

# RIPL 2020 Facilitator Training



December 2, 2020, 2:00-3:30 ET/11:00-12:30 PT



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## WELCOME!



Linda Hofschire  
Library Research Service  
Colorado State Library



Sharon Morris  
Library Development  
Colorado State Library



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## WELCOME RIPL FACILITATORS!

Cindy Boyden, LSTA Coordinator, State Library of Ohio  
 Michelle Bradley, Manager, Engagement, Consulting and Training, Midwest Collaborative for Library Services (MI)  
 Julie Buchanan, Programming Manager, Dayton Metro Library (OH)  
 Jennifer Davison, Head, Content Management and Access, State Library of North Carolina  
 Kirsten Decker, Manager of Strategy & Evaluation, Denver Public Library  
 Philip Delgado, Library Supervisor, Hillsboro Public Library (OR)  
 Cicely Douglas, Director, South Sioux City Library (NE)  
 Lisa Fraser, Organizational Performance Project Manager, King County Library System (WA)  
 Jessica Gagnon, Project Specialist, City of Hillsboro – Library Department (OR)  
 Verena Getahun, Library Data Coordinator, State Library Services, Minnesota Department of Education  
 Sara Goek, Program Manager, Public Library Association (IL)  
 Valicia Greenwood, Library Statistics Specialist/State Data Coordinator, Texas State Library and Archives Commission  
 Kieran Hixon, Technology & Digital Initiatives Consultant, Colorado State Library  
 Jody Hoesly, Data Services Consultant, South Central Library System (WI)  
 Julia Marden, Civic Data Lead, Carnegie Library of Pittsburgh  
 Seana O’Grady, Senior Management Analyst, Denver Public Library  
 Whitney Payne, Director of Research and Statistics, Georgia Public Library Service  
 Lynda Reynolds, Public Library Management Consultant, State Library of North Carolina  
 Sarah Sawicki, Planning and Projects Director, Richland Library (SC)  
 Crystal Schimpf, Public Library Specialist, Leadership & Community Development, Colorado State Library  
 Lori Special, Adjunct Instructor/Doctoral Student, University of North Carolina Greensboro  
 Emily Vieyra, Assistant Director, Shorewood Public Library (WI)  
 Paul Ward, Assistant Director, Gaston County Public Library (NC)  
 Katherine Weadley, Regional Consultant – NE Colorado, Colorado Library Consortium  
 Sara Wright, Deputy Director, Colorado Library Consortium



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Why are you interested in  
being a facilitator?



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## TODAY'S OBJECTIVES

- Understanding of the facilitator role
- Ideas and plans for facilitator success
- Familiarity with institute features and activities
- Knowledge of topics to cover in group meetup
- Strong colleague connection with other facilitators



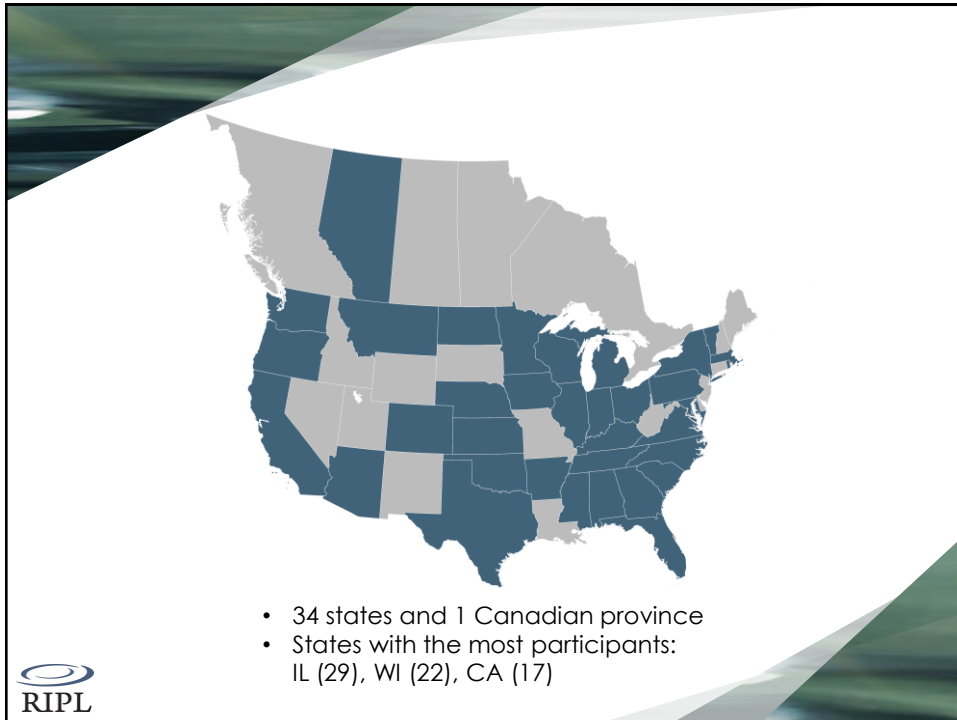
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## Who is coming to RIPL?

- 154 participants
- 26 facilitators
- 77% work in public libraries/23% work in state libraries, regional consortia, or other
- LSA populations range from 2,487 to 2.5 M; median=117,930
- Position
  - 20% director
  - 10% assistant/associate director
  - 17% supervisory role
  - 36% non-supervisory
  - 18% data position



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**Group composition:**

Combination of position and library size

RIPL

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# FACILITATOR SCHEDULE & RESPONSIBILITIES



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## RESPONSIBILITIES

- Facilitate during general sessions
  - **Monday, 2:15-3:15 MT** – general session “Using Data to Answer the Question”
  - **Tuesday, 9:00-10:45 MT** – Welcome & Application Activity, general session “Nothing for Us, Without Us”
  - **Wednesday, 9:00-2:00 MT** – Welcome & Application Activity, general session “Data Geeks Disperse!,” Data Escape Room, Closing Keynote
- No responsibilities during breakout sessions and unconference



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# GROUP ACTIVITIES DURING GENERAL SESSIONS



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## MONDAY PM GENERAL SESSION – Using Data to Answer the Question...

### Background

At the opening of the session, we will have a poll posted. It will say, "Check all challenges your organization faces or has recently faced." There will be a list of these 17 options:

#### No culture of data

- No culture of data or evidence-based decision making; data is not part of the conversation
- Staff are not always comfortable with tools for data collection; no internal education of staff on data
- Data collection not agile nor easy to use for analysis or sharing
- No sharing of data analysis back to staff, or difficult to report back to staff/stakeholders quickly enough to be useful

#### Too much

- Too many metrics
- Balancing "industry standard" metrics with our own metrics; focus on outputs, not outcomes
- Lack of balance between operational/process goals and public service goals
- How to narrow the goals to be measurable
- Data collection systems and processes don't exist

#### Dealing with distraction

- Too busy to consider data
- Staff cannot see how their daily actions contribute to metrics
- The danger of "one size fits all" for all communities
- The lure of the "shiny new" (This year, COVID caused interest in a new set of output measures)

#### No expectations

- No desire to be held accountable for metrics achievement
- No pressure from Board or public to meet certain metrics
- Lack of leadership commitment to data
- Belief that we are great at everything; data not needed to confirm it

We will use the top three vote-getting responses to determine what the breakout groups will discuss.



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## MONDAY PM GENERAL SESSION – Using Data to Answer the Question...

### It's Your Turn

In your group, identify strategies to overcome the challenge assigned to your group.

You have 10 minutes to generate your ideas and select your "best" suggestion.

Facilitators, when we reconvene, be prepared to summarize with a short phrase (directly on the screen) the best strategy your group discussed.

Groups 1-9 will discuss strategies to overcome challenge #1, groups 10-18 will discuss strategies to overcome challenge #2, and groups 19-26 will discuss strategies to overcome challenge #3.

During the session, facilitators should:

- manage the conversations, trying to shepherd the group into coming up with a few ideas for the assigned challenge (which will not be known until the opening poll ends).
- take notes during the session
- determine your group's best idea. Then, when the breakouts end:
- write a short phrase in the column associated with the challenge that was assigned to your group that represents the best idea from your group. Type/annotate directly on the presentation screen.



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## TUESDAY AM GENERAL SESSION – Nothing For Us, Without Us

**RIPL 2020**

**Small Group Activity for: "Nothing for us, without us: Getting Started with Community Engagement and Culturally-Responsive Evaluation"**

**Instructions:** Now that you've had a chance to learn about culturally-responsive evaluation and to think about community engagement, in our small groups, we will discuss the scenario. Below, I have attached a few questions to help you in your discussion.

**Here is a reminder of our themes for the recorded session:**

- Work with your team to develop a **race equity lens** which will help you think about how your community got to where it is, and what historical and contemporary factors need to be addressed to help create more equitable engagements with your community partners.
- Meet your community partners at the **intersections** at which they live—how does the experience of history, trust, culture, employment, housing, health, etc. influence how they experience your programming?
- Develop a **culturally-responsive, race equity evaluation** planning process that allows you opportunities to partner with community members, honor different ways of knowing, creatively explores ways to collect and disseminate findings.



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## WEDNESDAY AM GENERAL SESSION – Data Geeks Disperse!

### Data Geeks Disperse! Breakout Activity

RIPL 2020

*Up to this point, we will have talked about some of the barriers to getting people on board with evaluation, including the perception that we don't have time for it while we're also doing the program or providing the service...*

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

In your breakout groups, I'd like you to come up with an elevator pitch – a 30-second statement that convinces people that they should care about evaluation.

If you haven't written an elevator pitch before, here's are a couple of templates you can use:

- What do you want me to do?
- Why should I care?
- What good thing will happen if I do what you want me to do?
  
- What essential thing do you need me to know?
- What problem can I solve if I use this new information?
- What action do you want me to take?

You can use the whiteboard in your breakout room to write your pitch together. When we come back together, I'll ask for some volunteers to share what your groups have come up with.

We'll set the max time at 5:00 minutes, but if you're done sooner, come back to the main room, and click your green checkmark so I know you're done.



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## IDEAS & PLANS FOR FACILITATOR SUCCESS



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## RULES OF ENGAGEMENT



Be present as fully as possible



Be considerate and respectful



Work collaboratively



Actively listen without interruption



Embrace experimentation




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## YOUR ROLE AS A FACILITATOR

- Ensure a Smaller Event
- Create a Welcoming Environment
- Be a Guide
- Be Proactive & Flexible
- Shepherd the Group



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**Ensure a smaller event:**

Learning in small groups through discussion and activities


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**Create a welcoming environment:**

- Safety
- Engagement
- Gain competence

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**Be a guide:**

- Help with navigating learning activities
- Calm those who are overwhelmed
- Orient others to the process & resources of the institute

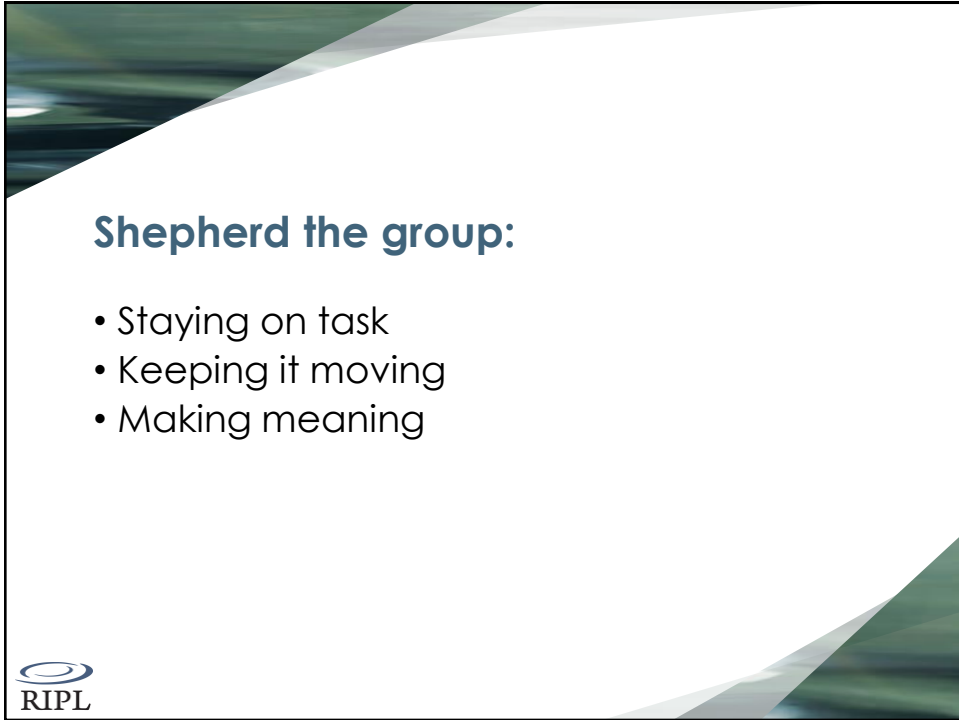
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**Be proactive & adaptable:**


- First-timer flexibility
- Create local opportunities

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**Shepherd the group:**

- Staying on task
- Keeping it moving
- Making meaning



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**THE DATA  
ESCAPE ROOM**



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## VIDEO

### THE DATA ESCAPE ROOM CHALLENGE



Slides

Example of completed slide deck

Example of completed planning worksheet

Rubric



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## THE CHALLENGE

- Develop an initiative (program or service) to address a key need in the community, as determined by:
  - Library profile
  - Clues that all participants will receive during each session + Gale webinar
- Create a slide presentation to describe your initiative



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VIDEO

THE DATA ESCAPE ROOM CHALLENGE



- Slides
- Example of completed slide deck
- Example of completed planning worksheet
- Rubric



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EXAMPLE OF COMPLETED SLIDE DECK

**GRANITE LAKE, CO**

**About our community:**

- Suburban
- 75% White, Black or African American
- 8% Other
- A lot of the youth relocate to nearby city for college/out college
- Age demographics lean older
- Good public transportation

**Community needs:**

- Aging population needs digital literacy skills to stay connected with others and to access information
- Want to attract new families and combat image that community is "behind the times"

**Group 26/26th**



**Name of Library:** Granite Lake Public Library  
**Legal Service Area:** Population: 20,000  
**Legal Basic:** County  
**Number of readers:** One  
**Website:** None  
**FTE:** 10

**Library's strategic priorities include:**

- Increase number of users
- Make services more accessible
- Be an exemplar of innovation within the community

**CLUES**

Clue #1: Census data projections indicate that the population within our county that is 65+ will increase by 18% in the next decade. Older citizens age groups are projected to increase on average. Our 82-year-old member is struggling to use our online catalog and needs digital literacy assistance - an assignment!

Clue #2: Researcher's partner discovered that health, technology and gerontology are the three most used search categories within all accounts for 75+ reference questions asked.

Clue #3: Older health survey conducted by the city shows that "manipulate the mouse" is the primary barrier that the majority of older adults face with use. However, 60% of older people leave their homes, they don't know their laptop connection.

Clue #4: Results from focus groups conducted with members of local senior centers indicated that their top need was a "one-on-one" computer class with technology, social media, and communication technology and needs.

**REASONING**

1. Needs list helped us to determine the group within our community that we wanted to focus our initiative on - readers who are ages 65+.

2. Researcher's partner discovered that health, technology and gerontology are the three most used search categories within all accounts for 75+ reference questions asked. We also discovered that using Google Alerts on "manipulate the mouse" was the most important. It is a common issue that older "senior center" folks face.

3. One of our goals is to introduce more virtual programming. "Make services more accessible" goal, so we really wanted that address the digital divide that is our programming. This search also addressed the idea of "leaving the house" to provide them a service that will help them stay connected.

4. Based on these clues, we determined our digital literacy training program and if implemented, would help to address the issue. We want to make research to determine what type of digital literacy skills would most "useful" for the population to gain.

**INITIATIVE: Digital literacy training for seniors**

Community needs this program meets:

- Accessibility to library
- Address issues of staying connected/isolation
- Meets needs of seniors within our community, an underserved and growing population
- Makes our community overall more technologically literate, combating image that we are "behind the times," which will hopefully keep youth in community in the long term

Library goals this program meets:

- Innovative, new program
- Making services more accessible
- Sets up possibility of running more virtual programming, which is more accessible and can attract new users



**RESOURCES**

#1 One year contract with consultant, whose work will include:

- Needs assessment of seniors' digital literacy needs and how these differ by area
- Focus groups with seniors to determine preferred types of programming/delivery

The results will be used to develop and market the program.

#2 \$20,000 in materials to be used for each equipment including tablets, laptops and hotspots available for loan.

#3 Partnership with public transportation for free passes. Will be provided to seniors with transportation needs to make it easier for them to visit the library.



**INITIATIVE: Digital literacy training for seniors**

Program series covering topics such as:

- Email
- Social media
- Basic research skills
- Cyber security/privacy

Drop-in tech help at local senior centers. Equipment including tablets, laptops, and hotspots available for loan.




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## PLANNING WORKSHEET

### Data Escape Room Planning Worksheet

<b>Brief description of library/ community</b>	Race and demographics; library name, population, legal basis, number of outlets, vehicles, FTE
<b>Characteristics of library/ community that were most relevant to determining proposed initiative</b>	Aging population - needs digital literacy skills, attract new families and combat image that community is behind the times, library's strategic priorities include increasing number of users, making services more accessible, being an exemplar of innovation
<b>Clues (use at least 4)</b>	Age projections based on Census data, Gale Analytics data re cardholders by demographic segment, reference question data, public health survey results, senior center focus group results
<b>Initiative - description</b>	Digital literacy training for seniors - programs on email, social media, basic research skills, privacy/cyber security, drop-in tech help at senior centers; circulating tech equipment
<b>Initiative - how it meets community needs and library goals</b>	Community needs - accessibility to library, addresses isolation concerns, serves an underserved/growing population, helps combat the "behind the times" image; library goals - innovative program, makes services more accessible, makes virtual programs more possible
<b>Selected resources</b>	One year consultant contract - needs assessment to determine digital literacy needs and how these differ by race, focus groups w/seniors. Results will be used to help develop/market programs.  \$20k in materials - tech equipment (tablets, laptops, hotspots) available for loan  Partnership with public transportation



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## RUBRIC

### Data Escape Room Proposal Rubric

Your slide deck proposal must meet the following criteria in order to be evaluated:

- Uses at least 4 clues
- Uses 3 resources, one selected from each tier

Slide deck proposals that meet these criteria will be scored on the following items (1=lowest rating, 5=highest rating):

1. Provides logical reasoning for why each clue was selected
2. Demonstrates how the proposed initiative meets community needs
3. Demonstrates how the proposed initiative meets library priorities
4. Provides sufficient details for how resources will be used

Slide deck proposals that significantly exceed the recommended length of 600 words will lose 2 points from their total score.

The maximum score is 20 points.



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## LIBRARY ASSIGNMENTS

### RIPL 2020 LIBRARY PROFILES & RESOURCE LISTS

#### Data Escape Room Library Assignments

##### Story Book Profile & Resource List:

- Delgado
- Douglas
- Hines
- Vigna
- Woodley
- Wright

##### Rock Creek Profile & Resource List:

- Boylen
- Hasky
- Payne
- Senechal

##### Cystal Springs Profile & Resource List:

- Dickson
- Duffness
- Carlsson
- Cook
- Crossmound
- Reynolds

##### Pebble Pond Profile & Resource List:

- Bradley
- Buchanan
- Caplan
- Schmitt
- Ward

##### Becker Bay Profile & Resource List:

- Decker
- Finner
- Munster
- O'Grady
- Spence



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## TIMELINE

- Pre-event:
  - Introduce the Data Escape Room during your group meeting
  - Share with your group:
    - Link to the video, examples of completed slide deck and planning worksheet, and rubric
    - Library profile
  - Make a copy of the Slide Template (blank slide deck)
  - Make a copy of the Clue Tracking Spreadsheet
  - Make a copy of the Planning Worksheet
  - Share all of these files, with editing privileges, with your group



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# CLUE TRACKING SHEET

RIPL Data Escape Room Clues ☆ ☰ ☺

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	A	B	C
1	<b>Session</b>	<b>Team Member</b>	<b>Clue</b>
2			
3	Gale Vrabner		
4			
5	<b>Monday 12:30 ET/9:30 PT Breakouts:</b>		
6	The Logic Model		
7	Improving Operations w/Data		
8	Open Data Navigator		
9	RIPL 101: The Evaluation Process, Part 1		
10	Library Systems: A GIS Perspective		
11	Connecting the Dots: Strategic Planning, Implementation, and Evaluation in Context		
12			
13	<b>Monday 2:45 ET/11:45 PT Breakouts:</b>		
14	Connecting the Dots: Strategic Planning, Implementation, and Evaluation in Context		
15	Why Can't They Just Do It, Already? Change Management Fundamentals		
16	Let Your Data Speak for You: The Power of Data Visualization		
17	Another Survey? Making Your Next Survey Count		
18	Diagnosing Library Process Problems Using Maps and Metrics		
19	RIPL 101: The Evaluation Process, Part 1		
20			
21	<b>Monday PM General Session:</b>		
22	Using Data to Answer the Question		
23			
24	<b>Tuesday AM General Session:</b>		
25	Nothing For Us, Without Us: Getting Started With Community Engagement and Culturally Responsive Evaluation		
26			
27	<b>Tuesday 1:00 ET/10:00 PT Breakouts</b>		
28	Listening Deeper: Interview and Focus Group Strategies to Gain New Understanding		
29	Your Data Toolbox: Selecting Vendor and Software Options for Your Data Needs		



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# PLANNING WORKSHEET

Data Escape Room Planning Worksheet

Brief description of library/ community	
Characteristics of library/ community that were most relevant to determining proposed initiative	
Clues (use at least 4)	
Initiative - description	
Initiative - how it meets community needs and library goals	
Selected resources	



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## TIMELINE

- Pre-event:
  - Introduce the Data Escape Room during your group meeting
  - Share with your group:
    - Link to the video, examples of completed slide deck and planning worksheet, and rubric
    - Library profile
  - Make a copy of the [Slide Template](#) (blank slide deck)
  - Make a copy of the [Clue Tracking Spreadsheet](#)
  - Make a copy of the [Planning Worksheet](#)
  - Share all of these files, with editing privileges, with your group
- December 14-15:
  - Group members should complete the challenge to get the clue for each session they take and add it to your group's Clue Tracking Sheet.
  - At the end of the day on the 15<sup>th</sup>, group members can individually review the clues and start brainstorming about the initiative.
- December 16:
  - 9:10-9:25 MT – Review clues and begin to develop plan
  - 11:00-12:00 MT – create initiative and submit to riplvirtual@gmail.com
  - 12:00-12:35 MT – lunch, judges review presentations and select 3 finalists
  - 12:35-1:00 MT – 3 finalists give presentations to all RIPL participants, participants vote on winner



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## MANAGING THE GAME

- Prior to the event:
  - Encourage all group members to review the challenge description, rubric, library profile, resources list, and example slide deck
  - Determine which group member will:
    - get the Gale clue (available beginning 12/14)
    - be responsible for checking each general session challenge (available beginning 12/14)
    - Give the presentation if your team is a finalist
- December 14-15:
  - Remind group members to complete their challenges for each breakout session and submit their clues



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## MANAGING THE GAME

December 16 (times are Mountain):

- |             |   |
|-------------|---|
| 9:10-9:25   | As a group, review the clues and begin to brainstorm ideas for initiative                     |
| 11:00-11:15 | Determine initiative and select resources   |
| 11:15-11:45 | Divide into 2-3 subgroups, each can work on part of the presentation                          |
| 11:45-12:00 | Review and finalize slides  |
| 12:00       | Submit slide presentation to <a href="mailto:riplvirtual@gmail.com">riplvirtual@gmail.com</a> |



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## SLIDE PRESENTATION GUIDELINES

- Use sample slide deck as a guide
- Needs to stand on its own – no narration necessary (remember that only the 3 finalists will give oral presentations)
- Should be 4 minutes in length (on average, people can speak 600 words in 4 minutes)
- Create in Google Slides
- Use your group # and last name as the file name – “Group 29 Smith”
- To submit, email file link to [riplvirtual@gmail.com](mailto:riplvirtual@gmail.com)



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## TIME ZONES

The screenshot shows an 'Event Schedule' interface with a calendar view for the week of Dec 11-19. The 'AGENDA' tab is selected. A list of events is shown with their local times and corresponding times for 'Your Time Zone'. Red boxes highlight the local times and the 'Your Time Zone' column. Red arrows point from the text 'Your Time Zone' to the right box and 'Mountain Time Zone' to the left box.

Local Time	Event Title	Your Time Zone
9:00 AM	WELCOME & OVERVIEW	Your Time 11:00 AM
9:30 AM	OPENING KEYNOTE: WHAT COUNTS IN A CRISIS?	Your Time 11:30 AM
10:15 AM	MORNING BREAK	Your Time 12:15 PM
10:30 AM	BREAKOUT: THE LOGIC MODEL	Your Time 12:30 PM
10:30 AM	BREAKOUT: IMPROVING OPERATIONS WITH DATA: EXPLORING DATA UTILIZATION APPROACHES TO SUPPORT DECISION MAKING	Your Time 12:30 PM

RIPL

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## GENERAL SESSIONS – ZOOM ETIQUETTE

- Change name to “Group # First Name Last Name,” for example: 2 Linda Hofschire
- While the presenter is sharing something onscreen (slides, etc.), turn off video and mute audio unless you are speaking
- During virtual table time, video is encouraged



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## HOW TO GET HELP

- Before the event – email Linda or message her on the app
- During the event – “Live Help Desk”



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# FACILITATOR INTRODUCTORY MEETING



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## MEETING OBJECTIVES

- Introductions, begin to develop connections
- Provide overview of the Data Escape Room
- Remind group members:
  - Add breakout sessions to your agenda
  - Prior to the event, watch the recorded lessons and do the activities for your 4 breakout sessions + the general session "Nothing For Us, Without Us"
  - Plan on participating in the entire event live instead of watching the recordings afterward
  - Remember your group #
- Share game code for attending group meeting: STACKS



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# MEETUP SLIDE DECK



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# FACILITATOR RESOURCES

## FACILITATOR RESOURCES

**Facilitator Training:**

- Recording (coming soon)
- Slides (coming soon)

**Group Meetup:**

- Slides - [PowerPoint](#), [Google Slides](#)
- Icebreaker Question Ideas
- Data Escape Room Video

**Facilitation Materials for General Sessions:**

- Using Data to Answer the Question... (Mon 8M)
- Nothing For Us, Without Us (Tues AM)
- Data Geeks Disperse (Wed AM)

**Data Escape Room Materials:**

- Files to share with your group:
  - Library Profiles & Resource Lists - please share the PDF linked from this page for your assigned library.
  - Data Escape Room Challenge (includes intro video, example of completed slide deck, and example of completed planning worksheet)
- Files to copy and share with your group (on your copies, make sure you enable **editing privileges**):
  - Slide Template (blank slide deck - Name your copy with your group # and last name, for example 29 Smith)
  - Clue Tracking Spreadsheet
  - Planning Worksheet



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# THANK YOU!



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