

GREAT EXPECTATIONS

INITIATING OUTCOME-BASED
PROGRAMMING & EVALUATION

Hastings Highlands Centre

HH Public Library/Gymnasium/Municipal Office

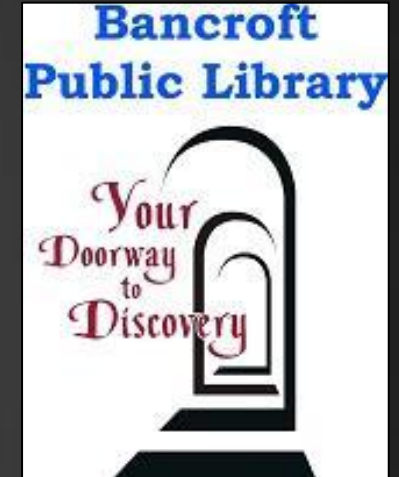


@HHCentre



hastingshighlandslibrary.ca

Bancroft Public Library



@ BancroftPL



bancroftpubliclibrary.ca

OUTCOMES SERVICES & PROGRAMS

EXPECT you know the real problem?

Understanding the real issues...

The Five Steps

1. Gathering Information
2. Determining Outcomes
3. Designing Programs & Services
4. Evaluating Programs & Services
5. Sharing Results



GATHERING INFORMATION

Environmental Scan -
EXPECT to be surprised!

PROOF OF THE PERSONAL KIND



OUTPUTS

&



OUTCOMES

WHERE & HOW DO WE GATHER INFO ?

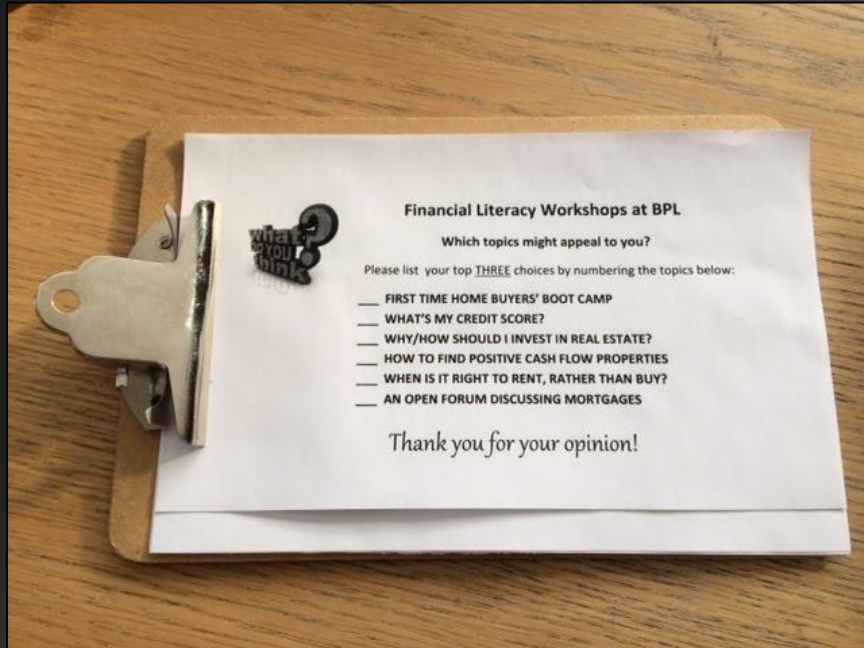
- Inside & Outside the Library
- Formally & Informally
- Users & Non-Users

Sources

- Census data
- A Needs Assessment
- Surveys/Focus Groups/Ask at the desk



Data Mining Methods & Sources



Other resources to consider:

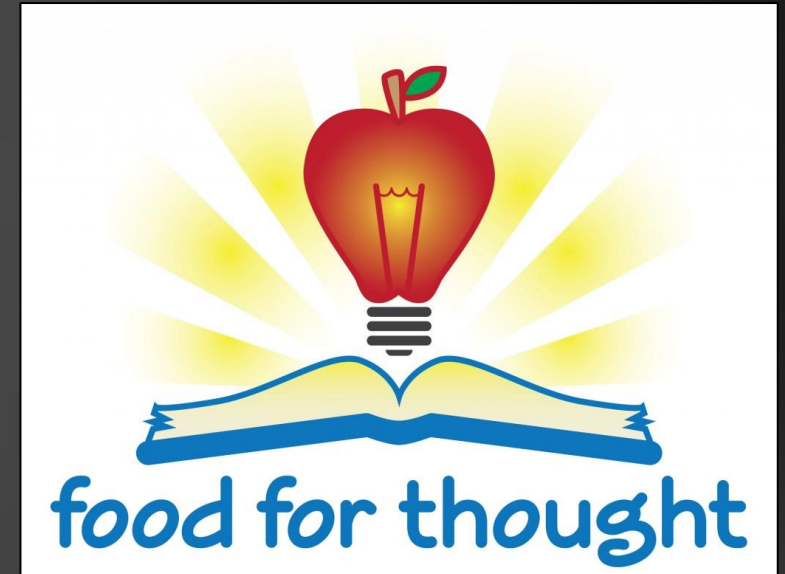
- staff & board meetings
- one-on-one interviews
- local partner organizations
- sample testing
- observation

Note: For best results use two or more methods to corroborate your findings

Community Assessment is Important

1. Identify potential partners and competitors
2. Remain curious and pose questions
3. Create a hypothesis and test new ideas

Find the blend of 'Street Science' and Research
Methods appropriate for your library



Screenshot from:

<http://www.firstpresmacomb.org/mission/food-for-thought/>

DETERMINING OUTCOMES

What are your real EXPECTATIONS?

Time for Self-reflection



Study your library's culture:

- review your mission/vision
- consult strategic plan (?)
- identify indicators for success

Standardized Outcome Statements

Some examples:

- “Students are able to cite sources at our homework roundtable.”
- “Seniors participate in a volunteer reading program.”



Screenshot: <https://www.projectoutcome.org/>

DESIGNING PROGRAMS & SERVICES

Performance Measures –
Define EXPECTATIONS

19 Minutes...

Bancroft

- population 4000+
- hub for essential services
- high school & Loyalist College
- service groups
- older, 2 storey, split-level entry
- largest collection in NH
- CEO collaborative

Hastings Highlands

- population 4000+
- LCBO & Library
- K-6 school/University culture
- community groups
- new, barrier free, play space
- highest ILL in NH
- CEO collaborative

Asking the Questions



Screenshot from

https://comfortexpertsinc.com/wp-content/uploads/2014/12/Questions_To_-Ask.jpg



Read with a friend or two.

Join in Reading, Rhyming &
Running Around

Every Tuesday at 10:30 am
Hastings Highlands Public Library

Plan to Plan

- define objectives
- determine action items
- budget, budget, budget
- partnerships and pitfalls
- share, share, share



Reading, Rhyming,
& Running Around
Tuesdays - 10:30
Hastings Highlands Public
Library in Maynooth

Images screenshot from

https://scontent-ort2-1.xx.fbcdn.net/v/t1.0-9/15085632_10155434953404056_1117488542452777116_n.jpg?oh=e40e629cfedd619e238250743480c606&oe=59175317



The Winner!

In Hastings Highlands
four legs and a tail
always overshadow
food and fun.

EVALUATING PROGRAMS & SERVICES

Not quite what you EXPECTED?

Asking New Questions...



Measuring Success

AWARD WINNER

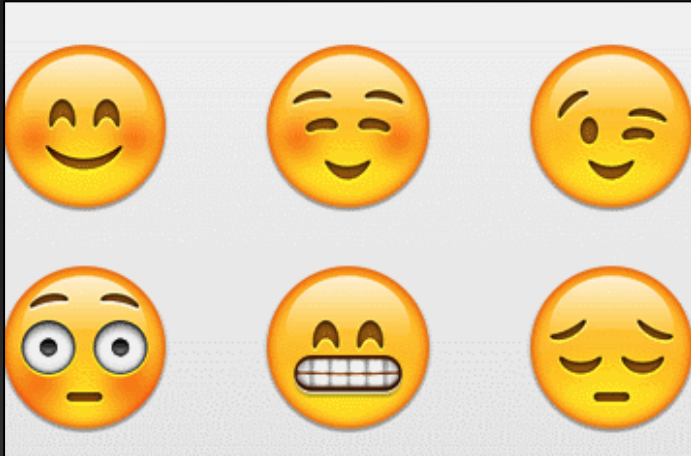
- good attendance & growing
- meeting outcomes
- requests for more
- diversified into another program
- sustainable

EPIC FAIL - a learning experience

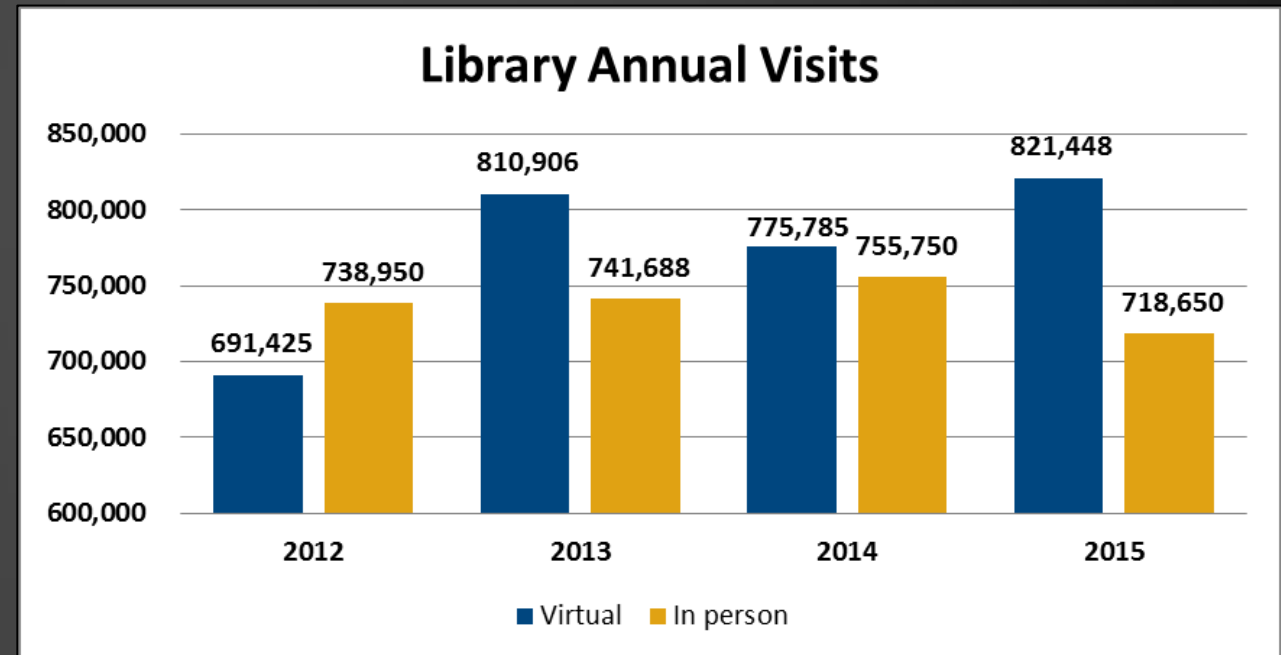
- over/under capacity
- chaos in delivery
- Stakeholder buy-in
- no evaluation, no terms of reference
- bad metrics

Know Your Audience!

Qualitative



Quantitative



Screenshot from
<http://17260primblog.weebly.com/uploads/3/8/3/1/38313883/1311413.gif>

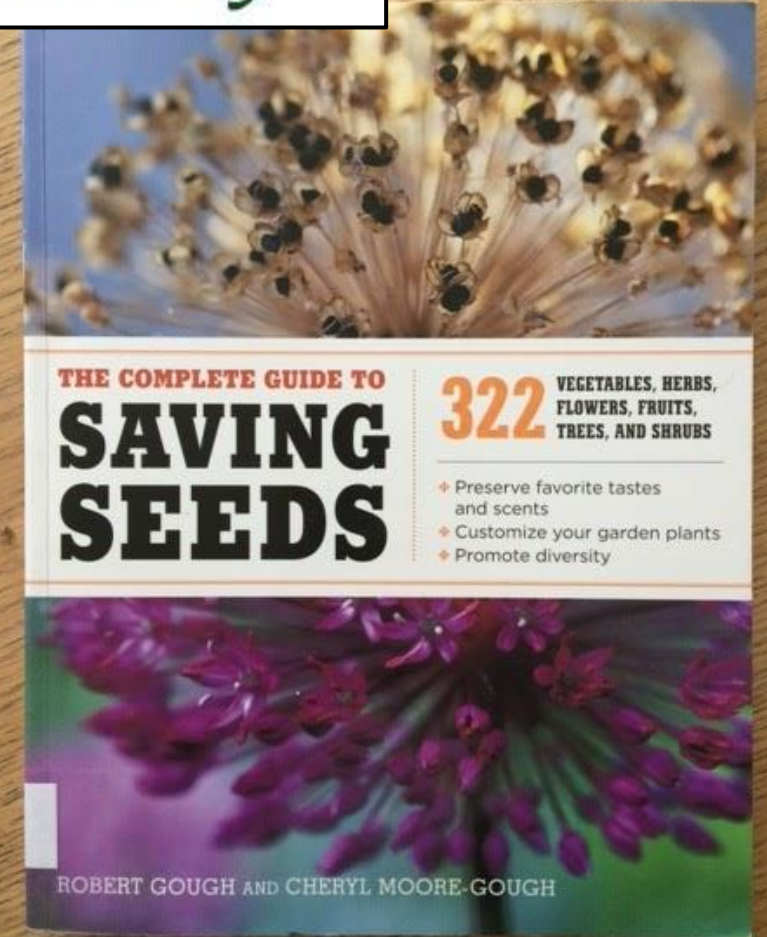
Screenshot from:
https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTJHX3qfYHAGR3LZhQN_xdsgzDSxQIhhx9lah6lrHcPxL7bCxcz

SHARING RESULTS

EXPECT Success...
Everyone likes to play on a
Winning Team!

Growing Stories

Bancroft Seed Library



The Stories Continue...

SIP & KNIT

Bancroft Public Library

ENJOY A COFFEE, OR TEA WHILE

**KNITTING, CROCHETING OR BRING IN ANY
OTHER WOOL CRAFT**

EVERY TUESDAY AFTERNOON

1:00pm - 3:00pm



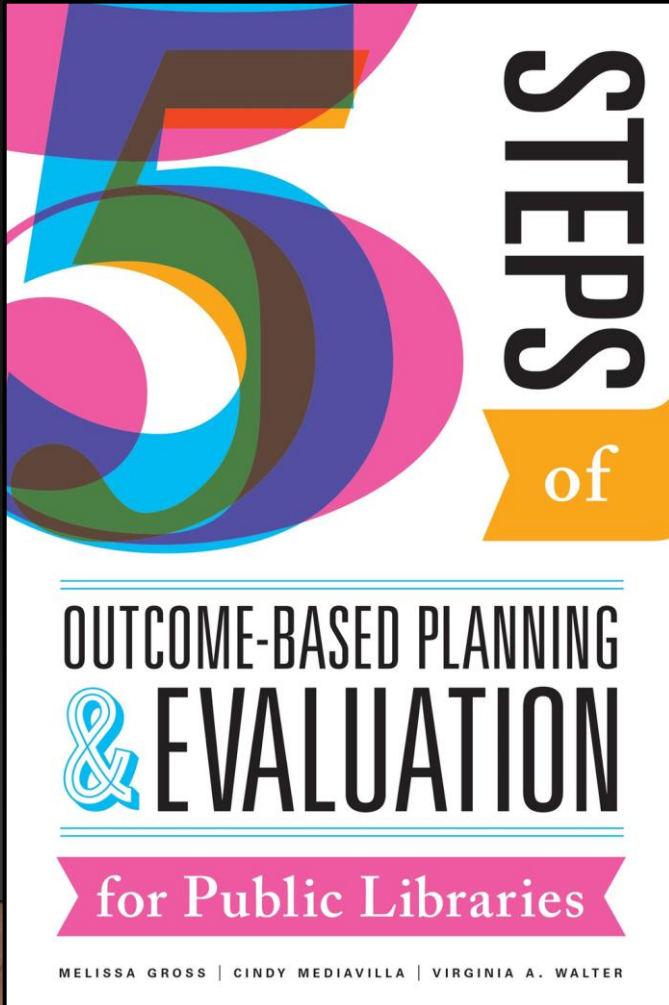
**Bring your wool, needles and patterns to share and start that cold
weather project, or finish last years!**

EVERYONE IS WELCOME NO LIBRARY MEMBERSHIP NECESSARY



A Key Resource

*Special thanks to
Kelly Thompson, Chief
Librarian/Library CEO
of Renfrew Public Library
for recommending this resource.*



Gross, Melissa, Cindy Mediavilla, and Virginia A. Walter. *Five Steps of Outcome-Based Planning & Evaluation for Public Libraries*. ALA editions, 2016. Print.

Sharing Our Stories

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