

# OUTPUTS, OUTCOMES AND IMPACTS: DISENTANGLING THE CRITERIA FOR EVALUATING A CLINICAL LIBRARIAN SERVICE

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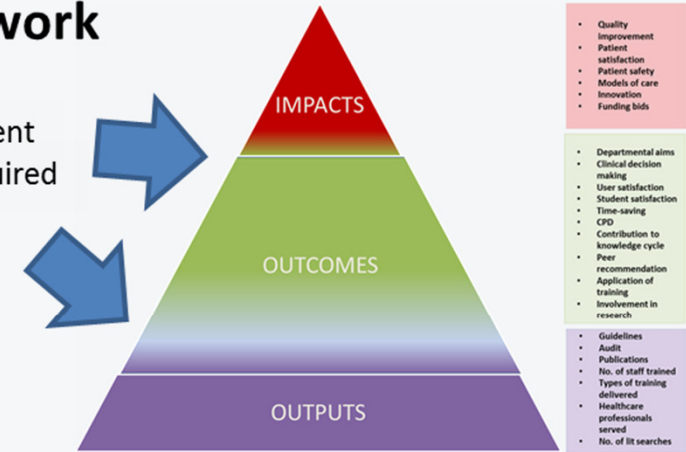
## Project aims and research methods



The project explored the feasibility of constructing a framework for evaluating the CL service using exclusively quantitative measures. 16 semi structured interviews with service users, internal managers, external managers and clinical librarians were undertaken. Data were managed using Nvivo10 and analysed using a qualitative, emergent approach.

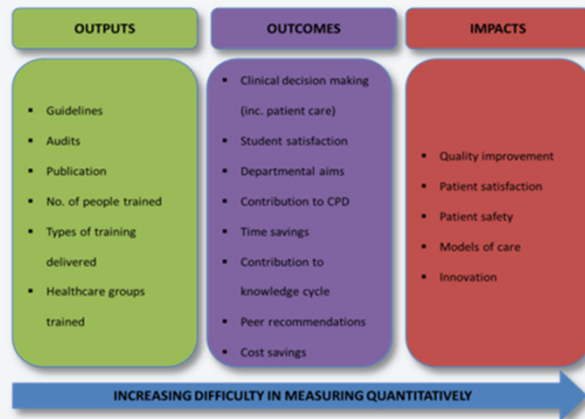
## Value framework

Disentanglement of criteria required



Impacts, outcomes and outputs are interpreted differently by stakeholders, hence the need to disentangle the meaning of each category prior to evaluation.

## Key findings and recommendations



- Value measures are complex: stakeholders indicated that using exclusively quantitative measures is not feasible or desirable
- Outcomes were highlighted as the most important category of criteria for evaluation

## Future developments

The Health Education England (HEE) review of Library & Knowledge Services is expected to call for new models for delivering LKS services. It is likely that these will emphasise the role of embedded and outreach librarian services in supporting best practice and patient care. We plan:

- A review of the Clinical Librarian service marketing plan; integration of a value-based approach to delivering this service, as highlighted by different stakeholder groups in this research
- To implement the value framework in order to undertake an evaluation of the clinical librarian service as part of the marketing plan