

Executive Summary

From March – June 2021, CALL contracted with Stephanie Gerding and Brenda Hough to assess and evaluate CALL’s impact and to inform plans for the year ahead.



SURVEY



FOCUS GROUPS



INTERVIEWS



LSTA EVALUATION FORMS

- 378 people responded to an online survey
- 2 online focus groups captured input and ideas for public library directors and staff
- 8 key informants were interviewed
- LSTA evaluation forms from CALL training

Top Training Topic Priorities

Customer Service	Supporting Mental Health and Workplace Well-Being
Diversity, Equity, Access, and Inclusion	Community and Community Engagement

85%

of California Library Jurisdictions have participated in CALL Training!

“CALL has the power to transform California libraries.”

-Rivkah Sass, Library Director

Survey says... **77%** of public library directors have used the CALL Newsletter.

Training Format Preferences

- Short
- Flexible
- Engaging
- Opportunities for application
- Opportunities to connect with others

It’s not “one size fits all”.

“Our library has no funding for professional education at this time; we rely on Friends funding and free programming available through CALL and other sources. If we had to pay for it, we wouldn't be able to do it.”

-Survey respondent