



Interpersonal Trust

Definitions and
Evaluation tools



Measuring “reliable”

Building block	What happens	Indicators	Potential survey questions
Reliable	<p>People come when they say they will, follow posted norms, join in respectfully, and sign up for a next step (e.g., bring materials, help set up, return next week).</p>	<p>R1. % of participants reporting that they attended as planned to library event(s) R2. % of participants reporting that they experienced adherence to norms during the library event(s) R3. % of participants who report making specific commitment to the library</p>	<p>1) I attended as planned and took part (Yes/No) 2) People followed the guidelines and agreed norms (Agreement scale)</p>
Reliable	<p>Participants make clear, doable commitments (e.g., “I’ll arrive 10 minutes early to help set up”) and own their part. They follow through on commitments.</p>	<p>R4. % of participants who report following through on commitment to the library</p>	<p>1) Did you make a specific commitment to the library or the next event? (Yes/No) 2) I followed through on what I said I’d do. (Yes/No)</p>
Reliable	<p>Communication on the team is open and fluid. People collaborate willingly and productively.</p>	<p>R5. % of participants who report that they collaborated openly and productively with other participants</p>	<p>1) In the library project I participated in, other participants seemed collaborating openly (Agreement scale) 2) In the library project I participated in, the team worked productively (Agreement scale)</p>

Measuring “reliable,” continued

Building Block	What happens	Indicators	Potential survey questions
Reliable	Participants collaborate on, know, follow, and help uphold the ground rules. They help apply them the same way to everyone.	R6. % of participants who report feeling responsible for following and upholding fair application of group rules	1) I feel it’s my responsibility to follow the rules and norms that the group created. (Agreement scale)
Reliable	Participants pay attention to how things are going, including what is improving. They read and absorb updates.	R7. % of participants who report they received updates on library program progress	1) I saw or received a brief update about how the program is going. (Yes/No)
Reliable	People proactively volunteer to help with the set up / logistics of the session or assist other participants with basic participation.	R8. % of participants who report contributing to smooth running of the program by volunteering	1) I helped make sure the program ran smoothly (e.g., setup, logistics, assisting others). (Yes/No)
Reliable	People agree to teach others how to do something.	R9. % of participants who report willingness to teach or share knowledge with others in the community	1) I feel I’m responsible for sharing what I know to help others in my community to improve. (Agreement scale)

Measuring “Well-Intentioned”

Building block	What happens	Indicators	Potential survey questions
Well-intentioned	People listen to understand, even when it’s hard; they can summarize another person’s point fairly.	W1. % of participants who report that others tried to understand their views W2. % of participants who report that they could explain someone else’s view fairly	1) I felt others tried to understand my view. (Agreement scale) 2) I could explain someone else’s view fairly. (Agreement scale)
Well-intentioned	People show openness to learning—they can say what they learned and what they might change.	W3. % of participants who are willing to learn something that may change their view or approach	1) I am open to learn something that may change my view or approach. (Agreement scale)
Well-intentioned	People learn basics for working across differences (names/ pronouns, accessibility needs, local customs) and use them.	W4. % of participants who report learning and applying a tip for working with people different from themselves	1) I learned a useful tip for working with people different from me. (Agreement scale) 2) I used that tip today. (Agreement scale) 3) I am willing to apply in the future what I learned in the library events with people from different backgrounds (Agreement scale)
Well-intentioned	If someone is hurt, we name it and use a simple repair step (acknowledge, apologize/clarify, agree on next steps).	W5. % of participants who report that if harms or conflicts occurred in the library, they are addressed respectfully	1) If harm occurred, I understood how to handle it respectfully here. (Agreement scale) 2) If harm occurred, I observed that others handled it respectfully. (Agreement scale)

Measuring “Well-Intentioned,” continued

Building Block	What happens	Indicators	Potential evaluation questions
Well-intentioned	Participants perceive and appreciate that it is easy and welcoming to join—snacks/name tags, clear norms, and simple ways to take part.	W6. % of participants who report finding it easy to take part in library events	1) It was easy for me to take part. (Agreement scale)
Well-intentioned	Participants are aware of who speaks and who leads different activities. They listen to and understand how decisions are made, and notice that libraries take care to treat all fairly.	W7. % of participants who report that libraries take care to treat all fairly. [Perception of library behavior].	1) The library takes care to treat everyone fairly (Agreement scale)
Well-intentioned	Mutual respect among participants is the norm. People both feel respected and show respect to others.	W8. % of participants who report showing respect to others and feeling respected themselves	1) During library events, I felt respected by people from different backgrounds (Agreement scale) 2) During library events, I showed respect to people from different backgrounds (Agreement scale)
Well-intentioned	We practice the trust-building skills while working together on small tasks we care about.	W9. % of participants who report practicing at least one trust-building skill	1) I practiced a trust-building skill (fill in with skills learned, e.g. keep your word, active listening, repair harms). (Agreement scale)

Measuring “Inclusive”

Building block

What happens

Indicators

Potential survey questions

Inclusive

We start and end with welcoming routines, post simple norms, and use small cues (name tents, pronouns, snacks for all) so people feel they belong.

11. % of participants who report feeling welcome

- 1) I felt welcome here today (Agreement scale)
- 2) I felt safe here today (Agreement scale)

Inclusive

We take turns, don't interrupt, and reflect back what we heard before responding.

12. % of participants who report that turns were respected
13. % of participants who report that their points were reflected back accurately

- 1) People took turns and listened without interrupting.
- 2) Other participants could reflect my point back accurately. (Agreement scale)

Inclusive

We use a few shared terms in plain language (on a handout/slide) so everyone can follow.

14. % of participants who report that terms were clear and understandable to them

- 1) The terms we used were clear to me.
- 2) I could explain the language we used today to someone else. (Agreement scale)

Inclusive

We balance speaking time, rotate roles, balance speaking time, and show how decisions are made so no one group dominates.

15. % of participants who report that roles rotated
16. % of participants who report hearing a diversity of voices without dominance from a single group

- 1) I saw roles rotate (facilitating, note-taking, presenting). (Agreement scale)
- 2) Different voices were heard today.
- 3) No single person or group dominated. (Agreement scale)

Measuring “Inclusive,” continued

Building Block	What happens	Indicators	Potential survey questions
Inclusive	We frame activities as teamwork toward a shared goal; people help one another and follow community norms.	17. % of participants who report collaboration on a shared goal during activities	1) Today felt collaborative—we worked toward a shared goal. (Agreement scale)
Inclusive	We mix seating and small groups, use inclusive rituals, and point out what we share across differences.	18. % of participants who report interacting with someone new	1) I noticed things we share with others here (Agreement scale) 2) I worked with or talked to someone with a different background from me (Agreement scale)
Inclusive	We name progress and thank people so everyone can see they're part of it.	19. % of participants who report that they felt a sense of belonging	1) I felt I belonged here today. (Agreement scale)