X-LIBRIS Smart ICT 3.0 Libraries Services to Address on Future Skills and Competences – Learning Spaces 2025
Project Number: 2014-1-TR01-KA200-012958

Evaluation and Quality Assurance Strategy

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1. Introduction

X-Libris is a Strategic Partnership for Adult Education within Key Action 2 of the Erasmus+ Program. The overall goal of the project is to organize a series of training and in-service training activities in order to develop user-centered new library services based on smart ICT. With this goal, X-LIBRIS will develop Open Educational Resources (OER) and Massive Open Online Courses (MOOCs).

This Evaluation and Quality Assurance Strategy describes the scope and objectives of the quality management within the project. The fields of evaluation, the methods and the quality indicators are defined and monitoring as well as evaluation tools are specified. Furthermore the timing of the evaluation and quality assurance process is set.

Several tools for evaluation will be used: discussions in project meetings and via e-mails, evaluation questionnaires/ statements after meetings and workshops by partners for the internal evaluation and evaluation statements after workshops by the participants for the external evaluation. The evaluation will operate continuously throughout the 24-month duration of the X-LIBRIS project and will be led by ISES (ES) and wisamar (DE) who will take the lead in terms of tools development, data review and reporting on internal evaluation results.

2. Aims and Objectives of the X-libris Project

In order to set the Evaluation and Quality Assurance Strategy, it is important to establish what the project aims to achieve and what it should produce.

The project objectives are the following:
- Creating innovative open educational resources to contribute to lifelong learning
- Helping adults to develop new skills and competencies and improve their ICT skills
- Developing and providing new learning/training opportunities for users
- Using innovative pedagogies (educational methodologies and approaches) for training
- Exploring smart ICT to design new library services
- Opening the library space through new services
- Developing OER and MOOCs to reach a wide range of dislocated audiences
- Bringing end user to take part in service design
- Redesigning library services based on users' needs and expectations
- Providing re-designed in-service training for librarians

- Fostering peer group learning and intergenerational education
- Enabling the construction and deployment of a community of practice
- Facilitating a strategic partnership for partners to learn from each other's experience
- Eliminating the risk of exclusion due to the lack of needed services
- Enhancing the role of libraries and new media by developing innovative in-service training

3. **Evaluation Aims**

The main goal of the Evaluation and Quality Assurance Strategy is to establish a support mechanism for the project management in order to ensure smooth cooperation and high quality of the project outputs. Quality is partly defined through the impact of the project, but should also extend to relevance, efficiency, effectiveness and long-term sustainability. Therefore the strategy aims to facilitate the Quality Management on two levels: process (smooth and timely implementation of the project) and progress (achievement and quality of the produced results/ intellectual outputs) in order to maximise the effectiveness and to identify the possible weaknesses already during the implementation so that it is possible to modify the processes to meet the project objectives outlined in the application.

In this respect, partners will collaborate on a series of internal (self-assessment) and external (external evaluation, beneficiary input) evaluation and quality assurance actions striving for a level of excellence, in delivery, that meets identified needs among stakeholder groups and target audiences, and which achieves (or surpasses) all contractual delivery promises.

Partners will:
o develop a series of evaluation tools able to support efficient and continuous monitoring and evaluation
o introduce a quality assurance cycle (model) that allows for gathered feedback to enhance and improve project delivery, including within the transferred training model
o ensure appropriate adaptation of the transferred product to the needs of targeted recipient groups and countries

4. **Quality Assurance Model**

X-LIBRIS has chosen to adopt the existing four-stage quality assurance cycle that forms the basis of the Recommendation of the European Parliament and of the Council on the establishment of a European Quality Assurance Reference Framework.

In terms of quality assurance targets, and the **planning** of such activity *(step 1 of the quality assurance cycle)*, partners recognise the importance of agreeing goals and objectives for quality assurance, implementing and introducing standards, guidelines and templates with a view to guiding practice, and setting targets for the participation, and consultation, of different stakeholder and beneficiary groups. In this respect, the current *Evaluation and Quality Assurance Strategy* is significant in governing and guiding evaluation and quality assurance practices.

From an **implementation** perspective *(step 2 of the quality assurance cycle)*, it is important that all actors are clear in terms of the depth of their participation and the responsibilities that they assume, with individual actions administered through the implementation of a common schedule or delivery framework.

Targeted **evaluation** actions for X-Libris *(step 3 of the quality assurance cycle)* are governed by separate internal and external delivery frameworks with goals and objectives confirmed alongside core tools, lead actors and all or any indicators or measures that will be used to gauge progress or success.

Finally, **review** activities *(step 4 of the quality assurance cycle)* will reflect and act upon any areas of under- or over-performance, identifying and confirming any need for change and improvement and proposing mechanisms or steps via which such changes or improvements might be achieved. Whilst an important phase in quality assurance delivery, this final step is equally a core project management activity in which continuous planning actions are able to be influenced during the lifetime of the project.

5. **Process Evaluation**

Process evaluation will adopt a self-assessment approach via which different target groups (partners, management, end beneficiaries) will give statements on video or complete questionnaires at key stages in the lifetime of the project, with a view to informing change and improvement. In all cases, data from the completed questionnaires will be compiled, reviewed and reported upon by wisamar (DE). Where appropriate, such data (reports) will be complemented by additional observation-based reflections. At the end of the project a final evaluation report will be compiled from all collected data.

X-Libris Process Evaluation extends across 4 core sub-actions
a) Evaluation of Partner Meetings
b) Evaluation of Project Management
c) Evaluation of the Partnership
d) Evaluation of embedded learning/training by Participants

a) Evaluation of Partner Meetings
The Evaluation of Partner Meetings will centre on effectiveness, structure, content and collaboration with gathered data expected to support an iterative improvement process that enhances delivery of the partner meetings. This core evaluation action will consider a series of specific themes and indicators:

Achievements and Effectiveness
ü Achievement of Meeting Objectives
ü Achievement of a Common Working Basis
ü Clarity of Roles and Tasks

Structure, Content and Delivery
ü Relevance of Agenda and Themes Addressed
ü Balance of Work and Social Activity
ü Adequacy and Appropriateness of Dates and Duration
ü Quality of Documents and Working Materials

Quality of Transnational Cooperation
ü Extent of Contribution from Individual Partners
ü Depth of Understanding of Individual Partners
ü Capacity for Understanding by Individual Partners

b) Evaluation of Project Management

The Evaluation of Project Management will centre on the perceived effectiveness of overall project management and coordination, including in terms of task distribution, the setting of deadlines and overall management support. The aim of this evaluation action is to identify all or any problems or difficulties, at operational level, and to propose solutions, changes or improvement. Taking place once every six months, this core evaluation action will consider a series of specific themes and indicators:

Management and Coordination
ü Level of Partner Satisfaction with Management and Coordination Arrangements
ü Appropriateness of Management Methods

Task Distribution and Deadlines
ü Concreteness and Clarity of Tasks
ü Appropriateness of Task Distribution among Partners
ü Suitability of Deadlines and Potential for Achievement

Decision-Making
ü Transparency of Decision-making Mechanisms
ü Feedback and Support
ü Depth of Consideration of Partner Ideas, Inputs and Recommendations
ü Adequacy of Support for Partners Facing Difficulties

c) Evaluation of the Partnership

Evaluation of the Partnership will centre on the perceived effectiveness and efficiency of partner collaboration, and contributions, both individually and as a whole, throughout the lifetime of the project. It will additionally consider mechanisms for communication, partner management, intercultural relations and all or any instances of best practice. Taking place once every six months, in line with the evaluation of project management, this core evaluation action will consider a series of specific themes and indicators:

Partner Input and Achievements
ü Efficiency of Partners in Meeting Set Deadlines
ü Quality of Partner Input and Achievements
ü Collaboration, Reciprocity and Understanding
ü Depth of Partner Collaboration
ü Receptiveness of Partners to the Input of Others
ü Adequacy of Information Flows between Partners

d) Evaluation of embedded learning/training by Participants

The Evaluation of Workshop Participants will centre on the gathering of end beneficiary input (through the production of short videos) and will cover logistical and delivery methodologies alongside perceived understanding, enhanced competency levels, and overall workshop effectiveness. Taking place immediately after each of the hosted workshops, this core evaluation action will consider a series of specific indicators:

ü Appropriateness of (In-training workshop) Delivery Methodology
ü Depth of Understanding of Information /Topic
ü Level of Collaboration Among Participants
ü Perceived Improvements in Knowledge or Competence

ü Suitability of Event Organisation and Management
ü Overall Effectiveness of Delivered Training (Workshop)

6. **Progress Evaluation**

At each partner meeting the progress of the project will be evaluated and the outputs planned in the application will be checked against the real development.

The expected results/ outputs of the project are:
O1 – State of the Art Report
O2 – Turkish Smart ICT 3.0 New Libraries Services – OER
O3 – German Smart ICT 3.0 New Libraries Services – OER
O4 – Lithuanian Smart ICT 3.0 New Libraries Services – OER
O5 – Bulgarian Smart ICT 3.0 New Libraries Services – OER
O6 – Common OER and MOOCs Prototype for Service Creation
O7 – Implementation of OER and MOOCs
O8 – X-LIBRIS Methodology

All project partners will provide feedback on the created Smart ICT library services of each country, the OER's as well as the X-Libris Methodology. Feedback will be provided after the creation of the Smart ICT library services as well as after the implementation of the services. In addition the above listed outputs will be evaluated by the target group – the librarians in regard to in-service training and the library users in regard to the established services. Feedback will be provided during discussions in project meetings and via e-mails, as well as through evaluation questionnaires/ statements and will take place after the Smart ICT library services are implemented.

For the evaluation of the intellectual outputs the following indicators will be taken into account:

ü Feasibility of the service
ü Connection to ICT
ü Clear user orientation/ suitability of the service
ü Appropriateness regarding the availability and delivery of the service (time and duration)
ü Satisfaction of the user
ü Impact on the organisation

Other tangible results relate to the number of people trained during the workshops and involved to the project. To ensure that the targeted numbers identified in the application have been met, a compiled database will be established and updated on a regular basis.

7. **Risk Management**

Quality control deals with the identification of project risk factors and uncovering, analyzing and correcting problems, should they occur. There are numerous risks in projects, which are at the same time challenges that can be highlighted by quality control.

The outlined items include only some risks followed by short statement of how evaluation can help to find countermeasures or overcome these challenges:

1. *Management challenges related to international collaboration and internal communication*

Even though such problems are normal given the composition of the international partnership including a variety of different organizations, the activities foreseen by the project will contribute to the progressive strengthening of working bonds and communication channels between the partners. The work plan foresees the use of different tools aimed at guaranteeing a constant communication between the partners: face-to-face meetings, document sharing, discussions, e-mailing, etc. However, in case that the internal project evaluation processes show problems of communication between partners, the project management will have to intervene with specific ad hoc countermeasures.

2. *Time plans are too ambitious or deadlines are not met*

All partners involved in the X-Libris project have a long experience in planning and carrying out projects on national and/or European level. This experience will help partners to monitor the scheduling of the activities and to respect the intended deadlines. In case deadlines are not met reasons for this will be asked and analysed. Internal evaluation reports will outline when deadlines are not met and appropriate measures have to be applied.

3. *Methodological problems*

- the training needs analysis
- the selection of relevant materials
- the adaptation of the training material
- the testing and evaluation of the training material
- the design and development of the foreseen outputs

The methodological problems mentioned above will be discussed at the project meetings with all partners. The Project Coordinator will also be actively and constantly involved in this monitoring and evaluation and will guarantee the methodological coherence of all the project activities and results. Any possible problem emerging in this area will be discussed and solved in the framework of the foreseen evaluation and quality assurance sessions at the project meetings.

4. *Mismatches of results vs. initial objectives*

The project work plan and this Quality Assurance Strategy foresee several moments of evaluation of the achieved results in comparison with the stated objectives: this evaluation will take place periodically during / after partnership meetings, workshops and in accordance to the implementation of the SMART ICT library services. This mechanism will allow the project management and the partners to refine activities and actions in case obtained results do not correspond to the objectives of the project. The evaluation of the developed SMART ICT library services will provide the necessary feedback from the target group and will be analyzed in order to improve the project results.

5. *Problems related to the valorization (dissemination and exploitation)*

In order to prevent the emergence of such problems, dissemination and exploitation activities will be discussed in all X-Libris project meetings.

8. **Evaluation Time Plan**

Evaluation of:	Year/Month																							
	2014				2015												2016							
	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8
Partner Meetings				x			x			x		x						x	x					
Project Management							x				x							x					x	
Partnership							x				x							x					x	
Embedded Learning/ Training by Particpants						x	x			x	x													
Smart ICT library services													x					x					x	
OER's																						x	x	
X-Libris Methodology																							x	