

**INCOL Continuing Education Program
Workshop Evaluation**

Program: Cultural Competence
Presenter: Dr. Caprice Hollins
Date: 9/20/2018
Session: N/A

RATING SYSTEM

Strongly Agree	Agree	Neither Disagree or Agree	Disagree	Strongly Disagree
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QUESTIONS					
1. I learned something by participating in this library activity.	26	3	0	0	0
2. I am confident about using what I have learned.	16	12	1	0	0
3. I am likely to apply what I have learned.	20	9	0	0	0
4. Applying what I learned will help improve library services to the public.	22	6	1	0	0
5. The presenter(s) was/were responsive to the concerns of the group, as well as individuals.	26	2	1	0	0
6. The program was organized well and structured appropriately for the topic.	23	6	0	0	0
7. Overall rating of workshop.	25	3	0	0	0
Total ratings:	158	41	3	0	0

Comments: Awesome!!; great, informative

Time allowed to cover the topic was: (circle your answer)

Too little 14 +2 who also picked Just right
 Too much 0
 Just right 13
 No response 2

Just right comments: But would not mind more.

Too little comments: great start – wanted more!!!; I could have listened and learned all day!; This could be all day!; It was great, but Caprice had to cut it short, Could have continued longer.; Way too little!!!; could easily have filled up a day-long workshop! 😊; Never enough 😊; Want another session on tips/tools/strategies workshop on how to do these as follow up.

COMMENTS or SUGGESTIONS about the program?

How did you hear about the workshop?

INCOL Email; email; WSL; supervisor; Library I work at; email @ work; INCOL; INCOL email; INCOL email; WSL; Library Email; INCOL; Employer; Our library posts information on INCOL trainings; INCOL; Incol email; Library email; Library shared it out to employees; NCRL system’s Library Director; Through work at SCLD; Director of Public Services @ my organization; Colleague – INCOL; INCOL listerv; Library director

INCOL: 10

WSL: 2

General work contacts: 12

What were the strong points of the program?

Different cultures of racism; the speaker was wonderful and passionate about the topic; I thought Caprice was a very engaging speaker, I really liked the flow and style of the presentation; Guiding the group to internalize concepts for productive use. Using warmth & humor to disarm defensiveness and personability to drive points home.; Caprice is a wonderful speaker, excellent overview of topic with practical tools for self development provided.; Recognize we are all working; Thought-provoking!; Method & organization of information, relevance; Great presenting!; presenter excellent!; The variety of examples to help me understand the issue.; all of it – pillars and conversation; I love discomfort; Examples really helped drive points home; engagement – acknowledge that while we try we all fall short; Presenter knowledge, useful topic, very valuable topic; minimal group sharing, packed with content from expert presenter, she was very on point & engaged the whole time; Caprice’s passion for this program, understanding the why of this conversation and the structure of the presentation; the differences between Equality and Equity, the “Where Are You From”.; What not to do – calling out issues; saying the points several ways to get the message across; No afraid to discuss difficult topic! Challenge worldviews – expanding awareness.; Excellent Speaker who knows a lot about subject and has deeply explored subject

What were the weaknesses of the program?

Not long enough, needed more info; too little time; none!; Lack of time; Not Long enough!; shortness; Time – would have loved to do a workshop – I’d love to listen to her some more.; not enough time – for workout exercises with others; Need follow up on session using tools & strategies to have these conversations.; would’ve preferred workshop; Needed more time to address topic; too short?; N/A; n/a; the example of “showing up white”, that may be more about my understanding rather than the presenter.; what to do better – can’t help being white for instance, want to improve; little long; Not enough time (need more workshops to build on topic – give skills to participants.)

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

A suggestion of books to read, resources to help continue this journey. Program made me uncomfortable and that was worth the time in and of itself 😊; Great speaker!; how to keep up w/changes, what if disagree? Thank you! Thought-provoking and helpful; Great workshop. Very informative!; Thank you for sharing your poem. There is so much to learn and understand with this topic that 2 ½ hrs. isn’t enough time.; This was a great topic, well done presentation, useful for all type of library staff & libraries.; Thank you!; Great presentation. Really makes you think about your (?); THANK YOU! It was a great experience and provided a lot to continue thinking about.; Thank you for presenting, a very valuable starting place to grow from.; Well done – very useful on many levels; I just read “I’m Still Here” by Austin Channing Brown and loved how this is a continuation of learning and engaging in this important conversation. Thank you for making me feel uncomfortable and challenged to really seek to understand. I recognize this as helpful sometimes 😊; I was so impressed & moved & empowered & validated & challenged.; Thank you!; It was wonderful; Really enjoyed presentation and would love to do one of her workshops.

FUTURE TOPIC/SPEAKER SUGGESTIONS

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

[5] **Customer service (difficult situations, safety and security, combatting burn-out [1], meeting patron needs, etc.)**

[5] **Leadership and supervision (team leading and building [1], project management [1], performance management, training, etc.)**

[5] **Library science (changes in the field [1], career options, keeping up-to-date [1], intellectual freedom/censorship, etc.)**

Marketing and advocacy (**marketing through social networks** [1], advocate for funding, etc.)

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

Reference (medical resources, legal resources, technical/vocational resources, **readers advisory** [1], reference interviews, etc.)

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

[1] **Technology tools (mobile library services, ebooks, makerspaces, mashups, etc.)**

[1] **Youth services (storytimes, STEM programs, play and learn, technology for literacy, etc.)**

Social emotional development in storytime – Best practices for sharing in preschool & toddler groups

Other topics or speaker(s) that you suggest:

Top three general categories were **Customer Service, Leadership and supervision**, and **Library science**, with 5 votes each. Collection services and Technical services each had 2, and Technology tools and Youth services had 1.

Sub topics that generated single votes were Combatting burn-out, Team-leading and building, Project management, Changes in the field, Keeping up-to-date, Marketing through social networks, and readers advisory.

Along with our standard requests for customer service and leadership workshops, there were a surprising number of requests for a library science workshop.