Evaluation + Culture = Change

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RIPL Data Boot Camp 2021
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CULTURE

Shared set of basic assumptions learned by a group in the process of solving problems which, having been successful, are taught to other members.
Chat Discussion:

What does a culture of evaluation look like?

Under the best possible circumstances, what does it look like, feel like, sound like at your organization if everybody gets it about measurement, evaluation, and assessment?
Poll:

Where are the gaps?

What are the biggest gaps in your organization between the ideal and where you are now?

Choose as many as you like. If you think of others, put them in the chat.
Resistance to Change

Understanding

Personal

Operational

Cultural
Change is fundamentally emotional.
AVOID threats to:

Status  
Certainty  
Autonomy  
Relatedness  
Fairness

SEEK rewards of:

Status  
Certainty  
Autonomy  
Relatedness  
Fairness
SCARF: a brain-based model for collaborating with and influencing others

Status - rank, expertise, experience
Certainty - predictability
Autonomy - agency, control
Relatedness - belonging, acceptance
Fairness - justice, transparency

http://www.your-brain-at-work.com/files/NLJ_SCARFUS.pdf
Why is evaluation threatening?

https://bloominglibraries.com/WhyIsEvaluationThreatening
Selling the problem
Change starts with endings
The messy middle
Find early success
Breakout Activity:

How do you convince people that we provide better service when we take time for evaluation?

https://bloominglibraries.com/EvaluationElevatorPitch

Come up with an elevator pitch – a 30-second statement that convinces people they should care about evaluation.
→ Selling the problem
→ Change starts with endings
→ The messy middle
→ Find early success
To Do
List
* Everything?
Cultural

Operational

Personal

Strategies for Fostering Culture Change

Change Management Fundamentals

Understanding Resistance to Change
CULTURE

Shared set of basic assumptions learned by a group in the process of solving problems which, having been successful, are taught to other members.
Chat Discussion:

How can you remove obstacles to evaluation?

What things can you do to make the process of gathering or using data self-reinforcing?
Reflection:

What are three things you can do to help foster a culture of evaluation at your organization?

When you’re done, click the green checkmark for “Yes” at the bottom of your participants box.