



2020 NNLM SUMMIT FEEDBACK SURVEY REPORT

Prepared by the NNLM Evaluation Office (NEO)

Submitted on 4/23/2020



2020 NNLM SUMMIT
February 4- 5, 2020
University of Utah, Salt Lake City
NTO and MCR

INTRODUCTION

The 2020 Summit for the National Network of Libraries of Medicine (NNLM) staff was hosted at the University of Utah, Salt Lake City, February 4 through February 5, 2020. A total of 81 people attended the Summit in-person and 5 people attended the Summit online. The Summit Planning Committee developed the [agenda](#) in response to the interest in and need of an in-person meeting for the NNLM staff. As defined by the planning committee, the purpose of the 2020 Summit was to ‘Develop a coordinated approach to achieving success around national initiatives and NIH & NLM Priorities for NNLM.’ This was conceptualized as being achieved by 1) Building on the 2019 All Hands Summit Key Findings and 2) Linking NNLM Performance Measures to Summit outcomes/outputs. For the purpose of the evaluation, four measurable objectives were used to evaluate the objectives of the Summit:

Evaluation Objective 1: Strengthen relationships among NNLM staff

Evaluation Objective 2: Improve participants' knowledge of the roles and activities of different NNLM regions and offices

Evaluation Objective 3: Improve participants' understanding of who to reach out to for coordinating activities with other NNLM regions and offices

Evaluation Objective 4: Improve participants' understanding of NNLM initiatives

The Summit was largely structured around small breakout sessions with varying session objectives and was not conducive to an overall standardized evaluation. Moreover, overarching objectives were not created at the beginning stages of Summit planning. The evaluation objectives above were finalized during a virtual meeting on January 28th, 2020, between two members of the planning committee, one member of the Office of Training and Engagement and the National Evaluation Office Evaluation Specialist.

The two-day Summit program included: 4 general sessions, 10 breakout sessions, and concurrent opportunities for ad hoc meetings or networking. An online participation option was available for some sessions. During the opening session of the Summit, an announcement about session evaluations and the final evaluation was made and participants were directed to the respective links on their agendas. Participants were encouraged to complete session evaluations after each breakout session (**see Appendix 1**). Following the conclusion of the Summit, a link to the Summit Feedback Survey was sent out by NEO to the Summit attendees via NNLM-All listserv on February 11, 2020 (**see Appendix 2**). Questions included attendees' perceptions about meeting the objectives, experiences with the program content, and strengths and weaknesses of how the Summit was executed and might be improved in the future. The online REDCap survey was open for 15 days and closed on February 21, 2020. Of the 86 in-person and online Summit attendees, 44 (51%) completed the final evaluation survey. One-hundred and sixty-three (163) break out session evaluations were completed for 9 breakout sessions (between 12 and 29 evaluations completed per session). This report provides an analysis of the 44 survey responses from the in-person and online attendees and the 163 summit session evaluations. Two of the respondents attended the Summit online and one attended the Summit online and in-person.

SUMMARY

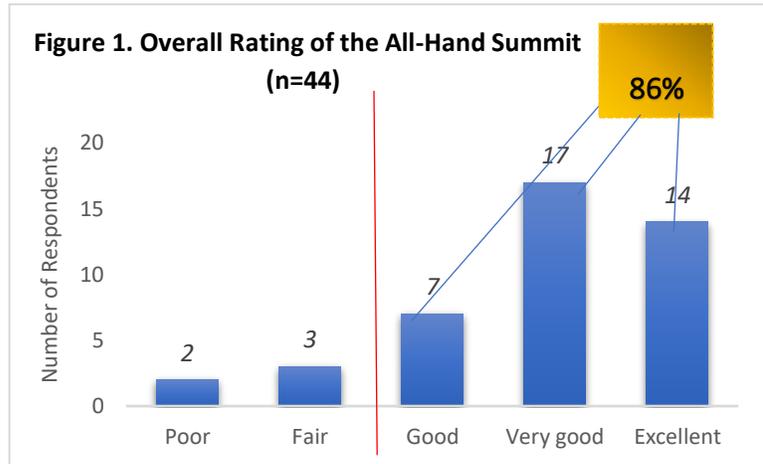
- **Overall rating:** Eighty-six percent of the attendees who completed the survey stated that their overall experience at the Summit was 'good', 'very good' or 'excellent' (n=38).
- **Meeting learning objectives:** Over 60 percent of the respondents thought the Summit met the objectives 'well enough' or 'very well' for all four objectives. Eighty-six percent of respondents felt that the objective of 'Strengthen relationships among NNLM staff was met 'very well' or 'well enough' (n=38).
- **Outcomes:** Ninety-three percent of respondents 'strongly agreed' or 'agreed' that they were able to build meaningful connections (n=40) at the summit. Eighty-two percent of respondents 'strongly agreed' or 'agreed' that they felt that their voice was heard at the Summit (n=36). Sixty-eight percent of respondents 'strongly agreed' or 'agreed' that there was enough time to cover the topic at each session (n=30). Seventy-three percent of participants 'strongly agreed' or 'agreed' that the information presented at the Summit was useful to their work or service (n=32).

- **Performance measures:** Facilitators of the breakout sessions were asked to link their breakout sessions to one of the seven NNLM Performance Measures. Participants of the Summit were asked in the final evaluation which of the Performance Measures they believed that they would be able to better address as a result of their attendance at the Summit. Performance measure number five, 'Contribute to the development of National and multiregional initiatives' was the most cited performance measure that respondents felt they would be better able to address as a result of their attendance at the Summit (n=33). The least cited performance measure was 'Regularly assess program and project performance in accomplishing aims 1-6 (n=9).'
- **Summit session evaluations:** A minimum of 12 respondents and maximum of 29 respondents completed evaluations for 9 of the 10 breakout sessions. The All of Us session had the most completed evals (n=29). More than half of respondents reported that 7 of the 9 sessions either moderately or very much increased the understanding of the highlighted project or initiative, took sufficient advantage of the face-to-face format, and gave participants sufficient opportunity to ask questions and make comments.
- **Favorite part of the Summit:** A total of 33 respondents identified one thing they liked about the summit. Seventy-six percent of respondents commented that meeting in person or connecting with colleagues was their favorite part of Summit (n=25).
- **Areas for improvement:** A total of 33 respondents provided comments to this question. Most comments were related to the timing of the summit (n=7, 21%), OET involvement (n=5, 15%) and improved planning or organization (n=5, 15%).

WHAT DID ATTENDEES THINK OF THE SUMMIT?

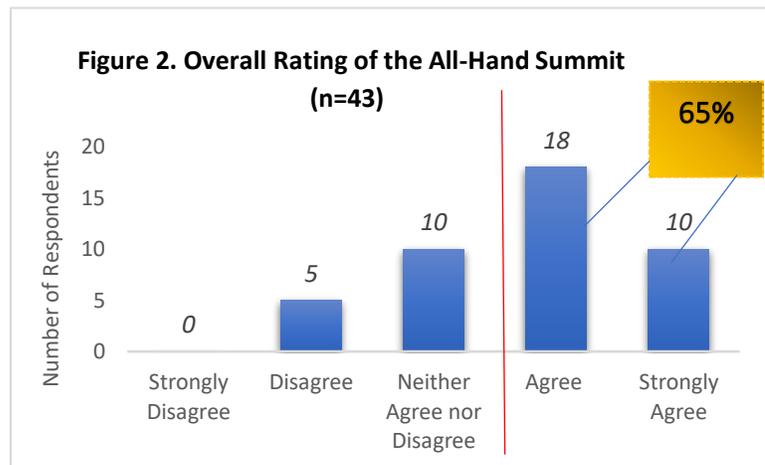
Q1. How would you rate your overall experience at the Summit (n=44)?

Eighty-six percent of the attendees who completed the survey stated that their overall experience at the Summit was 'good', 'very good' or 'excellent' (n=38). The previous years' evaluation did not include 'good' as a measure of overall satisfactory experience. This was a requested change by select members of the planning committee.



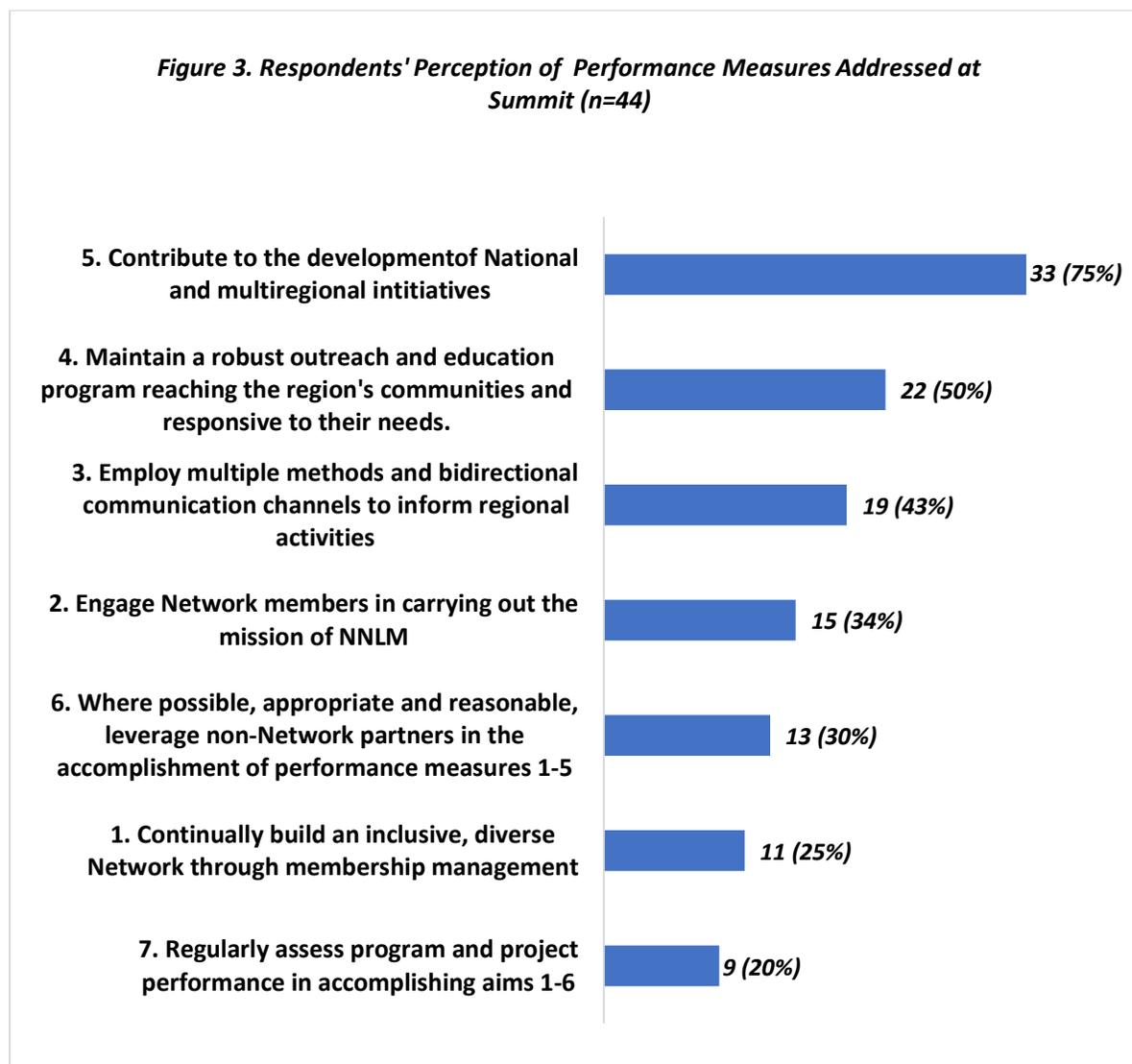
Q2. Do you think that your understanding of what is meant by a coordinated approach improved as a result of your participation in the Summit (n=43)?

One survey respondent did not answer this question. Of the 43 respondents who answered this question, 65 percent stated that they 'agreed' or 'strongly agreed' that their understanding of what is meant by a coordinated approach improved as a result of their participation in the Summit (n=28).



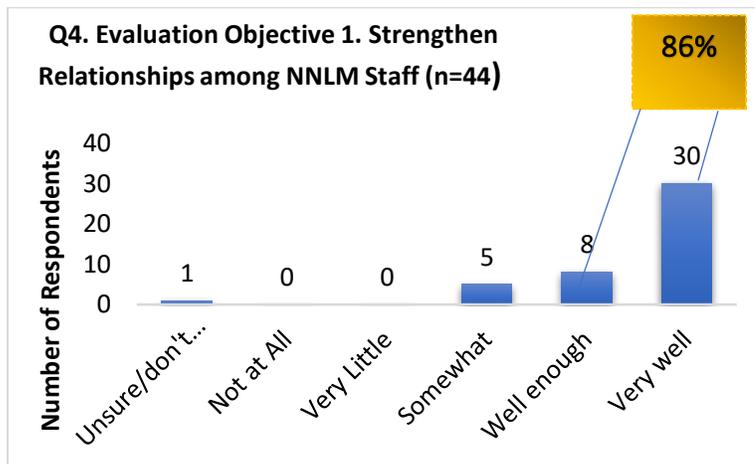
Q3. Which of the Performance Measures will you be able to better address as a result of your attendance at the Summit?

Performance measure number five, ‘Contribute to the development of National and multiregional initiatives’ was the most cited performance measure that respondents felt they would better be able to address as a result of their attendance at the Summit (n=33). The next most cited performance measure was ‘Maintain a robust outreach and education program reaching the region’s communities and responsive to their needs (n=22),’ followed by ‘Employ multiple methods and bidirectional communication channels to inform regional activities (n=19)’ and ‘Engage Network members in carrying out the mission of NNLM (n=15)’. The least cited performance measure was ‘Regularly assess program and project performance in accomplishing aims 1-6’ (n=9).

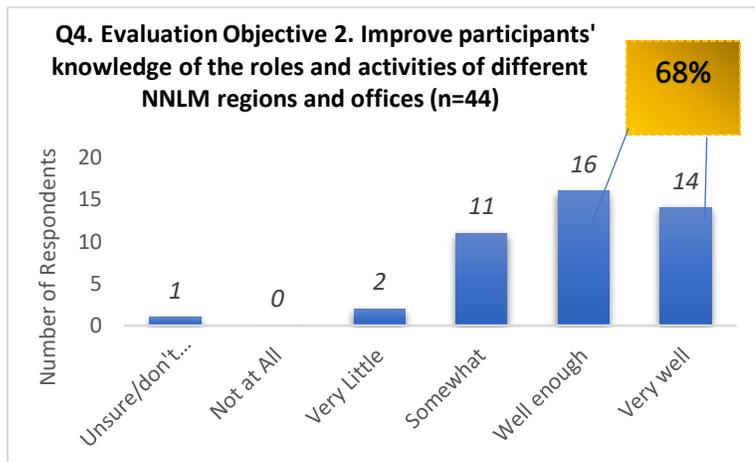


Q4. In your opinion, how well did the summit meet the following objectives (n=44)?

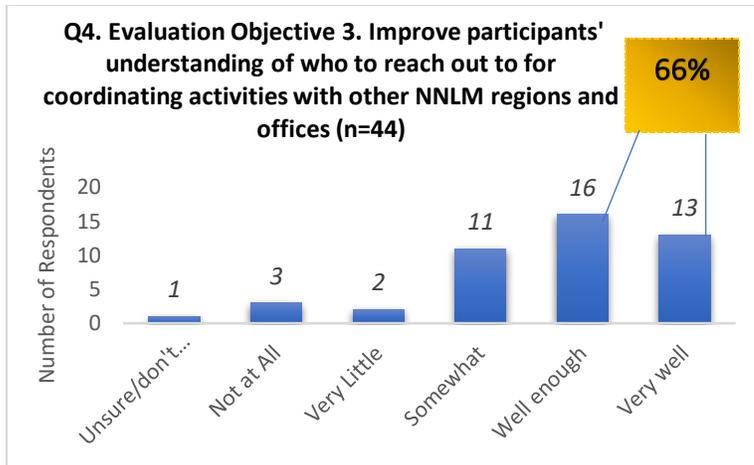
Over 60 percent of the respondents thought the Summit met the objectives ‘well enough’ or ‘very well’ for all four objectives. One respondent said they were ‘unsure or didn’t know’ for each objective. It is important to note that these measurable objectives were defined with members of the Planning Committee later in the planning process and do not reflect the original purpose statement.



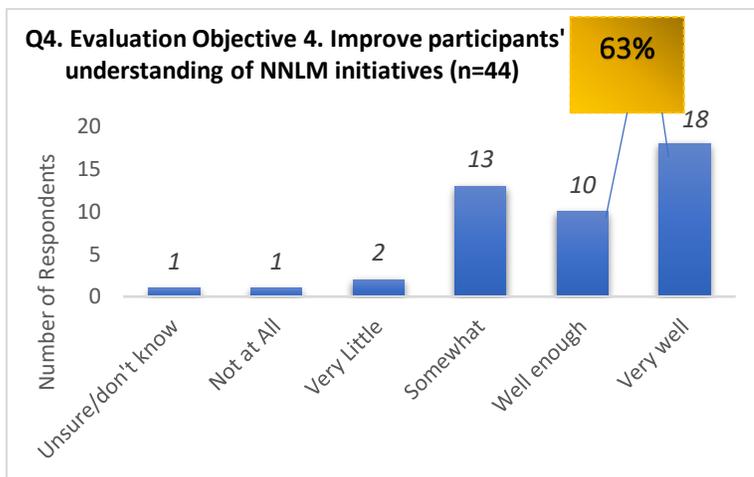
- Eighty-six percent of respondents felt that the objective of ‘Strengthen relationships among NNLM staff’ was met ‘very well’ or ‘well enough’ (n=38).



- Sixty-eight percent of respondents felt that the objective of ‘Improve participants’ knowledge of the roles and activities of different NNLM regions and office’ was met ‘very well’ or ‘well enough’ (n=30).



- Sixty-six percent of respondents felt that the objective of ‘Improve participants’ understanding of who to reach out to for coordinating activities with other NNLM regions and offices’ was met ‘very well’ or ‘well enough’ (n=29).



- Sixty-three percent of respondents felt that the objective of ‘Improve participants’ understanding of NNLM initiatives was met ‘very well’ or ‘well enough’ (n=28).

Q5. Please comment on why or why not you think the Summit met the objectives (n=12).

Twelve respondents commented on why or why not they thought the Summit met the objectives. Two participants remarked on the value of being able to meet face-to-face and make connections (n=2, 17%). Two participants felt like meeting face-to-face was not necessary (n=2, 17%). Two comments were related to the objectives of the summit being unclear (n=2, 17%). Two respondents appreciated the OET

panel (n=2, 17%). The four remaining comments were categorized as 'other.' Examples of themes include:

Meeting face-to-face added value (n=2, 17%):

- “Although it's hard to measure and quantify, being able to meet face to face makes us feel like colleagues across the regions instead of only with the people we work with within our own regions.”

Meeting face-to-face did not add value (n=2, 17%):

- “Nothing happened at the summit that couldn't have been done in online meetings.”

Clarity of Summit objectives (n=2, 17%):

- “Was not even aware the listed goals were what the Summit was trying to achieve... were these stated or listed somewhere during the Summit? A day and a half of meetings is quite different from a day and a half of training. Perhaps some of these objectives could have been met with provided training.”

OET Panel (n=2, 17%):

- “The question and answer period with OET really helped clarify the NNLM's role in the planning and execution of initiatives and activities.”

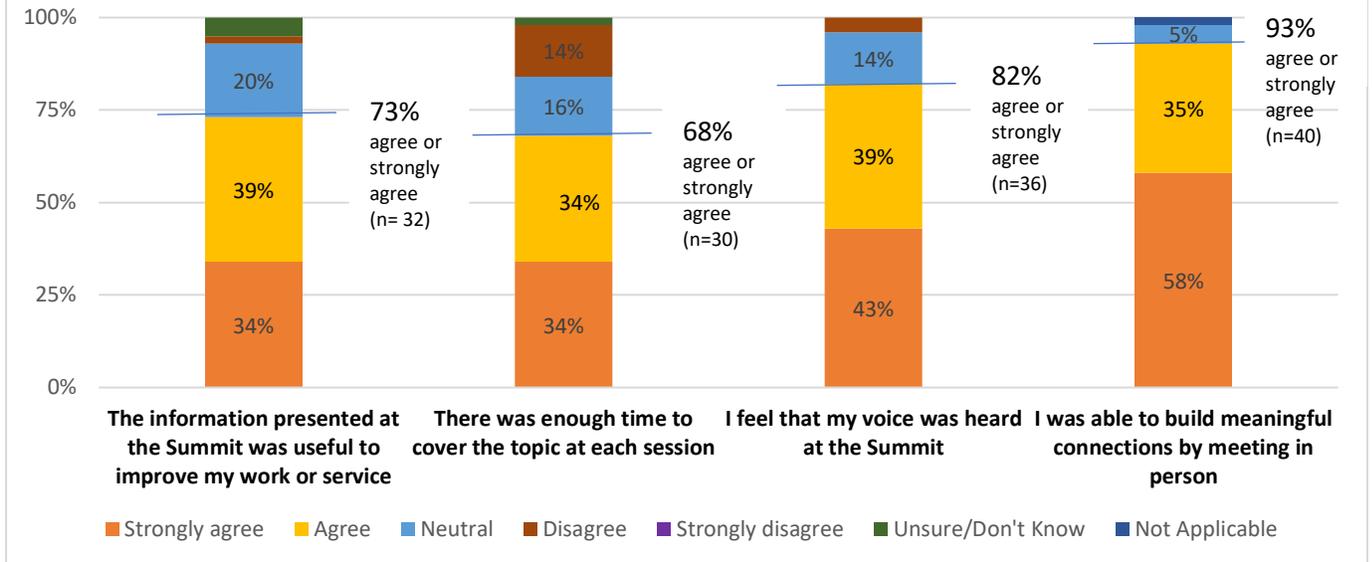
Other (n=4, 33%):

- “I think there was too much of an emphasis on interactive sessions. I think in the NACC session there should have been more of an emphasis on explaining the program since it is new to people.”

Q6. Please indicate your level of agreement with the following statements (n=44):

Most participants agreed or strongly agreed that the information presented at the Summit was useful to their work or service (n=32, 73%), there was enough time to cover the topic at each session (n=30, 68%), their voice was heard at the Summit (n=36, 82%), and that they were able to build meaningful connections (n=40, 93%).

Figure 5. Respondents' Level of Agreement (%) on Outcomes of the Summit (n=44)



Q7. Name one thing that you liked about the Summit (n=33)?

A total of 33 respondents provided comments. Seventy-six percent of respondents commented that meeting in person or connecting with colleagues was their favorite part about the Summit (n=25). Fifteen percent of respondents selected breakout sessions (n=5) and nine percent of respondents made comments categorized as “other” (n=3). Examples of the themes include:

Meeting in-person or connecting with colleagues (n=25, 76%):

- “Meeting colleagues in-person. What a great group of people!”

Breakout sessions (n=5, 15%):

- “I liked the structure of the breakout sessions, that offered a way for all to be engaged productively.”

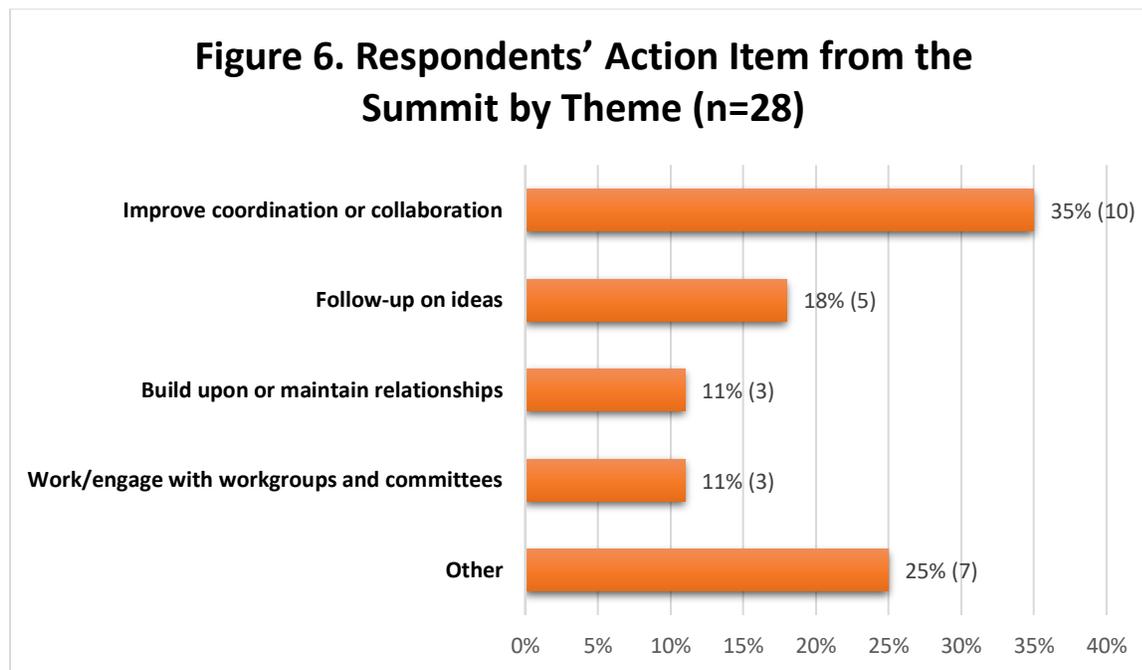
Other (n=3, 9%):

- “I really liked the focus on coordination and planning. Not having lots of competing meetings made it feel manageable.”

Q8. What is one thing you plan to do as a result of the Summit (n=28)?

Comments from 28 respondents were categorized by theme as illustrated in the chart below. One comment ‘N/A’ was removed from analysis. Respondents commented that as a result of the Summit

they intend to improve coordination or collaboration (n=10, 35%), follow-up on ideas (n=5, 18%), build upon or maintain relationships (n=3, 11%) and engage with workgroups and committees (n=3, 11%). This qualitative data suggests progress towards the original Planning Committee purpose statement ‘Develop a coordinated approach.’



Improve coordination or collaboration (n=10, 35%):

- “Collaborate more with colleagues in other regions. For example, I plan to reach out to colleagues in other regions who have exhibited at public health conferences before I exhibit at a public health conference for the first time. Also, I plan to use the staff Skype chat for more informal questions for other RMLs.”

Follow-up on ideas (n=5, 18%):

- “Follow up on the SciStarter contact to plan our own regional citizen science project”

Build upon or maintain relationships (n=3, 11%):

- “Build upon relationships that were developed during in-person meetings.”

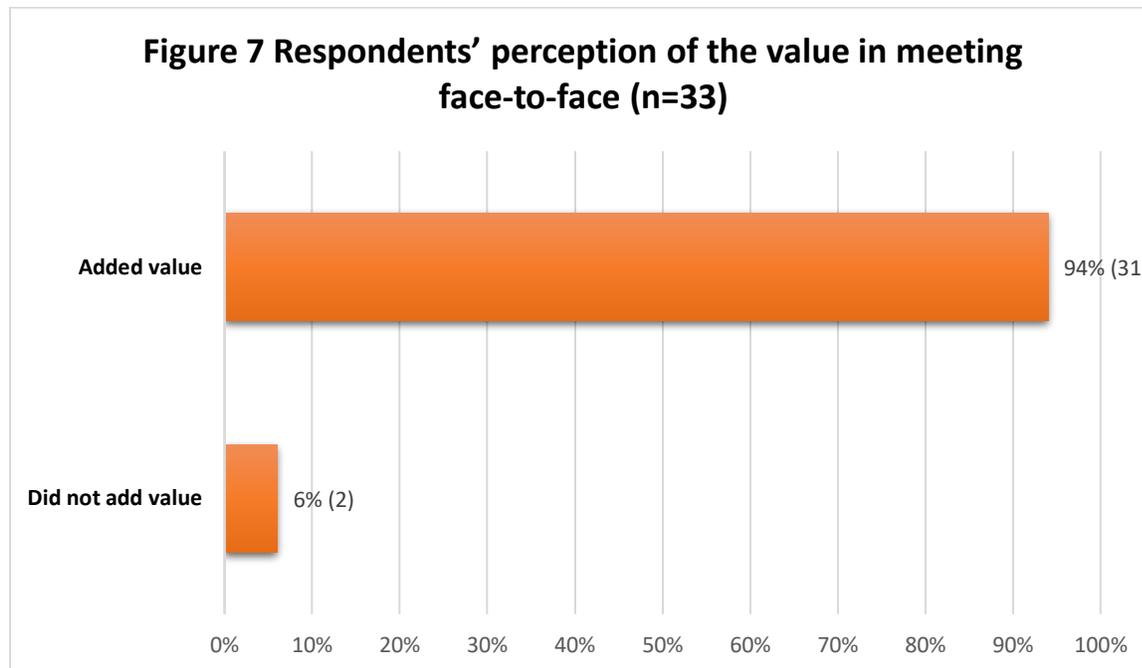
Work/engage with workgroups or committees (n=3, 11%):

- “Join the Public Health working group and look to supporting the forthcoming webinar series.”

Other:

- “Think more about community partnerships, like having community liaisons embedded in public libraries versus hitting walls continually with trying to get funding into the libraries.”

Q9. Do you think you accomplished something at the Summit face-to-face that could not have been accomplished through NNLM virtual meetings? If so, what was it (n=33)?



Thirty-three respondents answered this question. Most respondents provided comments supporting that something was accomplished in a face-to-face venue that could not have been accomplished through NNLM virtual meetings (n=31, 94%). One respondent simply stated ‘no’ to this question. Another responded, “Beyond enjoying everyone’s company, no.”

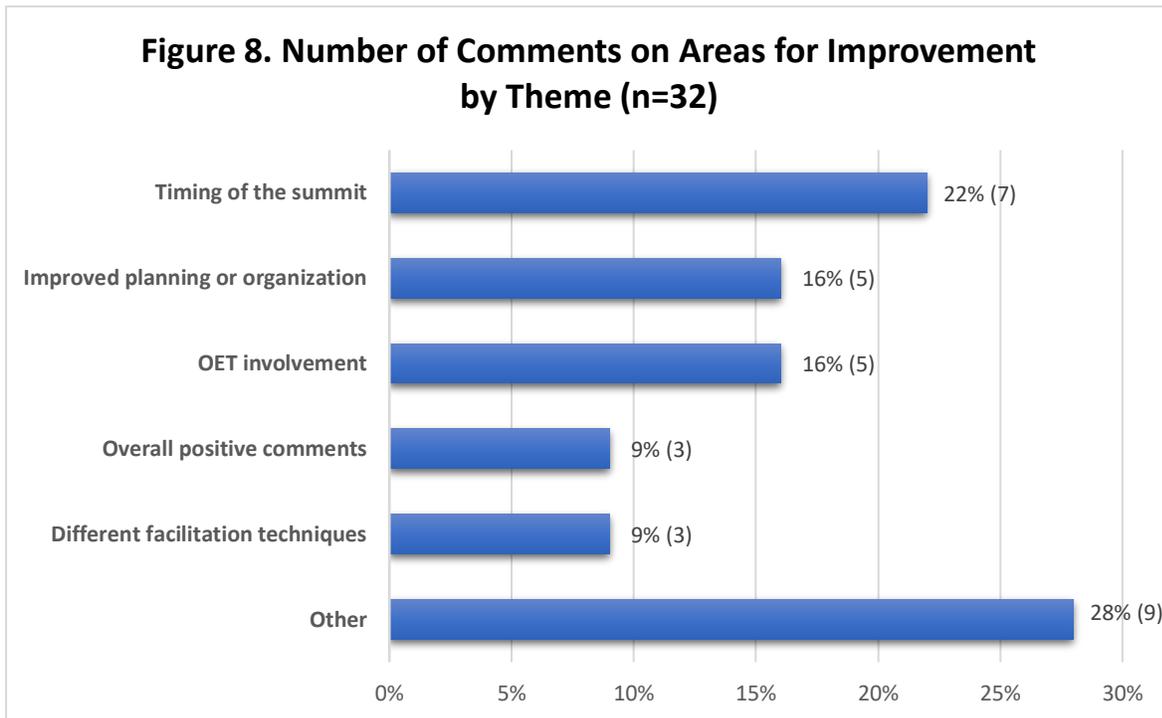
Examples of affirming comments include:

- “More meaningful one-on-one interactions.”
- “Face to face meetings have an intangible value. It raises the level of investment in inter-regional collaborations. They don't have to be every year.”
- “Yes. Gained a better understanding of what is occurring across the organization because the initiatives and groups were in one place. Our mailboxes are overwhelmed with communications about groups and projects. Seeing them in one place and hearing the summaries at the end provided more insight into the work across the organization.”

- “Much more productive and useful conversations occurred. Felt we accomplished something. Everyone participated, verse online where often there are many silent voices.”

Q10. What is one thing that could be improved about the Summit to plan future NNLM face-to-face meetings (n=32)?

A total of 32 respondents provided comments to this question. Common themes included, the timing of the summit (n=7, 22%), OET involvement (n=5, 16%) and improved planning or organization (n=5, 16%). Nine (9) participants provided additional comments categorized as ‘other’ (n=9, 28%).



Timing of the summit (n=7, 22%):

- “Please do not schedule so late in the grant year. November or early December would be ideal.”
- “Having 2 almost-full days of meeting time is really exhausting. It might be less taxing if we could spread it out over 3 half-days or have multiple in-person sessions throughout the year with concentrated topics to ease the need for packing everything into 1 summit. Maybe MLA, ALA and other conferences could be utilized for secondary in-person meetings, since a large portion of the staff already attend.”

Improved planning or organization (n=5, 16%):

- “The opening session was interesting but could have been better organized. Panelists jumped into discussion without much of a set up.”

OET involvement (n=5, 16%):

- “More time to interact with leadership.”
- “End with action items; I would have liked to hear from OET/NNLM leadership in the final session what ideas or priorities they were going forward with from the brainstorming session on the first day.”

Overall positive comments (n=3, 9%):

- “Nothing ... the summit was excellent.”

Different facilitation techniques (n=3, 9%):

- “I did get tired of using the same technique in each breakout session to facilitate participation for example, post its and ranking the top responses. There could have been some varied ways to illicit the information.”

Other (n=9, 28%)

- “Have tracks that focus on different topics or audiences: Initiatives, working with public libraries, technical resources. More content. There were sessions I went to that were interesting but less applicable to my work.”

Q11. Is there anything else that you would like to share about the Summit (n=23)?

Twenty-three respondents provided additional comments after excluding two ‘no’ responses. Nearly half of the comments expressed praise or gratitude (n=10, 43%). Additionally, four participants expressed having an overall positive experience (n=4, 17%). Nine additional comments were made that were categorized as ‘other’ (n=9, 40%) and examples include:

- “I'd like to hear more from OET during future summits -- much of their general session involved us talking to them, and I really liked hearing ideas from my colleagues, but I'd appreciate hearing more from the NLM perspective. This would be especially helpful for my understanding of NNLM priorities and initiatives. Overall, I think it's very valuable, in ways that are hard to quantify, to have opportunities to see colleagues face-to-face, interact socially, and discuss potential projects organically and casually.”
- “Beyond posting on the Staff Intranet, there seemed to be very little communication regarding the summit. I only knew very late that I even needed to go, which made booking travel a real hassle for myself and the office. I think many people missed the call for questions to OET and there was no system for anonymous submissions during the session.”
- “While it is great to see everyone in person, this Summit meeting didn't seem to accomplish much further than what we would in virtual meetings. Meeting in person can be beneficial, but the current structure of just having our regular meetings in person cannot be expected to

achieve new results. There should be a training component added to specifically meet the objectives laid out in this survey.”

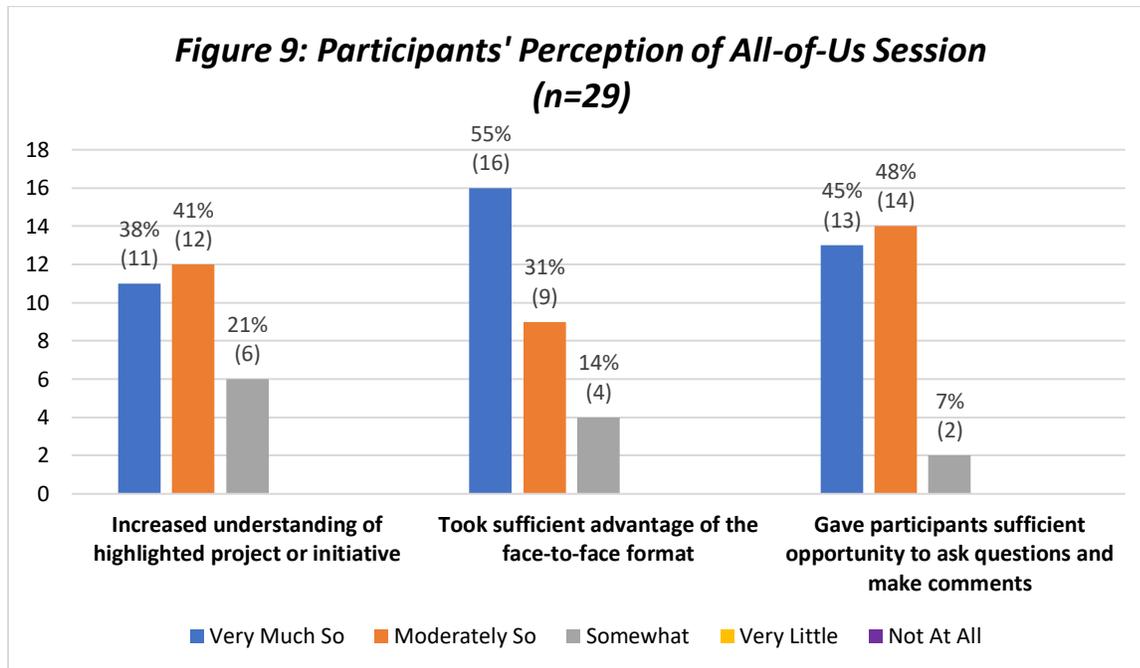
*For a complete list of comments from the Summit, please refer to the supplemental document, [Appendix 3: All Comments from the Summit](#).

WHAT DID ATTENDEES THINK OF THE BREAK-OUT SESSIONS?

Participants were asked three standardized questions after each of the ten breakout sessions to determine (1) if the session helped the participant better understand the project or initiative it highlighted, (2) if the session took sufficient advantage of the face-to-face format, delivering things that wouldn't have worked well remotely and (3) if the session gave participants sufficient opportunity to make comments and ask questions (see **Appendix 1**). Results are broken down by session topic below.

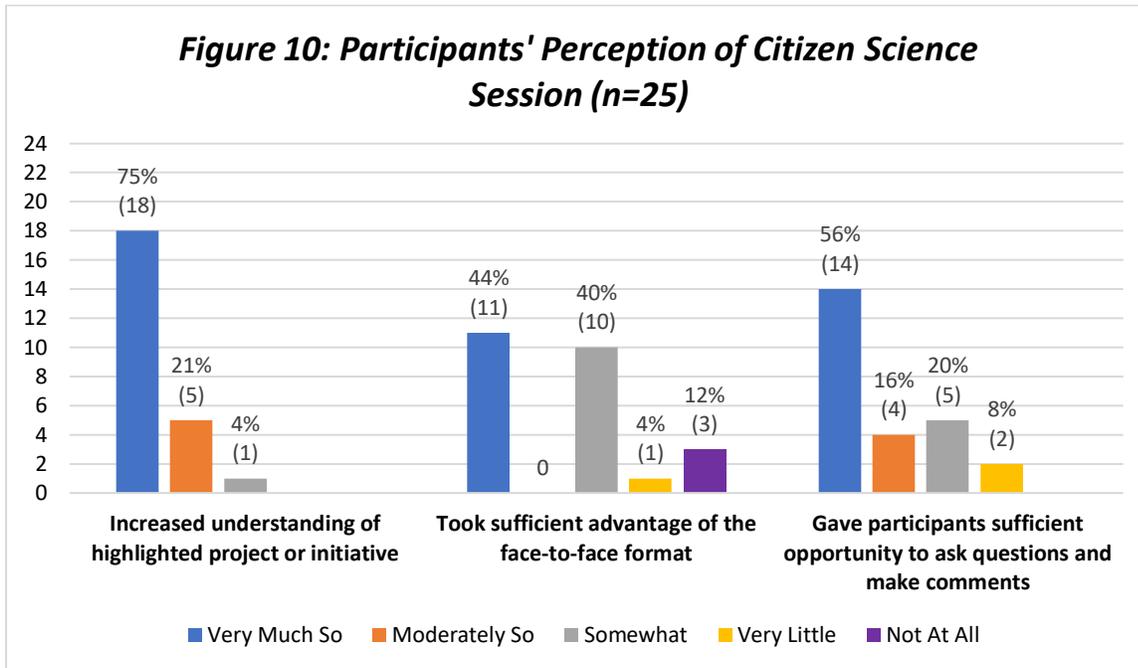
NIH All of Us Session

Twenty-nine participants filled out evaluations for the NIH All of Us session.



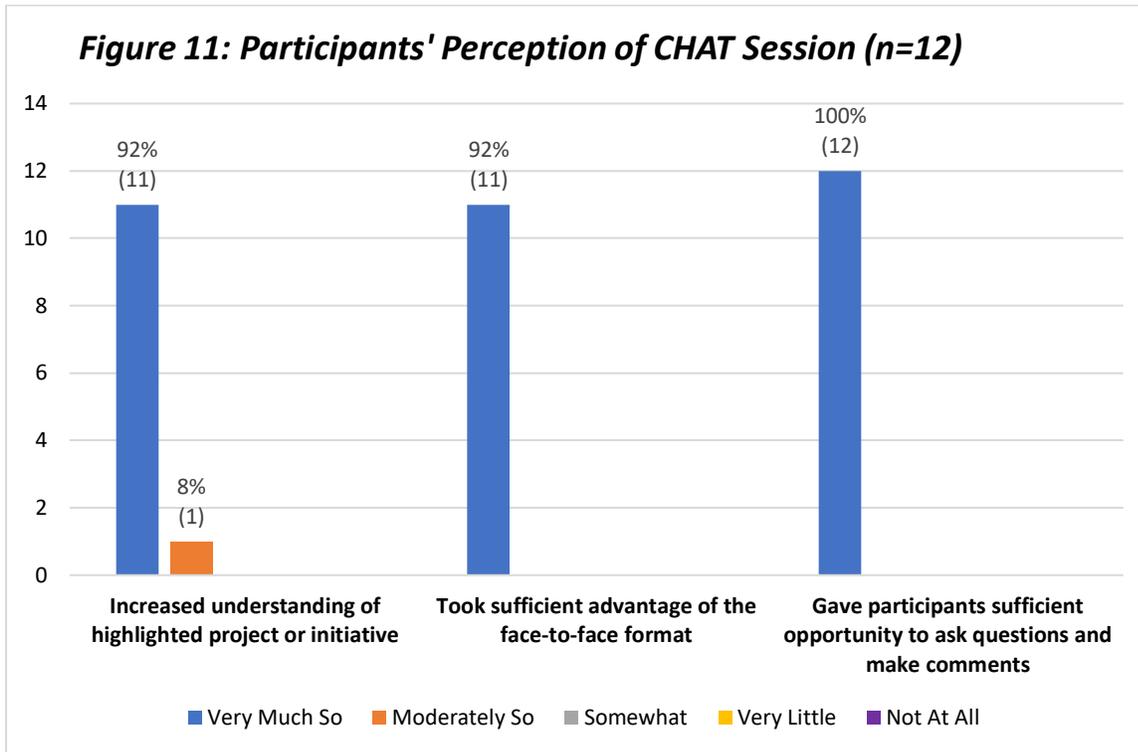
Citizen Science Session

Twenty-five participants filled out evaluations for the Citizen Science session. One participant left the first question blank.



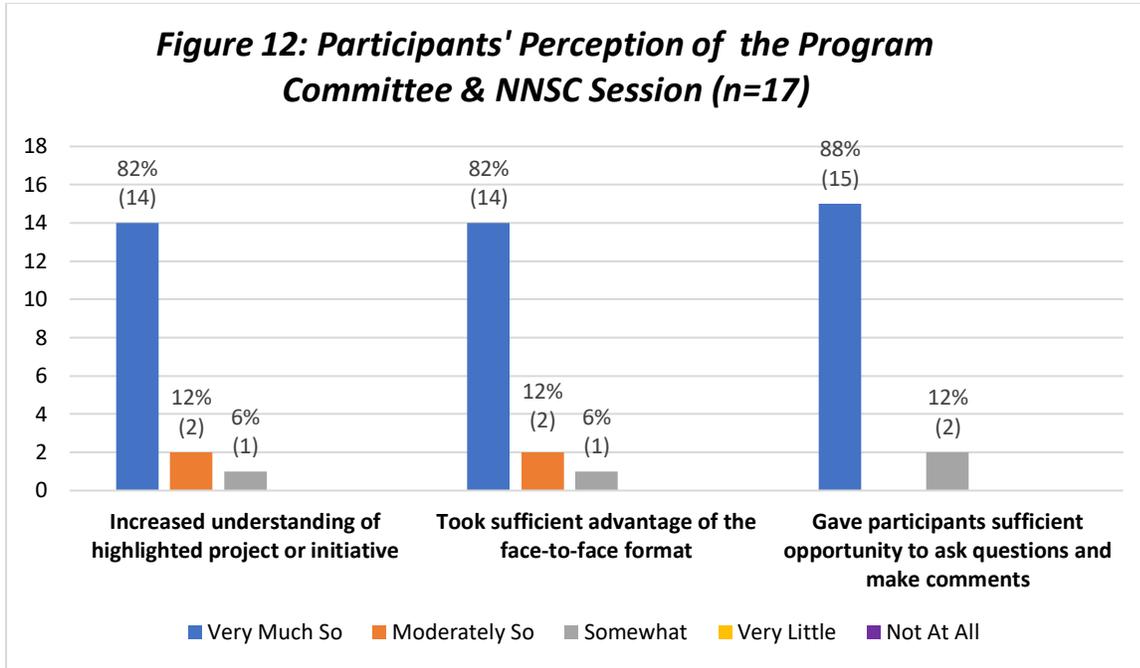
Cultural Humility Advisory Team Session (CHAT)

Twelve participants filled out evaluations for the Cultural Humility Advisory Team (CHAT) session. One participant left the second question blank.



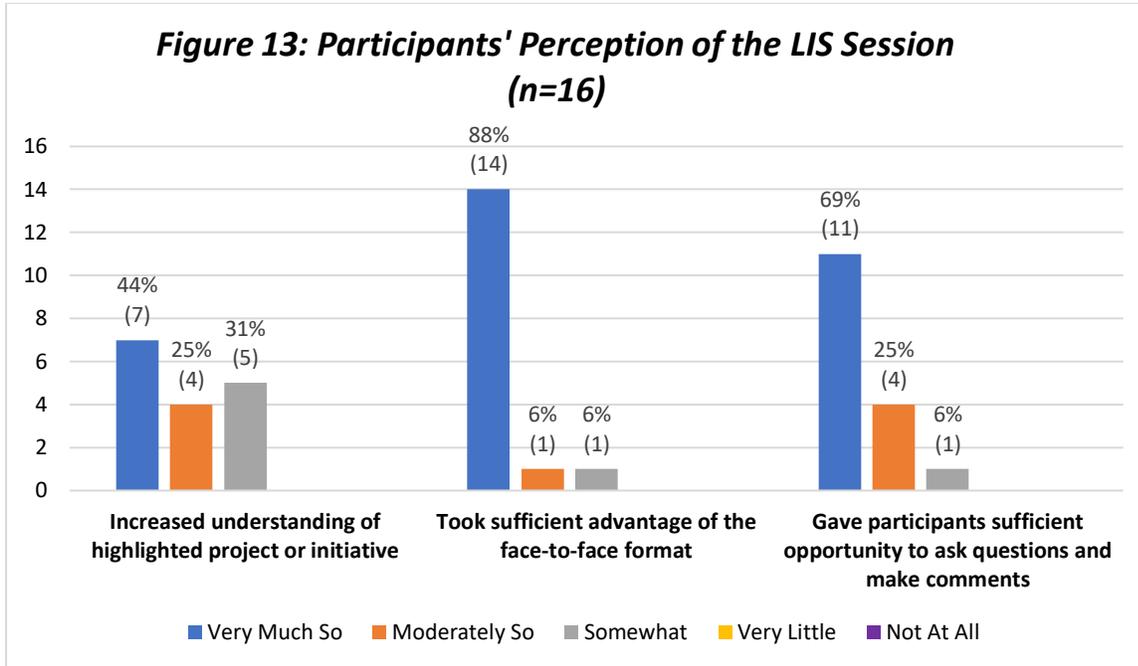
Program Committee & NNSC Session

Seventeen participants filled out evaluation forms for the Program Committee and NNSC session.



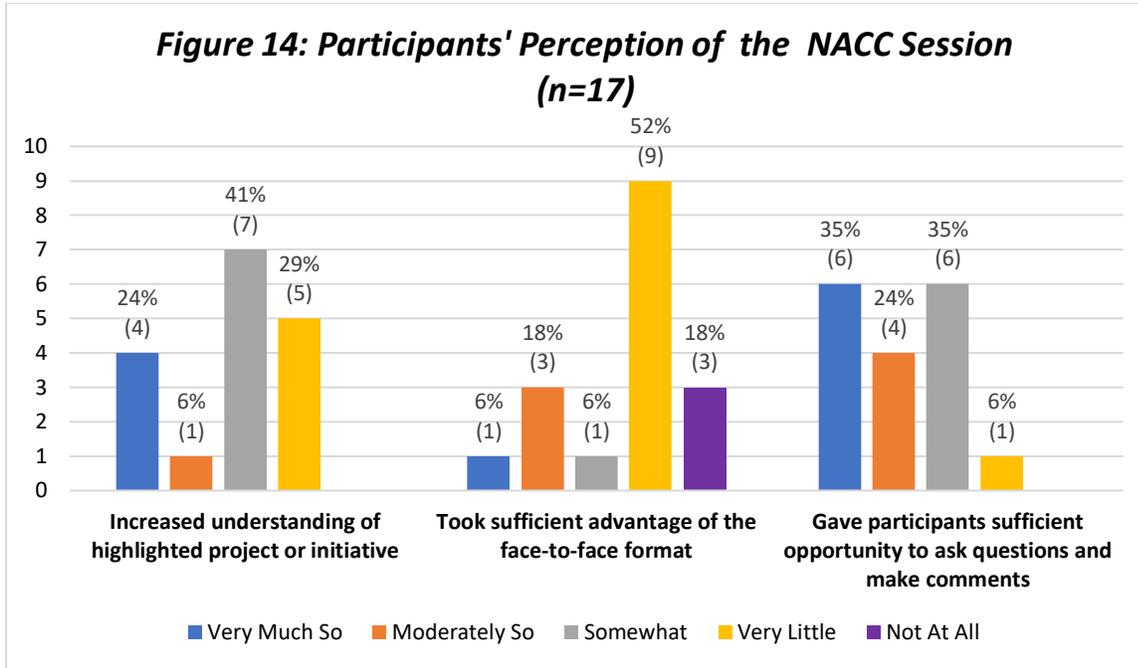
Library and Information Science Session

Sixteen participants filled out evaluation forms for the Library and Information Science (LIS) session.



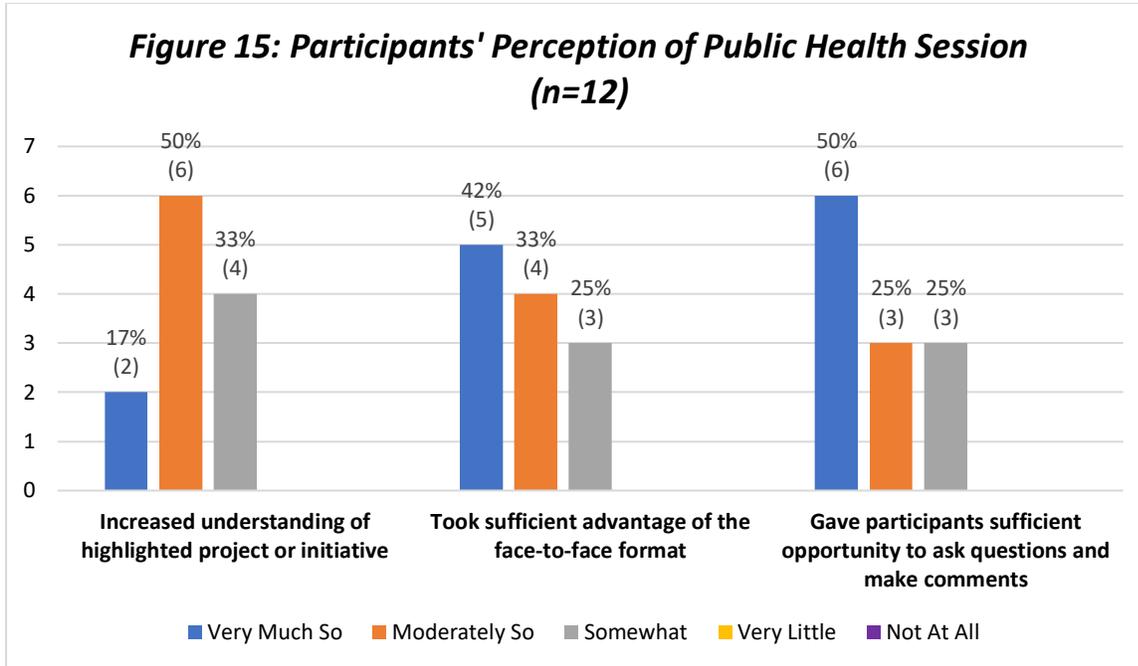
NNLM ACIOP Coordinating Center (NACC) Session

Seventeen participants filled out evaluations for the NNLM ACIOP Coordinating Center (NACC) session.



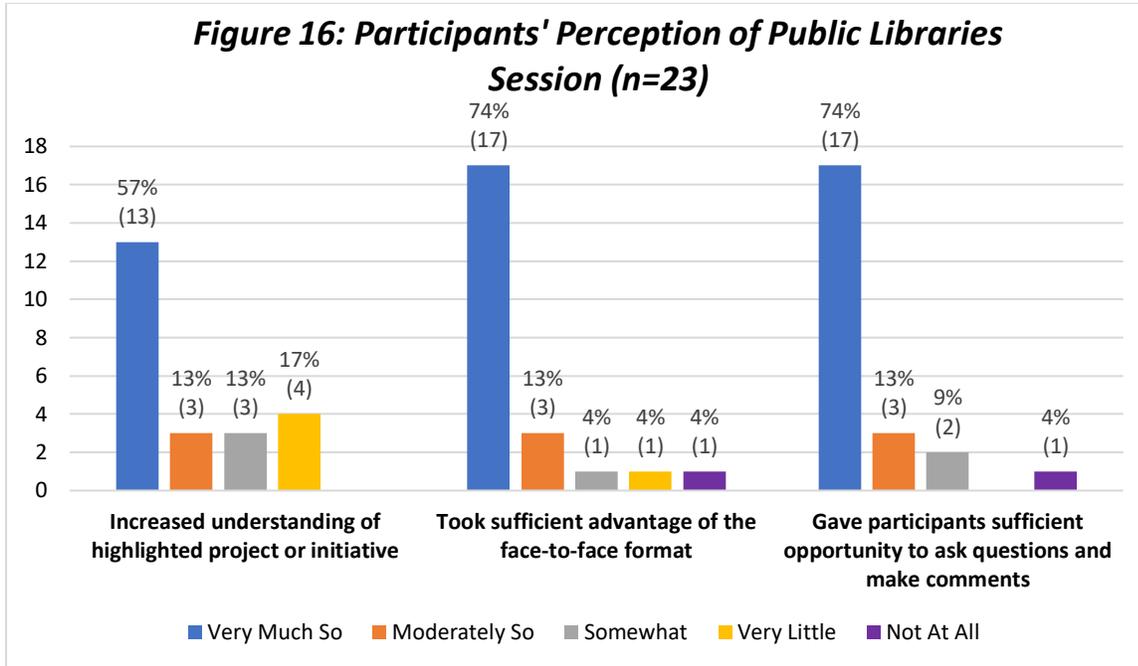
Public Health Session

Twelve participants filled out evaluations for the Public Health session.



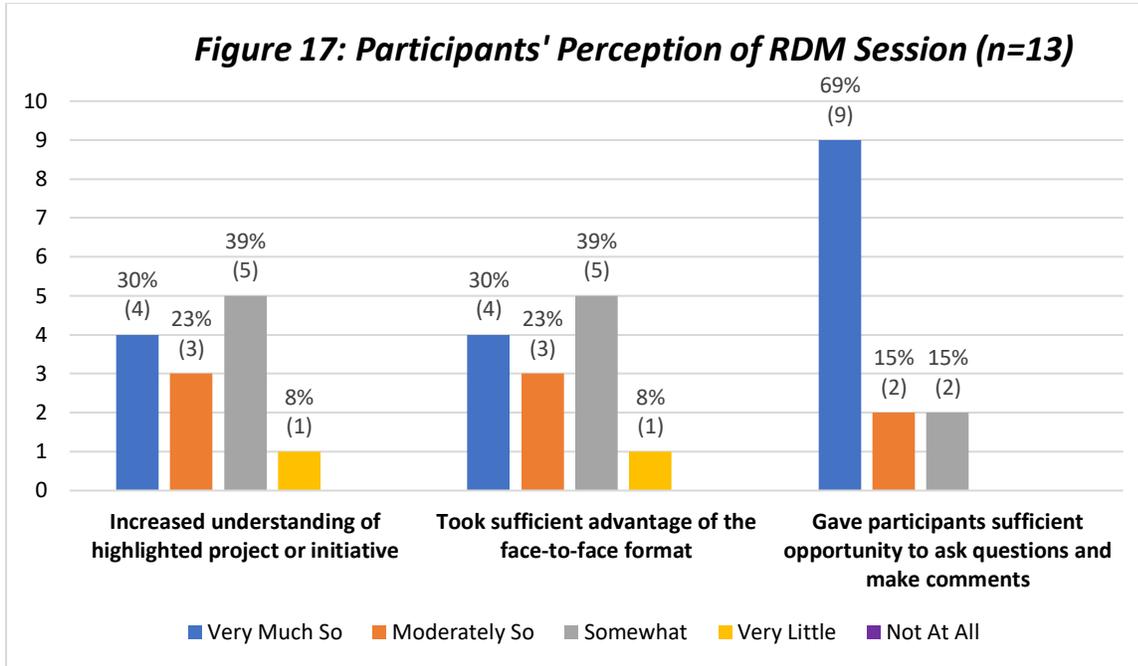
Public Libraries Session

Twenty-three participants filled out evaluations for the Public Libraries session.



Research and Data Management Session

Thirteen participants filled out evaluations for the Research and Data Management (RDM) session.



Appendix 1: Breakout Session Evaluation Questions

Confidential

Page 1

2020 Summit Session Evaluation

Thank you for attending the 2020 NNLM Summit breakout sessions. Please answer four short questions about your session.

-
- 1) Which session did you attend?
- All of Us
 - RD3/RDM Working Group
 - Public Libraries
 - Public Health Working Group
 - LIS
 - NACC
 - Citizen Science
 - Cultural Humility Advisory Team
 - Program Committee & NNSC
 - Evaluation Working Group
-
- 2) Did this session help you better understand the project or initiative it highlighted?
- Not at all
 - Very little
 - Somewhat
 - Moderately so
 - Very much so
-
- 3) Did the session take sufficient advantage of the face-to-face Summit format, delivering things that wouldn't have worked well remotely?
- Not at all
 - Very little
 - Somewhat
 - Moderately so
 - Very much so
-
- 4) Did the session give participants sufficient opportunity to make comments and ask questions?
- Not at all
 - Very little
 - Somewhat
 - Moderately so
 - Very much so

Appendix 2: Post Summit Evaluation Questions

2020 Post-Summit Feedback Survey		Page 1
<p>Thank you for attending the 2020 NNLM Summit. We would love to hear from you how your experience was at the Summit. Your feedback will help us better understand your experiences and make improvements for future events. The survey should take 5 to 10 minutes and your responses will be completely anonymous.</p>		
<p>If you have any questions about the survey, please email us at nnlmneo@uw.edu</p>		
<p>We really appreciate your input!</p>		
<hr/>		
<p>Please check only the box that applies to you...</p>	<input type="radio"/>	I did not attend the 2020 NNLM Summit
	<input type="radio"/>	I attended the 2020 NNLM Summit in person
	<input type="radio"/>	I attended the 2020 NNLM Summit online
	<input type="radio"/>	I attended the 2020 NNLM Summit online and in person
<hr/>		
<p>How would you rate your overall experience at the Summit?</p>	<input type="radio"/>	Poor
	<input type="radio"/>	Fair
	<input type="radio"/>	Good
	<input type="radio"/>	Very Good
	<input type="radio"/>	Excellent
<hr/>		
<p>Do you think that your understanding of what is meant by "a coordinated approach" improved as a result of your participation at the Summit?</p>	<input type="radio"/>	Strongly Disagree
	<input type="radio"/>	Disagree
	<input type="radio"/>	Neither Agree or Disagree
	<input type="radio"/>	Agree
	<input type="radio"/>	Strongly Agree
<hr/>		
<p>Which of the performance measures will you be able to better address as a result of your attendance at the Summit?</p>	<input type="checkbox"/>	None of the measures
	<input type="checkbox"/>	1. Continually build an inclusive, diverse Network through membership management
	<input type="checkbox"/>	2. Engage Network members in carrying out the mission of NNLM
	<input type="checkbox"/>	3. Employ multiple methods and bidirectional communication channels to inform regional activities
	<input type="checkbox"/>	4. Maintain a robust outreach and education program reaching the region's communities and responsive to their needs.
	<input type="checkbox"/>	5. Contribute to the development and implementation of national and multiregional initiatives - originating from national or local levels - that align with NLM's scope
	<input type="checkbox"/>	6. Where possible, appropriate and reasonable, leverage non-Network partners in the accomplishment of performance measures 1-5
	<input type="checkbox"/>	7. Regularly assess program and project performance in accomplishing aims 1-6

In your opinion, how well did the Summit meet the following objectives?

	Very well	Well enough	Somewhat	Very little	Not at all	Unsure/Don't know
Strengthen relationships among NNLM staff	<input type="radio"/>					
Improve participants' knowledge of the roles and activities of different NNLM regions and offices	<input type="radio"/>					
Improve participants' understanding of who to reach out to for coordinating activities with other NNLM regions and offices	<input type="radio"/>					
Improve participants' understanding of NNLM initiatives	<input type="radio"/>					

Please comment on why or why not you think the Summit met the objectives.

Please indicate your level of agreement with the following statements ...

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Unsure/Don't know	Not applicable
The information presented at the Summit was useful to improve my work or service	<input type="radio"/>						
There was enough time to cover the topic at each session	<input type="radio"/>						
I feel that my voice was heard at the Summit	<input type="radio"/>						
I was able to build meaningful connections by meeting in person	<input type="radio"/>						

What is one thing that you liked about the Summit?

What is one thing you plan to do as a result of the Summit?

Do you think you accomplished something at the Summit face-to-face that could not have been accomplished through NNLM virtual meetings? If so, what was it?

If you participated online, please share any comments you may have about your experience as an online attendee.

What is one thing that could be improved about the Summit to plan future NNLM face-to-face meetings?

Is there anything else that you would like to share about the Summit?

Appendix 3: All Comments from the Summit

**Q5. PLEASE COMMENT ON WHY OR WHY NOT YOU THINK THE SUMMIT MET THE OBJECTIVES
(N=12)**

1. It is still not clear to me if all units within OET are focused on the same priorities and initiatives. For example, I would like to know more about how Kathel Dunn's programs support them and our regions.
2. Although it's hard to measure and quantify, being able to meet face to face makes us feel like colleagues across the regions instead of only with the people we work with within our own regions.
3. Great opportunity to informally make connections and get an idea of who is working on what. I think it will make my work easier in the future.
4. Nothing happened at the summit that couldn't have been done in online meetings.
5. We got a chance to hear from the new HIV/AIDS office. I wish we had gotten an update from the DOCLINE office. I appreciated the OET panel at the end. Helped me understand the changing structure of NLM and the Network.
6. I feel like we could have done this without going to a central location. What I did learn is there is a duplication of effort between the different regions. Maybe the RML model needs to be examined and updated. Could we not centralize efforts but still tailor them to meet the needs of the members of each region? Maybe it is important to meet as a group annually, but I am not sure the expense and effort justifies it.
7. The inclusion of the CFU was a creative way to bring community partners into the conversation as we developed strategies for a coordinated approach.
8. I think there was too much of an emphasis on interactive sessions. I think in the NACC session there should have been more of an emphasis on explaining the program since it is new to people.
9. There was a variety of sessions so attendees could go to the ones that were most relevant to them and their work.
10. Was not even aware the listed goals were what the Summit was trying to achieve... were these stated or listed somewhere during the Summit? A day and a half of meetings is quite different from a day and a half of training. Perhaps some of these objectives could have been met with provided training.
11. The question and answer period with OET really helped clarify the NNLM's role in the planning and execution of initiatives and activities.
12. The Summit had an "old boys club" feel - if you already knew who to talk to for what, you might have felt that the above were accomplished. This was reinforced from the beginning, where you were discouraged to go to sessions out of interest versus prior engagement. For new staff who have never been invited to participate in any of these groups, they remained inaccessible.

Q7. WHAT IS ONE THING YOU LIKED ABOUT THE SUMMIT? (N=33)

1. The in-person interaction and sharing of idea
2. Face to face spontaneous ideas and conversations.
3. I really liked the focus on coordination and planning Not having lots of competing meetings made it feel manageable.
4. For a short period, there seemed to be time on the schedule to do the important things. Last summit was overscheduled.
5. I greatly appreciated meeting people in person and improving my understanding of how the regions collaborate.
6. The sessions were organized in such a way that participant feedback and engagement were maximized.
7. The host was very welcoming to this face to face meeting.
8. The face to face communication with my colleagues. There was time to get to know others socially as well as in our professional roles. For example, the Tuesday social and the dine-arounds. I liked being forced to sit with colleagues I didn't know.
9. Time to collaborate ideas with other coordinators
10. Connecting with people that I see in email form only. Learned more about outreach to community groups in sessions on All of Us / citizen science
11. I appreciated the Ask OET session, the citizen science session and especially the general focus on pragmatic activities.
12. time for ad hoc meetings and networking
13. I liked the sessions that allowed for brainstorming and discussing ideas. As members of working groups, we were able to discuss ideas openly and respond more naturally than occurs online where were muted literally and figuratively.
14. It was great to see folks face to face.
15. Networking
16. See people and group brainstorming
17. Getting to meet staff from other regions in person and discuss projects and initiatives.
18. Meeting with people in person.
19. Seeing colleagues in person.
20. Meeting new people.
21. I liked the structure of the breakout sessions, that offered a way for all to be engaged productively.
22. Meeting colleagues in-person. What a great group of people!
23. Meeting and working with colleagues across the country.
24. Opportunities to work with new and familiar colleagues in person
25. The opportunity to meet people face-to-face and share less formal interactions. That helps to build better working relationships.

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26. Meeting colleagues with whom I don't cross paths during my regular WebEx committee meetings and having the opportunity to chat casually with colleagues that I see often in the WebEx "participants" list.
 27. Seeing everyone in person
 28. Being in the same room.
 29. Getting to see others from NNLM in person.
 30. For most sessions, the gallery walk and small group discussion model of engagement worked really well.
 31. Scistarter presentation, Utah diversity perspectives, space for nws, nto, personal office hours
 32. The chance to meet staff from across the country and see another region's workplace
 33. Opportunity to collaborate and discuss solutions and ways to move initiatives forward
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Q8. WHAT IS ONE THING YOU PLAN TO DO AS A RESULT OF THE SUMMIT? (N=28)

1. Submit a plan for a national initiative
 2. follow up on the SciStarter contact to plan our own regional citizen science project
 3. Focus more on community evaluation studios.
 4. Apply to be a member of CHAT
 5. Work more closely on citizen science, LIS, and public libraries initiatives.
 6. Build upon relationships that were developed during in-person meetings.
 7. I am planning to submit a proposal for coordinated webinar series.
 8. Maintain better contact with colleagues.
 9. Coordinate more with NNLM people engaged in public health.
 10. Take a look at public health concerns in our region.
 11. Review the notes from the breakout session to build in ideas and strategies for Y5 and beyond!
 12. Collaborate more with colleagues in other regions. For example, I plan to reach out to colleagues in other regions who have exhibited at public health conferences before I exhibit at a public health conference for the first time. Also, I plan to use the staff Skype chat for more informal questions for other RMLs.
 13. Become part of one of the working groups.
 14. Be more engaged with NNLM staff to share regional workflows, and training and reporting techniques and tricks.
 15. Nothing difference here.
 16. Contribute to national initiatives in a more collaborative way.
 17. Plan to collaborate more with other regions.
 18. Better "use" the OET representative to my working group to help forge connections with people at NLM.
 19. Potentially co-teach a different NNLM class
 20. Join the Public Health working group and look to supporting the forthcoming webinar series.
 21. Bring together several people who are working on the same project separately.
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22. I'm not sure I learned anything new. Most of what we talked about I already knew and it was just an extension of our regular meetings. If the Summit was intended to teach us new things, there should have been specific trainings from experts.
23. Promote citizen science.
24. I am going to coordinate ideas and planning amongst the three other members of the group I was in during the CHAT meeting.
25. Think more about community partnerships, like having community liaisons embedded in public libraries versus hitting walls continually with trying to get funding into the libraries.
26. I plan to be a more active participant in the online meetings. Ask more questions and challenge ideas that don't seem well-thought out or provide enough context for what we're asked to accomplish
27. Continue active role in staying updated initiatives
28. I will be working together with others across the regions to further initiatives

Q9. DO YOU THINK YOU ACCOMPLISHED SOMETHING AT THE SUMMIT FACE-TO-FACE THAT COULD NOT HAVE BEEN ACCOMPLISHED THROUGH NNLM VIRTUAL MEETINGS? IF SO, WHAT WAS IT? (N=33)

1. In person contacts
2. Impromptu conversations and sharing - constant 2-day exposure/programming stimulates questions and follow up
3. I think the informal conversations allow progress and connection in a way that online meetings do not.
4. Face to face meetings have an intangible value. It raises the level of investment in inter-regional collaborations. They don't have to be every year.
5. The sessions were highly effective for gathering ideas, opinions, and solutions to common problems. Virtual meetings are less effective for brainstorming and problem-solving.
6. To carry out meaningful, one-to-one conversations with NNLM staff members.
7. Yes. Networking and interacting with other NNLMers.
8. I had a number of personal conversations as we had lunch, dinner or walked from our hotel to the university for the summit sessions.
9. There is less hurried time when meeting face to face with your coworkers from a different region. Without a specific agenda then a different focus on collaboration and planning may occur (based on the regional needs following the focus on the national initiatives).
10. Yes, got to talk to people and participate. This is not always possible in virtual meetings
11. I participated in gallery walks, which cannot be done online. I got a chance to interact with some new people face to face. Most other work could be done online.
12. Yes. Gained a better understanding of what is occurring across the organization because the initiatives and groups were in one place. Our mailboxes are overwhelmed with

communications about groups and projects. Seeing them in one place and hearing the summaries at the end provided more insight into the work across the organization.

13. The group work time was useful! It was exciting to be able to do this work face-to-face.
14. Much more productive and useful conversations occurred. Felt we actually accomplished something. Everyone participated, versus online where often there are many silent voices.
15. Yes - more opportunity to attend different sessions to just get an update on what is happening.
16. Building rapport with peers helps when trying to move projects forward.
17. no
18. During the meet-and-greet, I learned that another Network coordinator had skills that will benefit a multi-region project. I invited them to join our effort. Not sure that I would've discovered this information in our normal communications. We were making small talk when we had this ah-ha moment.
19. More meaningful one-on-one interactions
20. I did meet new people but I have done that through virtual meetings too.
21. Yes, face to face allowed time for group reflection and networking, that is more awkward in virtual meetings.
22. Yes, I am new to the NNLM and after meeting colleagues from other regions and offices at the Summit I have a better understanding of the work done in other RMLs and offices.
23. Just meeting people face-to-face. More time to get to know people.
24. The chance to have impromptu conversations frequently shines a light on areas where some staff need assistance or are missing information - it takes the effort out of sending an email or a message when you don't know how to approach a confusing or complex issue. Multiple colleagues approached me outside of the planned topics/sessions to discuss areas where they frequently have trouble and I was able to offer alternate solutions from my region's approach or my direct experience.
25. Being able to discuss All of Us program and evaluation face-to-face allowed for better interaction. We just don't get that same quality during Zoom meetings.
26. Yes, I built rapport with my colleagues that will facilitate collaboration in the future.
27. Beyond enjoying everyone's company, no.
28. Building relationships.
29. Only that it is helpful to put faces to names (not just pictures) and meet people in person versus just virtually.
30. I found a group with whom I worked really well. It was a pleasant surprise and I plan to continue getting to know my fellow group members.
31. I had meaningful discussions with at least 15 people who I work with regularly at a distance. By "removing the screen" we were able to talk about projects and grow relationships more organically than a virtual meeting allows. For example: NER staff sat next to new MCR staff in a session, NER discovered MCR had expertise needed for a new class & invited them to collaborate.
32. Meeting people in person who I have only worked with over the phone - for example, there was someone I work with regularly over the phone that I thought was very hesitant to work with me, but after meeting them in person, I realized they just have a more quiet, thoughtful personality which translated poorly over the phone, so what was a slightly uncomfortable

working relationship previously benefited greatly by being able to share an in-person experience.

33. In depth discussions about initiatives and how to move them forward

Q10. WHAT IS ONE THING THAT COULD BE IMPROVED ABOUT THE SUMMIT TO PLAN FUTURE NNLM FACE-TO-FACE MEETINGS? (N=32)

1. Nothing ... the summit was excellent
2. All OET staff should be there.
3. For planning/coordination purposes, a longer meeting may actually be more helpful.
4. The schedule was perfect (i.e., the amount of time devoted to each activity, the length of the days, and one evening reception). The topics addressed in each session and the collaborative, interactive nature of each session were perfect. I have no suggestions for improvement.
5. The opening session was interesting but could have been better organized. Panelists jumped into discussion without much of a set up.
6. More time for some sessions.
7. I did get tired of using the same technique in each breakout session to facilitate participation for example, post its and ranking the top responses. There could have been some varied ways to illicit the information.
8. Have the PI's meet with their region for an hour between the sessions for the opportunity to check in.
9. Summit's should be written into the cooperative agreement so the planning doesn't feel last minute and rushed. Allowing ADs and coordinators the ability to plan budgets and being out of the office well in advance.
10. Have tracks that focus on different topics or audiences: Initiatives, working with public libraries, technical resources More content. There were sessions I went to that were interesting but less applicable to my work.
11. How about providing a two-day mission statement for the meeting? It might be interesting to see if that improves the sense of direction (maybe, maybe not). I would suggest providing one rather than spending valuable time to develop one at the meeting.
12. Limit the number of information dump sessions and ensure that all sessions have an interactive component. Report outs can occur online. Take advantage of the people in the room who are there and motivated to contribute to planning.
13. Perhaps some pre-Summit readings and/or preparation?
14. More all staff communication/ sharing time
15. I didn't think the early morning first day session was well utilized. I think there needs to be more leadership from the OET.
16. More time to interact with leadership.

17. Attach it to the MLA when most people will already be there. The idea board with stickers can prohibit true sharing and brainstorming. In groups, the ideas from the "loudest" person are often the ones carried forward. People may feel like they can't share ideas or vote freely to backlash or retribution from others. There are plenty of anonymous ways this could have been done.
18. I would like us to continue to rotate locations. Meeting in Years 2 and 4 would be great, so that regions and offices prepare their budgets and schedules with the expectation that we would all meet in-person.
19. Nothing
20. I think it was overall fine.
21. Please do not schedule so late in the grant year. November or early December would be ideal.
22. I appreciated the brainstorming activities that we did in the sessions, though the activities were often very similar from session to session. I would have liked to prepare for the brainstorming sessions ahead of the summit, and maybe have had more varied activities or discussions at the session.
23. Don't insist on an interactive session if a more informational session is appropriate. By the end of the first day I was tired on the post-it notes and gallery walks. More diversity in presentations.
24. Having 2 almost-full days of meeting time is really exhausting. It might be less taxing if we could spread it out over 3 half-days, or have multiple in-person sessions throughout the year with concentrated topics to ease the need for packing everything into 1 summit. Maybe MLA, ALA and other conferences could be utilized for secondary in-person meetings, since a large portion of the staff already attend.
25. Having it during a less iffy weather time of year.
26. I would advocate for even longer sessions, or two sessions for some working groups (an "open" session and a "closed" session?). Many of the sessions I attended were very focused on brainstorming or sharing, and the 75-minute timeframe didn't always leave time to actually act on some of the ideas that people put forth. It sometimes felt like we were able to start important conversations, but then plans for how exactly to follow through would be rushed. It would be just as valuable to discuss follow-through, action items, and deliverables in person, but there just wasn't time to do all of it.
27. End with action items; I would have liked to hear from OET/NNLM leadership in the final session what ideas or priorities they were going forward with from the brainstorming session on the first day.
28. We need better technology, if everyone is unable to attend. I'm not sure if any or our institutions have the technology necessary to make the remote experience "almost" as good as the in-person experience.
29. Provide more trainings versus just more meetings in person. This survey shows that there were several objectives that were supposed to be achieved, but the summit was really just an extension of our regular meetings. If the Summit was intended to teach us new things, there should have been specific trainings from experts for each objective.
30. I am not sure but may be have the OET members be introduced at the beginning of the summit and not the end.

31. Have more topics / sessions relevant to new staff. The more long-term staff think this is an opportunity for "immersion therapy" (literally said by a senior staffperson), but that really unfortunate mindset cuts off opportunities for newer staff.
32. Timing. No timing is ever perfect but spring time may be slightly better schedule wise.

Q11. IS THERE ANYTHING ELSE THAT YOU WOULD LIKE TO SHARE ABOUT THE SUMMIT?
(N=25)

1. Thought it was very well put together and got a lot out of the respective breakout sessions ... good job MCR :)
2. Definitely worth my time.
3. The University of Utah was a great venue. The Alumni rooms at the HSEB were perfect for our needs. Excellent event! Thanks for all your hard work!
4. Great job!
5. Great team work for the planning committee.
6. Our hosts from the University of Utah were very helpful and friendly. It was a pleasure to get to know them better. I felt valued by our organization in that they spent the money for us to travel for this summit. I don't think you can underestimate how powerful feeling valued to your organization can be. I will work twice as hard for an organization that values me.
7. Networking sessions are too ambiguous
8. I appreciated the opportunity to hear feedback on the portion of the meeting in which I was involved.
9. Thank you to the planning committee and chairs. They brought together a number of different groups to provide a better understanding of the expectations of us an organization of individuals to achieve the objectives of our work.
10. While the group work time was fun, it felt like that was all we did!
11. In person conversations really help break down conflict and/or tension among coordinators/staff.
12. I'm sure the opening session made the people who are uncomfortable doing actual cultural humility work feel like they accomplished something. It was good to hear from the speakers but it could foster the white savior complex of many people.
13. Utah is beautiful!
14. Great job, and thank you!!
15. Thank you to everyone who was involved in planning and leading the summit!
16. No. I enjoyed it and always come away feeling a lot more connected to NNLM nationally.
17. I'd like to hear more from OET during future summits -- much of their general session involved us talking to them, and I really liked hearing ideas from my colleagues, but I'd appreciate hearing more from the NLM perspective. This would be especially helpful for my understanding of NNLM priorities and initiatives. Overall I think it's very valuable, in ways

that are hard to quantify, to have opportunities to see colleagues face-to-face, interact socially, and discuss potential projects organically and casually.

18. Beyond posting on the Staff Intranet, there seemed to be very little communication regarding the summit. I only knew very late that I even needed to go, which made booking travel a real hassle for myself and the office. I think many people missed the call for questions to OET and there was no system for anonymous submissions during the session.
19. While it is great to see everyone in person, this Summit meeting didn't seem to accomplish much further than what we would in virtual meetings. Meeting in person can be beneficial, but the current structure of just having our regular meetings in person cannot be expected to achieve new results. There should be a training component added to specifically meet the objectives laid out in this survey.
20. Although last year's summit was good I really felt that this year's was more engaging and impactful. I did not feel too rushed during the sessions and it was nice to have a break to get a tour of the library and spend some time connecting with colleagues in the ad-hoc networking rooms.
21. I think an annual summit is an important way to grow & sustain NNLM. Most major organizations have something like this. Builds our vision & retains our employees. Great job and thank you!
22. Have a catered lunch - it was so stressful to run all over to get lunch.
23. Enjoyed the opportunity to meet new colleagues and learn about NNLM

COMMENTS RELATED TO ONLINE EXPERIENCE (N=2)

1. only a few quirks in audio; each session I attended had good monitor of chat who engaged remote attendees
2. The audio was poor or often just didn't work. Remote attendees were an afterthought no real way for participation. Having one person monitor chat was not fair to the person. Nor was it fair to attendees who often had their comments ignored or watered down before shared out.