

Outcomes and Beyond Webinar 2 Chat Transcript

00:14:42 Cassie Loosbrock: Hello!
00:14:43 Celine Cooper: Hi everyone!
00:14:49 Neil Mosser: Hey everyone!
00:14:50 Jennifer Lord: Hi
00:15:05 Kathy Lane: Hello everyone 😊
00:15:05 Vladimir Flores-Garcia: hey everyone
00:15:47 Monnie Nilsson: Billy Strings "Gild the Lily"
00:15:52 Ronni Hill: Reacted to "Billy Strings "Gild ..." with ❤️
00:15:55 Neil Mosser: Reacted to "Billy Strings "Gild ..." with ❤️
00:16:04 Kaley Solt: Reacted to "Billy Strings "Gild ..." with 👍
00:16:07 Cassie Loosbrock: All audiobooks all the time!
00:16:11 Caroline Woodiel: <https://youtu.be/0rRxwg-oVKw?si=an5jQJWGGup35y7w>
00:16:17 Jennifer Lord: Reacted to "All audiobooks all t..." with ❤️
00:16:21 Kathy Lane: I'm an audiobook fan - I was surprised how much I enjoyed First Impressions by Charlie Lovett
00:16:26 Kathy Lane: Reacted to "All audiobooks all t..." with ❤️
00:16:44 Caroline Woodiel: It didn't share the Name: Layna "I won't Apologize"
00:17:23 Jennifer Lord: My playlist rn is "dark instrumental"
00:17:32 Neil Mosser: Yes, we are a group of 4!
00:17:53 Kaley Solt: Reacted to "My playlist rn is "d..." with ❤️
00:17:53 Cassie Loosbrock: on individual workstations in one room
00:18:02 Jaime Kopke: same
00:18:18 Juan Jimenez: Individual
00:18:41 Jaime Kopke: Sorry this is Julian (idk why it says it's Jaime). Jess/Jaime/Julian are all together and can be a breakout room.
00:18:53 Kate Kelsch: Juan, Maryssa and I are in a group
00:18:55 Kathy Lane: Two of us who watched the first recording had questions that you may already plan to address today. If not, would you mind sharing a quick overview at some point?

- Which part of the Logic Model assesses whether the intended outcomes will achieve Master Plan Goal XYZ?

- Which part of the Logic Model assesses outcomes vs inputs and unintended outputs/outcomes? (Cost / benefit type analysis)

00:20:21 Alice Eccles: individuals in the breakout rooms for Cassie, Rosina, Melanie, and Alice
00:21:20 Kate Kelsch: Sorry, just to clarify, Juan, Maryssa and I are watching this separately from individual computers but, we are from the same work group.
00:21:41 Celine Cooper: Mr Beans!!! That's my baaaaby!!!
00:21:43 Julian: MR BEANS

00:21:46 Jessica Ashcraft: Reacted to "Mr Beans!!! That's m..." with ❤️

00:21:47 Julian: I LOVE MR BEANS

00:21:49 Jessica Ashcraft: Reacted to "MR BEANS" with ❤️

00:21:53 Jessica Ashcraft: Reacted to "I LOVE MR BEANS" with 😂

00:21:55 Jennifer Lord: Reacted to "Mr Beans!!! That's m..." with ❤️

00:21:55 Julian: Reacted to "Mr Beans!!! That's m..." with ❤️

00:22:00 Celine Cooper: Reacted to "MR BEANS" with ❤️

00:22:00 Caroline Woodiel: Reacted to "Mr Beans!!! That's m..." with ❤️

00:22:02 Celine Cooper: Reacted to "I LOVE MR BEANS" with 😂

00:22:30 Alice Eccles: Reacted to "Mr Beans!!! That's m..." with ❤️

00:22:57 Juan Jimenez: Reacted to "Sorry, just to clari..." with 👍

00:23:05 Jess Rainy: Reacted to "Mr Beans!!! That's m..." with ❤️

00:23:12 Kathy Lane: I LOVE that you used this fabulous, but highly unlikely, scenario of cats, dogs, iguanas and other creatures at the library - I want baby doll sheep and goats from last year's staff day ❤️😂 Not to take home, just to enjoy at the library. Maybe that's Phase 2.

00:23:32 Louise Fordyce: Reacted to "I LOVE that you used..." with 👍

00:25:08 Ronni Hill: Borrow a Buddy case study: <https://www.libraryeval.org/wp-content/uploads/2024/12/Boulder-Borrow-a-Buddy.pdf>

00:27:35 Kathy Lane: Would the count of how many times custodial staff were called to clean up pet accidents be counted as input as (staff time)?

00:29:22 Cassie Loosbrock: Reacted to "I LOVE that you used..." with ❤️

00:29:26 Cassie Loosbrock: Reacted to "I LOVE MR BEANS" with 😂

00:37:30 Kathy Lane: So Louise's point last week about the impact of circulating pets on Public Service staff might fall under sustainability considerations?

00:40:52 Ronni Hill: Dimensions of success: <https://www.libraryeval.org/wp-content/uploads/2024/12/Dimensions-of-Success-1.pdf>

00:48:29 Kathy Lane: Example of a previous program not meeting our intended Outcome - Spanish language Storytimes meant to serve families who speak Spanish at home. Instead, most attendees were learning Spanish and primarily spoke English at home. @Neil Mosser

00:48:48 Jessica Ashcraft: Reacted to "Example of a previou..." with 👍

00:49:00 Neil Mosser: Reacted to "Example of a previou..." with 👍

00:53:36 Neil Mosser: We've been told Moppet is in time out in this photo.

00:53:42 Celine Cooper: Reacted to "We've been told Mopp..." with 😂

00:53:44 Kathy Lane: Reacted to "We've been told Mopp..." with 😂

00:53:44 Cassie Loosbrock: Reacted to "We've been told Mopp..." with 😂

00:53:46 Caroline Woodiel: Reacted to "We've been told Mopp..." with 😂

00:53:47 Ronni Hill: Reacted to "We've been told Mopp..." with 😂

00:53:47 Jessica Ashcraft: Reacted to "We've been told Mopp..." with 😂

00:55:20 Kayley Dorsa: Reacted to "We've been told Mo..." with 😂

00:56:26 Jennifer Lord: Reacted to "We've been told Mopp..." with 😂

00:56:33 Ronni Hill: Dimensions of Success activity
https://docs.google.com/document/d/1cWJFOP_j46g39E7u6QAuaifKJ527iU7sdBeRcj4KBRA/edit?usp=sharing

01:09:19 Rebecca Teasdale (she/her): Reacted to "We've been told Mopp..." with 😊

01:10:07 Alice Eccles: Every storytime we count and record the number of attendees

01:10:08 Monnie Nilsson: Observed storytimes

01:10:08 Kathy Lane: survey - satisfaction, feedback on implementation and presenter skills/knowledge

01:10:16 Jaime Kopke: We had an intern help us do observations on how people interact with our gallery space (which is also one of our library entrances).

01:10:17 Cassie Loosbrock: Pre and post surveys from a series of programs

01:10:28 Rebecca Teasdale (she/her): Reacted to "Observed storytimes" with ❤️

01:10:31 Rebecca Teasdale (she/her): Reacted to "survey - satisfactio..." with ❤️

01:10:35 Rebecca Teasdale (she/her): Reacted to "We had an intern hel..." with ❤️

01:10:36 Kathy Lane: Focus groups - impact of anti-racism training and workshops in their community

01:10:40 Cassie Loosbrock: Reacted to "We had an intern hel..." with ❤️

01:10:41 Rebecca Teasdale (she/her): Reacted to "Pre and post surveys..." with ❤️

01:10:44 Rebecca Teasdale (she/her): Reacted to "Focus groups - impac..." with ❤️

01:10:51 Monnie Nilsson: short survey of Summer of Discovery (Summer Reading Challenge) and Winter Reading programs

01:10:59 Rebecca Teasdale (she/her): Reacted to "short survey of Summ..." with ❤️

01:11:09 Celine Cooper: Reacted to "Every storytime we c..." with 👍

01:11:11 Celine Cooper: Reacted to "survey - satisfactio..." with ❤️

01:11:14 Celine Cooper: Reacted to "We had an intern hel..." with ❤️

01:13:22 Kathy Lane: casually - conversations can turn into what feels like an interview 1:1 - usually the positive outcome impacts - which feels daunting to try to collect with our own initiative - lots of staff time and seems like we might need patrons to agree to be interviewed rather than just doing random cold calls - would only interviewing library lovers skew the data toward positive impacts?

01:13:25 Alice Eccles: Parents and caregivers tell us when kids sing storytime songs at home!

01:13:32 Kathy Lane: Reacted to "Parents and caregive..." with ❤️

01:13:34 Caroline Woodiel: I've used usage statistics to quantify increases in usage of areas of a collection as a result of a program.

01:13:37 Kaley Solt: Reacted to "Parents and caregive..." with ❤️

01:13:39 Neil Mosser: Reacted to "Parents and caregive..." with ❤️

01:13:47 Julian: Reacted to "I've used usage stat..." with ❤️

01:13:49 Rebecca Teasdale (she/her): Reacted to "Parents and caregive..." with ❤️

01:13:52 Rebecca Teasdale (she/her): Reacted to "I've used usage stat..." with ❤️

01:13:55 Jess Rainy: more qualitative, but we often chat with patrons as they leave makerspace programs and get informal feedback about their experience at the end of the session and suggestions about things to do in the future. we could certainly do a better job tracking those.

01:14:19 Jennifer Lord: Reacted to "Parents and caregive..." with ❤️

01:14:29 Rebecca Teasdale (she/her): Reacted to "more qualitative, bu..." with ❤️

01:14:52 Jennifer Lord: Reacted to "more qualitative, bu..." with ❤️

01:15:01 Rebecca Teasdale (she/her): Great question. I am bookmarking this for later on!

01:17:16 Kathy Lane: I've been asked for demographics of community members using the theater - Observations does not feel like an appropriate/accurate way to assume this data. Is there a method you would recommend? When we created an EDI goal for increasing diversity for CSED Week presenters, I was told we can only ask demographic surveys afterwards to not be perceived as being biased.

01:18:58 Monnie Nilsson: I think of the burden for surveys as high for staff who have to create the survey. Is survey creation considered low burden?

01:20:31 Louise Fordyce: Reacted to "We had an intern hel..." with ❤️

01:20:38 Kathy Lane: Reacted to "Great question. I am..." with 👍

01:20:48 Louise Fordyce: Reacted to "Focus groups - impac..." with 👍

01:21:00 Louise Fordyce: Reacted to "Pre and post surveys..." with 👍

01:21:05 Louise Fordyce: Reacted to "short survey of Summ..." with 👍

01:21:17 Louise Fordyce: Reacted to "more qualitative, bu..." with ❤️

01:22:23 Louise Fordyce: frontline library staff often hear positive feedback at desks as the patrons are leaving after a programs.

We don't have a way to capture this formally

01:23:21 Louise Fordyce: Reacted to "Great question. I am..." with 👍

01:25:17 Jessica Ashcraft: Reacted to "frontline library st..." with 👍

01:25:24 Alice Eccles: Reacted to "frontline library st..." with 👍

01:25:27 Cassie Loosbrock: Reacted to "frontline library st..." with 👍

01:25:34 Kate Kelsch: Survey and interviews

01:25:42 Jaime Kopke: Survey

01:25:45 Juan Jimenez: Interviews, round table

01:25:46 Celine Cooper: Reacted to "Survey and interview..." with 👍

01:25:49 Kathy Lane: Deepest data would be interviews

01:25:49 Celine Cooper: Reacted to "Survey" with 👍

01:25:49 Monnie Nilsson: Replying to "casually - conversat..."

I think surveys upon dog return, or focus group

01:25:51 Jennifer Lord: Reacted to "frontline library st..." with 👍
01:25:51 Rosina: Surveys and observations
01:25:53 Caroline Woodiel: If the original baseline was a survey, then a similar survey should be used to assess the changes.
01:26:01 Juan Jimenez: Story telling
01:26:01 Linda Hofschire: Replying to "I think of the burde..."

Monnie - we will circle back to this at the end - thanks for asking!

01:26:13 Monnie Nilsson: Reacted to "Monnie - we will cir..." with 👍
01:27:19 Celine Cooper: survey
01:27:22 Louise Fordyce: Reacted to "I think of the burde..." with 👍
01:27:24 Alice Eccles: Focus group of staff (as opposed to participants) is easier because they are already in the workplace
01:27:28 Neil Mosser: Anonymous survey
01:27:28 Kate Kelsch: Survey and focus group
01:27:32 Monnie Nilsson: survey, interviews
01:27:44 Julian: i agree with survey/focus group
01:27:47 Louise Fordyce: Replying to "I think of the burde..."

Survey evaluation can be a high burden

01:28:14 Alice Eccles: survey for patron experience
01:29:12 Monnie Nilsson: staff interviews
01:29:13 Alice Eccles: observation of how much time and money was expended
01:29:14 Caroline Woodiel: Budget vs Expense comparison
01:29:42 Rosina: well being of animals
01:29:42 Kathy Lane: automated survey sent to staff afterwards that shows what we spent, etc
01:33:10 Monnie Nilsson: You pronounced my name correctly! And thank you for the follow up. 👍
01:33:23 Jessica Ashcraft: Reacted to "You pronounced my na..." with ❤️
01:33:52 Kathy Lane: Replying to "I've been asked for ..."

I've been asked for demographics of community members using the theater - Observations does not feel like an appropriate/accurate way to assume this data. Is there a method you would recommend? When we created an EDI goal for increasing diversity for CSED Week presenters, I was told we can only ask demographic surveys afterwards to not be perceived as being biased.

Recommendations for collecting demographic data disassociated with identifying information if asked ahead of time? Or what methods you would recommend?

01:34:34 Monnie Nilsson: What's a typical percentage of evaluation that should be done for a number of programs? Do some systems evaluate all programs or 10% or...Is there a norm in the library world we should be aiming for?

01:36:56 Monnie Nilsson: Replying to "What's a typical per..."

Thank you, it can seem very 'burden'some to try to evaluate all of them! 😞

01:37:04 Kathy Lane: Do you include global factors that may unintentionally impact people's responses in your analysis? Example - school shooting, hate crimes

01:37:41 Kathy Lane: Replying to "Do you include globa..."

Or electrical outage / Marshall fire

01:38:38 Louise Fordyce: Reacted to "What's a typical per..." with 👍

01:42:42 Ronni Hill: Handout: <https://www.ripleffect.org/wp-content/uploads/2024/12/Boulder-Logic-Model-Handout.pdf>

01:43:27 Kathy Lane: Thank you!

01:43:32 Celine Cooper: Thank you!

01:43:32 Neil Mosser: Thank you for your time!! This was very helpful.

01:43:37 Sarah Vlasity: Thank you!

01:43:37 Jessica Ashcraft: Thank you!

01:43:37 Rosina: Thank you!

01:43:37 Juan Jimenez: Thank you!

01:43:39 Julian: Thanks for doing this for us

01:43:41 Cassie Loosbrock: Thank you!

01:43:42 Monnie Nilsson: Thank you. :-)

01:43:45 Kayley Dorsa: Thanks!!

01:43:49 Caroline Woodiel: Thank you!

01:43:52 Jaime Kopke: Thank you Linda, Rebecca and Ronni!

01:43:55 Kaley Solt: Thank you!

01:43:57 Neil Mosser: Reacted to "Thank you for your t..." with ❤️

01:43:57 Jennifer Lord: thank you

01:43:58 Alice Eccles: Very informative, thanks!