

Washoe County Performance Improvement Plan (PIP) - EXAMPLE

Employee name	<u>Charlie Tuna</u>
Supervisor's Name	<u>S. Robert Squarepants</u>
Department/Division	<u>Washoe County Library System</u>
Position/Title	<u>Library Assistant II</u>
Date of PIP	<u>April 22, 2010</u>
Specific job requirements	Specific job expectations
*Circulation Section: assist with the day-to-day operation of the circulation desk, answer questions and check out material for circulation, receive and transmit patron requests for books, media and information, locate and reserve books and media for circulation, issue library cards, collect monies for overdue or damaged books and media, may maintain account records on monies collected, resolve circulation problems, and perform patron registration.	*Ability to: perform key duties and responsibilities of the job within established guidelines and policies, work under general supervision to perform directed work within the time outlined, perform routine library duties in areas such as circulation, maintain accurate records and prepare reports, effectively represent library services with the public, explain and apply library regulations, policies and procedures, communicate effectively – both orally and in writing, maintain effective working relationships with the general public, division staff, and representatives of other departments.
Specific improvement needed	
Use appropriate channels of communication with co-workers and supervisors. Demonstrate equal courtesy and respect to all Washoe County library employees. Provide assistance to co-workers as needed. Provide excellent customer service to both internal (co-workers) and external (patrons) customers. Keep socializing and personal conversation with co-workers to a moderate level in public spaces. Contribute to the productive work environment through positive actions and word choice.	

<p>Use behaviors consistent with the Washoe County Code of Conduct, Washoe County Core Competencies, Mutual Accountability Statement and Library Assistant II Performance Standards.</p> <p>Demonstrate support for library decisions, systems, policies, and procedures.</p> <p>Keep a log for thirty days of tasks performed any hour when not scheduled at a public desk, which will be reviewed by your supervisor and the Circulation Lead Worker.</p>	
Consequences if performance improves or does not improve	
<p>If performance improves for all listed areas within 30 days and is sustained thereafter: No disciplinary action will be needed.</p> <p>If performance has not improved at the end of 30 days in all listed areas: HR will investigate Charlie's work performance and behavior patterns as a Washoe County Employee from 2008 to the present.</p> <p>If performance is not improved or is improved then not sustained to "Meets Expectations," disciplinary measures will be taken up to and including termination of employment.</p>	
Action Plan for Improvement	
Specific Actions to be taken	Timeframe
Be on time for work and desk shifts, with personal items put away and ready to work.	Immediately
Adhere to the WCEA contract regarding breaks and meal breaks.	Immediately
In all non-emergency situations, communicate in person with your supervisor regarding ESS, schedule, work issues, task clarifications, etc. Do not leave notes or other items on the supervisor's desk when she is out of her office.	
In interactions with co-workers, initiate greetings, speak in a cordial, friendly manner, and employ business etiquette and common courtesy. Success will be gauged by staff not observing and reporting confrontation, intimidation, appearance of favoritism, being disregarded or disrespected, body language such as eye rolling/smirking/glaring, etc	
When asked by co-workers, appropriately offer assistance/answer questions in a collaborative manner that does not disrupt work or patron transactions. Do not approach co-workers with corrections	
Treat all patrons with courtesy and respect. Make eye-contact, smile, and use welcoming language such as, "Hello, may I help you?"	
Manage complaints from internal and/or external customers immediately in a responsive, professional, pleasant & courteous manner. Discuss the matter promptly to clear up any misunderstanding and apologize when warranted.	
Keep the number of personal, non-work related conversations to a minimum and do not discuss matters of such a private nature that they warrant whispering during working time.	
Engage in positive conversations, problem solving and constructive criticism of Library and County computer systems, policies, procedures, internal and external customers with the intent to create and implement improvements.	

Assistance and support to be provided	Provided by	Timeframe
Weekly update and coaching meetings with supervisor to review progress.	Supervisor	Begin next Tuesday
Overall timeframe for improvement _____ / _____		
(Typically 30/60/90 Days)	# Days	From Date To Date
Progress review schedule	Date:	Time:
(Weekly/Bi-weekly)	Date:	Time:

Employee signature	Date
Supervisor signature	Date
Reviewing authority signature	Date