

## INCOL Continuing Education Program Evaluation Statistics

*Program:* Designing Better Library Experiences: Using Statements and Mapping to Reach the Right Experience for Your Library

*Presenter:* Steven Bell

*Date:* Wednesday, October 10, 2012

*Session:* Morning

*Attendance:* 32

*Surveys returned:* 24

### RATING SYSTEM

(1) Strongly Disagree	(2) Somewha t Disagree	(3) Neutral	(4) Somewha t Agree	(5) Strongly Agree
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QUESTIONS	(1)	(2)	(3)	(4)	(5)
1. Presenter(s) was/were knowledgeable about the subject material.	1			2	21
2. Presenter(s) was/were concerned that you understood the subject.	1			8	15
3. The program was organized well and structured appropriately for the topic.	1			11	12
4. Presenter(s) was/were responsive to the concerns of the group, as well as individuals.	1			8	14
5. The program inspired you to think about change.		1		3	20
6. The program was relevant to your job, interests and/or concerns.		1	1	4	18
7. Overall rating of workshop.		1		5	18

Time allowed to cover the topic was:

Too little      16

- could be a couple hours longer

Too much

Just right      8

- could have spent more time but I wouldn't have come if session had been longer

No response

### COMMENTS

What were the strong points of the program?

- surprisingly – the activities, which I often feel weird about; these were helpful and fun
- way we work statements exercise
- interactive
- instilling that patron experience begins with staff buying into what the library is trying to accomplish
- good delivery, loud clear voice, good pace, not too much stuffed into the time
- group activities

- visual and interactive
- making us think about the totality of experience
- interactive
- gave us activities to use in future planning
- key phrases (“pain points”, etc.)
- hands on
- examples, presentation style and variety
- personable presentation and though provoking content
- let me experience what frustrations our patrons experience
- looking at user experience broader than just the web
- hands on, appreciated the homework
- wow – all good
- strategy for improving patron experience; wow experience defined
- activities

What were the weaknesses of the program?

- the homework; it was a surprise and there wasn’t any time (for me) to do it beforehand
- my lack of time to prepare in advance! mapping exercise a bit fuzzy
- time constraint; this would have been a great full day program
- too touchy-feely for too long in the group exercises
- needed a little more time to cover group projects
- academic and public libraries – speak very different dialect of the same language
- complicated concept and exercises were rushed
- not enough time
- to do this well, we’d need much more time
- pre-program work
- too little time, but I can’t devote more
- too rushed?
- too short
- keychain example was insightful, but took time away from the actual mapping of a real library experience; would have liked to complete the process
- lack of preparation by participants
- notify attendees of assignments in advance (in more obvious ways)
- length of time

Other comments you want to share with the presenter(s) or C.E. Committee?

- nice powerpoint slides; concerned about how could apply/take back to library; relevant; personable
- very comfortable facility, excellent catering
- very enjoyable; homework though is difficult – most of us are too busy or unsure how to complete
- nice job
- thank you!
- thanks!
- thank you!
- this workshop would be beneficial to all our library staff
- painless pre-work, was really helpful
- this was valuable on a personal professional level as well as a library level
- great information/more time needed
- overall a great presentation

How did you hear about the workshop?

- in person from CE member
- colleague
- email
- email from colleague
- supervisor
- email
- email
- I'm on planning committee
- email from colleague
- email from M. Crook
- INCOL email announcement
- colleague
- email from colleague
- email from director
- from the director
- colleague
- our INCOL representative
- email from INCOL
- instructor SFCC

**TOPIC/SPEAKER SUGGESTIONS**

Collection services (patron-driven acquisition, interlibrary loan, ebook acquisition and budgeting, etc.)

Customer service (difficult situations/safety and security, combatting burn-out, meeting patron needs, etc.)

Leadership and supervision (team leading and building, project management, performance management, training, etc.)

1

1

Library science (changes in the field, career options, keeping up-to-date, etc.)

Marketing and advocacy (online marketing through social networks, advocate for funding, etc.)

1

Programming (information literacy instruction, community partnerships, getting the word out, etc.)

1

Reference (medical resources, legal resources, readers advisory, reference interviews, etc.)

1

1

Technical services (RDA, labeling and packaging challenges, assigning genres and subjects, promoting books through cataloging, etc.)

Technology tools (library services on mobile devices, QR codes, ebooks, online programs and data storage, etc.)

1

Youth services (storytimes, STEM programs, play and learn, etc.)

Other topics

- archives/local history
- physical layout and upkeep of library materials

Speaker(s) that you would like to recommend or suggest

## INCOL Continuing Education Program Evaluation Statistics

*Program:* Designing Better Library Experiences: Using Statements and Mapping to Reach the Right Experience for Your Library

*Presenter:* Steven Bell

*Date:* Wednesday, October 10, 2012

*Session:* Afternoon

*Attendance:* 46

*Surveys returned:* 30

### RATING SYSTEM

(1) Strongly Disagree	(2) Somewha t Disagree	(3) Neutral	(4) Somewha t Agree	(5) Strongly Agree
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QUESTIONS	(1)	(2)	(3)	(4)	(5)
1. Presenter(s) was/were knowledgeable about the subject material.				5	25
2. Presenter(s) was/were concerned that you understood the subject.			3	6	21
3. The program was organized well and structured appropriately for the topic.	1		1	17	11
4. Presenter(s) was/were responsive to the concerns of the group, as well as individuals.		1	3	9	17
5. The program inspired you to think about change.			3	11	16
6. The program was relevant to your job, interests and/or concerns.			6	5	16
7. Overall rating of workshop.		1	1	12	15

Time allowed to cover the topic was:

Too little      21

- way too little!
- he acknowledged in advance that time was inadequate to cover all material but provided access to more information
- needed at least ½ hour longer

Too much      1

Just right      8

- touched on both topics in positive way

No response

### COMMENTS

What were the strong points of the program?

- very good communicator
- 1<sup>st</sup> half
- good way to think about what our users are experiencing; good tools

- group activities
- articulate speaker
- way we serve statements
- good teamwork projects
- good ideas, thoughts for improvements
- this was enough of a task to tell me I want to delve deeper
- facility is wonderful; great food too!
- I appreciate the fact that Steven is not an expert! He doesn't have all the answers and neither do I!
- different way to approach info
- it helped us map processes so can see problems and where to simplify
- mapping is an experience documenting the journey; think of barriers to retrieving full-text as [?]
- group activities, prep work, presenter
- user experience, totality, was really interesting
- great speaker
- exercises, interaction with others in similar work environments
- hands-on activities, succinct visuals
- conversation and activity
- nice variety, engaging activities
- presenter was very knowledgeable; topic very relevant
- creating the WoW experience and way we serve statements
- good topic
- I came away with a good indication and starting point of what to do – where to go

What were the weaknesses of the program?

- too abstract
- 2<sup>nd</sup> half too rushed; “key chain is” was fun but used up time better spent on 2<sup>nd</sup> half of mapping
- could have used more time on the topics
- not enough time
- there was a disconnect from the first half of the process and 2<sup>nd</sup> half of the project; the way we serve and process mapping don't mesh
- time constraints (homework?), didn't feel like it was emphasized enough that we really needed to do this
- did not like having homework beforehand; speaker seemed disappointed by answers given
- really was too short a time to engage in a meaningful way
- next time make it one whole day for one group – put the way we serve statement in morning and mapping in afternoon; if you assign homework in advance, put together those who actually do it
- felt a little rushed
- doing pre-work was annoying
- did INCOL purposely choose two topics for this speaker? it would have been better to select one rather than two topics
- I liked the homework but it seemed like a lot; maybe request a summary/reflection that does not have a page limit
- not enough “nuts & bolts”
- think totality diagram should have been a circle with no [?] in the middle
- needing to bring info at your library but not actually talk about your library – too many librarians in one place
- not enough time to follow through on exercises

Other comments you want to share with the presenter(s) or C.E. Committee?

- present either the way we serve and creation of statement OR the process mapping – not both together

- it would have been nice to know about the things we were supposed to print out prior
- great job!
- did not feel like it spoke to me; I was the only one from my library; I drove 2 ½ hours to talk about things that don't pertain to my library; I should have sat at a different table
- Mr. Bell was engaging and made the workshop informative and enjoyable

How did you hear about the workshop?

- my library's intranet
- committee member
- email from colleague
- email from colleague
- INCOL website
- email from colleague/director
- email from colleague
- email from colleague
- email
- email
- email from colleague/director
- email
- colleague
- flyer
- email from director
- email from supervisor
- email from director
- organizer for INCOL
- Kelly Jenks
- email from colleague
- in-person from colleague
- email from colleague
- I am an INCOL member
- INCOL website

### TOPIC/SPEAKER SUGGESTIONS

Collection services (patron-driven acquisition, interlibrary loan, ebook acquisition and budgeting, etc.)

1

1

Customer service (difficult situations/safety and security, combatting burn-out, meeting patron needs, etc.)

4

- how to make academic libraries more welcoming

Leadership and supervision (team leading and building, project management, performance management, training, etc.)

1

- empowering non-MLS staff – getting librarians to value input from non-Masters degree staff

Library science (changes in the field, career options, keeping up-to-date, etc.)

4

2

Marketing and advocacy (online marketing through social networks, advocate for funding, etc.)

2

1

Programming (information literacy instruction, community partnerships, getting the word out, etc.)

1

1

Reference (medical resources, legal resources, readers advisory, reference interviews, etc.)

1

Technical services (RDA, labeling and packaging challenges, assigning genres and subjects, promoting books through cataloging, etc.)

1

1

Technology tools (library services on mobile devices, QR codes, ebooks, online programs and data storage, etc.)

5

3

1

1

- ebook technology and actual patron use

Youth services (storytimes, STEM programs, play and learn, etc.)

3

1

Other topics

- Makerspaces
- ethics – intellectual freedom, role of technology in information access, banning materials
- CPR and defibrillator use
- freedom of information/censorship issues

Speaker(s) that you would like to recommend or suggest

- Steve Abram, R. David Lankes



## **TOPIC/SPEAKER SUGGESTIONS (morning and afternoon reconciled)**

Collection services 1  
    ebook acquisition 1

Customer service 4

Leadership and supervision 2  
    team leading and building 1

Library science 4  
    changes in the field 2

Marketing and advocacy 2  
    online marketing through social networks 2

Programming 1  
    information literacy instruction 1  
    getting the word out 1

Reference 2  
    medical resources 1

Technical services 1  
    RDA 1

Technology tools 5  
    library services on mobile devices 3  
    ebooks 2  
    online programs and data storage 1

Youth services 3  
    STEM programs 1

### **Other topics (morning and afternoon reconciled)**

- how to make academic libraries more welcoming
- empowering non-MLS staff – getting librarians to value input from non-Masters degree staff
- ebook technology and actual patron use
- archives/local history
- physical layout and upkeep of library materials
- makerspaces
- ethics – intellectual freedom, role of technology in information access, banning materials
- CPR and defibrillator use
- freedom of information/censorship issues