X-LIBRIS Smart ICT 3.0 Libraries Services to Address on Future Skills and Competences – Learning Spaces 2025

Evaluation Report

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Partners: Pencho Slaveykov Regional Library

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ISES (Innovacion Social Emprendedores Sociales)

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 was 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 developed Open Educational Resources (OER) and Massive Open Online Courses (MOOCs).

This Evaluation Report summarizes the different evaluation activities within the framework of the X-Libris project. To evaluate the different aspects of the project and monitor the quality of the project outcomes the following tools have been used:

- updates, feedback and discussions during project meetings and via e-mail among the partners
- short video statements after meetings and workshops by partners for the internal evaluation
- evaluation questionnaires for the partners after each transnational meeting including the workshops
- observations by partners during the workshops
- evaluation statements on video after workshops by the participants for the external evaluation
- evaluation questionnaires for the partners regarding project aspects like management, communication and partnership

The evaluations of the project meetings have been described in short evaluation summaries for each meeting. The final evaluation of the management, communication and partnership has been summarized in a separate document. The evaluations of the participants as well as the observations by the partners regarding the workshops are to be found in the description of the respective output:

Evaluation and feedback on Turkish workshop - O2 – Turkish Smart ICT 3.0 New Libraries Services

Evaluation and feedback on German workshop - O3 – German Smart ICT 3.0 New Libraries Services

Evaluation and feedback on Lithuanian workshop - O4 – Lithuanian Smart ICT 3.0 New Libraries Services

Evaluation and feedback on Bulgarian workshop - O5 – Bulgarian Smart ICT 3.0 New Libraries Services

Also the multiplier event in Ankara on 27th of June 2016 had been evaluated using Kahoot! directly during the event and an online evaluation questionnaire afterwards. This evaluation has as well been summarized in a separate document.

This document gives an overview of the overall evaluation of the project. For information that is more detailed please have a look at the above-mentioned documents with the individual evaluations.

At the beginning of the project the partners expected to experience service co-design based on smart ICT with users, learning about (and developing) new methodologies for this purpose, and learning from partners since they come from many different organizations. They also wanted to learn more about new teaching methods in adult education taking into account strategies to encourage adults to develop their smart ICT competences and applying these in their professional activities. At the end, the vast majority of partners stated that their expectations were met to a very high or high extent. And although there had been some difficulties during the process, Xlibris is seen as an effective approach to encourage adults to develop their competences and skills and to organize innovative workshops.

2. Aims and Objectives of the X-libris Project

In the Evaluation and Quality Assurance Strategy aims and objectives for the X-Libris project had been set. In the following table these objectives have been checked against the outputs and results of the project and to which extend they could be reached.

Objectives	Comments to which extend the objectives could be reached
Creating innovative open educational resources to contribute to lifelong learning	reached to full extend - the descriptions of the workshops, the developed services and the development process describing the activities and methods can be found on the project website
Helping adults to develop new skills and competencies and improve their ICT skills	reached to full extend – the workshop participants (librarians, teachers and users) developed new skills and competencies during the workshops in the respective countries as well as the in-service training provided within the project
Developing and providing new learning/training opportunities for users	reached to full extend – in each country the new developed services include services on in-service training, also the workshops have been a new learning/ training opportunity
Using innovative pedagogies (educational methodologies and approaches) for training	reached to full extend – the innovative pedagogies used in the X-Libris workshops were among other things: Lego Serious Play, Business Model YOU, Empathy Map, Prototyping
Exploring smart ICT to design new library services	reached to full extend – especially during the X-Libris workshop and the development of new library services but also during in-service training smart ICT has been used and is reflected in the Matrix for the new developed services of each partner country

Opening the library space through new services	reached to full extend – within the project each partner country developed 5 new library services, the description and proofs for those services are available in the OER of each country
Developing OER and MOOCs to reach a wide range of dislocated audiences	reached to full extend – OER's have been developed for Turkey, Lithuania, Germany and Bulgaria and can be found on the project website; MOOC's have been created in English, Turkish, Lithuanian, German and Bulgarian and are available on the project website as well as the platform Udemy
Bringing end user to take part in service design	reached to full extend – library users took part in the X-Libris workshops in the different country; in some cases the workshops have been more focused on the librarians and their learning on how to involve users in service design
Redesigning library services based on users' needs and expectations	reached to full extend – based on the outcomes of the X-Libris workshops, where users took part, new library services have been designed
Providing re-designed in-service training for librarians	reached to full extend – also as an outcome of the X-Libris workshops needs for in-service training among librarians have been detected and therefore in-service training has been developed and realized
Fostering peer group learning and intergenerational education	reached to full extend – at the workshops different target groups took part, also bringing younger students and teachers as well as users and librarians together for co-designing library services
Enabling the construction and deployment of a community of practice	reached to full extend – through the workshops and the establishment of new user-centred services, the construction of a community of practice has been fostered
Facilitating a strategic partnership for partners to learn from each other's experience	reached to full extend – based on the evaluations by partners on the meetings and the partnership, all partners were satisfied with the partnership experience and the lessons learned from other partners
Eliminating the risk of exclusion due to the lack of needed services	reached to full extend – new services have been developed fostering the visibility, availability and accessibility of a library also online
Enhancing the role of libraries and new media by developing innovative in-service training	reached to full extend – innovative in-service training has been developed throughout the project, which are reflected in the OER's

3. Evaluation of Partner Meetings

All partner meetings have been evaluated directly after the meeting in form of short video statements as well as through a questionnaire in written form sometime after the meetings after they had time to reflect about the meetings and think about the different aspects and methods used during the meetings.

In general, the partners were very satisfied with the meetings and the workshops included in the meetings. The atmosphere during the project meetings has been described as friendly and welcoming. They found it very useful to get to know the current situation concerning librarians and libraries in partners' institutions and the diversity of the partners providing detailed information about the different kinds of libraries and the services they provide. Having very different partners in the project, it became obvious that what is called a new service for one partner/institution might not at all be new for another one. Because of the difference between the partner institutions, there had been many opportunities to learn from each other during the lifetime of the project. Here the partners mentioned especially the meeting in Lithuania, where through running the workshops together the partnership became a real team in working together.

The partners emphasized that the form of the meetings and the methods were innovative, involving and encouraging and that the combination of those methods and tools enabled the partners to see the problems from different angles. In this context, methods like Lego Serious Play and Business Model YOU had been used to get a better insight to the methodologies, which were then used during the workshops. By testing those methods with the partners, it also became clear how to fine-tune the next trainings. In this way, the partners had a chance to comment on the different methods and how to apply them during the trainings. Therefore, the partners also gave comments where additional information or more explanation also during the workshops is needed.

The meetings always covered all important aspects, which had to be discussed. Only after the kick-off meeting the partners expressed that an additional half day would have been beneficial for the meeting. On all other meetings, there had been enough time to discuss and clarify the roles and tasks for the upcoming months until the next meeting. Therefore, all partners felt confident about the next steps in the project and the implementation in their organization after the meetings. Sometimes although all matters were discussed, not for everything a consensus could be found among the partnership, but at the end the majority of partners agreed on certain solutions.

All activities under the project lead to achieve its targeted aims: creating innovative open educational resources, using smart ICT to design new library services and bringing end user to take part in service design. Especially the discussion among the partnership and on the different methods within the Xlibris methodology played an important role and had an effect on the definition and implementation of the services in each country. Every meeting and every workshop/ training taught somethings new and enabled the partners to adapt the next meetings and trainings. Although it was not possible to adapt all ideas to the needs of each partner institution, the partners took ideas out of the workshops, which can be integrated in their local circumstances.
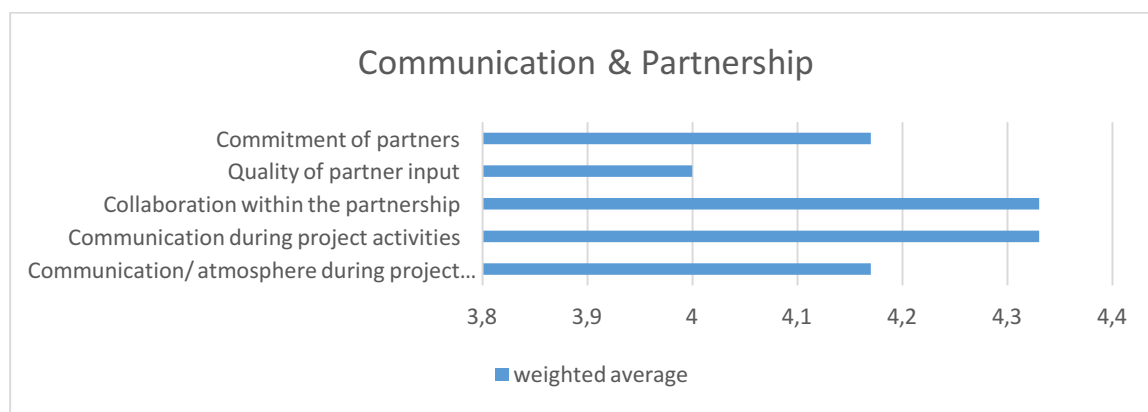
4. Evaluation of Project Management, Communication and the Partnership

In general the partners were very satisfied with the very professional management and coordination of the project activities. This is reflected in the diagram and the table with data below. All aspects mentioned in the questionnaire rated between 4,00 and 4,50 on average, whereas 4 stand for very satisfied and 5 would be completely satisfied. Especially the transparency of the decision-making mechanism was rated very high with an weighted average of 4,5. The lowest average was given for the aspect 'concreteness and clarity of tasks', which scored 4,0, which still proves that the partners have been very satisfied with the overall management.
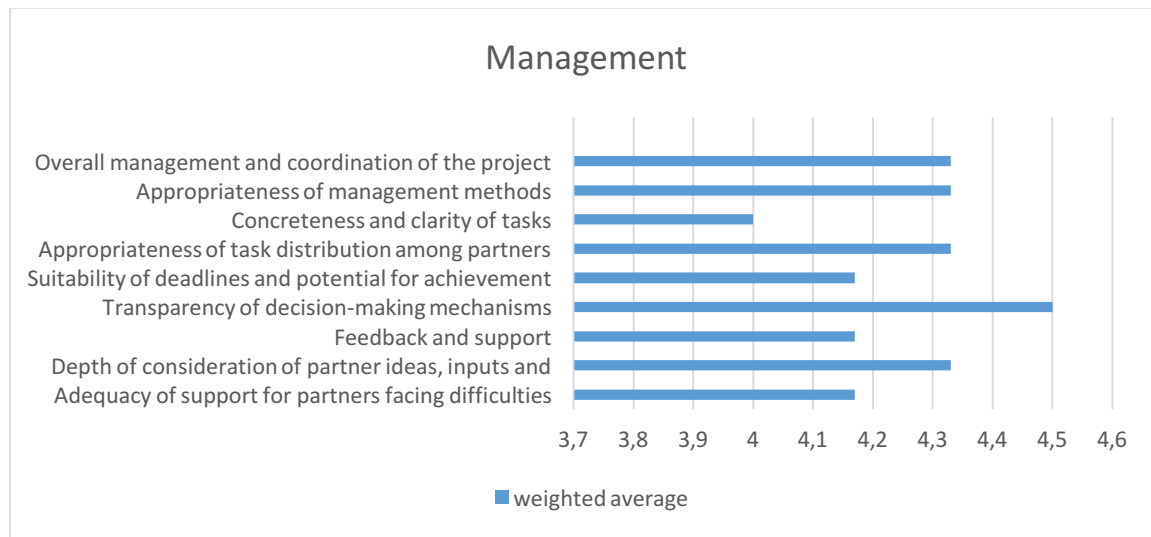
	1 not satisfied	2 less satisfied	3 somewhat satisfied	4 very satisfied	5 completely satisfied	weighted average
Overall management and coordination of the project	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Appropriateness of management methods	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Concreteness and clarity of tasks	0,00%	0,00%	16,67%	66,67%	16,67%	4,00
Appropriateness of task distribution among partners	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Suitability of deadlines and potential for achievement	0,00%	0,00%	0,00%	83,33%	16,67%	4,17
Transparency of decision-making mechanisms	0,00%	0,00%	0,00%	50,00%	50,00%	4,50
Feedback and support	0,00%	0,00%	0,00%	83,33%	16,67%	4,17
Depth of consideration of partner ideas, inputs and	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Adequacy of support for partners facing difficulties	0,00%	0,00%	0,00%	83,33%	16,67%	4,17

Regarding the communication and the partnership the partners have been very satisfied as well – rating the different aspects between 4,00 and 4,33. But it can be seen, that the weighted averages are slightly below the rates of satisfaction with the overall management. Nevertheless, no partner was 'not satisfied' or 'less satisfied' with any aspects regarding the communication.

Communication & Partnership

Commitment of partners
Quality of partner input
Collaboration within the partnership
Communication during project activities
Communication/ atmosphere during project…

3,8   3,9   4   4,1   4,2   4,3   4,4

■ weighted average

	1 not satisfied	2 less satisfied	3 somewhat satisfied	4 very satisfied	5 completely satisfied	weighted average
Commitment of partners	0,00%	0,00%	0,00%	83,33%	16,67%	4,17
Quality of partner input	0,00%	0,00%	0,00%	100,00%	0,00%	4,00
Collaboration within the partnership	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Communication during project activities	0,00%	0,00%	0,00%	66,67%	33,33%	4,33
Communication/ atmosphere during project meetings	0,00%	0,00%	33,33%	16,67%	50,00%	4,17

5. Evaluation of embedded learning/training by Partners and Participants

First of all the partner reflected on the embedded learning/ training activities during and after the meetings. Partners mentioned that it was very interesting to see that the same methods work very different with different target groups and that the participants sometimes reacted in a different way than expected. It also helped to understand that every single detail matters. The innovative forms and non-traditional tools used in the workshops involved the participants in games, which supported them in broadening their knowledge and competencies and generating many ideas for the development of new smart services. In this way, the partners evaluated each training and were able to adapt the methodologies for the next one.

During some workshops the librarians were quite limited in their imagination what they could change in their library and how to do it. Sometimes it seemed that they were not too much interested in change. The users were thinking out of the box, but sometimes too far away from what can be achieved today. It was also interesting to find out how they all concentrated on the library as a physical space. In some cases the librarians were not very familiar with the Web 2.0 and social media. However this showed their needs and the possibility to address this lack in knowledge and skills through in-service training. In other cases librarians came up with very interesting service ideas. But the partner also mentioned that they were able to see that librarians often focused more on material improvements than on intellectual ones.

One partner wrote in the evaluation that it is difficult to change the stereotypes of the library and that the X-libris project has given the possibility to change the stereotypes of a traditional library. The workshops encouraged the library community to start creating a modern smart library. Therefore, the trainings had been effective in generating new ideas and developing new library services.

The workshop participants were in general very satisfied with the organization and the contents of the workshops. The participants reflected that it was not always easy to understand and follow all the instructions, sometimes due to the language barrier, but that more difficult tasks also encouraged them to consider new SMART ICT possibilities and create new, modern attractive libraries. The results of the workshops provided very valuable ideas for the transformation of libraries and showed the need for in-service training.

Many participants were especially satisfied with the new methodologies and approaches they got to know during the trainings and by that were inspired to realize some of the ideas developed within the workshop. In particular, the participants enjoyed the use of Lego during the workshops and were amazed what is possible with Lego Serious Play. Some participants mentioned that they would have like to have some more time to discuss the ideas or learn more about the different methodologies.

Some librarians stated that they learnt about the power of social media and understood the necessity to use social media and creating new digital services within their libraries to attract and satisfy younger generations. After the trainings and in some cases even more after in-service training provided, the librarians feel more confident in developing and implementing new library services in connection with Smart ICT.

Mainly the participants from the target group of librarians, but also some users expressed their wish to participate in more or more regular trainings like the X-Libris workshops.

Since the multiplier event in Ankara in June 2016 also consisted of short trainings, which have been evaluated, this evaluation was as well taken into account for the evaluation of the trainings in general. On the one hand the partners evaluated the event and were completely (100%) satisfied with the organization and the content of it. On the other hand the event has been evaluated by the participants of the event. In general it can be stated, that the participants were very satisfied with the whole event taking into account the presentations and trainings as well as the overall organization of the event.

As can be seen from the diagram and the table below, all aspects of the multiplier event have been rated between 4 and 5, whereas 4 stands for 'very satisfied' and 5 for 'completely satisfied'. Over 90% of the participants stated, that they were 'very satisfied' or 'completely satisfied' with the program, information, contents and presentations. Worth mentioning is that the participants enjoyed the innovative delivery methods for the training with 58,21% of participants saying that they were completely satisfied and 38,81% saying that they were very satisfied. In addition especially the overall organization, the pre-event information/ communication, the location of the event and the logistics have been rated very high with all of them having a weighted average of over 4,6

## Please indicate your overall satisfaction for the following:

■ weighted average

	1 not satisfied	2 less satisfied	3 somewhat satisfied	4 very satisfied	5 completely satisfied	weighted average
Organisation	0,00%	1,49%	1,49%	28,36%	68,66%	4,64
Pre-event information/communication	0,00%	0,00%	6,06%	22,73%	71,21%	4,65
The relevance of the programme in relation to your professional activity	0,00%	1,49%	7,46%	40,30%	50,75%	4,40
The information provided for project activities and outcomes	0,00%	1,52%	4,55%	45,45%	48,48%	4,41
Content of the training sections	0,00%	1,54%	4,62%	47,69%	46,15%	4,38
Delivery methods for the training	0,00%	1,49%	1,49%	38,81%	58,21%	4,54
Partner presentations about services	1,49%	2,99%	8,96%	47,76%	38,81%	4,19
Reflections of participants from the X-libris workshops	0,00%	1,52%	10,61%	50,00%	37,88%	4,24
Location of the event	1,49%	0,00%	4,48%	19,40%	74,63%	4,66
Logistics (catering, internet connection, facilities, etc.)	1,49%	0,00%	5,97%	22,39%	70,15%	4,60

The participants have also been asked in the online questionnaire if they learned new things, where 97% agreed. The same question had been asked during the event using Kahoot! and 98,50% had answered yes, they learned something new. The vast majority of 95,53% also stated, that the multiplier event met their expectations, which is an additional indicator for the satisfaction of the participants. Although 11,94% of the participants think, that they will not be able to apply what they had learned during the event to their professional activity, 88,06% are sure that they will have the possibility to apply the newly acquired knowledge. Through Kahoot! even 97,10% said, that they learned something

useful for their work. In this context most participants (80,90%) stated, that they would like to try service co-design with their users. 95,50% of the participants are interested in further information on the Xlibris methodologies and would like to use them (Would you use Xlibris methodologies - 50% yes and 48,50% maybe).

Please indicate your opinion about the following:
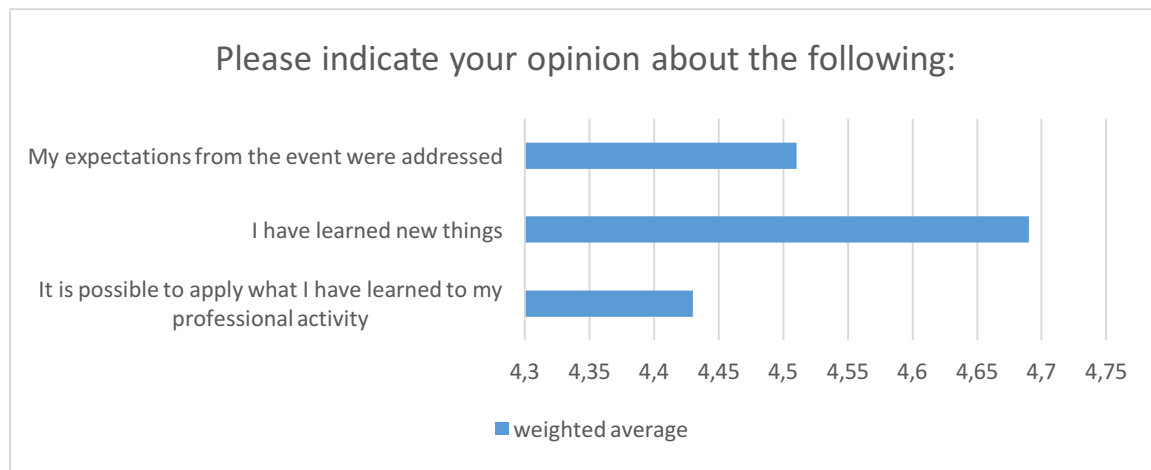
6. Progress Evaluation

At each partner meeting the progress of the project has been evaluated and the outputs planned in the application have been checked against the real development. All project partners provided feedback on the created and implemented Smart ICT library services during the meetings. In addition, the target group co-designed the new library services and gave feedback during the workshops and afterwards. At the end of the project, all expected results/ outputs could be reached and are available on the project website:

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

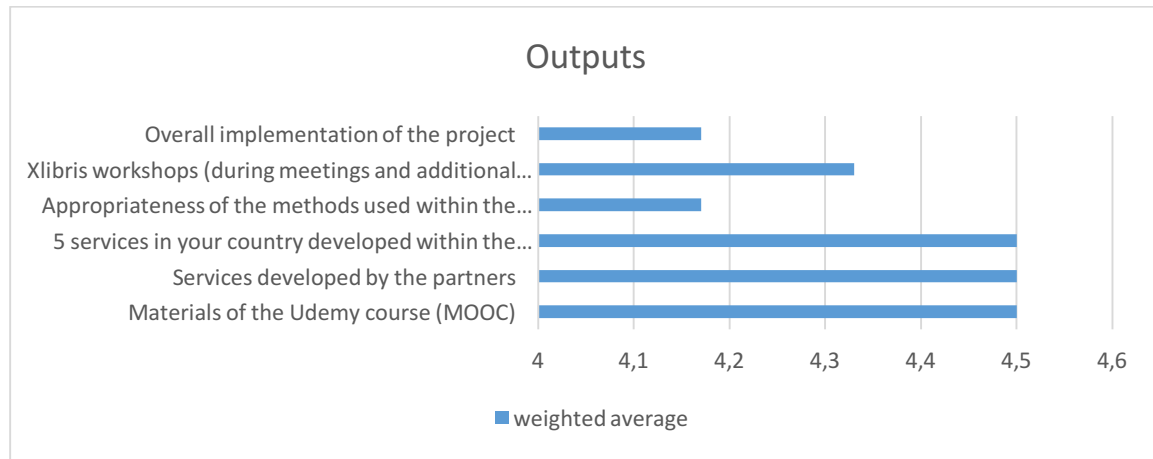O4 – Lithuanian Smart ICT 3.0 New Libraries Services – OER

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

The partners have been really satisfied with the implementation of the project in general as well as with the services developed within there country and the partner countries.

Outputs

Category	weighted average
Overall implementation of the project	4,17
Xlibris workshops (during meetings and additional…	4,33
Appropriateness of the methods used within the…	4,17
5 services in your country developed within the…	4,5
Services developed by the partners	4,5
Materials of the Udemy course (MOOC)	4,5

■ weighted average

Another tangible result has been related to the number of people trained during the workshop and involved in the project. The compiled database of these people as a proof can be found on the project website.