

Aarhus 16 June, 2009

Agenda:

1. The ENTITLE project by Anne-Marie Schmidt (Aarhus Public Libraries)
2. ENTITLE guidelines and Impact Assessment Framework by Dorthe Brandt Larsen (Aarhus Public Libraries)
3. Experiences with the Impact Assessment Framework by Kirstine Jakobsen (Aarhus Main Library)
4. "Meeting Point" - could we use the Impact Framework for evaluation of the activities in the "Meeting Point"? by Paula Laaksonen (Helsinki City Library)
5. Questions/discussion about the impact assessment framework and evaluation of learning services in libraries

Anne-Marie Schmidt presented the ENTITLE project and expressed that the workshop will present the outcomes of the ENTITLE project focusing on the Guidelines for Lifelong Learning in Libraries and the Impact Assessment Framework, which is a tool to assess the impact of libraries on learning.

The workshop will especially focus on the Impact Assessment Framework as it is a new tool which is directly useable for testing the effect which library learning services have on learning.

The overall aim of the workshop is to discuss how libraries measure the impact of library learning services and courses and which methods are used for evaluation. Attendees and speakers were encouraged to be prepared to speak about evaluation methods and to give the audience examples of methods used in libraries.

Dorthe Brandt Larsen spoke about the ENTITLE project's guidelines and the Impact Assessment Framework. Dorthe pointed out that it is very important to choose a "story" to focus on. A lot of good stories about lifelong learning projects will help lifelong learning succeed.

Paula Laaksonen described the Meetingpoint@lasipalatsi, which is an information service point open to all at Helsinki City Library. Paula Laaksonen talked about their "laptop-services". Their story was a "laptopclub" - and the idea was that the people decided topics for their meetings. It was a huge success. The concept was concentrated on themes e.g. Facebook.

The people were mostly between 45-84 years of age, and they were very happy to participate. We made an evaluation and a report describing where we made mistakes, and what people said.

Kirstine Jakobsen from the Main Library in Aarhus spoke about her experiences in using the framework to test an IT-course. Kirstine Jakobsen talked about her experiences in teaching Information searching for schools. She also used the Entitle-tools in working with IT for elderly people.

The workshop concluded with a discussion between speakers and workshop attendees about whether the framework is useable as an evaluation tool.

Kirstine Jakobsen evaluated the templates, and her conclusion was that if you have an ongoing service she would definitely use the impact assessment framework.

15 people participated in the workshop, and the first question discussed was:

- 1. Why evaluate learning services in libraries?**
Erik Thorlund Jepsen asked: What do we do if the story is wrong? What to do, if we have to change direction?
- 2. Do you evaluate your learning services?**
Adie Bhatt (UK) In the UK we do so, but we should use it even more, because it establish a solid base for improvement.
Erik Thorlund Jepsen argued: But how do we find out if people improve their skills?
- 3. Could the Entitle tools become a part of everyday routine in libraries when planning and implementing new learning services?**
The tools are best for ongoing courses, and it gives good dialogues with the teachers.
- 4. In practice, how can we convince participants to take part in evaluation and to spend extra time to do it?**
Adie Bhatt (UK) - You have to insist, and you have to plan the evaluation in time, and work hard to give the participants motivation to fill out the forms.

At the end of the workshop people filled out post-its for the presenters' further use.

December 2009
Anne-Marie Schmidt
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