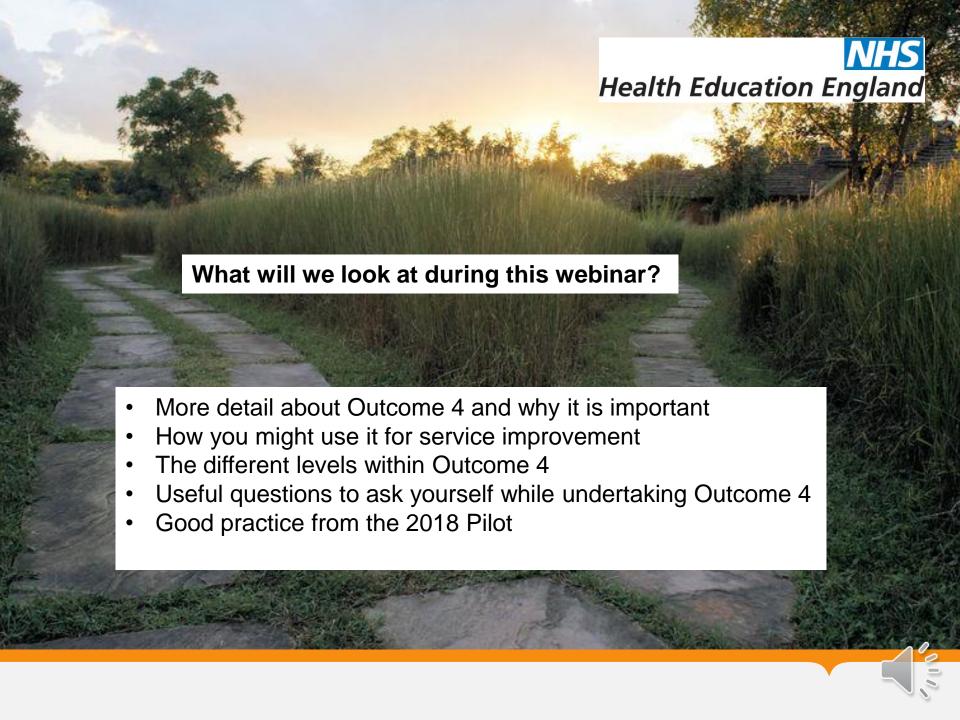


## Quality and Improvement Outcomes Framework for Library and Knowledge Services: Outcome 4







### What does outcome 4 focus on?







All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and Knowledge for Healthcare priorities.





## How will it help you in decision making and service improvement?

- It will support you in assessing whether your team have the right skills mix to deliver organisational and Knowledge for Healthcare priorities
- To support you in making the argument to build capacity to recommended levels and beyond
- To increase the number of embedded librarians acting as knowledge brokers in your organisation
- It supports the continuing professional development of Library and knowledge staff at all levels
- It demonstrates to the organisation a commitment to service improvement through the continuous investment in staff skills





### Level 0

- Organisations operating at this level are those which have no formal access to library and knowledge specialists and services
- Or those who are unable to evidence the requirements of level 1





Level 1: Focuses on how and by who Library and Knowledge Services are staffed



Level 2: Focuses on identifying the strengths and weaknesses in your team, and how these can be improved



Level 3: Focuses on the regular reviewing of skills and capacity, and how additional support of service needs can be delivered



# Level 4: Focuses on a skilled team with the capacity for responsive services, which can be redesigned based on need



Photo by Marcel Hol from Freelmages





### Things to think about for Service Improvement

- Are staffing levels sufficient and appropriate for delivery of service priorities?
- How does staff recruitment, induction and training support customer service objectives?
- How are staff encouraged to gain appropriate qualifications?
- What opportunities are there for staff development and progression, do staff undertake regular career reviews?
- How are staff updated on new information services and resources?
- How is staff knowledge of the changing content of the library's information resources kept up-to-date?
- How well do staff demonstrate and share the breadth of their knowledge?
- How are staff trained in using all library collections, both print and electronic?
- Appraisal and personal development planning, use of the PKSB
- To develop a comprehensive set of development opportunities to meet the needs of those working in embedded and outreach roles





# What did the areas of good practice identified in the pilot look like?

2 - 4\*

- Professional qualifications
- Regularly reviewed skills mix
- Monitoring capacity
- Staff have a range of CPD available to them
- CPD opportunities are reflected on and used for service improvement

\* There were 5 achieveable levels in the Pilot





### **Useful Resources**

- Professional Knowledge and Skills
  Base: <a href="https://kfh.libraryservices.nhs.uk/learning-zone/career-pathway-and-vocational-skills/cilip-pksb/">https://kfh.libraryservices.nhs.uk/learning-zone/career-pathway-and-vocational-skills/cilip-pksb/</a>
- Talent Management Toolkit: <a href="https://kfh.libraryservices.nhs.uk/tm-toolkit/">https://kfh.libraryservices.nhs.uk/tm-toolkit/</a>
- Resources for Role Redesign: <a href="https://kfh.libraryservices.nhs.uk/learning-zone/generic-skills/role-redesign/">https://kfh.libraryservices.nhs.uk/learning-zone/generic-skills/role-redesign/</a>
- The Learning Zone: https://kfh.libraryservices.nhs.uk/learning-zone/





### Regional contacts

- Holly Case Wyatt, Library and Knowledge Services Development Lead, London and Kent, Surrey and Sussex <a href="holly.casewyatt@hee.nhs.uk">holly.casewyatt@hee.nhs.uk</a>
- Clare Edwards, Deputy Head of Library and Knowledge Services and Technology Enhanced Learning, Midlands and East <u>clare.edwards@hee.nhs.uk</u>
- Dominic Gilroy, Library and Knowledge Services Manager: Y&H, North dominic.gilroy@hee.nhs.uk
- Lucy Reid, Deputy Head of Library and Knowledge Services and Technology Enhanced Learning, London and Kent Surrey and Sussex <u>lucy.reid@hee.nhs.uk</u>
- Sue Robertson, Knowledge Services Development Lead, South sue.robertson@hee.nhs.uk

