

Summary of evaluation of the CPDWL Coaching Programme at WLIC 2018

The programme took place on Sunday 26th of August 2018.

24 coaches and three hosts were involved in the initiative. Eight of them were members of the CPDWL standing committee.

79 participants attended the programme.

Evaluation Survey

19 of the 24 coaches and one host completed an evaluation survey that was prepared on SurveyMonkey:

- 95% of them thought the coaching programme was either excellent or very good.
- The coaches provided both individual coaching and group coaching, but there was also mentoring happening and dialogues on specific topics.
- The coaches/host believed that there was a huge need for and interest in coaching, mentoring/guidance or the (informal) exchange of experiences and opinions.
- Suggestions for an improvement of the programme include:
offering both pre-registration and “walk in”/”drop in”; fewer coaching areas (maybe only one) at each table; training for coaches before the programme; participants need to have clear expectations / the process needs to be clearly explained; more promotion and marketing beforehand; preparing a “location map” to avoid confusion; preparing an online database for coaches and a FAQ.

In this survey the coaches reported that there was mainly positive feedback from the participants: “enjoyed it”, “valuable to talk through issues with a small group”, “grateful for the opportunity”, “it was great”, “pleased to have got new perspectives on my problems”, “happy to be heard”, “appreciated the chance to ask questions and chat”. Some participants were a bit confused in the beginning and a few expected more than what they got in the end.

Padlet input

More feedback from the participants was given by Padlet during or right after the coaching programme. Two questions were asked, concerning expectations and suggestions for the future. 25 comments were received.

The expectations for the session dealt with the coaching format as well as personal outcomes: “understand what coaching should be in a library setting”, “expect to get a common understanding of coaching”, “identify qualified coaches”, “learning from each other”, “I feel stronger after taking part of this session”.

The suggestions for future development of the CPDWL coaching programme provided input on how to set up the coaching, similar to the suggestions from the coaches/host in the survey (see above). Cooperation with other IFLA-groups was also suggested.

Evaluation Meetings

The pilot test was also evaluated in several different meetings within the CPDWL standing committee, with staff at IFLA Headquarters and with the Professional Committee. All meetings congratulated the Coaching Team on the success of the coaching program.

The survey also showed that there was a wide range of dialogues going on during the session, from real coaching to dialogues and group discussions. Some participants had a specific issue they wanted to discuss, while others had a need to just talk.

Input to help frame the work for the future:

- The format to just drop in was great for first timers and for the general WLIC participants who do not plan their WLIC in advance. A drop-in session could be combined with scheduled coaching during the WLIC.
- There is the need for appropriate physical space, as well as the right timing, for this kind of initiative. There needs to be time to set up the room before the programme, as well as to carry out both the introductory and coaching activities. The setting also needs to ensure a higher level of confidentiality of the dialogues; there also needs to be better possibilities for signage and/or monitors in the room.
- It is important to avoid duplication with other WLIC initiatives like the IFLA booth.
- The coaching initiative is a good way to introduce new formats into the WLIC. The involvement of many different sections as coaches was appreciated.

The coaching program will continue as a CPDWL initiative and involve other IFLA units so it becomes a true IFLA project.