Measuring the Impact of Digital Literacy Services with Project Outcome & DigitalLearn.org

September 14, 2017

project | OUTCOME
MEASURING THE TRUE IMPACT OF PUBLIC LIBRARIES

Public Library ASSOCIATION

Today's Speakers

Scott Allen
Deputy Director
Public Library Association

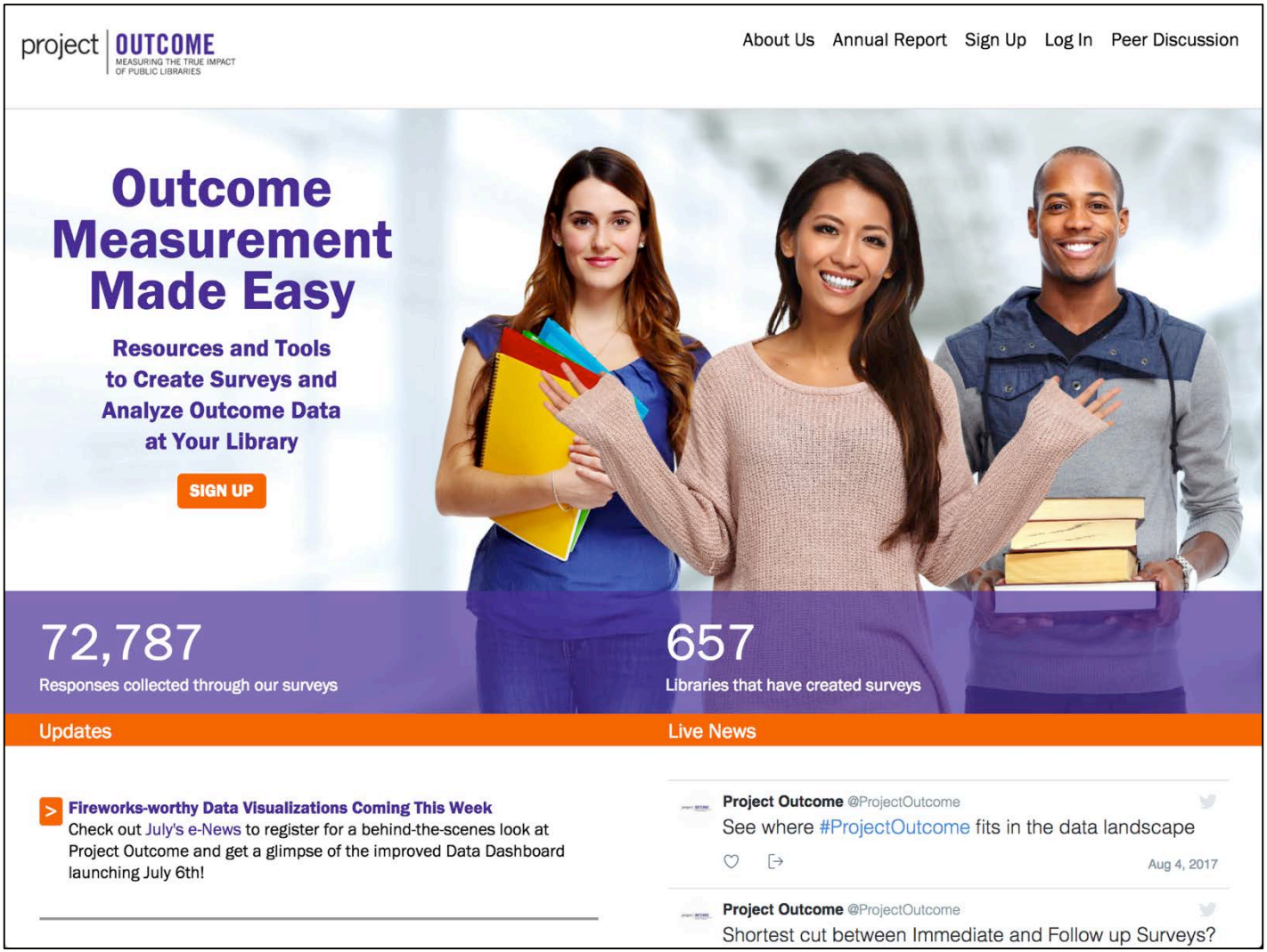
Shauna Edson
Digital Inclusion Librarian
Salt Lake City Public Library

Tommy Hamby
Adult Services Coordinator
Salt Lake City Public Library

Crystal Schimpf
Trainer & Facilitator
Project Outcome

Samantha Lopez
Project Coordinator
Project Outcome

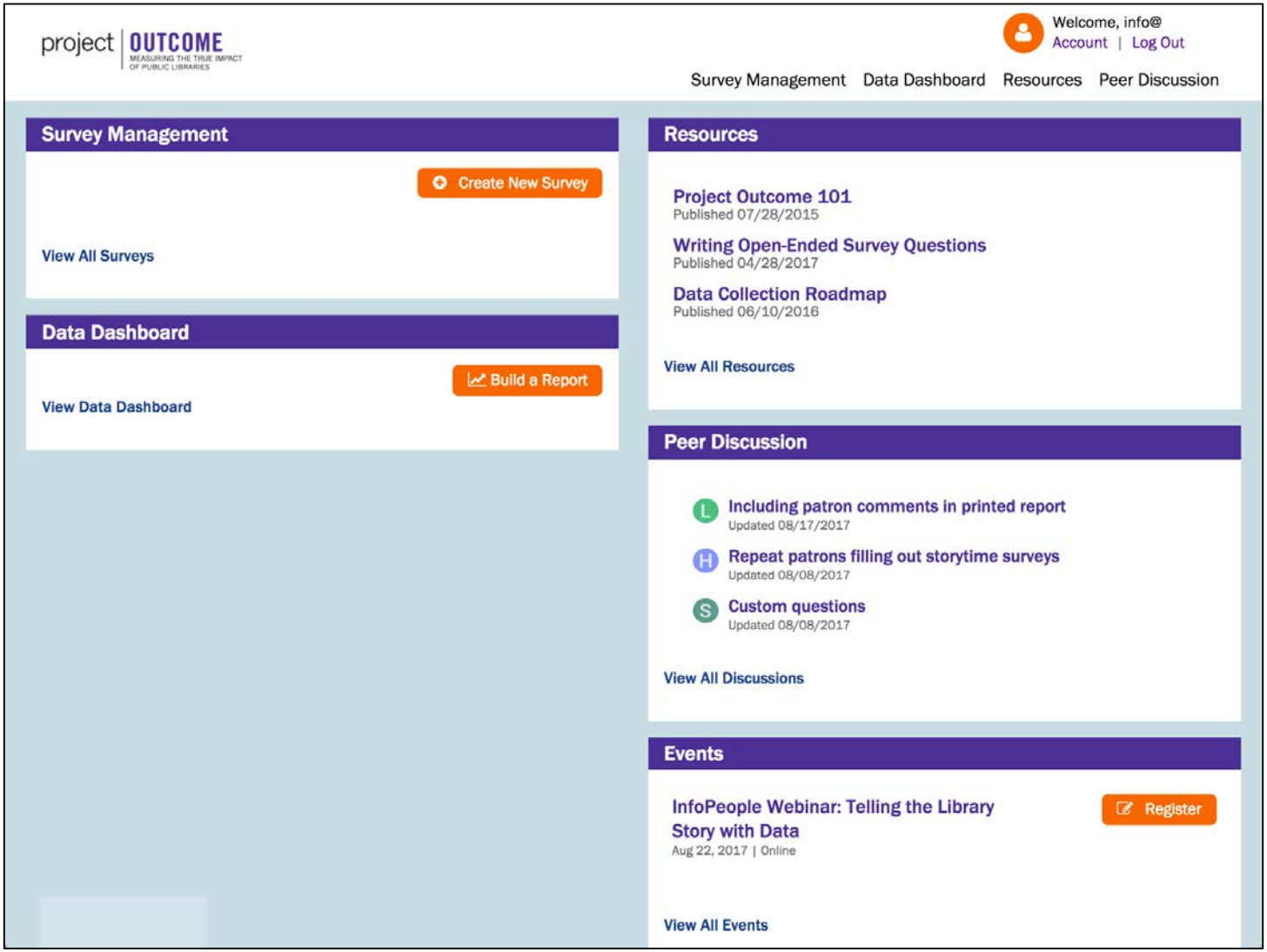
About Project Outcome



Poll:
Do you consider yourself as being "new" to Project Outcome?

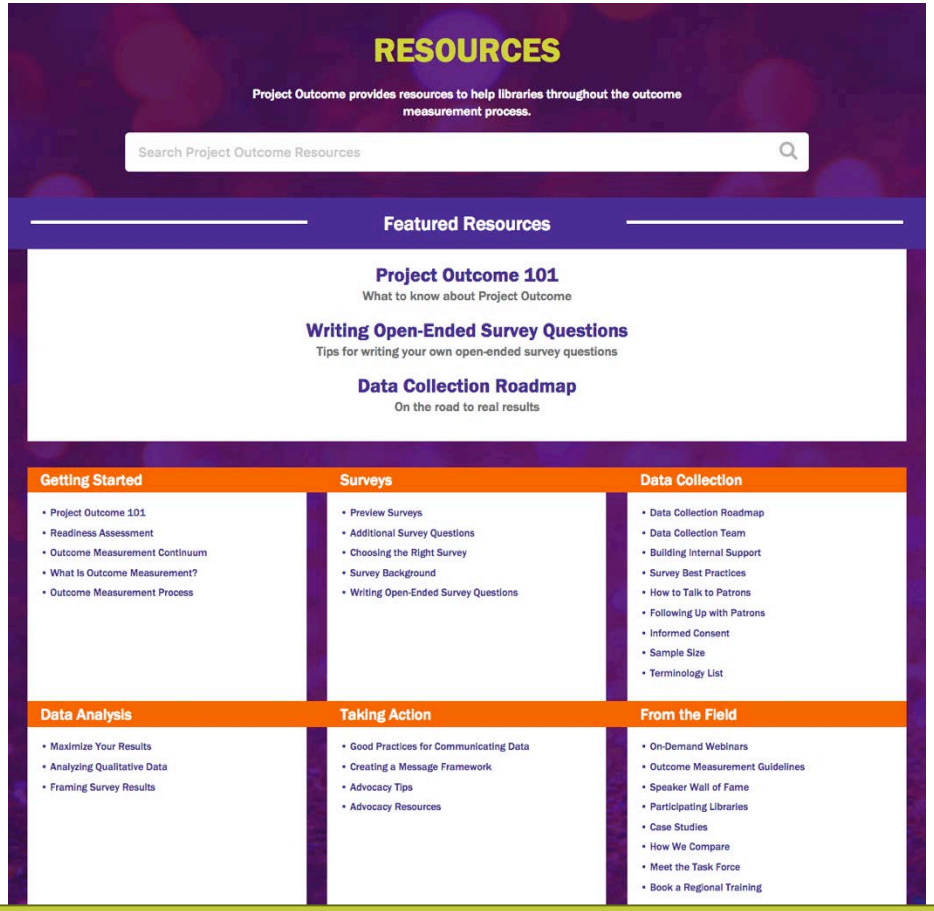
If yes – click "Raise Hand" icon

Project Outcome Tools



Free Project Outcome Training Resources

- Getting Started
- Surveys
- Data Collection
- Data Analysis
- Taking Action
- From the Field



Webinar Archives
How to Successfully Roll Out Project Outcome in Your Library

Four Key Outcomes

Knowledge

Confidence

Skill/Application

Awareness

Surveys for 7 Service Areas

EARLY CHILDHOOD LITERACY

EDUCATION/LIFELONG LEARNING

SUMMER READING

DIGITAL LEARNING

JOB SKILLS

CIVIC/COMMUNITY ENGAGEMENT

ECONOMIC DEVELOPMENT

ONE SYSTEM, SINGLE PROGRAM

Survey Results and Community Implications

Report Information
Topic: Education and Lifelong Learning
Program(s): Air Plants
Date Range: February – April 2016

Purpose
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit ut aliquip allum.

Overview

Learning is a lifelong process. Public libraries provide an inclusive learning environment where community members can develop skills

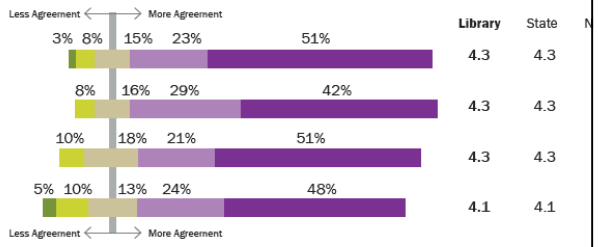
Results

A total of **479** survey responses were collected. Patrons surveyed who either **agreed or strongly agreed** that they benefitted from the service or prog
are detailed below:

- **91%** learned something that was helpful
- **77%** intended to apply what they learned
- **87%** felt more confident about what they learned
- **77%** were more aware of applicable resources an services provided by the library

The full results of the survey(s) are shown below.

AVERAGES: Ranges from 1.0-5.0 SCORING: Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly A



	Library	State
Knowledge	4.3	4.3
Confidence	4.3	4.3
New Skills/Application	4.3	4.3
Awareness of Resources	4.1	4.1

project OUTCOME
MEASURING THE TRUE IMPACT OF PUBLIC LIBRARIES

Welcome, Surveys & Resources About News Contact

Overview Matrix Detail Map Library Info

Public Library

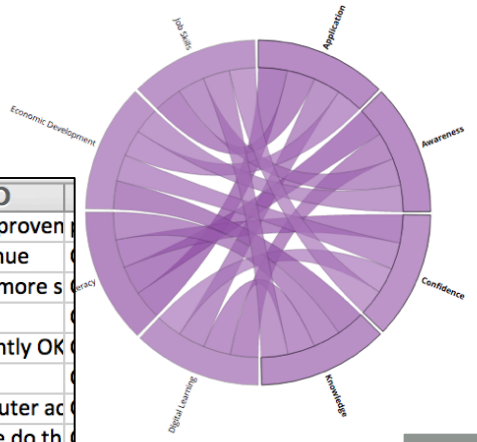
SORT BY: SCORE SURVEY TOPIC FILTER BY: PROG. NAME DATE

SCORING
5.0
Strongly Agree
Strongly Disagree
1.0

AVERAGE SCORE MATRIX

	Digital Learning	Early Childhood Literacy	Economic Development	Job Skills
	4.3	4.6	4.3	4.3
Knowledge	4.4			
Confidence	4.3			
Application	4.5			
Awareness	4.5			

Service or Survey Topic by Area of Greatest Impact



Move your mouse around the chord diagram to visualize the relationships between Survey Topic and Outcome by Average Score.

The color of each chord represents the overall strength of each pairing, while the thickness of the chord at each end is based on the score of that particular Survey Topic or Outcome.

Look for skewed chords to identify pairs potentially worth further investigation (thick on one end and thin on the other). These uneven chords represent pairs where one side scored significantly different than the other.

J	K	L	M	N	O
knowledge	confident	uselearn	aware	likedmost	forimproven
Agree	Agree	Agree	Agree	introductory/re	continue
Strongly agree	Agree	Agree	Strongly agree	willingness to ar	have more s
Agree	Agree	Agree	Strongly agree	NA	NA
Agree	Agree	Agree	Strongly agree	presenter's kno	currently OK
Neither agree n	Neither agree n	Neither agree n	Agree	NA	NA
Strongly agree	Strongly agree	Strongly agree	Strongly agree	computer acces	computer ac
Disagree	Neither agree n	Agree	Agree	the presenter	let me do th
Strongly agree	Strongly agree	Strongly agree	Agree	NA	NA
Agree	Agree	Agree	Agree	just need more	they are doi
Neither agree n	Neither agree n	Neither agree n	Neither agree n	NA	NA

Dummy Data

Digital Learning Survey Stats

- 110 libraries with DL Surveys
- 1,070 DL Surveys created by libraries to date
  - Immediate: 1,006
  - Follow-Up: 64
- 6,731 DL Surveys responded to by patrons to date

DIGITAL LEARNING

Poll:
Have you used Project Outcome to measure digital literacy programs & services?

If yes – click “Raise Hand” icon

Digital Learning Survey Stats

Programs measured include:

- Adobe classes (Photoshop, Dreamweaver, Illustrator)
- Microsoft classes (Excel, Word, PowerPoint, Access)
- Computer/Internet basics
- Coding club
- American Job Center/Workforce Alliance classes

Services measured include:

- 3D printing
- Ask the computer guys
- Book a tech trainer
- Device advice
- Digitize all things

DIGITAL LEARNING

Providing Digital Literacy Training with DigitalLearn.org

DIGITALLEARN.ORG

Scott G. Allen, MS
Deputy Director
Public Library Association

Digital Literacy Training in Libraries

69%

of the US has poor, terrible or nonexistent computer skills

78%

say libraries should definitely offer digital literacy programs

65%

government leaders say advancing digital literacy is important

90%

libraries offer digital literacy training

http://lifehacker.com/this-chart-shows-how-computer-literate-most-people-are-1789761598
http://www.pewinternet.org/2015/09/15/libraries-at-the-crossroads/

https://icma.org/documents/local-libraries-advancing-community-goals-2016
http://www.ala.org/news/sites/ala.org.news/files/content/Broadband_11-08-16_0.pdf

Tools for Training

GCF LearnFree.org®

YouTube

learn my way

Learn it. Know it. Show it.
NORTHSTAR
BASIC COMPUTER SKILLS CERTIFICATE

TechBoomers™

DIGITALLEARN.ORG

Microsoft Digital Literacy

Learn essential skills with the Digital Literacy Curriculum.

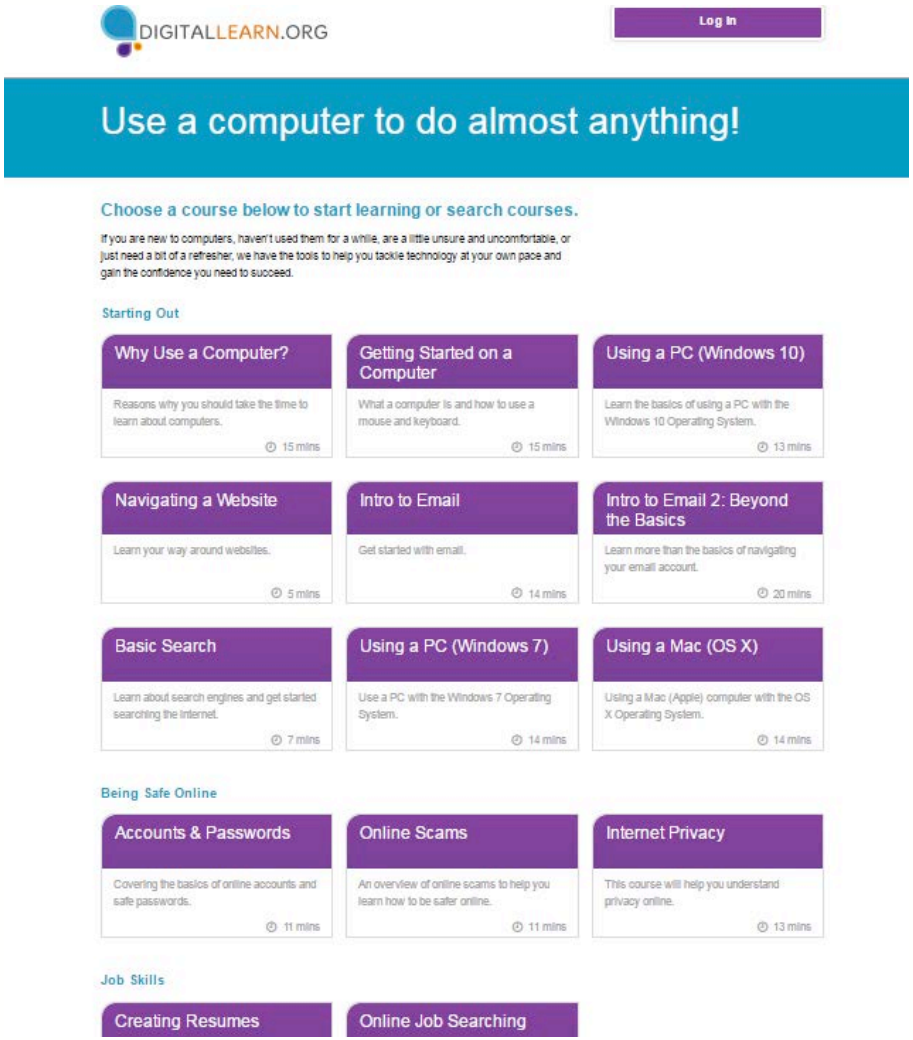
Partners Bridging the Digital Divide

lynda.com®

GAIL'S toolkit.com

wikiHow

What is DigitalLearn?



- 19 modules
- 6-22 minutes long
- English and Spanish
- Video with narration
- PDF Transcripts

English | Español

Help Learners

DIGITALLEARN.ORG

Log In

Why Use a Computer?

Courses >> Why Use a Computer?

3 Activities
15 Minutes
+ Beginner

Start Course

Contributed by Mary Beth Faccioli, Kixal
Topics: Core

Do you ever wonder why you should take the time and effort to learn to use a computer? If you are new to using computers you may think that it is too hard, too expensive, or not for people like you. You are not alone. Take this course to learn why using a computer can be worth the time and effort, and to take a closer look at what steps you can take to learn computers one skill at a time.

Activities in This Course

1 Computers Are Not for Me — 06:00

2 I'm Overwhelmed! — 05:00

3 How to Stay Safe — 04:00

Click here for a text copy of the course.

- Why_Use_a_Computer_ALL.pdf
- Why_Use_a_Computer_1.pdf
- Why_Use_a_Computer_2.pdf
- Why_Use_a_Computer_3.pdf

Additional Resources

- Why_Use_a_Computer_Worksh...

1. Las computadoras no son para mí

06:00

Curso: ¿Por qué utilizar una computadora?

33% Avance

Pasar a la siguiente actividad >>

¿Por qué utilizar una computadora?

3 Actividades 15 mins

Da click aquí para abrir la version de texto del curso.

¿Por_qué_utilizar_un_ordenador_ALL.pdf

How Can Libraries Use DL?

- Educate library staff to refer learners
- Promote to learners
  - Link on library computers, website
  - Post flyers
- Use in classroom teaching
- Promote to community partners
- Build a custom site

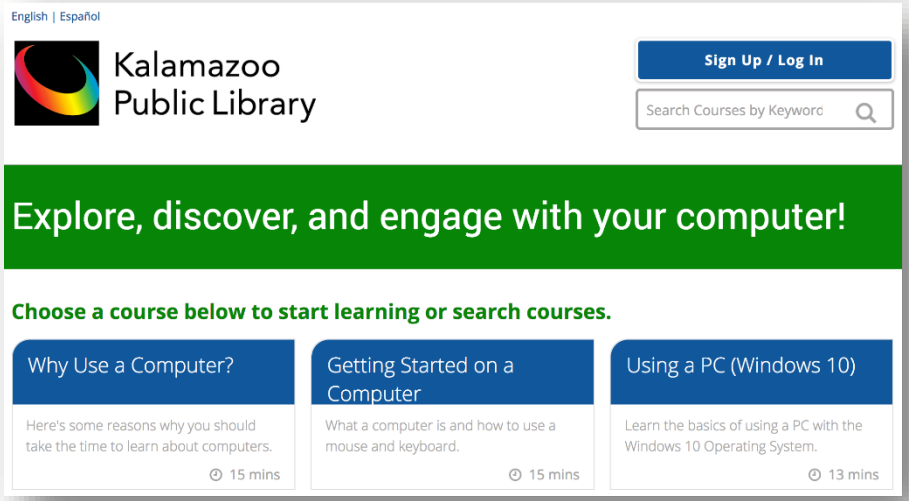
Your library here

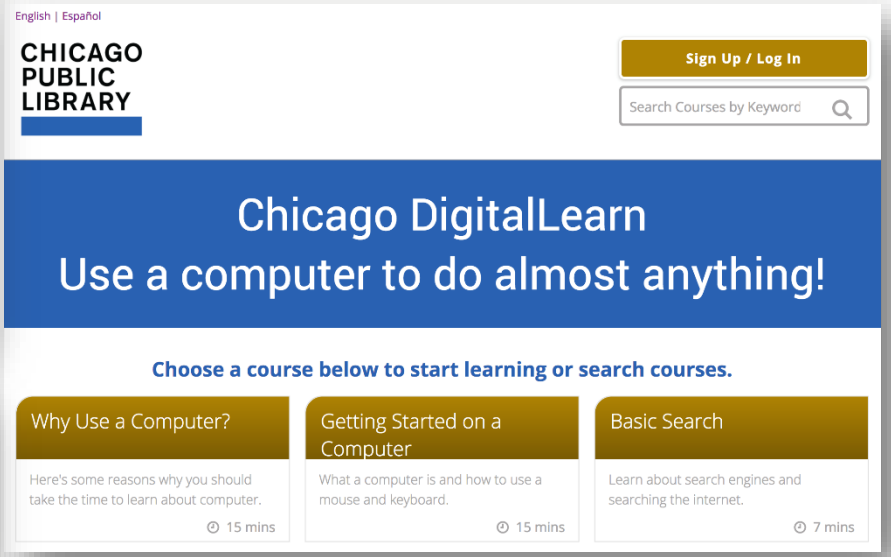
PLA has template flyers you can customize

DigitalLearn Accomplishments

- 1.5 million page views, 186,000 visitors, 50,000 course completions
- 2-4 new courses annually
- Spanish translation
- Educator support
- Classroom tools (templates for slides, handouts and exercises)
- Customized sites

Customized DigitalLearn.org Sites





Online Job Searching

Courses >> Online Job Searching

Use my skills now! (click each link below)

Now that you know how to search for jobs online, **check out local job listings** on the following websites:

1. Illinois workNet Job Finder - Search by keyword and location.
2. 1000 Jobs - Search manufacturing jobs.
3. Government Jobs - Search opportunities by salary and more.

Local support centers

Find local centers to help you look and apply for jobs at the Chicago Cook Workforce Partnerships.

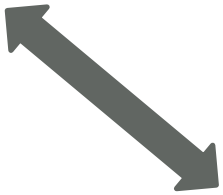
Or visit the Disability Works website for more guidance on your job search.

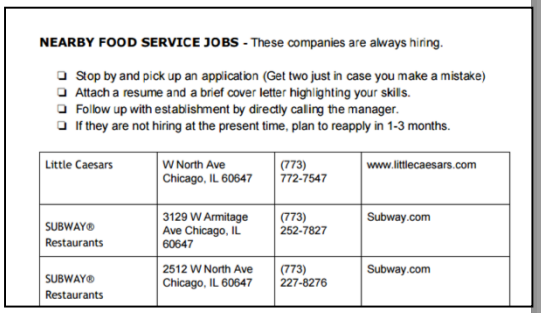
Other online job-search sites

Indeed.com - One of the most popular job-search sites. You can search by city, state, or zip code and narrow the results down by salary, job type, title, and other filters. If you create an account, you ca save your searches for later use.

Additional Resources

- Center_Working_Families_map.pdf
- Job_Search_Organizer.pdf
- Nearby_Food_Service_Jobs.pdf



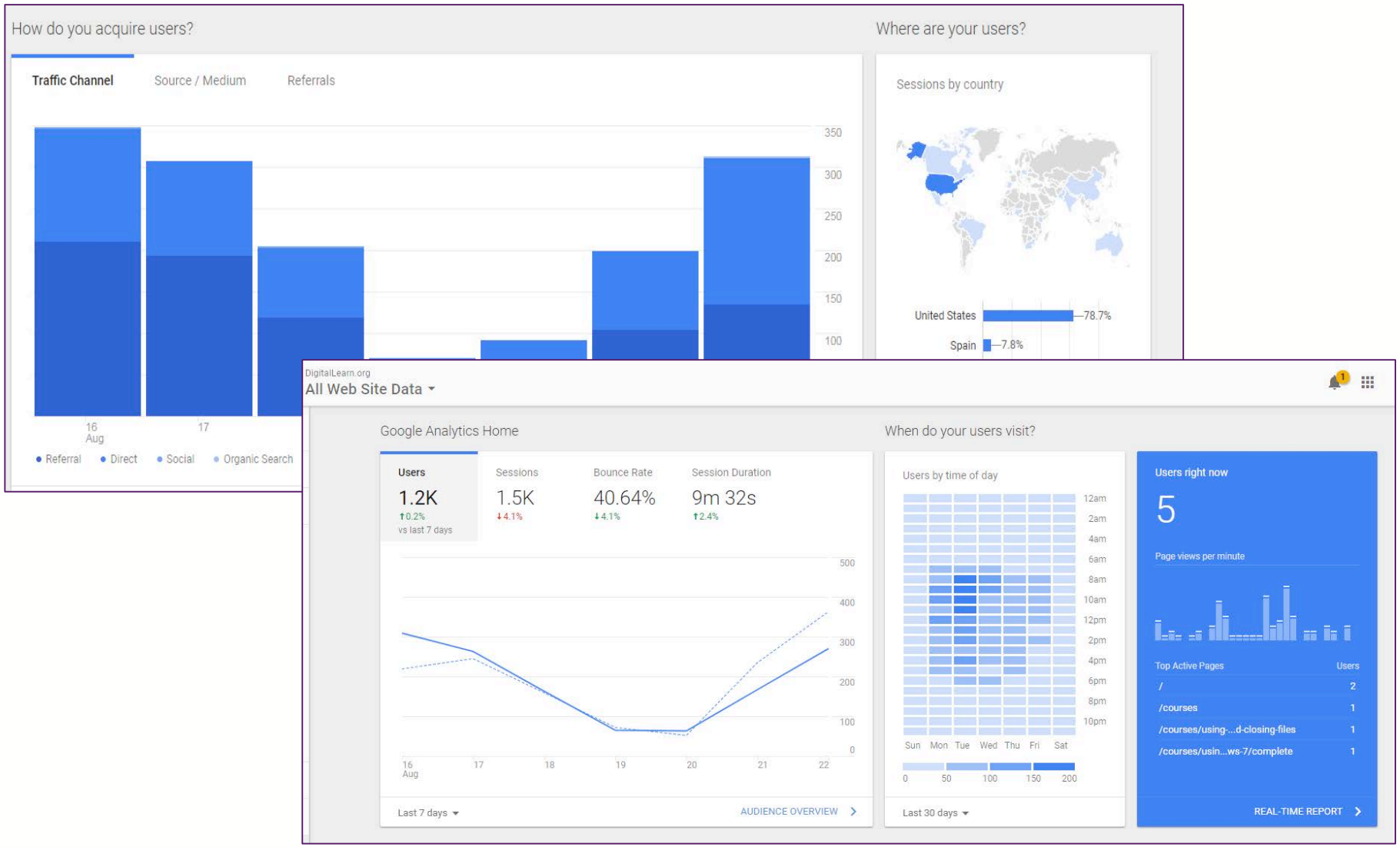


NEARBY FOOD SERVICE JOBS - These companies are always hiring.

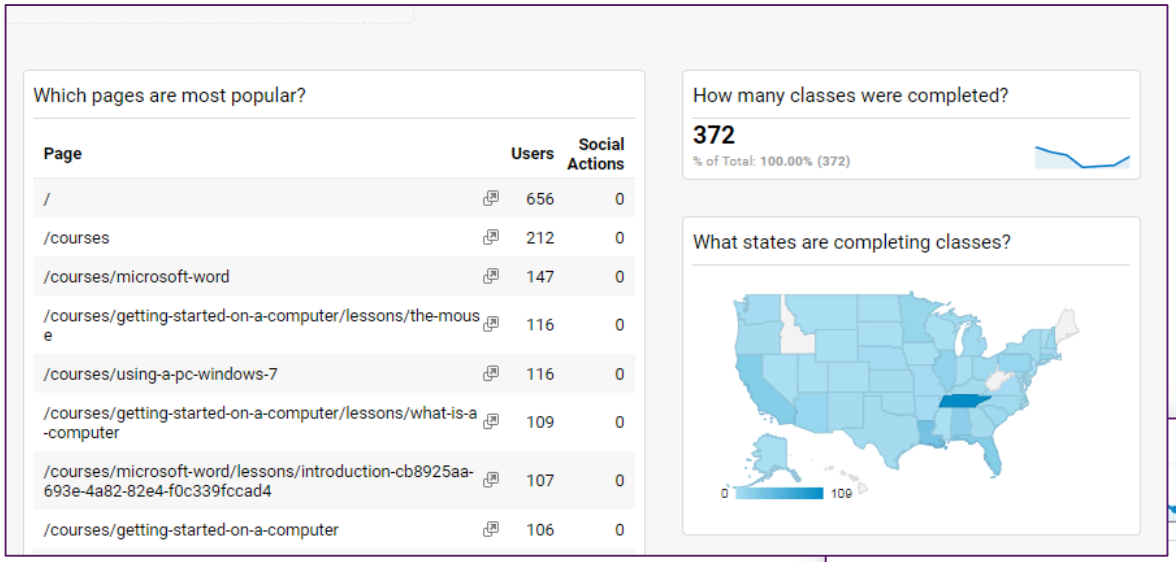
- ❑ Stop by and pick up an application (Get two just in case you make a mistake)
- ❑ Attach a resume and a brief cover letter highlighting your skills.
- ❑ Follow up with establishment by directly calling the manager.
- ❑ If they are not hiring at the present time, plan to reapply in 1-3 months.

Little Caesars	W North Ave Chicago, IL 60647	(773) 772-7547	www.littlecaesars.com
SUBWAY® Restaurants	3129 W Armitage Ave Chicago, IL 60647	(773) 252-7827	Subway.com
SUBWAY® Restaurants	2512 W North Ave Chicago, IL 60647	(773) 227-8276	Subway.com

Analytics


How do you acquire users?
Traffic Channel
Source / Medium
Referrals
350
300
250
200
150
100
16 Aug
17
Referral
Direct
Social
Organic Search
Where are your users?
Sessions by country
United States
78.7%
Spain
7.8%
DigitalLearn.org
All Web Site Data
Google Analytics Home
Users
1.2K
↑0.2%
vs last 7 days
Sessions
1.5K
↓4.1%
Bounce Rate
40.64%
↓4.1%
Session Duration
9m 32s
↑2.4%
500
400
300
200
100
0
16 Aug
17
18
19
20
21
22
Last 7 days
AUDIENCE OVERVIEW
When do your users visit?
Users by time of day
12am
2am
4am
6am
8am
10am
12pm
2pm
4pm
6pm
8pm
10pm
Sun
Mon
Tue
Wed
Thu
Fri
Sat
0
50
100
150
200
Last 30 days
Users right now
5
Page views per minute
Top Active Pages
Users
/
2
/courses
1
/courses/using-...d-closing-files
1
/courses/usin...ws-7/complete
1
REAL-TIME REPORT

Analytics



Which pages are most popular?

Page	Users	Social Actions
/	656	0
/courses	212	0
/courses/microsoft-word	147	0
/courses/getting-started-on-a-computer/lessons/the-mouse	116	0
/courses/using-a-pc-windows-7	116	0
/courses/getting-started-on-a-computer/lessons/what-is-a-computer	109	0
/courses/microsoft-word/lessons/introduction-cb8925aa-693e-4a82-82e4-f0c339fccad4	107	0
/courses/getting-started-on-a-computer	106	0

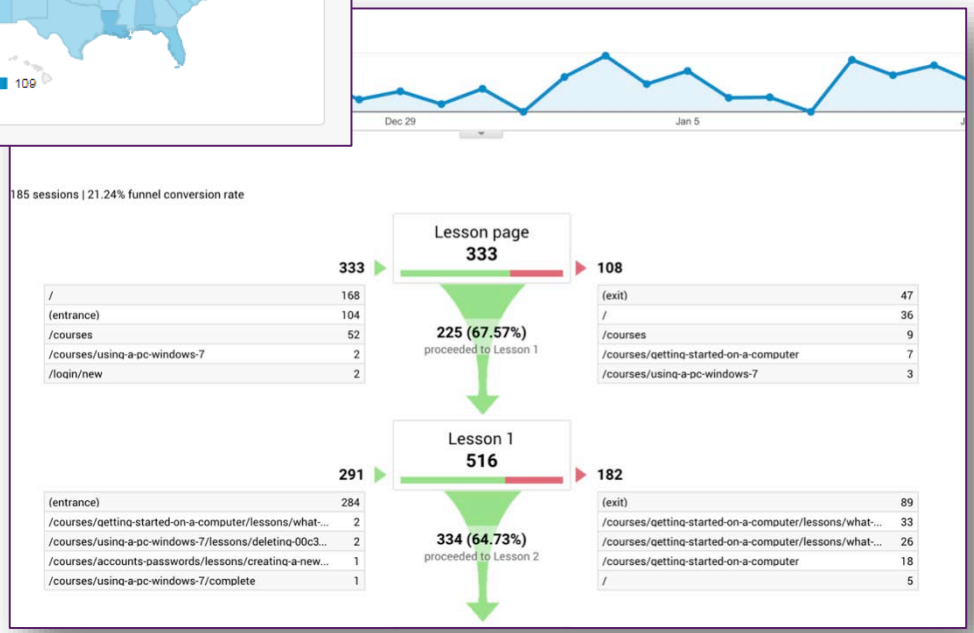
How many classes were completed?

372

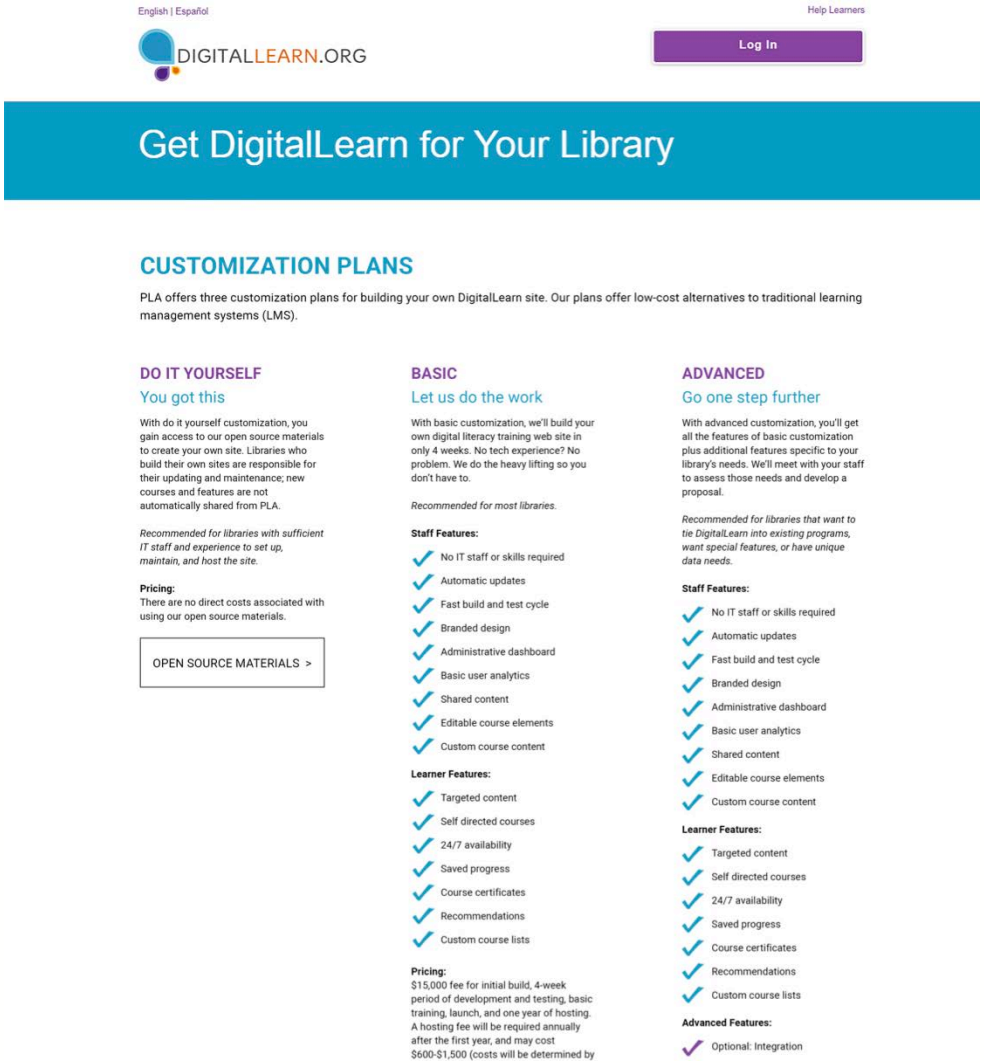
% of Total: 100.00% (372)

What states are completing classes?

0 109



For More Information


English | Español

Help Learners

DIGITALLEARN.ORG

Log In

Get DigitalLearn for Your Library

CUSTOMIZATION PLANS

PLA offers three customization plans for building your own DigitalLearn site. Our plans offer low-cost alternatives to traditional learning management systems (LMS).

DO IT YOURSELF

You got this

With do it yourself customization, you gain access to our open source materials to create your own site. Libraries who build their own sites are responsible for their updating and maintenance; new courses and features are not automatically shared from PLA.

Recommended for libraries with sufficient IT staff and experience to set up, maintain, and host the site.

Pricing:
There are no direct costs associated with using our open source materials.

OPEN SOURCE MATERIALS >

BASIC

Let us do the work

With basic customization, we'll build your own digital literacy training web site in only 4 weeks. No tech experience? No problem. We do the heavy lifting so you don't have to.

Recommended for most libraries.

Staff Features:

- No IT staff or skills required
- Automatic updates
- Fast build and test cycle
- Branded design
- Administrative dashboard
- Basic user analytics
- Shared content
- Editable course elements
- Custom course content

Learner Features:

- Targeted content
- Self directed courses
- 24/7 availability
- Saved progress
- Course certificates
- Recommendations
- Custom course lists

Pricing:
$15,000 fee for initial build, 4-week period of development and testing, basic training, launch, and one year of hosting. A hosting fee will be required annually after the first year, and may cost $600-$1,500 (costs will be determined by

ADVANCED

Go one step further

With advanced customization, you'll get all the features of basic customization plus additional features specific to your library's needs. We'll meet with your staff to assess those needs and develop a proposal.

Recommended for libraries that want to tie DigitalLearn into existing programs, want special features, or have unique data needs.

Staff Features:

- No IT staff or skills required
- Automatic updates
- Fast build and test cycle
- Branded design
- Administrative dashboard
- Basic user analytics
- Shared content
- Editable course elements
- Custom course content

Learner Features:

- Targeted content
- Self directed courses
- 24/7 availability
- Saved progress
- Course certificates
- Recommendations
- Custom course lists

Advanced Features:

- Optional: Integration

Do It Yourself
(no cost, using open source files with library building and hosting)

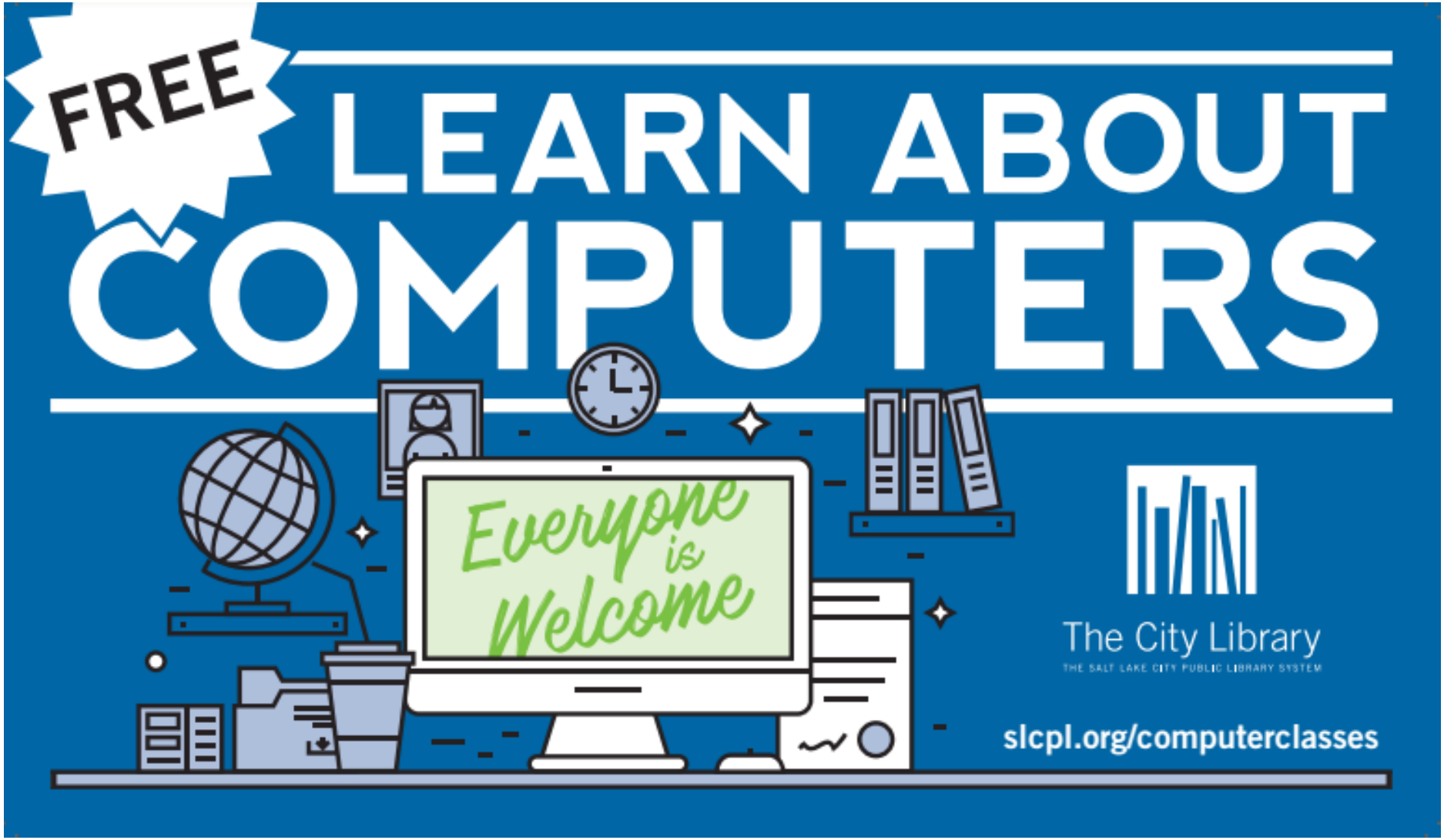
Through PLA
(4-week process, $15,000 fee, PLA hosts and updates)

From the Field:
Salt Lake City Public Library

The City Library

THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

Shauna Edson, Digital Inclusion Librarian
Tommy Hamby, Adult Services Coordinator
Salt Lake City Public Library


FREE
LEARN ABOUT
COMPUTERS
Everyone is Welcome
The City Library
THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM
slcpl.org/computerclasses

Tech Assistance: Impact on Library Staff

- Duration of sessions
  - 62% of sessions lasted 15-30 minutes
  - 20% of sessions lasted 31-45 minutes

- Time of day
  - 44% between 12:00-3:00pm
  - 35% between 3:00-6:00pm

What help did patrons request?

31% Help with printing and file management

24% Help patron with Library database and/or downloadables

21% Help with online job search and/or resume

18% Help patron with own device

17% Help set up and/or sign in to email

Other Requested Tech Assistance

Additional patron requests for tech assistance:

- Accessibility
- Online government, civic, and social services
- Using the Internet
- Education
- Language barriers

Tools: One-On-One Tech Assistance

- Library database
- DigitalLearn.org
- Online typing games
- Online mouse games
- YouTube videos
- Northstar Assessments

Assessment: One-On-One Tech Assistance

Staff Based Reporting:

- Google Forms, observation, interviews

Patron Based Reporting:

- Paper surveys
  - Language barriers
  - Awkward and confusing
  - Resistance from staff and patrons

Assessment: One-on-one Tech Assistance

What we plan to do differently:

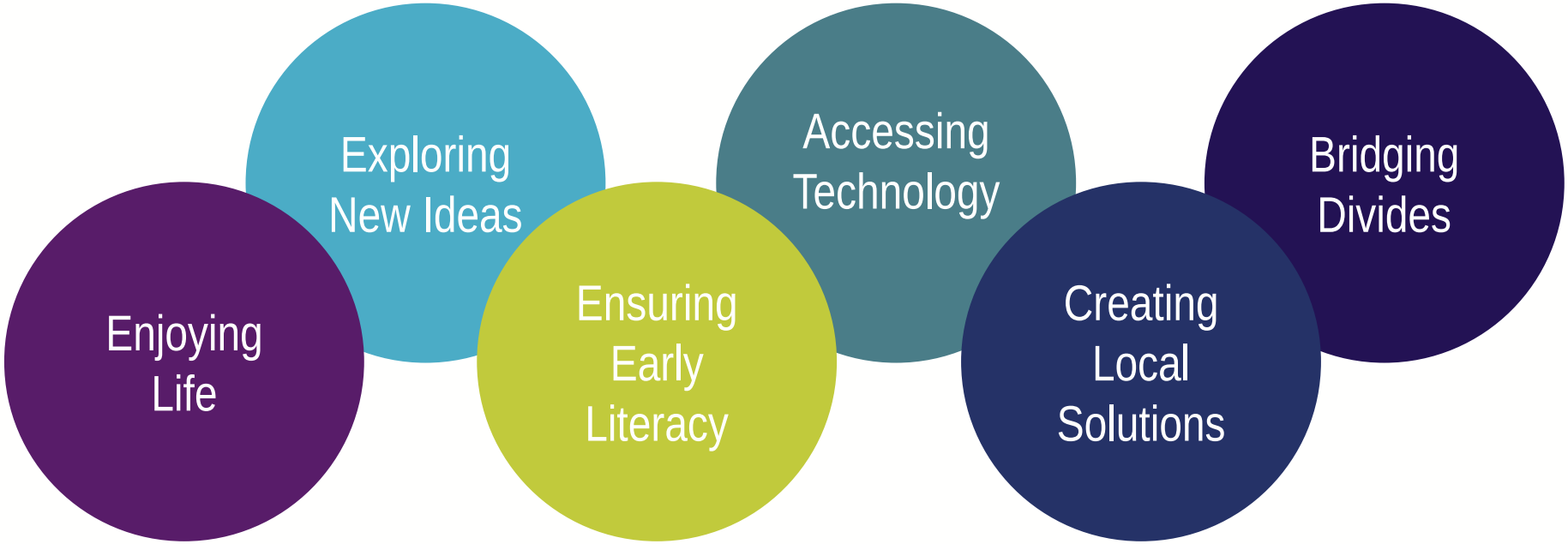
- Simplify language
- Use technology
- Multiple choice answers
- Incorporate Project Outcome

Salt Lake City Public Library

Salt Lake City Public Library Strategic Plan

Adopted in 2009:

The City Library has chosen six community outcomes to provide a focus for developing services, collections and programs.



Salt Lake City Public Library Strategic Plan

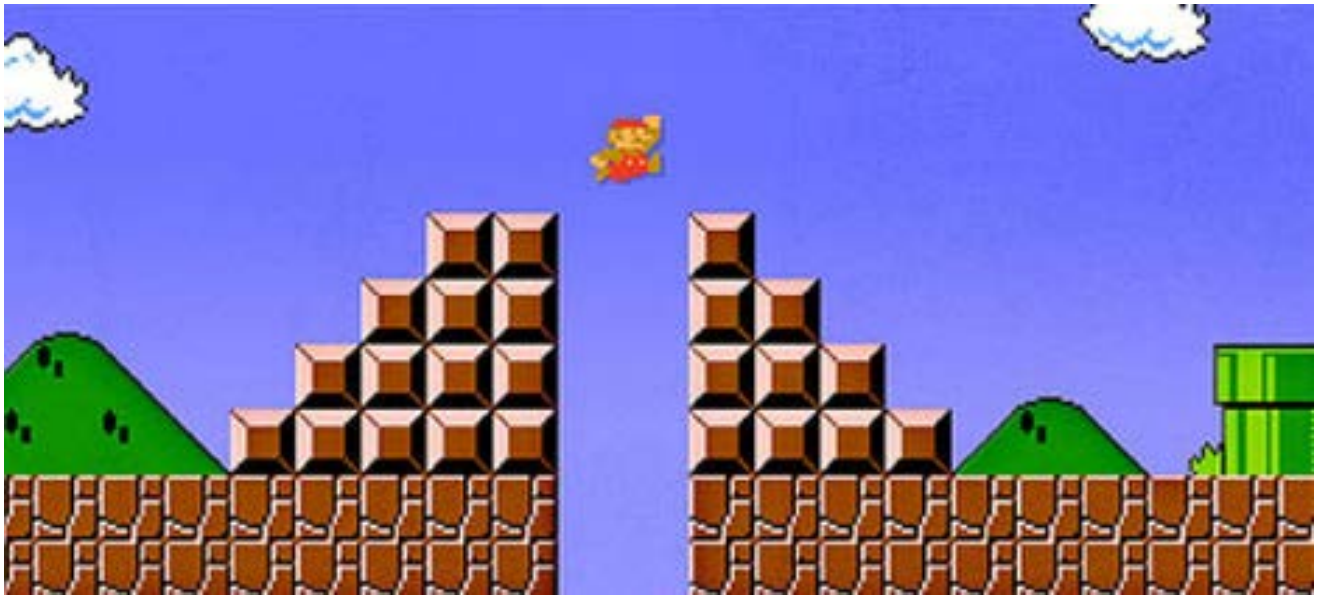
Strengths

- Visionary
- Community-focused
- Ambitious
- Mission-driven

Salt Lake City Public Library Strategic Plan

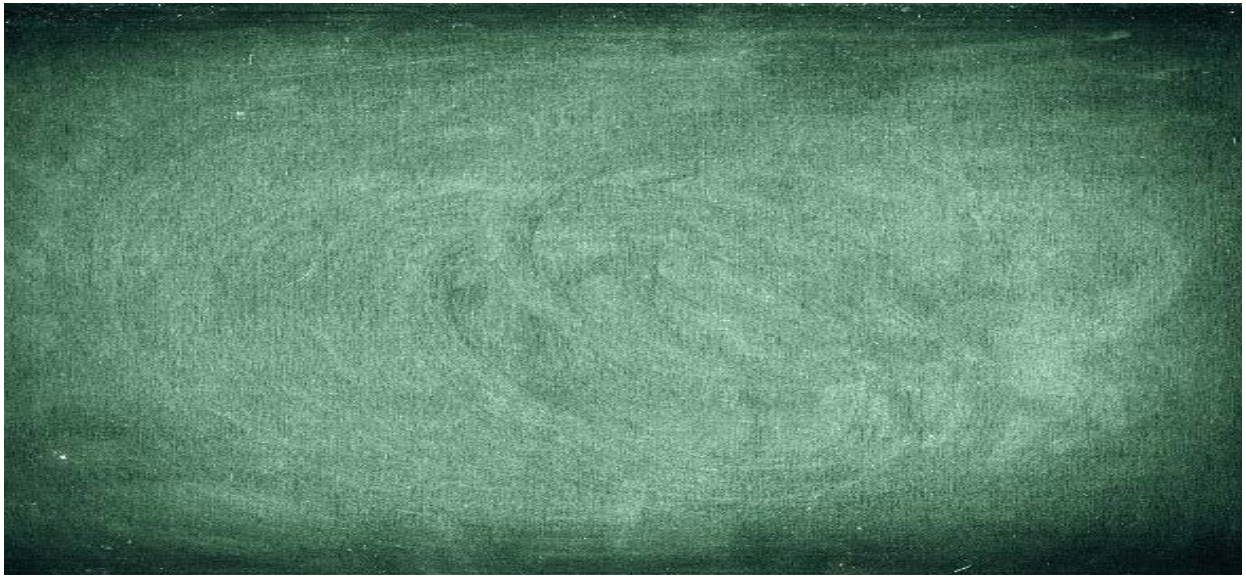
Pitfalls

- Understanding outputs vs. outcomes
- No outcome-based measurement tool
- Lacked buy-in



Lessons Learned

- Organizational change is a long process
- Buy-in is crucial
- Vision is important and so are the processes
  - Project management
- Experimentation is valuable and must be measured



Project Outcome Implementation Plan

- SCs tasked by ELT to develop plan
- Project team established - includes staff trainer and communications staff
- Develop stakeholder register
- Develop project charter

Contact Us

Shauna Edson

sedson@slcpl.org

Tommy Hamby

thamby@slcpl.org

The City Library

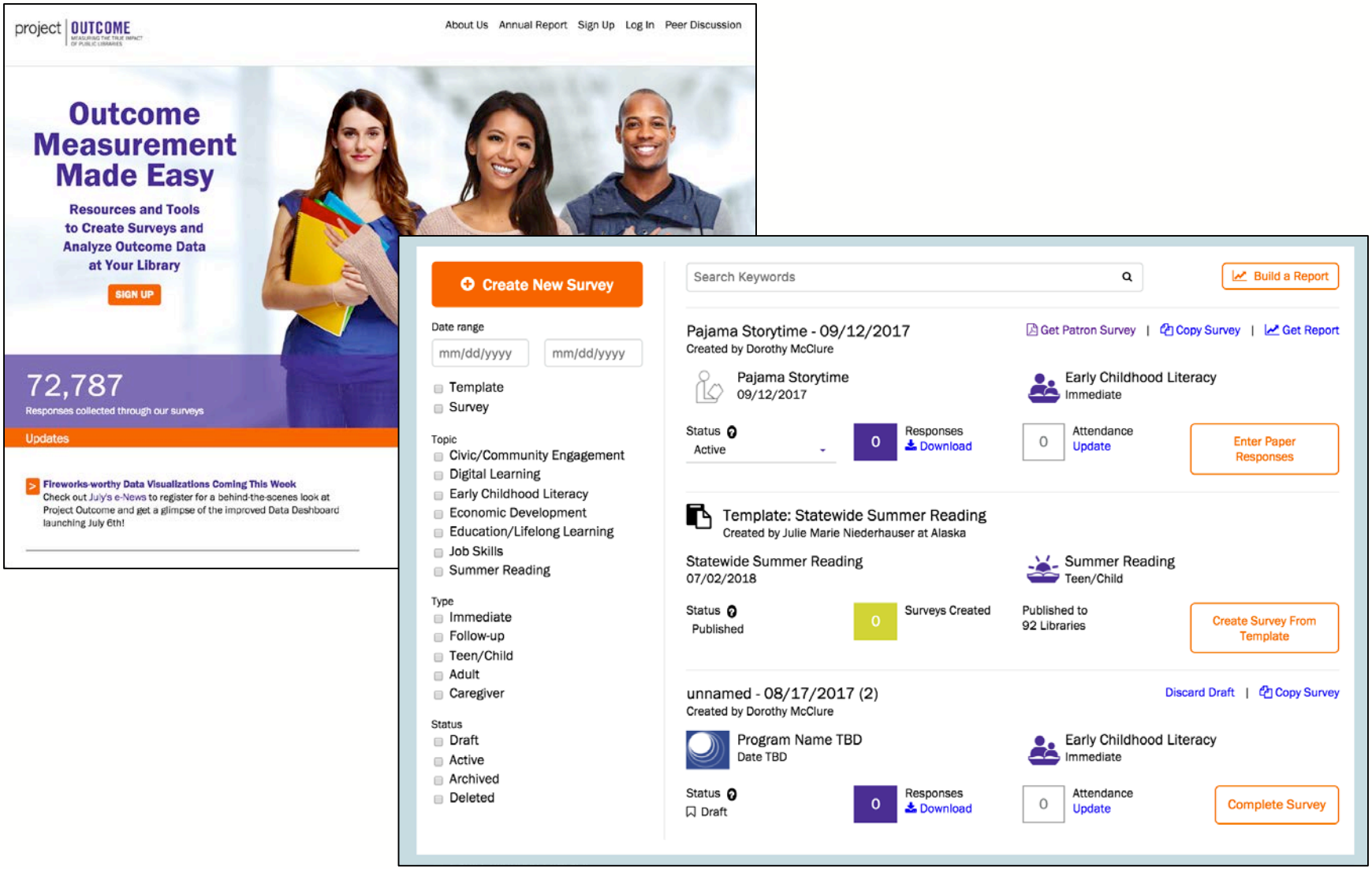
THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

Measuring the Outcomes of Digital Literacy Services

project | OUTCOME
MEASURING THE TRUE IMPACT OF PUBLIC LIBRARIES

Crystal Schimpf
Trainer & Facilitator
Project Outcome

Project Outcome Survey Tool



Digital Learning Surveys

Immediate

Please take a few minutes for this brief survey and let us know if, as a result of participating in the Digital Learning program...

1. **You feel more knowledgeable about using digital resources**

   Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | N/A

2. **You feel more confident when using digital resources**

   Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | N/A

3. **You intend to apply what you just learned**

   Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | N/A

4. **You are more aware of applicable resources and services provided by the library**

   Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | N/A

5. **What did you like most about the program?**

6. **What could the library do to improve your learning?**

Follow-Up

Please take a few minutes to fill out this brief survey. As a result of participating in the Digital Learning program...

1. **...I completed a task I could not do or could not do as well before.**
   - ○ Yes
   - ○ No
   - ○ N/A

   Please Explain:

2. **...I used the digital skill(s) I learned to do something new or different.**
   - ○ Yes
   - ○ No
   - ○ N/A

   Please Explain:

3. **As a result of participating in this program/service, I checked out a book, attended another program, or used another library service or resource.**
   - ○ Yes
   - ○ No
   - ○ N/A

   Please Explain:

4. **What did you like most about this program or service?**

5. **What could the library do to help you continue to learn more?**

Digital Learning Outcomes

- Knowledge
- Confidence
- Skill/Application
- Awareness

DIGITAL LEARNING

Digital Learning Immediate Survey

Likert Scale (Strongly Disagree to Strongly Agree):

- You feel more *knowledgeable* about using digital resources
- You feel more *confident* when using digital resources
- You intend to *apply* what you just learned
- You are more *aware* of applicable resources and services provided by the library

Open-Ended Response

- What did you like most about the program?
- What could the library do to improve your learning?

When to Administer Immediate Surveys

- At the end of a series of classes
- At the end of a single class
- As participants leave a drop-in help session
- After an individual appointment

Load online survey links to library computers/devices

Digital Learning Follow-Up Survey

Yes/No/Please Explain:

- I *completed* a task I could not do or could not do as well before.
- I *used* the digital skill(s) I learned to do something new or different.
- I *checked out* a book, *attended* another program, or *used* another library service or resource.

Open-Ended Response:

- What did you like most about this program or service?
- What could the library do to help you continue to learn more?

When to Administer Follow-Up Surveys

2-4 weeks after:

- A series of classes
- A single class
- A drop-in help session
- An individual appointment

Ask patrons for contact information and for permission to contact them at the time of the original training event.

Education/Lifelong Learning Immediate Survey

Likert Scale (Strongly Disagree to Strongly Agree):

- You *learned something new* that is helpful
- You *feel more confident* about what you just learned
- You *intend to apply* what you just learned
- You *are more aware* of applicable resources and services provided by the library

Open-Ended Response:

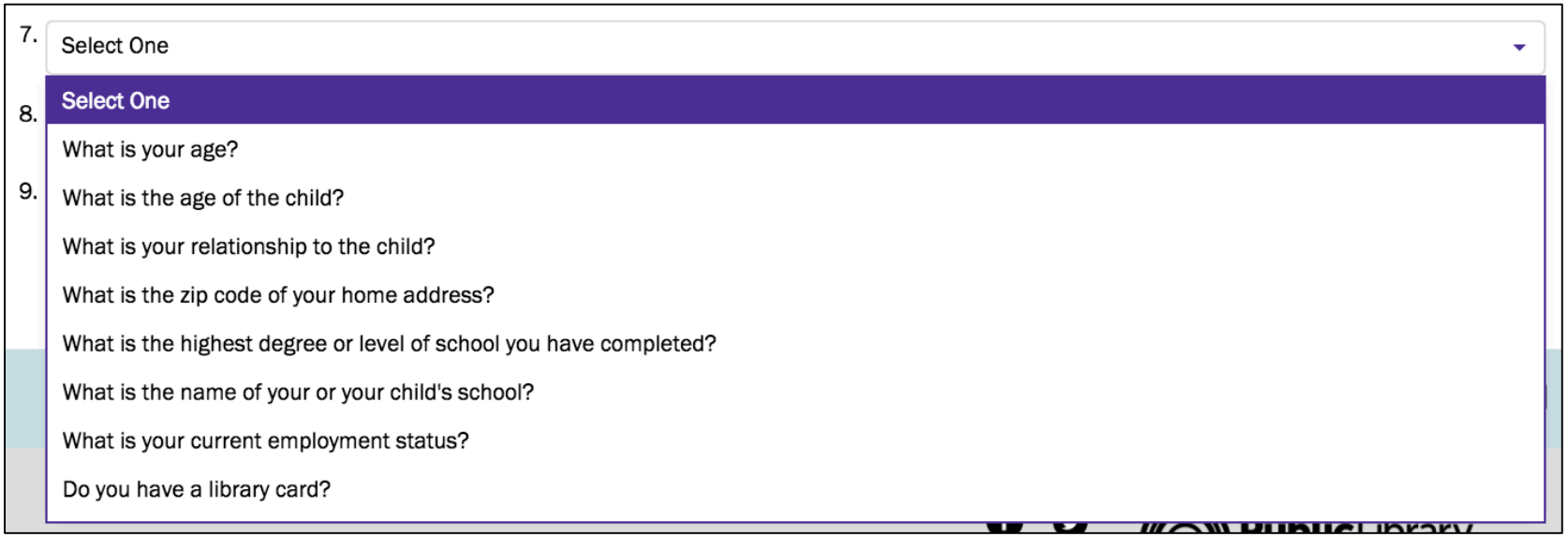
- What did you like most about the program?
- What could the library do to better assist you in learning more?

Standardized Survey Questions

- Each survey must be given in its entirety
- Survey questions cannot be edited

Integrating Additional Questions

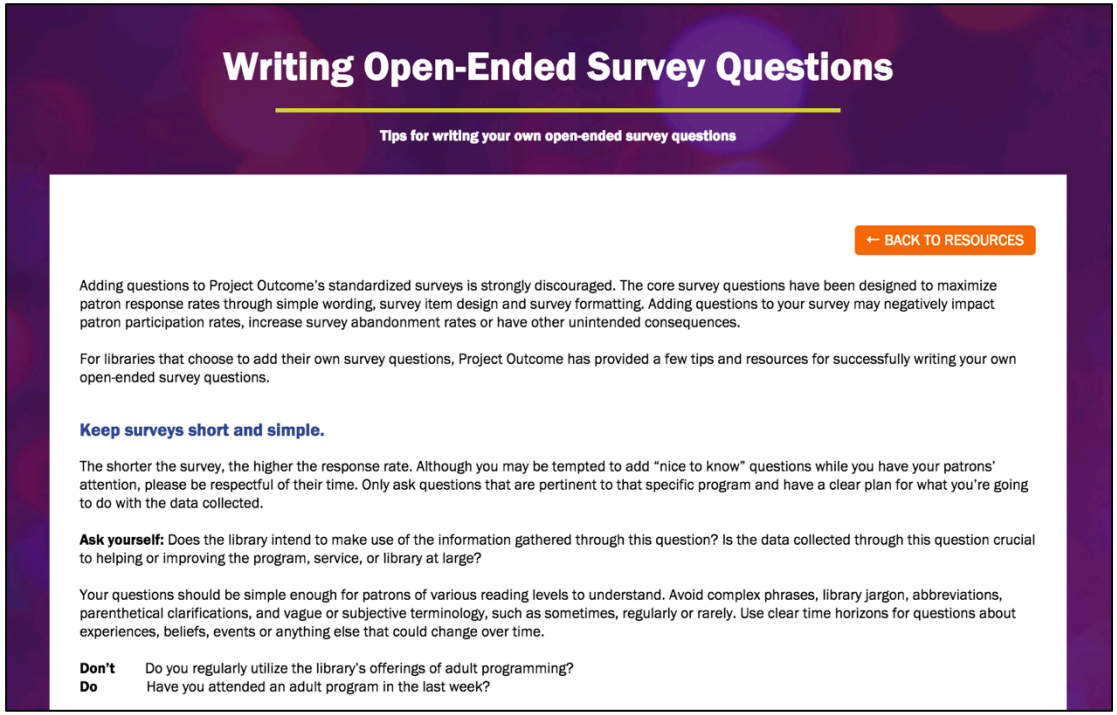
Pre-formatted common questions are available.



Writing Open-Ended Survey Questions

Follow guidelines provided by Project Outcome:

Example: Avoid leading questions.



Writing Open-Ended Survey Questions

Tips for writing your own open-ended survey questions

← BACK TO RESOURCES

Adding questions to Project Outcome's standardized surveys is strongly discouraged. The core survey questions have been designed to maximize patron response rates through simple wording, survey item design and survey formatting. Adding questions to your survey may negatively impact patron participation rates, increase survey abandonment rates or have other unintended consequences.

For libraries that choose to add their own survey questions, Project Outcome has provided a few tips and resources for successfully writing your own open-ended survey questions.

Keep surveys short and simple.

The shorter the survey, the higher the response rate. Although you may be tempted to add "nice to know" questions while you have your patrons' attention, please be respectful of their time. Only ask questions that are pertinent to that specific program and have a clear plan for what you're going to do with the data collected.

Ask yourself: Does the library intend to make use of the information gathered through this question? Is the data collected through this question crucial to helping or improving the program, service, or library at large?

Your questions should be simple enough for patrons of various reading levels to understand. Avoid complex phrases, library jargon, abbreviations, parenthetical clarifications, and vague or subjective terminology, such as sometimes, regularly or rarely. Use clear time horizons for questions about experiences, beliefs, events or anything else that could change over time.

Don't Do you regularly utilize the library's offerings of adult programming?
Do Have you attended an adult program in the last week?

PDF Summary Report

Public Library

Survey Results and Community Implications

Report Information

Topic: Digital Learning
Programs: See full list on page 2
Date Range: None

Overview

Wherever public libraries are working, possibility lives. People who work in public libraries know that library services op
opportunities for anyone who enters – putting people on the path to literacy, technological know-how, or a better job. Lit
evidence of t
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Public Lib

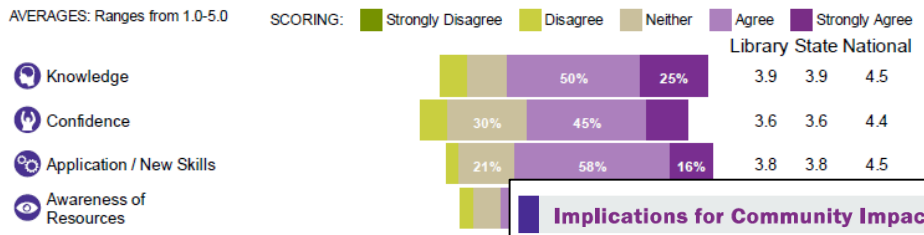
Public Library
and programs
which measu
beneficial use

Results

A total of 17 survey responses were collected. Of the percentage of patrons surveyed who either ag
they benefited from the service or program:

- **75%** felt more knowledgeable about using digital resources
- **74%** intend to apply what they learned
- **60%** felt more confident when using digital resources
- **85%** were more aware of applicable respources and services provided by the library

The full results of the survey(s) are shown below.



A total of 17 survey responses were collected across 3 surveys. The list of programs surveyed are shown in the table below.

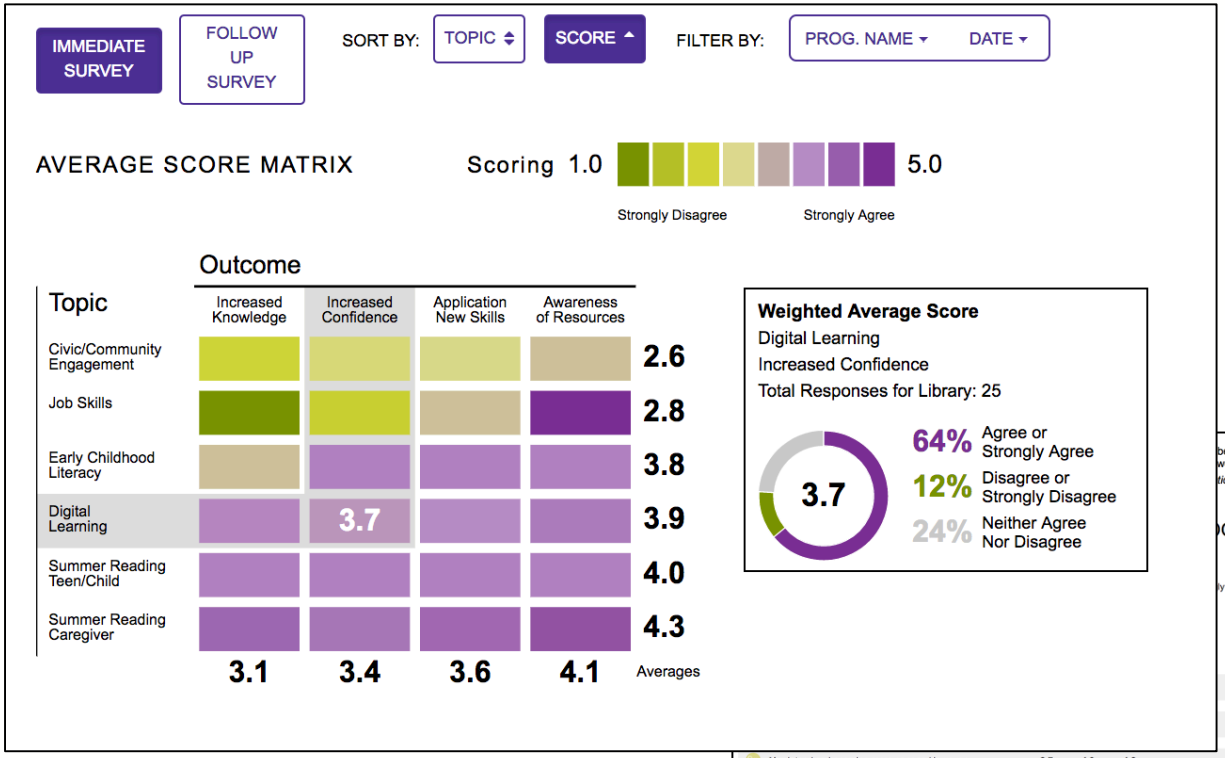
Program Name	Survey Name	Attendance	Response Rate
Computing in Practice Series - 3/23/2016	Computing in Practice Series - 03/23/2016	6	83.30%
Computing in Practice Series - 4/20/2016	Computing in Practice Series - 04/20/2016	9	66.70%
Computing in Practice Series - 4/27/2016	Computing in Practice Series - 04/27/2016	6	100.00%

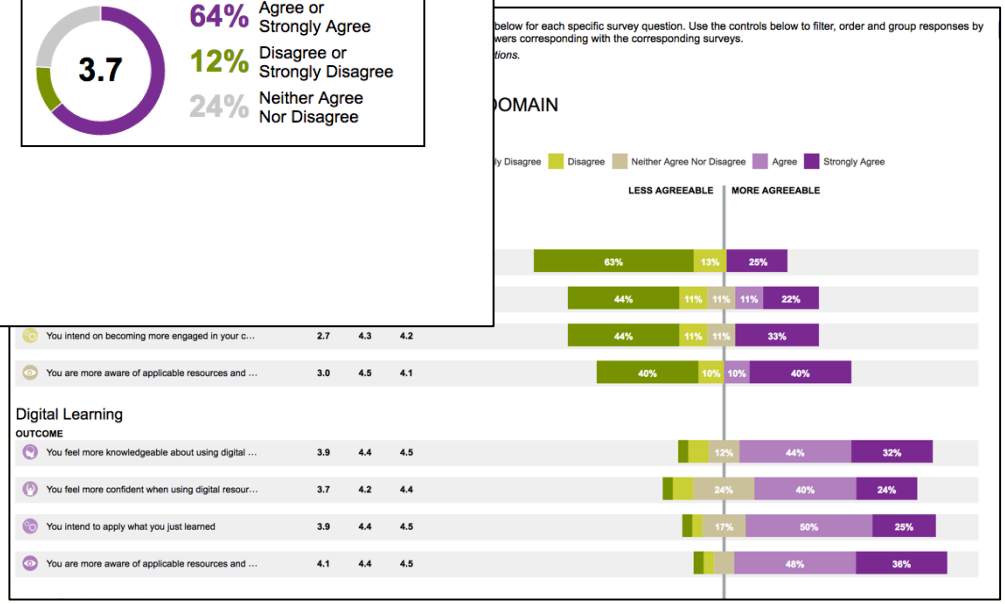
Implications for Community Impact

In our increasingly digital society, public libraries are more important than ever for connecting patrons with the information they need. As more and more essential public resources - like news, job listings, homework help, and health information - become available online, the ability to benefit from those resources increasingly requires access to computers and the Internet and the skills to use them. Digital learning consists of policies, programs, and actions developed to close the digital divide, promote digital literacy, and ensure digital equity and readiness. One way to look at digital learning is as an overarching approach to ensure that all members of a community are "digitally ready" - able to access, use, and understand digital technologies and content without cost, social, accessibility, or other barriers.

- As builders of digitally inclusive communities, public libraries are essential community links to the Internet, technology, and information - 98.7% of public libraries offer free access to WiFi, and 89.9% offer training in Internet-enabled services and resources.[ii]
- Nearly half (45%) of public library patrons used a library computer or wireless network - including people across a range of ages, incomes, and levels of experience with computers.[iii] In a 2012 survey, 77% of respondents said publicly available

Data Dashboard

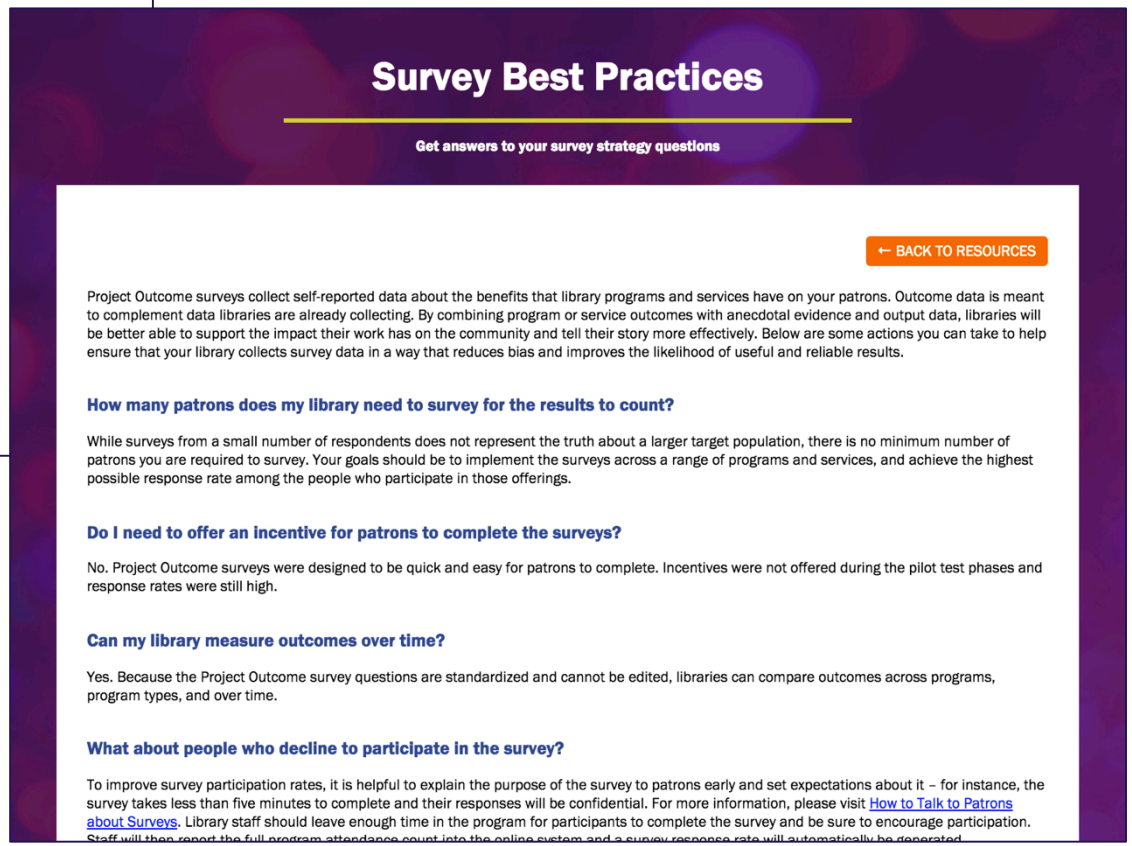




Training on Project Outcome Tools

Data Collection

- Data Collection Roadmap
- Data Collection Team
- Building Internal Support
- Survey Best Practices
- How to Talk to Patrons
- Following Up with Patrons
- Informed Consent
- Sample Size
- Terminology List



Survey Best Practices

Get answers to your survey strategy questions

← BACK TO RESOURCES

Project Outcome surveys collect self-reported data about the benefits that library programs and services have on your patrons. Outcome data is meant to complement data libraries are already collecting. By combining program or service outcomes with anecdotal evidence and output data, libraries will be better able to support the impact their work has on the community and tell their story more effectively. Below are some actions you can take to help ensure that your library collects survey data in a way that reduces bias and improves the likelihood of useful and reliable results.

How many patrons does my library need to survey for the results to count?

While surveys from a small number of respondents does not represent the truth about a larger target population, there is no minimum number of patrons you are required to survey. Your goals should be to implement the surveys across a range of programs and services, and achieve the highest possible response rate among the people who participate in those offerings.

Do I need to offer an incentive for patrons to complete the surveys?

No. Project Outcome surveys were designed to be quick and easy for patrons to complete. Incentives were not offered during the pilot test phases and response rates were still high.

Can my library measure outcomes over time?

Yes. Because the Project Outcome survey questions are standardized and cannot be edited, libraries can compare outcomes across programs, program types, and over time.

What about people who decline to participate in the survey?

To improve survey participation rates, it is helpful to explain the purpose of the survey to patrons early and set expectations about it – for instance, the survey takes less than five minutes to complete and their responses will be confidential. For more information, please visit How to Talk to Patrons about Surveys. Library staff should leave enough time in the program for participants to complete the survey and be sure to encourage participation. Staff will then report the full program attendance count into the online system and a survey response rate will automatically be generated.

Questions? Discussion?

Please share your questions in chat

More questions?

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MEASURING THE TRUE IMPACT OF PUBLIC LIBRARIES

Next Webinar

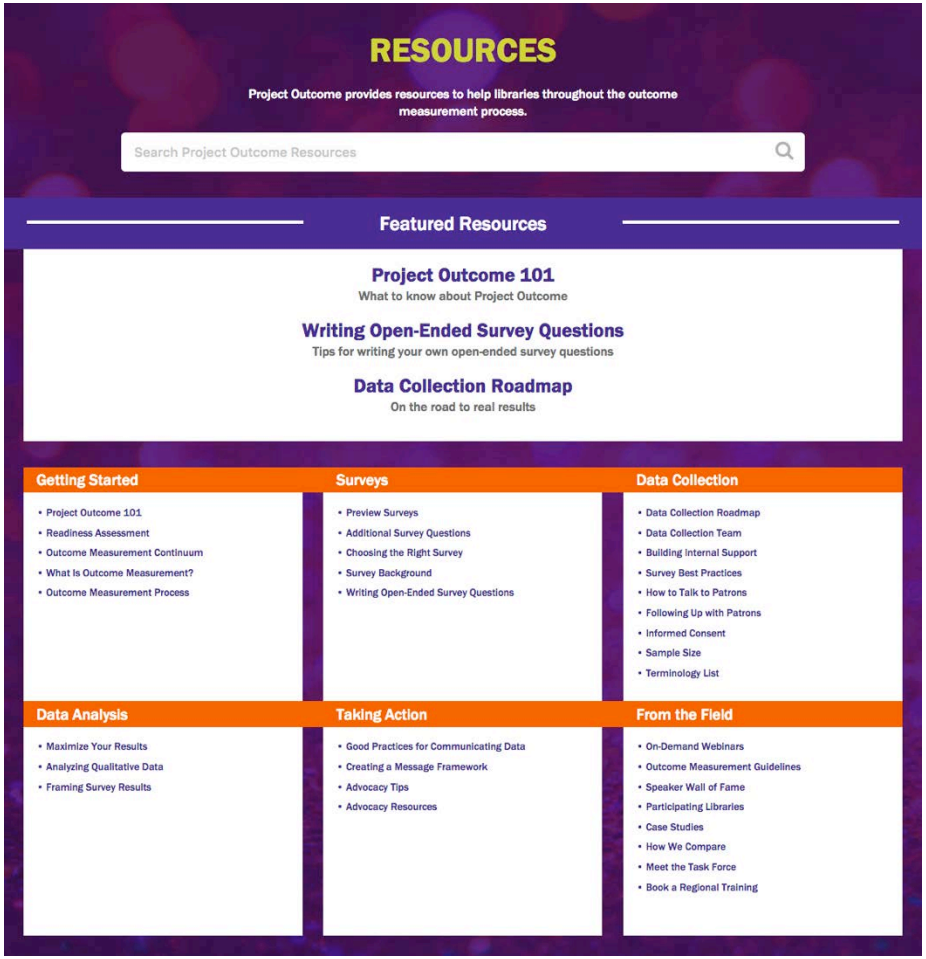
Using Project Outcome Data to
Improve & Support Literacy Programming

Thursday, October 19

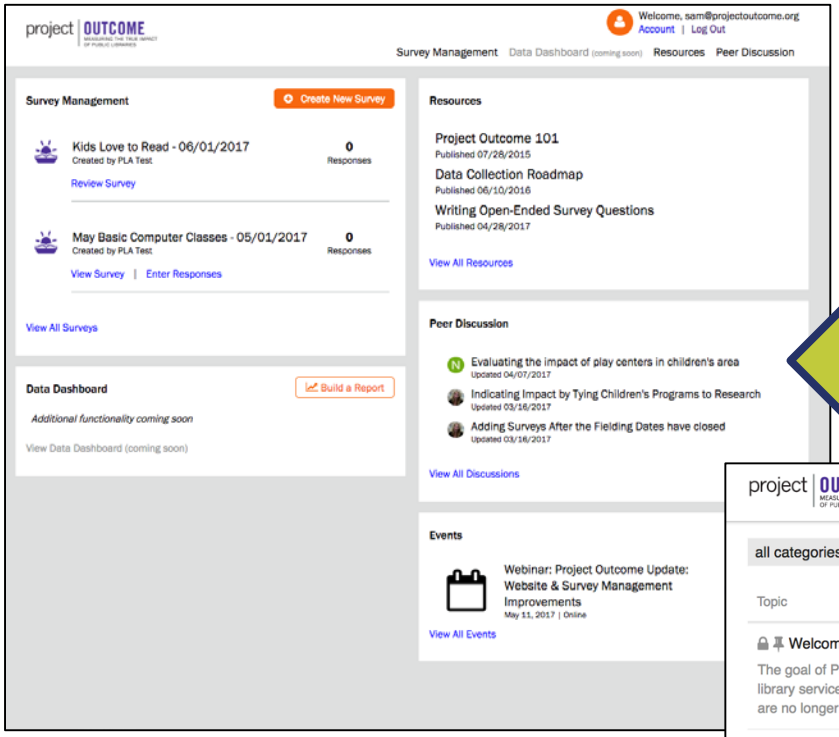
1:00-2:00PM Central

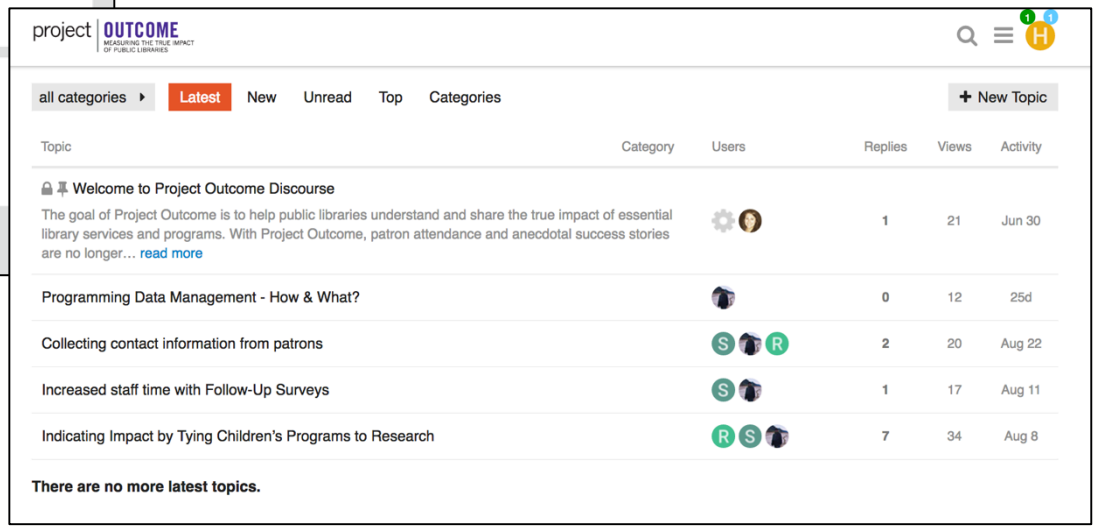
Free Project Outcome Training Resources

- Featured Resources
- Getting Started
- Surveys
- Data Collection
- Data Analysis
- Taking Action
- From the Field



Peer Discussion Board





www.projectoutcome.org

Thank you!

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Public Library ASSOCIATION