**Workshop Agenda**

9:15 to 9:30 am: Welcome & Introductions | Logistics for the Workshop

9:30 to 10:30 am: **Session 1**

**We’re Getting Feedback: The Basics of Program Assessment**

Emily Mross, Penn State University Libraries, Harrisburg
Rachel Stevenson, Erie County Library

Getting feedback can seem scary -- what if no one liked your program? But feedback is essential to delivering programs and resources that meet the needs of your library users. Additionally, this feedback can provide important evidence to stakeholders about the value of the library in the community. In this session, we will discuss the basics of designing and implementing useful assessments for library programs and how to present this information to library stakeholders in impactful ways.

10:45 to 11:30 am: **Session 2**

**Dynamic Data – Make it Work for You!**

Robyn Vittek, Director, Mt. Lebanon Public Library
Ian McMeans, Assistant Municipal Manager and Municipal Planner, Municipality of Mt. Lebanon

Libraries are great at collecting data, but not always great at doing something with that data! Mt. Lebanon has used the Turning Outward/Harwood Institute training model as framework in the library’s strategic plan as well as the municipality’s 10-year comprehensive plan. In this session, learn tips to use data to inform your strategic planning, and collect data that confirms your services are based on what your community needs.
11:45 am to 12:30 pm: **Session 3**

**How do We Work Together: Statewide Evaluation Aggregation**

Rob Lesher, PA Forward® Program Manager, Pennsylvania Library Association  
Beth Transue, Messiah University

Individual library evaluation is critical for each library to carry out to know how they are meeting their individual users' needs and if they are on track to meet the goals of their strategic plan. By being able to collect individual library evaluations which use some standard questions, can be aggregated, and used to determine if the literacy training goals of the library community are being met. Learn how you can be a part of this exciting initiative and how you can be a part of moving PA Forward®.

12:30 pm: Five (5) Minute Wrap and Sharing of Evaluation