Definition of impact

“The difference or change in an individual or group resulting from the contact with library services (3.25)”.


Personal feedback from an individual can be converted to impact. Avoid including feedback in the impact evidence - it is confusing as it suggests that you think feedback is impact evidence.

Turning feedback into impact – John Loy

- Thank you, really helpful
- Thank you, really helpful and has helped inform my practice
- Thank you, really helpful and has helped inform my practice. We’ve used the information to tweak our clinical guideline.
- Thank you, really helpful and has helped inform my practice. We’ve used the information to tweak our clinical guideline and now we no longer administer X that way. It’s saved us quite a bit of time and speeded up the process.