



Participatory and Collaborative Methods for Gathering and Understanding Data about Your Library

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Participatory methods can
create engagement

*Put the innovative power once
reserved for experts only in to the
hands of everyone*

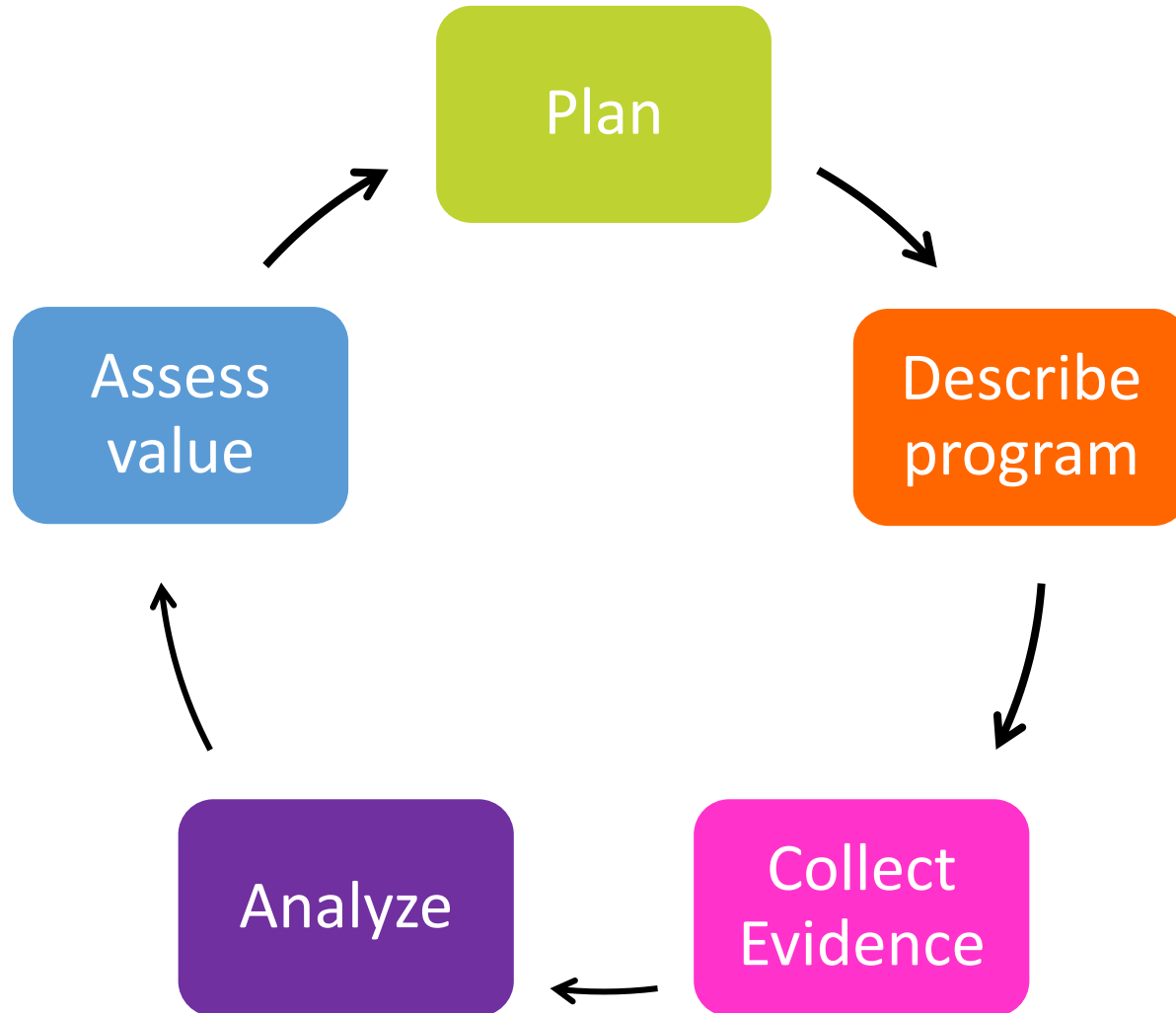
-- Liberating Structures



Empowering use of evaluation

- Create engagement
- Make meaning
- Foster change
- Make value visible

CDC Framework of Program Evaluation





Pay attention to both terms

Participatory



Evaluation



Agenda

- Method 1: Appreciative Inquiry Interviews
- Method 2: 1-2-4-All
- Method 3: Most Significant Change and Photovoice



Method 1: Appreciative Inquiry Interviews





Three Classic AI Questions

1: Tell me a story about a great experience you had using a library. (*Follow-up: did anything happen as a result of that?*)

2: What do you value most about that experience?

3: What do you wish your library offered its users so they could have great experiences?



Discussion: How could you use Appreciative Inquiry?



Method 2: 1-2-4-All



1
Min



2
Min



4
Min



5
Min



Process

Provocative Question

Discussion

1. Individual thought (1 minutes)
2. Partner discussion (2 minutes)
3. Four person discussion (4 minutes)
4. All: each group shares one important idea (5 minutes)



Provocative question:

What could your library do to improve its customer service?

Photovoice + Most Significant Change





Photovoice

“Photovoice is a process by which people can identify, represent, and enhance their community through a specific photographic technique.”

-- Wang and Burris, 1997



Purpose of photovoice

- Record and reflect
- Promote public dialogue
- Reach and influence policy makers



VITAL INFORMATION for a VIRTUAL AGE
A PEER TUTOR PROJECT

The VIVA photovoice project



iVIVA! Photovoice evaluation question



How do iVIVA! peer tutors, trained to promote MedlinePlus, significantly impact the lives of family, friends and community?



Most Significant Change

1. What is the most significant change that has occurred *(in you; in your library; in your community)* since _____?
2. What makes this story so significant for you?
3. What happened as a result of this story or experience?



Exercise: Most Significant Change

1. Which story was the most significant example of why teaching high school students to use MedlinePlus is worth doing?
2. What important changes occurred for the family or friend?
3. Why do you think that change was so important?



Final Tips for Participatory Methods

- Carefully plan to capture your evaluation data
- Study up on facilitation skills
- Get your team to serve as notetakers
- Talk directly about data use and limits of confidentiality
- Get appropriate permissions to use photos, quotes, etc.

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