

Outcome Based Evaluation Procedures For KLF Libraries

Table of Contents:

Introduction & Background	Pg 2
Sample Form & Reporting	Pg 3
Sample Statements for a Variety of Programs	Pg 4
Resources	Pg 6
Rossland SRC Evaluation Forms	Pg 8
Kaslo Library Event Form	Pg 11

Introduction & Background:

As a follow up to our conversation at the May 2013 LDAG meeting, Helen and I have put together some ideas and example statements that may help you in capturing the outcomes of programs and activities at your library.

In addition, we have included forms developed by Rosslund and Kaslo in this package.

More than one approach:

- When Helen and I discussed the challenges for gathering information on outcomes, we felt it best to keep the goals tight and the surveys short. (We are aware of the potential for survey fatigue.)
- Our goal is to capture short term outcomes. For this, we feel that 3 or 4 statements and a space for comments can capture outcomes, without being a chore for the person filling out the form.
- Katie from Rosslund has shared a comprehensive survey for the summer reading program. There is one for parents and one for children.
- Kaslo shared their survey for an author event.

Suggested Process:

1. Set modest and realistic outcomes for your program.
2. Select 3 or 4 statements that reflect the outcomes you hope people will take away from the program. We have grouped statements by suggested goals.
3. Distribute surveys as appropriate. Please accept that not all participants will be willing to share their opinions. Just make the surveys available to participants.
4. For larger projects, like the summer reading club, your library may wish to gather contact info from participants for later follow up.
5. The federation's subscription to Survey Monkey is available if this would be helpful. https://www.surveymonkey.com/MyAccount_Login.aspx

UN – BCLibrarySurveys, PW – BCI1bf3d

Sample Form & Report Record:

Goals reflected in this response form:

- Supporting parents to develop early literacy skills in their child/family
- Demonstrating library as a valuable community resource

Baby Time/Toddler Program – Parent Feedback

1) My knowledge of children’s books has increased since taking my toddler to story time.

Agree

Disagree

Don’t Know

2) Meeting other parents has increased my sense of community.

Agree

Disagree

Don’t Know

3) I read to my child more since coming to story time.

Agree

Disagree

Don’t Know

4) I take my child to story time because I want him/her to enjoy libraries.

Agree

Disagree

Don’t Know

5) We welcome your comments on this program or library services.

Reporting: sample reporting template:

Baby Time/Toddler Story Time

# of attendees	# of responses		Increased knowledge of books	Increased Sense of Community	More reading with child	Learn to enjoy libraries
15	7	Agree	5/7 = 71%	4/7 = 57%	7/7=100%	6/7=86%
		Disagree		1/7 = 14%		
		Don’t know	2/7 = 28%	1/7 = 14%		1/7 = 14%

Sample Statements for a Variety of Programs

A. Baby/Toddler Programs

Goal – supporting early literacy skills

1. My knowledge of children’s books has increased since taking my toddler to story time.
2. My child and I enjoy the rhymes and songs we learn at (*name of baby time program, or story time*).
3. I read to my child more since coming to story time.

Goal – demonstrating community support of social development

4. Meeting other parents has increased my sense of community.
5. Story time (or baby time) has had a positive influence on my child’s social development.

Goal – demonstrating support & value of library services in your community.

6. I take my child to story time because I want him/her to develop an appreciation for libraries.

General -

7. This program has given me a greater understanding of _____.
-

B. Children’s Programs – SRC – Parent Feedback

Goal – supporting literacy

1. The Summer Reading Club encouraged my child to read.
2. Reading during the summer has helped my child at school this year.
3. My child reads for pleasure.
4. My child uses the library throughout the year.

Goal – demonstrating support & value of library services in your community.

5. I would recommend the Summer Reading Club to other parents.
 6. My child talks enthusiastically about going to the library.
 7. My child attends the Summer Reading Club because I believe libraries are important to communities, particularly for children
-

C. Children's Programs - SRC & Other Events – Children's feedback

Goal – supporting literacy, value of library services for children

1. I enjoyed the Summer Reading Club.
 2. What I liked most was _____.
 3. I will join the Summer Reading Program next year.
 4. I enjoy sharing my ideas with my friends.
 5. I will read this author's books now that I've met him/her.
-

D. Teacher's Evaluation of Programs

Goal – building community partnership, supporting education in our community

1. I would recommend library visits to other teachers.
 2. Children in my class learned and were inspired by this presentation.
 3. This presentation contributed to learning outcomes for my class.
 4. Sharing programs with the library increases our school's appreciation of community
-

A. Literacy or Other Service Providers Using Library Space

Goal – building community partnership, supporting education in our community

1. Access to library facilities and resources is important to our program.
 2. People attending my program feel comfortable at the library.
 3. Cost of accessing library space is reasonable.
 4. We/I believe the library enhances our community and is an important hub for the community.
-

B. Adult Programs

Goal – demonstrating support & value of library services in your community.

1. I feel more attached to my community after attending this program.
2. The presentation was a worthwhile cultural event in my community.
3. I attended because I believe that libraries are an important part of my community.
4. I am a regular library user.

Goal – support for informal learning opportunities

5. I enjoy meeting authors and learning about the writing process.
6. Author presentations enrich my library experience.
7. Libraries offer lifelong, equitable learning opportunities and this program is a reflection of that.
8. This was a valuable learning experience for me.
9. This was a subject I didn't know much about before, but the information is very beneficial to me.
10. The library setting makes learning more comfortable for me.

Goal – demonstrating community support for social value of the library

11. This workshop gave me the opportunity to connect with like-minded people in my community.

12. Having the workshop at the Library made it more accessible for me.
13. Library programs are a great way to meet people.
14. The affordability of library programs is very important to me.
15. I will read this author's books now that I've met him/her.
16. Meeting this author has encouraged me to _____.

Goal – developing computer literacy skills in adult (senior) population.

17. I have more confidence asking computer questions now.
18. I am looking forward to coming to the library to practice my new found computer skills. (yes – no - have a my own computer)

Resources

- <http://commons.bclibraries.ca/knowledge-base-topic/planning/>
 - <http://www.shapingoutcomes.org/> ***
 - <http://library.utah.gov/grants/lsta/evaluation.html>
 - [Splash and Ripple: Using Outcome Based Using Outcomes to Design & Guide Community Work](#)

*** - this link with the handout from the LDAG meeting – "*We Read! Summer Program*"

From Kathy Anderson:

- <http://mbic.state.ma.us/grants/lsta/manage/obe/>

See at bottom

- So What? Using Outcome-Based Evaluation to Assess the Impact of Library Services.

From Katie Albright:

<http://www.colapublib.org/eDocuments/EvalSRP-2001.pdf>

<http://www.halifaxpubliclibraries.ca/webarchives/2002summer/parentsurvey.html>

Rossland Public Library
 Summer Reading Club 2013



Parent/Caregiver Evaluation Form

In September 2013, my child will be in:

Pre-Primary Primary Grade

My child read (number) _____ books this summer.

Why did you register your child to participate in the Summer Reading Club? Please check as many as apply.

- My child wanted to join on her/his own and asked to participate.
- We are regular library users and want to stay active during the summer.
- I believe the program has a positive impact on my child's reading success.
- The summer reading club is a free, fun summer activity.
- Other (please specify):

Please answer each question by using the scale provided. Check the box that best matches your answer to each question.

	Never	0-4	5-9	10-14	15+	Don't Know
Before the Summer Reading Club how many hours a week did your child read?						
How many hours a week did your child read this summer?						
Before the Summer Reading Club how many hours a week did you read with your child?						
How many hours did you read with your child this summer?						
I like to read.						
I read better now than I did in school last year.						
I read at home.						
Someone helps me read.						
I like reading with other people.						
I read during the summer.						
I will read for fun after school in September.						

	Strongly agree	Agree	Disagree	Strongly disagree
My child's reading skills have improved over the summer.				
My child enjoys reading now more than before the Summer Reading Club.				
My child was enthusiastic about participating in the Summer Reading Club.				
My child enjoys the Summer Reading Club reading activities.				
The incentives and awards offered by the Summer Reading Club encouraged my child to read.				
I will continue to make time to read to my child in the future.				

	Never	Sometimes	Always
How often do you attend reading activities with your child?			

How do you think this program will benefit your child?

As a parent/guardian, what do you like best about the program?

Is there any aspect of the program that you or your child dislike? If yes, do you have any suggestions for improvement?

May we use your comments to promote the Summer Reading Club and Rossland Public Library?

No ___ Yes ___ Name (optional): _____

Rossland Public Library

Summer Reading Club 2013

Participant Evaluation



In September, what grade will you be in? _____

Read each sentence and put an X under your answer	YES	NO
I like going to the library.		
I read at the library.		
I like the summer reading club.		
The summer reading club helps me learn to read.		
I like to read.		
I read better now than I did in school last year.		
I read at home.		
Someone helps me read.		
I like reading with other people.		
I read during the summer.		
I will read for fun after school in September.		

How many books did you read this summer?

Would you like to share anything else with us?

Kaslo Library Event Form

Please provide feedback....

(our project partners and funders would like to know if this event was useful to you)

Rate the following: (use back of form for additional comments)

	Excellent	Good	Okay	Improve	Comments
Venue (location of event)					
Presentation					
Time/ Date of event					
Other:					

Fill in the blanks if applicable

This event inspired me to: _____

I learned how to: _____

Additional feedback (use the back of form if necessary): _____

Thank you