Outcomes and Beyond: A 3-Step Process to Evaluating Program Success – Part 1

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Welcome!

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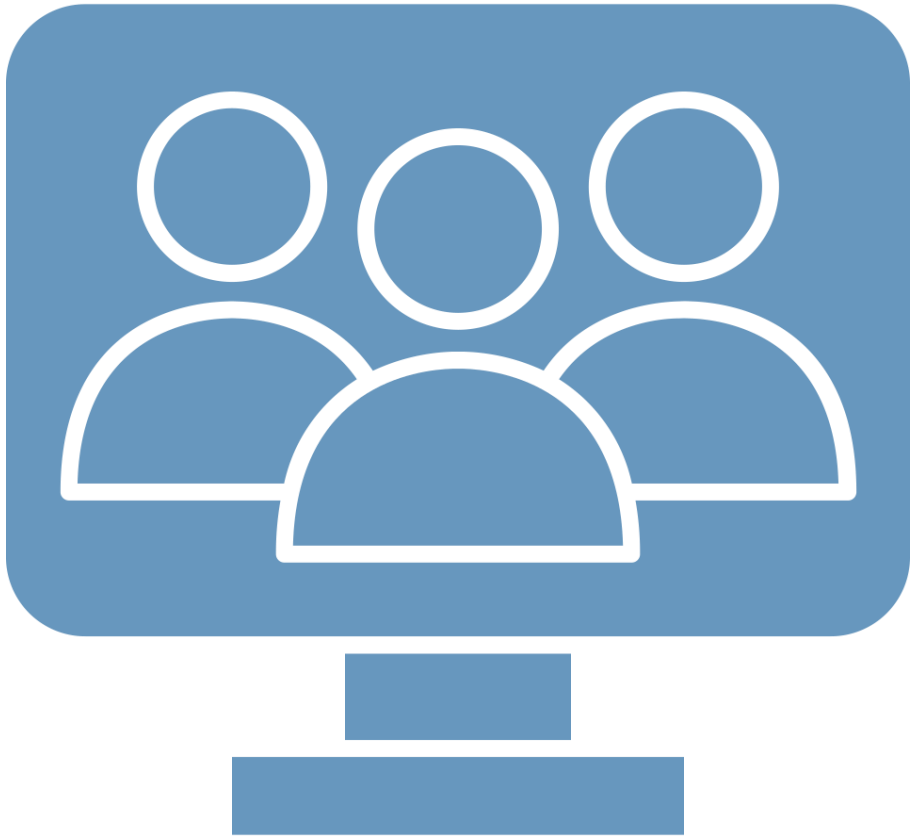
Tech Producer

Recording, Slides, and Resources



Pebble Pond Public Library

Borrow a Buddy

Bronx

Zipper

Borrow a Buddy

Pet checkout

3-week loan period, supplies and food are provided

Intended outcomes:

- Improve wellbeing and connectedness
- Increase confidence

Moo Deng

Borrow a Buddy

Animals available for checkout:

- Cat
- Dog
- Guinea pig
- Hedgehog
- Rabbit
- Iguana

Vito

Strategic Priorities and Stakeholder Viewpoints

Strategic priorities:

- Community hub – The library engages the community by providing a place and services that connect people and help bridge divides. The library is responsive to the community and provides programming and services that address the community's needs and interests.

- Wellbeing – The library cultivates wellbeing by supporting residents in improving their physical and mental health.

Maeve Siobhan

Strategic Priorities and Stakeholder Viewpoints

Stakeholder viewpoints:

- Mayor – concerned about community survey results showing high levels of isolation and loneliness, especially among seniors
- Circulation staff – concerned about the logistics of providing ongoing care for pets, cost per circulation
- Trustee – concerned that community members living in the areas of the city that are heavily reliant on public transportation won't be able to participate

Georgie

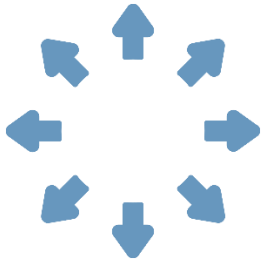
3-Step Process to Evaluating Program Success:

1. Define what “success” looks like

In the Chat:

How do you determine whether a library program/service is successful?

8 Dimensions of Success to Consider



Reach/Access

Experience

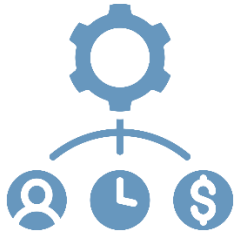
Outcomes

8 Dimensions of Success to Consider

Reach/Access

Experience

Outcomes



Resource Allocation/
Resource Use

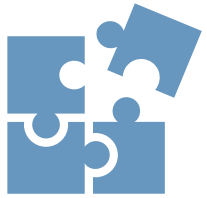
8 Dimensions of Success to Consider

Reach/Access

Experience

Outcomes

Resource Allocation/
Resource Use



Relevance

Design/
Implementation

Sustainability

8 Dimensions of Success to Consider

Reach/Access

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Outcomes

Resource Allocation/
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Relevance

Design/
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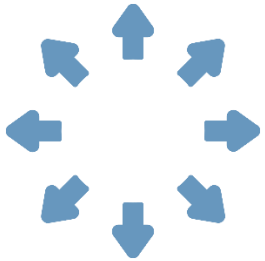
Equity

8 Dimensions of Success to Consider



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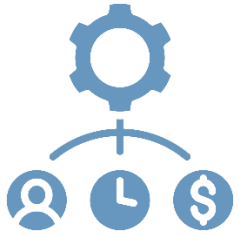

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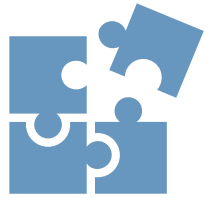

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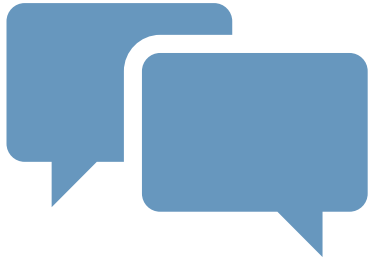
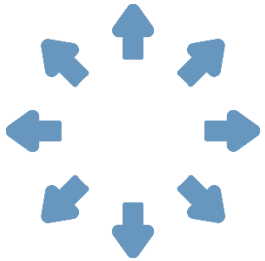


Breakout Room Discussion:

Which dimensions of success would you prioritize for Borrow a Buddy?

Borrow a Buddy: Priority Dimensions of Success



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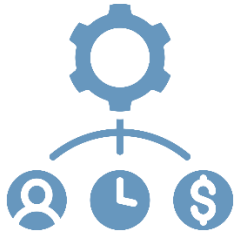

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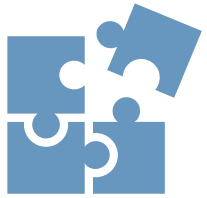

Relevance

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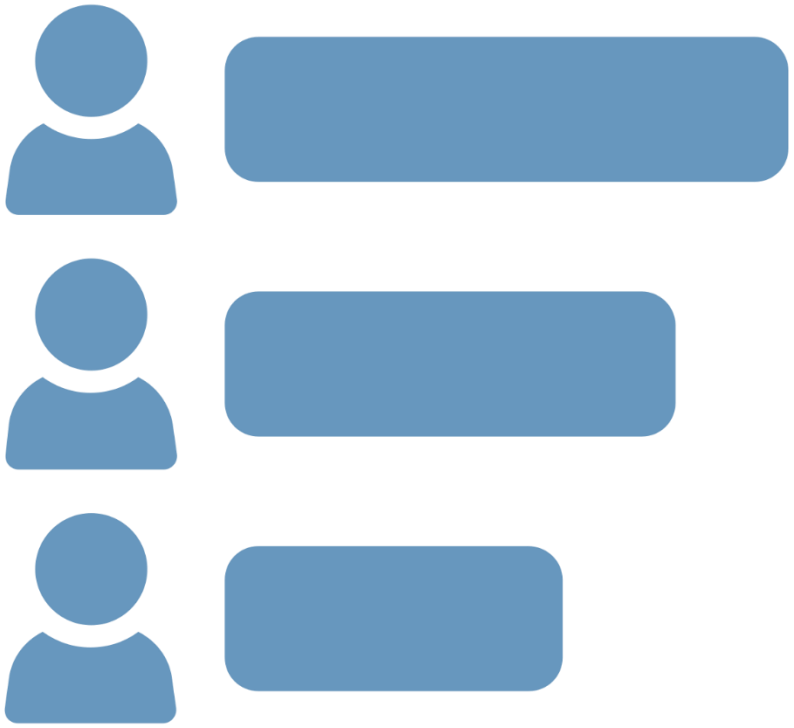
3-Step Process to Evaluating Program Success:

1. Define what "success" looks like
2. Develop a logic model

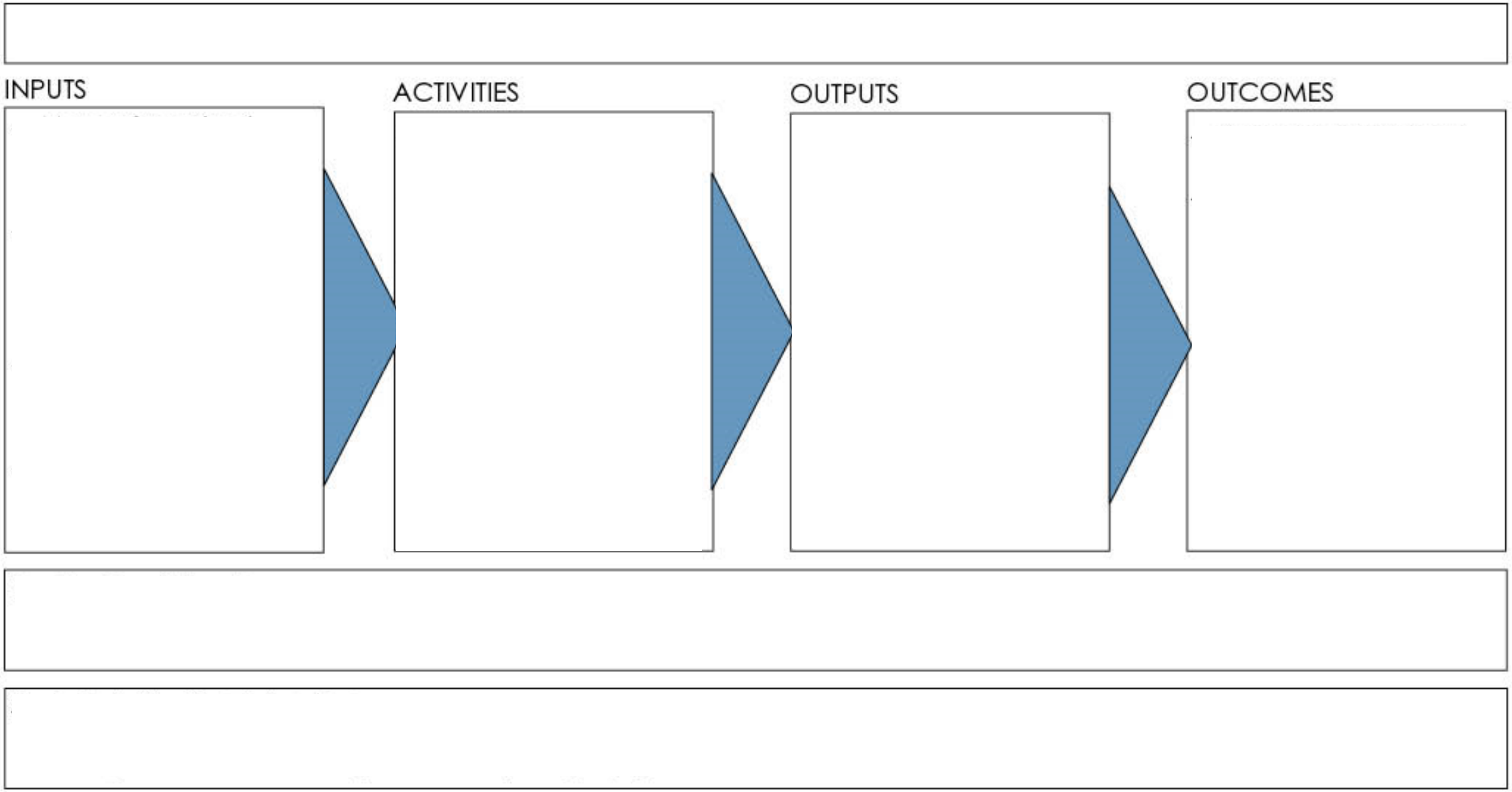
Poll



Logic Model: What is it? Why use one?

BORROW A BUDDY LOGIC MODEL

Focal Audience



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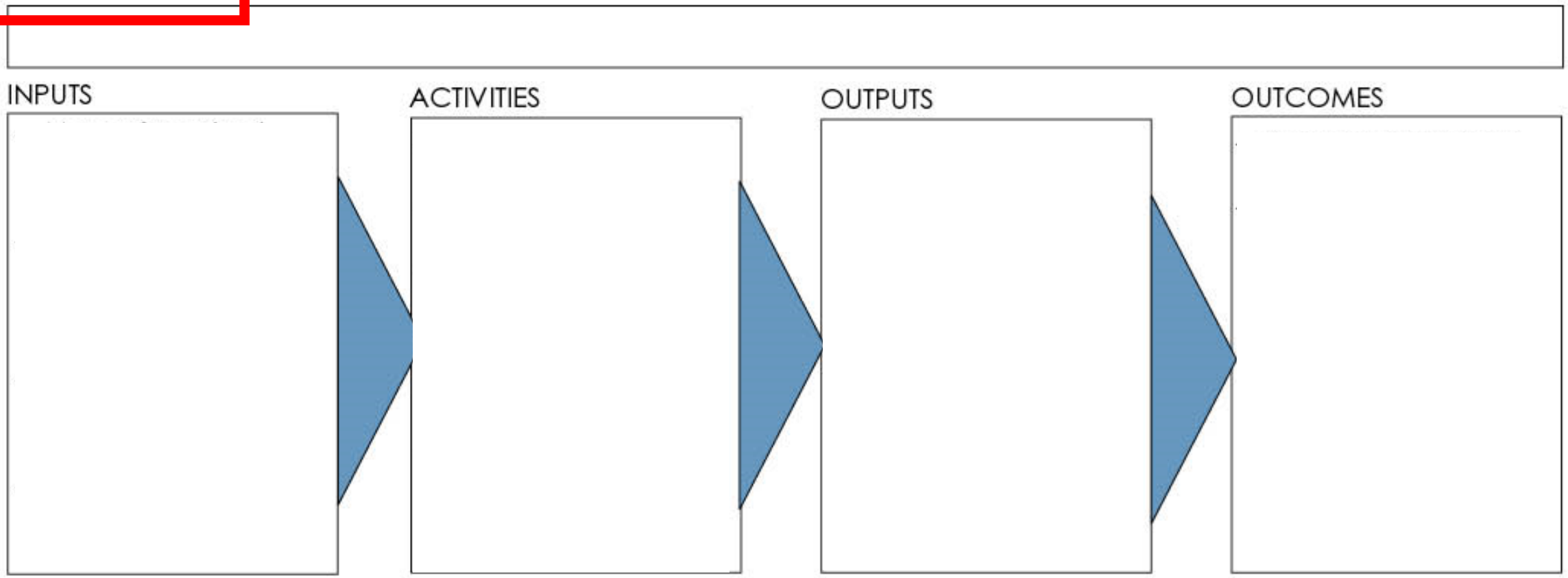
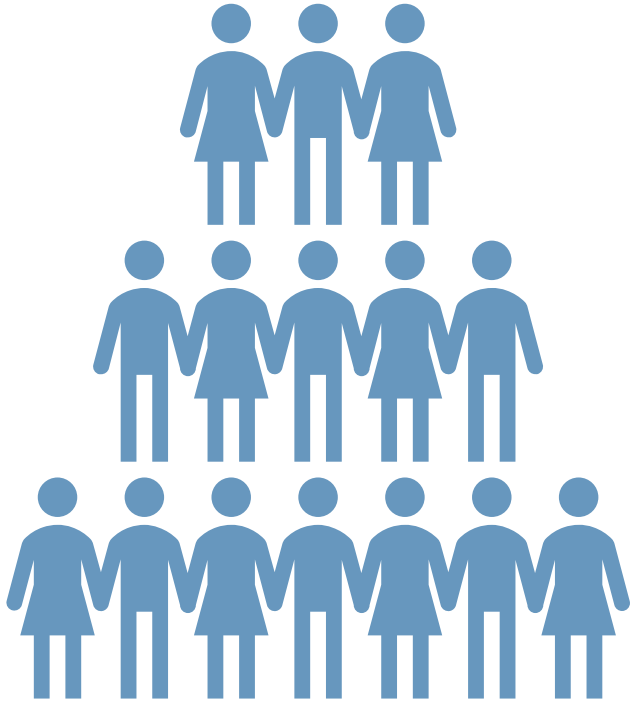


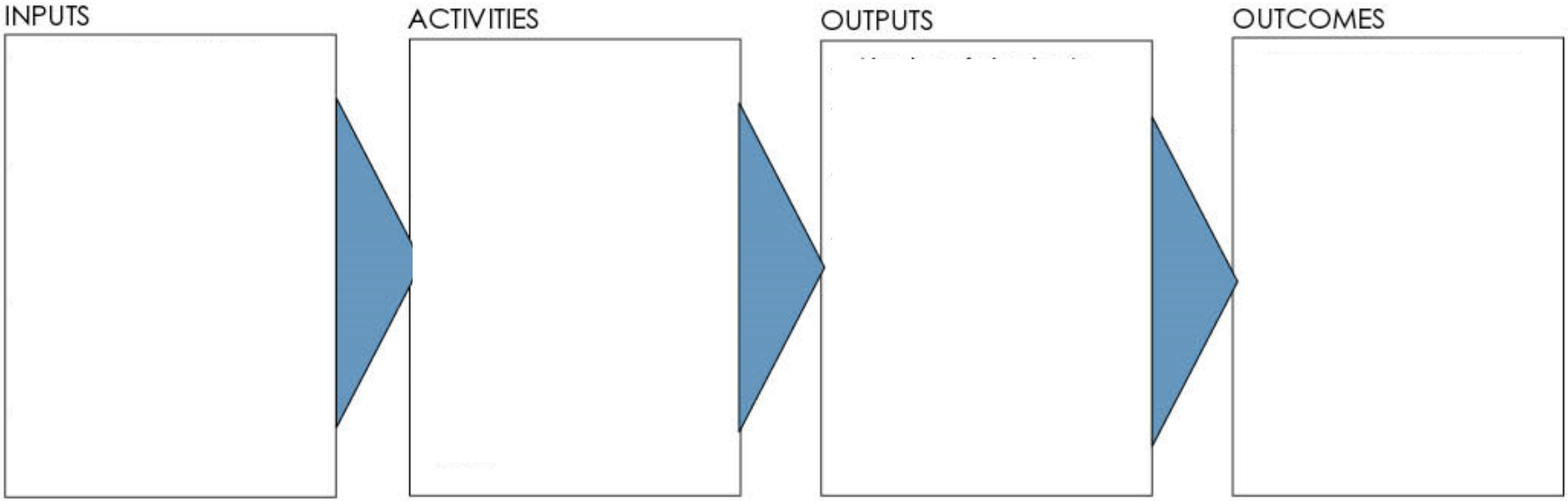
Borrow a Buddy Focal Audience – Seniors



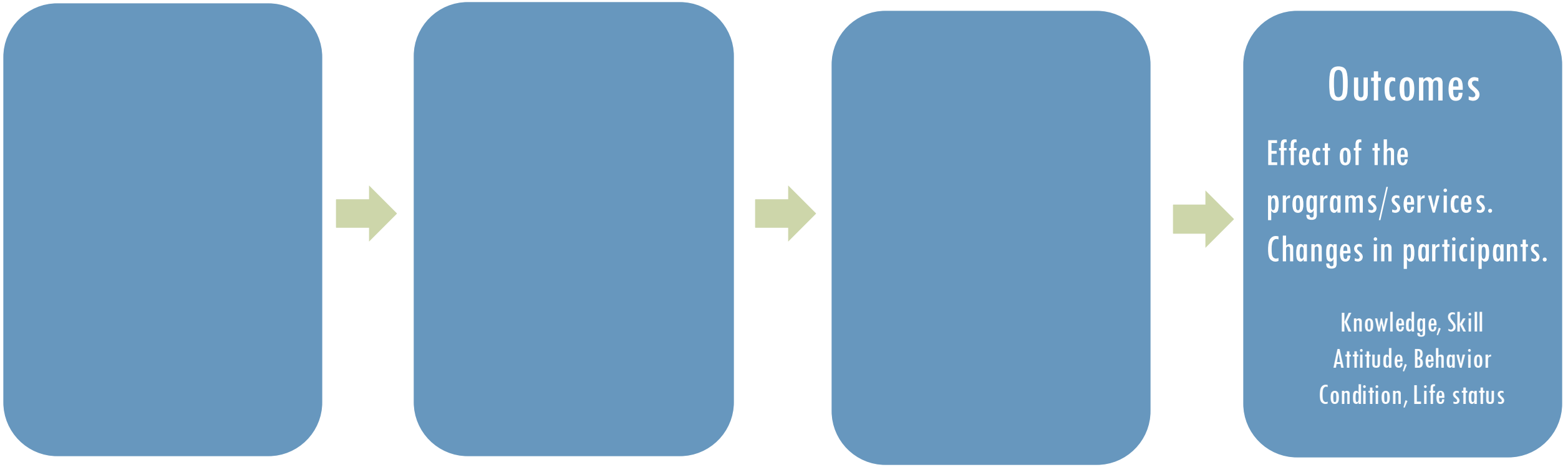
BORROW A BUDDY LOGIC MODEL

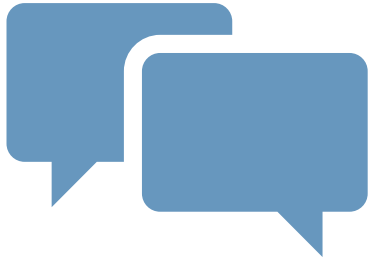
Focal Audience

Senior citizens in Pebble Pond



Logic Model


Outcomes
Effect of the programs/services.
Changes in participants.
Knowledge, Skill
Attitude, Behavior
Condition, Life status



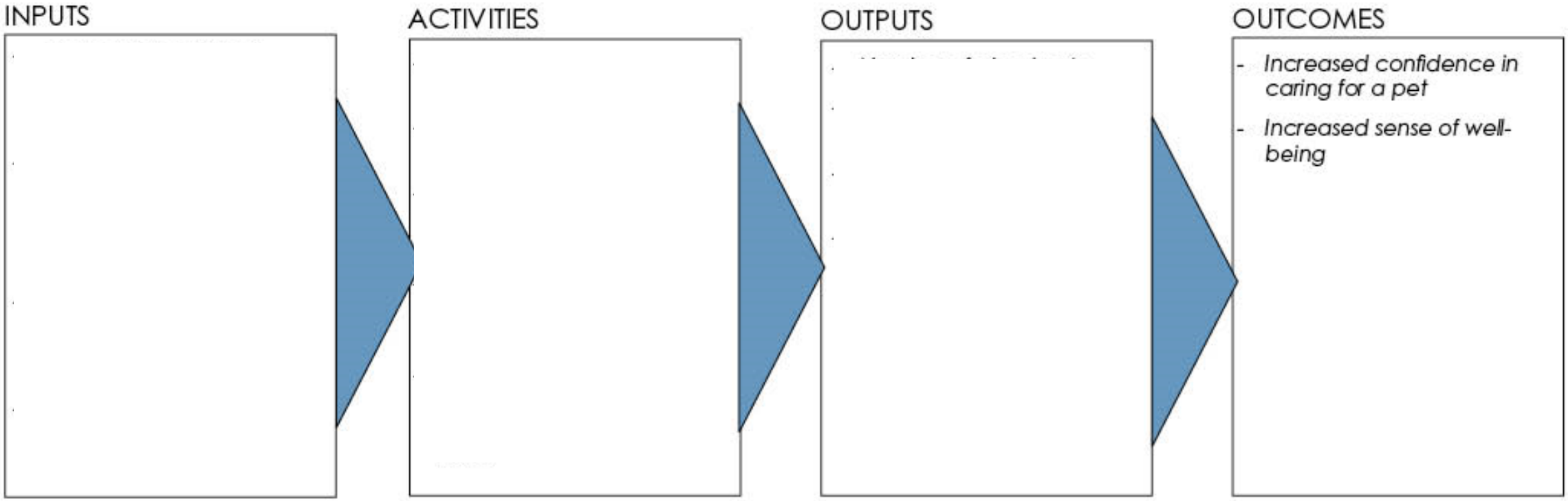
Breakout Room Discussion:

Develop intended outcomes for Borrow a Buddy

BORROW A BUDDY LOGIC MODEL

Focal Audience

Senior citizens in Pebble Pond



Logic Model

Activities

Actions or process undertaken to deliver programs/services.

Outputs

Programs/services provided. Level of participation in those programs/services.

Outcomes

Effect of the programs/services. Changes in participants.

Knowledge, Skill
Attitude, Behavior
Condition, Life status

Borrow a Buddy Logic Model - Activities, Outputs, and Inputs

Inputs	Activities	Outputs
+	+	+

BORROW A BUDDY LOGIC MODEL

Focal Audience

Senior citizens in Pebble Pond

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES
	- *Acquire pets, supplies, and equipment for animal care* - *Create detailed care instructions for participants* - *Create and deliver weekly orientation program for potential participants* - *Develop staff pet procedures for checkout and return* - *Ongoing tasks: checkouts, returns, supply maintenance, and pet care*	- *Number of checkouts* - *Orientation program attendance* - *Number of participant questions answered* - *Number of pet incident reports*	- *Increased confidence in caring for a pet* - *Increased sense of well-being*

Logic Model

Inputs

Resources used to deliver programs/ services.

Activities

Actions or process undertaken to deliver programs/services.

Outputs

Programs/services provided. Level of participation in those programs/services.

Outcomes

Effect of the programs/services. Changes in participants.

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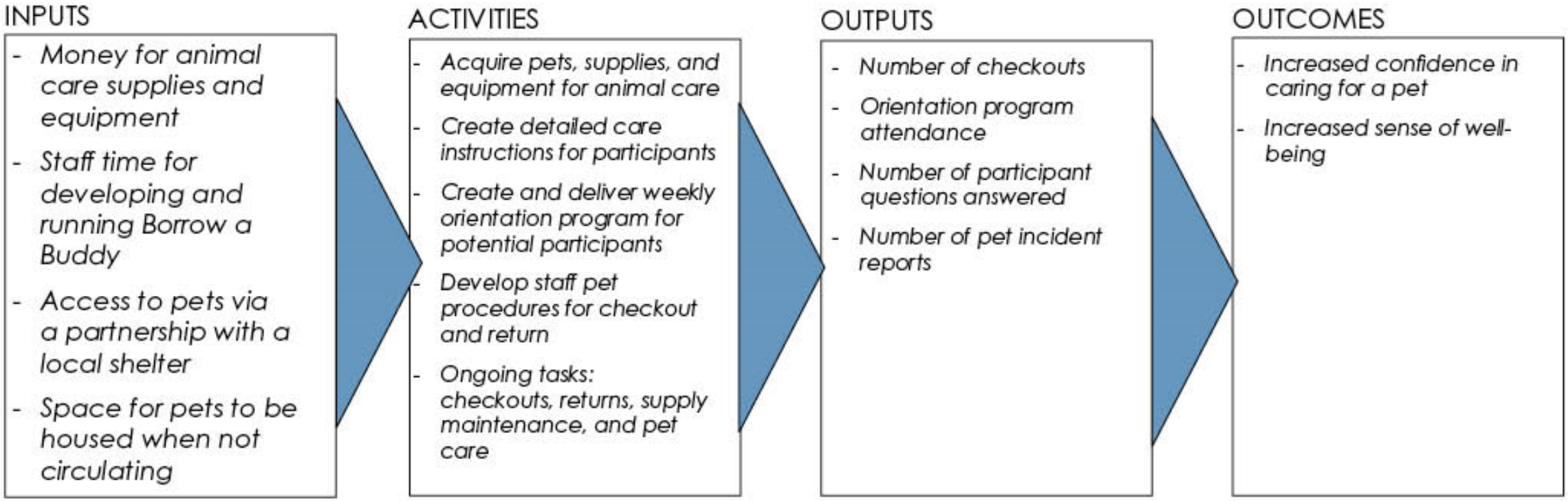

Thank you!

Webinar recording and slides available tomorrow

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