Impact case studies and how clinical librarians use them

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Clinical Librarian Community of Practice

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Our terms of reference indicate:

• To share ideas and good practice to coordinate and create regional standards that enable consistent, high quality services to be delivered.

• To use value and impact studies/national impact to showcase the impact that clinical librarians have in the South.

One of the main themes of discussion at our launch meeting was-

How do you measure the impact of the clinical librarian role?
Case studies

• You will probably be aware of or have seen impact case studies on Knowledge for Healthcare

• How do you get impact in the first place, in order to complete an impact case study?
Do you have a clinical librarian service...?

...or perhaps outreach?

What makes a clinical librarian different/stand out?
What defines the role?
What helps define a clinical librarian?

“you have to be persistent... and thick-skinned!”

“you’re outside of the library- you have to sell the service”

“attending ward rounds, clinical meetings, MDTs”

“it is important to establish emotional boundaries”

“innovative, proactive, flexible”

“brave... resilient... calm...”

“working outside of your comfort zone”
BUT

• There is no wrong way of doing it
• It is not one size fits all
• Different clinical teams require different approaches
• You don’t have to be an extrovert and enjoy networking (does anyone actually enjoy this?)
• You do have to be passionate, and persistent
• Know your audience- engage- what do staff want
• GET FEEDBACK AND MEASURE YOUR IMPACT
Impact—what is it and how do you get it?

QUESTIONS TO CONSIDER

• What information are you trying to discover? (Think about WHAT made the impact, and HOW)

• What types of questions do you want to ask?

• Try and define

  Probable future Impact
  Immediate Impact

• Measuring the impact of your clinical (or outreach) librarian service; do you think the impact would have been the same without this dedicated role?

• How would you present this information?
Here's one I made earlier...

Follow up questions- Use open-ended questions- “How was this useful?” rather than “was this useful?”

Telephone interviews- come with their own challenges

SurveyMonkey- link to it as part of email signature

Difficult to track down clinicians

Use a feedback box, or feedback noticeboard

Statistics- infographics- spread sheets

Demonstrate clinician time saved from librarian support

Case studies

LQIS (the new LQAF)

Library annual report
Conclusions and building on

• Not having a clinical librarian shouldn’t impact on the service you provide
• What is the extra difference they can make?
• How do you maximise on what you have?
• How do you capture and present the impact of the role?
• Use your own ideas and those you have picked up today

“...[the] complexity of measuring the impact of clinical librarian services, the uniqueness of each case [as well as highlighting how] clinical librarians can play more varied roles within NHS organisations” ¹

Any questions?
“When in doubt, go to the library.”

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