00:36:28 RIPL Team: Boot Camp Series: https://s.lrs.org/riplboot

00:36:46 Kate McDowell: Help from foggy Urbana, IL, 45 degrees!

00:37:33 RIPL Team: Recording and slides: https://s.lrs.org/change

00:44:50 Molly she/her: always thinking about how to make services, etc. better

00:44:51 Cara Orban: Continually discussing whether we are making progress towards the changes we want to see from our work.

00:44:52 Tara Murphy: synergy of being on the same page and able to move forward

00:44:52 Joanna Rendon: we make decisions informed by data - internal and external data

00:44:52 Isabel Stewart: open and encouraged feedback and actions taken that are informed by feedback

00:44:52 Monica Washenberger: Critically thinking about the aspects of what we do

00:44:54 Darrin Borders: constant reflection

00:44:55 Tammy Stoken: success

00:44:55 Elizabeth Clower: Programming meetings would start off with data

00:44:58 Caitlin Browne (she/her): It becomes a system. Staff on all levels seek evaluation, analyze it, review it, and than implement change based on the data

00:44:59 Maria Shackles: radical candor

00:45:00 Amy (she) in Vermont: evaluation: honesty about the value and success of programs and services - are they needed? did they work? why or why not?

00:45:01 Catie Roche: people working collaboratively to improve services

00:45:01 Yu Tao: If everyone gets it, then our services would adapt to change

00:45:01 Rachel Fischer: Continuous improvement

00:45:02 Jamie Thill: your library offerings will better reflect your user's needs

00:45:02 Andrea Hilliard: It's an open and engaging process to measure success.

00:45:03 Kathleen Pickering: People are always looking at what is being done with an eye for how it can be better.

00:45:05 Jennifer Mange: That evaluation is automatically built into to decision-making and planning

00:45:06 Carly Delsigne: Openness, high risk/fail tolerance, dedication to reality and service

00:45:06 Shannon Nagle: That everyone is always thinking about the hows and whys of what we are doing.

00:45:07 Pamela Armstrong: collecting data, evaluation and buy in

00:45:08 Monica Washenberger: Kaizen

00:45:08 Gayle Ryan: A lot of conversations will take place, because nothing can be assumed anymore!

00:45:13 Christopher Larsen: People routinely use multiple modes of evaluating the success of programs.

00:45:15 Siobhan Loendorf: staff are focused on outcomes and constantly reflecting on how we know if we are getting there

00:45:17 Mihaela Voicu: continuous improvement

00:45:20 Dana Lema: Evaluation and measurement are done in a wide variety of ways to capture users from all backgrounds.

00:45:20 Kate McDowell: Communication, deliberately seeded formally and informally

00:45:21 Julia Clark: Easily accessible data shared throughout the organization. Conversations about what the data means. Way of showing how data informs decisions

00:45:21 Mary Aylmer: Being thoughtful about what type of data is being measured. Why and how it's used.

00:45:24 Bryan Griest: Constant openness to changing tack when data is used to inform decisions.

00:45:25 Julia Clark: Asking why

00:45:25 Elena Rosenfeld: There is clarity if we are doing something because we want to do it vs doing something because it's based on a community want/need.

00:45:27 Tamara Whitney: Non personalized feedback on services and treating it like a data point

00:45:27 Ann Bentley: changes based on those data instead of random changes.

00:45:30 Jocie Wilson: Nothing assumed and moving with purpose

00:45:31 Elizabeth Clower: More input form the community

00:45:34 Angela Watkins: we all look for new ways to serve our community

00:45:34 JoLyn Reisdorf: I think it would look like clarity for a direction for staff and that patrons feel like they accomplished goals of programs and services

00:45:36 Kasia Kowalska: Everyone asks “compared to what?”

00:45:37 Mary Neuman: optimization of resources

00:45:45 KennethWayne Thompson: outward mindset

00:45:58 Dana Lema: Focusing on what is to be evaluated vs. evaluating just for the sake of saying we did an evaluation.

00:46:31 Kasia Kowalska: evaluation leads to policy/program changes

00:46:57 Christie Hamm: thoughtful evaluation takes time - sometimes that's an issue

00:47:50 Linda Hofschire: @Christie - yes - time can be such a big issue!

00:47:55 Cara Orban: Understanding how to gather the data is challenging.

00:48:01 Veronda Pitchford: i wanted to pick that one!!!

00:48:10 Veronda Pitchford: about being great....as a JOKE!

00:48:35 Kristen Northrup: It's hard to separate evaluating processes from evaluating people, for some.

00:50:12 Angela Watkins: when applying for grants, they are always looking for evaluations

00:51:40 Gayle Ryan: Frustration is also evoked in this. When change is required, nothing is comfortable any more.

00:54:47 RIPL Team: https://drive.google.com/open?id=1n\_IhlWVcQdMxeBRxZi\_cVe7u4ASev5rm

00:58:03 Diana Garcia: lots of threats to people's feelings of certainty over the past year!

01:00:22 Morgan Pershing: micromanagement doesn't work well for anyone!

01:00:25 Joanna Rendon: Zipper merging is real

01:00:42 Justyn Rampa: I 100% relate to your husband's rage in that scenario.

01:00:47 Caitlin Browne (she/her): Zipper merge FTW!

01:00:48 Elizabeth Clower: Zip merge is good!

01:02:12 RIPL Team: https://bloominglibraries.com/WhyIsEvaluationThreatening

01:04:53 Jennifer Mange: For the evaluation question of participants, I don’t see most other responses on “my” screen. Not sure why.

01:05:40 Angela Watkins: Results

01:08:39 Gayle Ryan: Our comfort levels are upset with change.

01:09:29 Lynn Scott: People don't like criticism.

01:10:00 Gayle Ryan: The need vs the number does not always show the true value.

01:10:21 Christina Stephenson: Sometimes the person delivering the Evaluation makes it more negative thann it needs to be

01:10:45 Rachel Fischer: misunderstanding or miscommunication

01:11:10 Monica Washenberger: When sharing data I try to discuss both what the numbers say and how we see it play out in person. Perceptions and data don't always match.

01:12:33 Scott Fretwell: Aren't outcomes difficult to evaluate since patrons come and go? We are not like a school where we can test students on their outcomes.

01:15:29 Joanna Rendon: @Scott, there are ways to research about outcomes that aren't attached to one person over time, but to a group over time. We have to know that's what we are measuring so that we don't talk about outcomes for individuals, but for groups. I'm sure there are terms for that, but I don't know them! :)

01:17:01 Morgan Pershing: @Scott - an outcome is just a change. It's as simple as asking patrons after a program if they learned something, as an example

01:17:44 Scott Fretwell: Ah it, makes sense to look at groups! I like the idea of outcome = change!

01:17:59 Elena Rosenfeld: Actually, I think you've hit on a big point of conflict for our decision-making...we hate balancing a great outcome for a single program attendee vs the costs of programming that may be of interest to a very small portion of our population.

01:18:43 Joanna Rendon: That's an important point, Elena!

01:19:52 RIPL Team: https://bloominglibraries.com/EvaluationElevatorPitch

01:19:53 Elena Rosenfeld: Thanks, Joanna - what you and Scott were discussing helped focus that challenge.

01:22:49 Bryan Griest: Sorry, folks, but the time change for this week wasn't foreseen by my scheduler, so I have to go. Thanks for the insights and stuff to read!

01:23:36 Angela Watkins: HOW DO I KNOW WHAT GROUP I BELONG TO?

01:32:22 Lynn Hoffman: https://bloominglibraries.com/WhyIsEvaluationThreatening

01:39:46 Amy (she) in Vermont: I'd like to be convinced that folks will be influenced by the lofty goals of better service to the community, but I tend to think that people really want to know what's in it for them personally....

01:42:15 Amy (she) in Vermont: This is the PERFECT sketch!!!

01:43:19 Jennifer Mange: And there are separate challenges when evaluation IS about people (and not just about process). For example, establishing a digital literacy training program for staff would have to incorporate evaluation of where people are now in terms of their skills. Would be lots of barriers here based on fear.

01:44:54 RIPL Team: How can you remove obstacles to evaluation?

01:46:04 Scott Fretwell: Having staff gather their own data instead of being centralized and top down

01:46:07 Stephanie Pavlica: Make the collection process automatic

01:46:13 Gayle Ryan: Quick to find/locate the form(s). And ease of data transfer.

01:46:18 Rachel Richardson: Correct software, easy to use, get buy in

01:46:29 Michele Huie: Yes, make reporting easy

01:46:35 Jennifer Mange: Make sure that the people who do the data gathering (or providing) know how that information was used by the organization.

01:46:37 Elizabeth Clower: Put the evaluation form at the end of every zoom program.

01:46:48 Christopher Larsen: Make it clear that evaluation (especially if about people) will be matched with information, training, etc. - that you're actually invested in their success.

01:46:54 Caitlin Browne (she/her): Regularly share the results with staff so they see that it is worth the time

01:46:55 Emily Aspinwall: Take a User Experience / user-centric approach

01:46:55 Maurini Strub: Have staff involved in the analysis of the data

01:47:03 Kasia Kowalska: Quick feedback and data sharing (letting people who enter the data see the results)

01:47:07 Rachel Fischer: Test the method before sending it to everyone to ensure that it makes sense.

01:47:09 Pamela Armstrong: evaluating subjective and objective gives nuggets of real outcomes that were effected by what your measuring.

01:47:10 Rachel Richardson: Have policies and processes. Have data definition

01:47:13 Maria Shackles: Routinize it, make it required. Share positive anecdotes with all staff.

01:47:15 Tricia Karlin: Make sure there's no redundant reporting. Not spreadsheet and a form

01:47:31 Emily Aspinwall: Regular reporting back so people know how the data collection is being used and how it is relevant to them

01:47:33 JoLyn Reisdorf: We are working toward having a standardized evaluation and sharing info online where all people who need it can access: program, provider, Public Info Officer, Directors

01:47:35 Elizabeth Clower: Use out-of-the-box evaluation processes, like fluff balls to make choices to answer an evaluation question, etc

01:47:56 Emily Aspinwall: Making the reporting back fun

01:48:07 Amy (she) in Vermont: make date gathering meaningful - actually use it!

01:48:13 Jaime Gotlieb: have the staff member come up with the data points and be part of the evaluation process

01:48:46 Joanna Rendon: Schedule time for staff to do the evaluation

01:48:51 Elena Rosenfeld: Use a crowdsource model to let staff work with the data to find useful information - possible award to those who make great use of the data and can show data to demonstrate the results

01:49:43 Tricia Karlin: @Elizabeth love the fluff balls!

01:49:47 Elizabeth Clower: I saw that webinar and stole the idea from him/her.

01:50:08 Emily Aspinwall: Use data parties to process and make sense of data

01:55:25 Margaret Woodruff: Look an automating data collection

01:55:35 Adele Chase: Aim to keep employee routines stable -- shouldn't involve extra work

01:55:39 Kathleen Pickering: Empower staff to provide measures THEY are interested in collecting.

01:55:49 Ashley Teagle: Use Project Outcome to guide the evaluation process; work with library staff to establish why evaluation is important and what the process will look like; be mindful of how staff react to threats and respond accordingly

01:55:50 Rachel Fischer: Everyone uses the same evaluation forms. The managers compliment everyone for a job well done. Evaluation and improvement are part of the strategic plan.

01:55:55 Kaurri Williams: Standardize and train staff on data collection

01:56:06 Siobhan Loendorf: 1. make it easy - train your staff

01:56:09 Scott Fretwell: Be an advocate on helping foster a culture of evaluation

01:56:14 Kathleen Pickering: Integrate evaluation into the day-to-day tasks and processes we are already doing.

01:56:16 Ann Bentley: How can I present the change in a non-threatening way.

01:56:20 Jaime Gotlieb: Make a habit of data sharing

01:56:22 Elena Rosenfeld: Better model using data while making decisions and taking action then measuring the results and sharing both successes and failures

01:56:32 Siobhan Loendorf: 2. publish -share results and 3. celebrate successes

01:56:38 Margaret Woodruff: Make people feel like they are part of the process for developing evaluations

01:56:41 Elizabeth Clower: Reward completely the evaluation process, regardless of the outcome of the evaluation.

01:56:49 Margaret Woodruff: Yes to celebrate successes!

01:56:50 Kathleen Pickering: Celebrate successes collected in data early on, to generate enthusiasm for more data gathering.

01:56:57 Adele Chase: Pass on, promote, and highlight user comments so stakeholders see we made a difference. Don't just use numbers, bring the numbers to life with anecdotes.

01:57:26 Elizabeth Clower: Feedback, feedback, feedback.

01:57:45 Jennifer Webb: start the conversation on evaluation early in the program planning process. share what data we already collect, and ask staff what else we should be collecting.

01:57:53 Caitlin Browne (she/her): Create data snapshots/info graphics and send out to staff, ask staff what data would help them do their jobs better, read the SCARF article

01:57:54 Isabel Stewart: Vocalize support when evaluation initiatives are occurring. Inquire as to how data is being used/presented. Ask whether goals are clear and how evaluation could help assess effectively moving towards goals.

01:57:55 Tricia Karlin: Try to think of a positive presentation for 3-year trend data so folks feel motivated, not deflated!

01:57:56 Kasia Kowalska: make it about the meaning of people’s jobs - what change we are really bringing about in our communities, what needs we are serving etc.

01:58:30 Christopher Larsen: If survey - multiple modes of response (paper, web) and as low-impact on staff time as possible.

01:58:32 Jennifer Mange: Share (information), Communicate (about how information is being used and why it is important), Acknowledge and Celebrate (participation in data efforts, and people’s investment of time and expertise)

01:58:43 Christina Stephenson: Post data regularly for the staff to access, and discusss it with staff at staff meetings

01:59:00 Amy (she) in Vermont: remind employees of the evaluation we are already doing, so this doesn't feel like a change, but rather doing more of what's already working

01:59:09 Gayle Ryan: 1) I appreciated the info about the “attack” mode that we sometimes feel. I would like to both ask others and be asked opinions, etc. in a way that does not feel like an attack. To be tactful in conversation 2) Schedule time for discussion, both as a participant and an invitee . Be open to discussion

01:59:09 Joanna Rendon: Remember that evaluation is emotional.

01:59:09 Tricia Karlin: Yes, thank you!!!

01:59:27 Christopher Larsen: Tie in the context, especially if the data isn't outstanding or even positive.

01:59:38 Caitlin Browne (she/her): We’re using it to show our resiliency, less about comparison and more about showing how our library has been essential

01:59:45 Tricia Karlin: That is so helpful! Thank you!

02:00:54 Mary Stein: It is all mission driven. 1) Grassroots/WOMM to recruit and reward evaluation 2) just developed a new API for Programming and Ref stats which involved many staff input and testing and which will make life easier 3) New visualiations for staff, not just for the Board 4)make sure we think about evaluation possibilities when we plan a program or service

02:00:58 Joanna Rendon: We are using this time to be very intentional about what we bring back for in-person programming. Looking at past attendance, asset mapping, community needs assessment and more.

02:01:03 Nicole Rancourt- Maine (she/her): I like the idea of using SCARF to predict potential triggers that create barriers in buy-in and to generate opportunities to address those perceived barriers both before they’re voiced, but also in collaboration with those who share particular concerns.

02:01:06 Christopher Larsen: Don't forget to evaluate the circumstances in which you're working!

02:01:17 Pamela Armstrong: This has been one of the best webinars I've attended since the pandemic has begun. Thank you.

02:01:49 Maria Shackles: Love to hear your fun/out of the box ways to evaluate customer service from patrons!

02:01:51 Lynn Hoffman: Thanks Pamela!

02:02:23 Elena Rosenfeld: We are looking forward to seeing whether virtual programming continues to grow now that we are doing more online. Will we need to mix both live and virtual services moving forward?

02:02:27 Jennifer Mange: We’ve changed our quarterly data reporting for the board to a format that incorporates narrative, numbers, and a timeline (rather than just numbers)

02:02:43 Caitlin Browne (she/her): @Jennifer same!

02:02:46 Tricia Karlin: @Christopher, yes! We also started parsing out online vs. in person reference. Online reference has really gone up. :-)

02:03:03 Tricia Karlin: @Jennifer, that's really helpful!!

02:03:28 Christopher Larsen: @Tricia - we didn't have any virtual reference, so it's all positive trends!

02:04:04 Linda Hofschire: Inclusive Data and Community Engagement: New Roles for Libraries to Shape Knowledge Creation and Use https://www.ripleffect.org/inclusive-data-and-community-engagement-new-roles-for-libraries-to-shape-knowledge-creation-and-use/

02:04:08 RIPL Team: Webinar evaluation: https://s.lrs.org/change-eval

02:04:56 Jaime Gotlieb: Thank You!

02:05:02 Christopher Larsen: Thanks!

02:05:02 Nicole Rancourt- Maine (she/her): thank you!

02:05:03 Maurini Strub: Thank you, Lynn!

02:05:03 Gayle Ryan: This is a great series!

02:05:05 Jennifer Webb: Thank you!

02:05:07 Emily Aspinwall: Thank you!

02:05:08 Nancy Guidry-Hall: thank you1

02:05:08 Elena Rosenfeld: Thanks! it was great seeing you!

02:05:09 Joanna Rendon: Thank you!

02:05:13 Lesley Talley: thank you!