared understanding, between the staff member and supervisor, of performance expectations, and provides an opportunity to discuss development opportunities and workload issues.

Staff Member Details & Timeframes

Name MADAM O'SULLIVAN Position Title COLLECTION ACCESS ASSISTANT Staff ID-Number 01365810

Library _____ TILS _____ Signature

School/Department 28/3/12 Faculty/Division UA Final review date 22/6/12

Date plan agreed _____ Mid-cycle review date _____

Supervisor / Manager Details & Signatures

Cameron Macleod _____ Signature, Supervisor Date 26/3/12

Position Title, Supervisor _____ _____

Helen Hobbs _____ Signature, Head of Organisational Area Date 20/4/12

Position Title, Head of Organisational Area _____

Stage 1: Preparatory Work

The following preparation prior to the PPR discussion may assist you in the process:

- Read relevant background documents such as the QUT Blueprint, Division/Faculty Plans, work area strategic plans
- Read the PPR-PS Policy (located at <http://www.hrd.qut.edu.au/hrinfo/hrforms/professional.jsp>)
- Check position description for currency and relevance
- Discuss with your supervisor any suggested changes to your position description, make amendments as agreed (if applicable) and forward copy to HR

Stage 2: Performance Planning and Development Discussion

You and your supervisor are jointly responsible for developing agreed performance objectives and standards. It may be useful to discuss:

- current duties;
- how your responsibilities link with organisational and work unit planning and outcomes;
- development needs which will enable accomplishment of stated objectives;
- how you might jointly manage obstacles/problems which may arise and hinder the achievement of performance objectives.

Performance and Development Plan

Set out your performance objectives for the coming review period in order of priority/importance.

Performance Objectives – What & How? When defining 'how' you'll achieve the objective, consider: Quality: how well / what value? Quantity: how many? Cost: how much? Time: by when / in what period?	Feedback and Evidence Who: supervisor, co-workers, staff, students, clients, self What: surveys, work diaries, reports, quality system instruments, work examples	Development activities and resources Identify any resources, training and development that you require to be able to meet the stated objective.
1. Complete timesheets on a daily basis. Submit leave via Staff Connect - > unforeseen absenteeism the next day of attendance > anticipated leave, seek prior permission of supervisor Ongoing	Collection Access Supervisor Library Services Manager (LSM) Branch Library Manager (BLM)	Staff connect Section Diary
2. Returning and Re-shelving of Library material in an organised, safe and efficient manner and identify multiple copies of previous editions for deselection. <ul style="list-style-type: none"> • View screen when returning items for instructions – Course Reserve and CMD item(s) to be placed on appropriate shelves within the section. • Check L&R desk for Course Reserve returns at the start and half way through rostered shift • Use only the top shelf of re-shelving trolley's to minimize injury • Minimum of 2 completed trolleys shelved per rostered shift • When new editions of a title arrives. Keep all of the previous edition of title and deselect all other editions , Ongoing	Collection Access Team Leader Collection Access Supervisor Client surveys Co-workers KPI turnaround targets as per Client Charter Quality Shelving survey	Sectional training

<p>4. Maintain a high level of the client service and a welcoming environment for clients</p> <ul style="list-style-type: none"> • Presentation for Excellence (create an environment conducive to study) • Instruct client in the use of Shelf Checkout machines • Help client search for "known items" and general queries using section smart phone • Conduct Library tours <p>Ongoing</p>	<p>Collect Access Supervisor</p> <p>LSM</p> <p>BLM</p> <p>Rostering</p> <p>Library surveys</p>	<p>Presentation for excellence checklist</p> <p>Sectional training</p> <p>Smart phone including training</p> <p>Tour script</p>
<p>5. Maintain the Library collection to ensure clients are able locate available items within the collection.</p> <ul style="list-style-type: none"> • replace illegible call number labels on items and serial boxes • identify damaged items, check useage and place into correct workflow • Catalogue queries for LRS <ul style="list-style-type: none"> ➤ Serials holdings on catalogue different to on shelf ➤ Same call numbers on different items <p>Ongoing</p>	<p>Co-workers</p> <p>Clients</p> <p>LRS staff</p> <p>Library surveys</p>	<p>Damaged item procedures</p> <p>Sectional training</p> <p>LRS Collection maintenance slips</p>

Career/Development Plan

You and your supervisor may wish to discuss your future career aspirations and/or development opportunities you would like to pursue. If you are seeking financial assistance for any development programs (eg conference leave or study assistance scheme), it is important to note this as it will assist your supervisor in budgeting for potential costs. Note additional development opportunities that may arise during the year, after discussion with your supervisor.

Stage 3 Mid-Cycle Review

The Mid-Cycle Review meeting is held approximately 6 months into the cycle and provides an opportunity to discuss your progress to date and any difficulties that you have encountered. It's also an opportunity to reassess the Performance Objectives established in your initial plan. Prior to participating in the interim review, it may be useful to reflect upon the following questions:

- What progress have I made towards achieving my performance objectives?
- What progress have I made towards achieving my development objectives?
- What obstacles or issues have impacted upon my ability to meet those objectives?
- Have my area's priorities/directions changed? How does this impact on my objectives?

Staff member comments

NA. Start opt.

Supervisor comments

<input type="checkbox"/> Progress towards meeting objectives is satisfactory. <input type="checkbox"/> Progress towards meeting objectives is not satisfactory for reasons noted above. However, performance is rated satisfactory. <input type="checkbox"/> Progress and performance are rated unsatisfactory for reasons noted above. Procedures for managing unsatisfactory performance have been initiated.	<input type="checkbox"/> I have participated in the review of my performance and noted my supervisor's assessment. <input type="checkbox"/> Summary comments by staff member attached (if required)
Supervisor signature _____ Date _____	Staff member signature _____ Date _____

Stage 4: Final Review

This section is completed by the supervisor, and acknowledged as read and understood by the staff member. At the end of the review cycle (usually 11 months after the initial plan was agreed) you and your supervisor will meet to discuss performance and development over the cycle. At this meeting you should:

- discuss in detail the results achieved against the agreed performance objectives (include impact of any obstacles);
- note progress towards any professional development achieved during the cycle; and
- identify any objectives that need to be carried over to the next cycle.

<i>Evaluate whether each objective has been achieved against the standards set in the Performance and Development Plan.</i>	<i>Identify what worked well and any areas for development.</i>
<p>1. Madelin completed her timesheets on a daily basis and submitted leave and shift allowance requests via Staff Connect as required.</p>	
<p>2. Madelin carried out all tasks related to the returning and re-shelving of Library materials efficiently and safely.</p>	
<p>4. Madelin has constantly maintained a high level of client services by helping clients search for 'known' items and general queries both in person and by using the smart phone. Madelin did not have the opportunity to conduct a library tour as the tours occurred at the beginning of semester before her contract began.</p>	
<p>5. Madelin performed the task of maintaining the Library collection by carrying out all the required processes, including replacing call numbers of items as directed by LRS.</p>	
<p>Overall comments, including special achievements and outstanding performance.</p>	
<p>In the three months that Madelin has been with the Collection Access team, she has proven to be a valuable team member. She has consistently performed her work efficiently and to a high standard. Madelin is reliable and quick to learn new procedures, which has enabled her to take on any extra tasks very effectively.</p> <p>During her employment, Madelin completed STEPs with the Learning & Research Desk and both the Business and SEF teams. She also shadowed and assisted the Document Delivery team to gain an understanding of the process.</p> <p>Unfortunately, due to staffing budget constraints we are unable to renew Madelin's contract.</p>	

Performance Assessment

<p><input type="checkbox"/> Performance objectives have been exceeded and performance is rated exceptional.</p> <p><input checked="" type="checkbox"/> Performance objectives have been met and performance is rated satisfactory.</p> <p><input type="checkbox"/> Performance objectives have not been met:</p> <p><input type="checkbox"/> for reasons noted above, however, performance is rated satisfactory.</p> <p><input type="checkbox"/> and performance is rated unsatisfactory for reasons noted above. Procedures for managing unsatisfactory performance have been initiated.</p> <p>Supervisor signature <u><i>M. Butler</i></u> Date <u>21/6/12</u></p>	<p><input checked="" type="checkbox"/> I have participated in the review of my performance and noted my supervisor's assessment.</p> <p><input type="checkbox"/> (Optional) I have attached summary comments.</p> <p>Staff member signature <u><i>[Signature]</i></u> Date <u>21/6/2012</u></p>
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B.L.H., G.P.
Position Title, Head of Organisational Area

[Signature]
Signature, Head of Organisational Area

26/6/12
Date

Administrative Actions

Supervisors should ensure that the following actions occur after the Final Review discussion

- Forward completed form to the Head of Organisational Area for sign-off
- Forward a copy of the form to the staff member for their records.
- Forward original documentation to the Human Resources Department for retaining on staff member's personnel file.
- Set a date for discussion to commence new PPR cycle.