Quality and Improvement Outcomes Framework for Library and Knowledge Services: Outcome 5
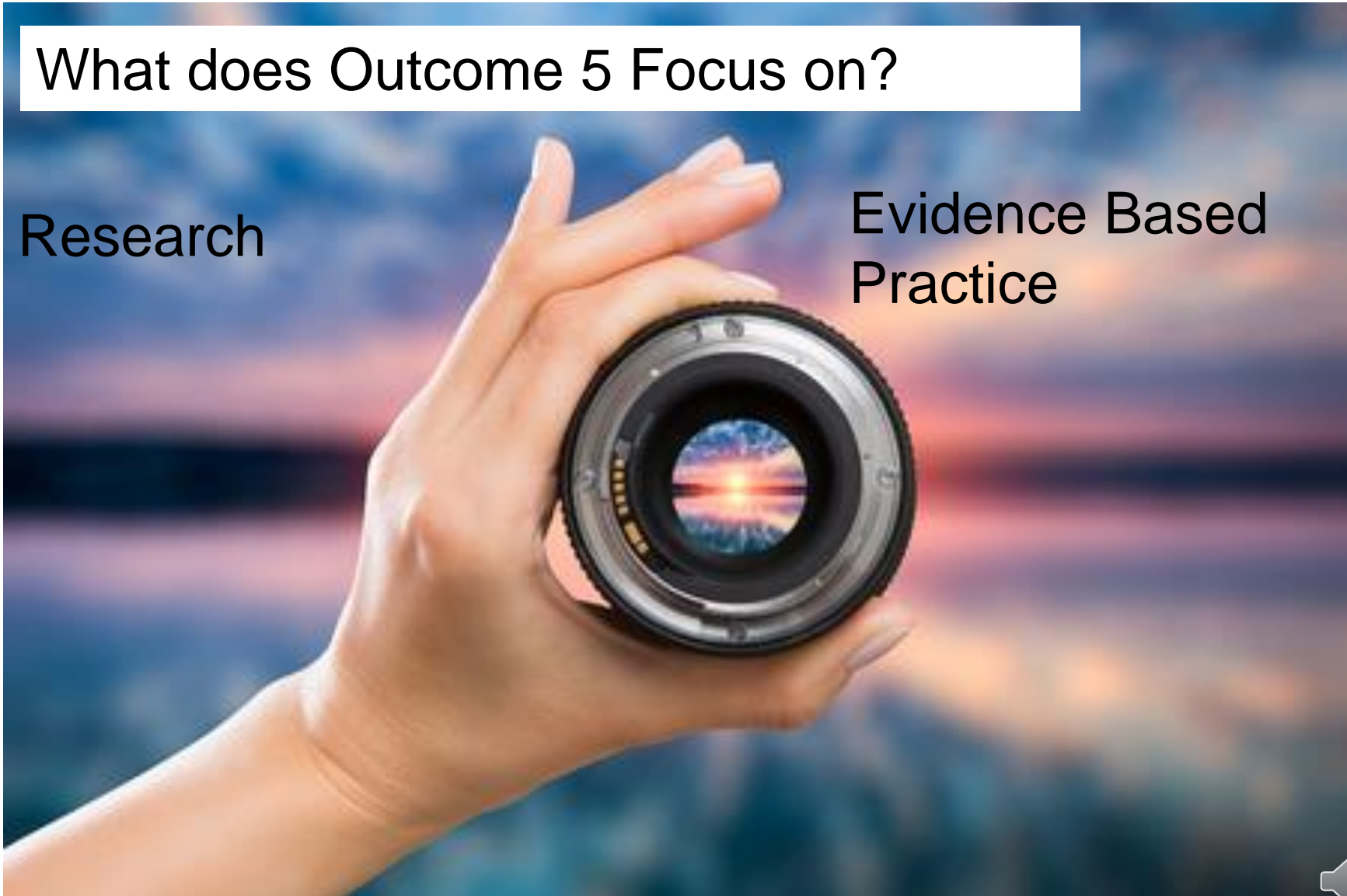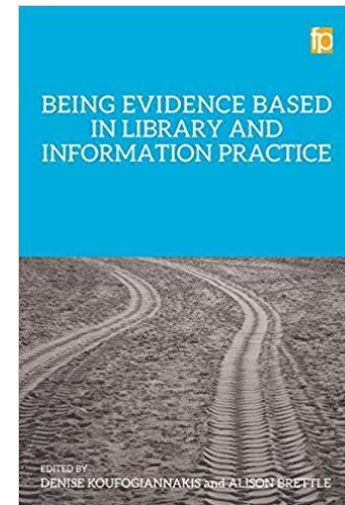
What does Outcome 5 Focus on?

Research

Evidence Based Practice

Library and knowledge specialists improve the quality of library and knowledge services using evidence from research and innovation

What do we mean by Evidence for Decisions?

Research evidence

Professional Knowledge

Local evidence

Koufogiannakis, D and Brettle, A (2016) p. 29 - 42

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

- Are your services are based on the best evidence?

- Assures the organisations that decisions are evidence based

- The evidence based provides justification for any service changes

- It supports continuous development within the service.

- It supports the continuing professional development

- It demonstrates that service is contributing to the research evidence base

◢ OUTCOME 5: Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.

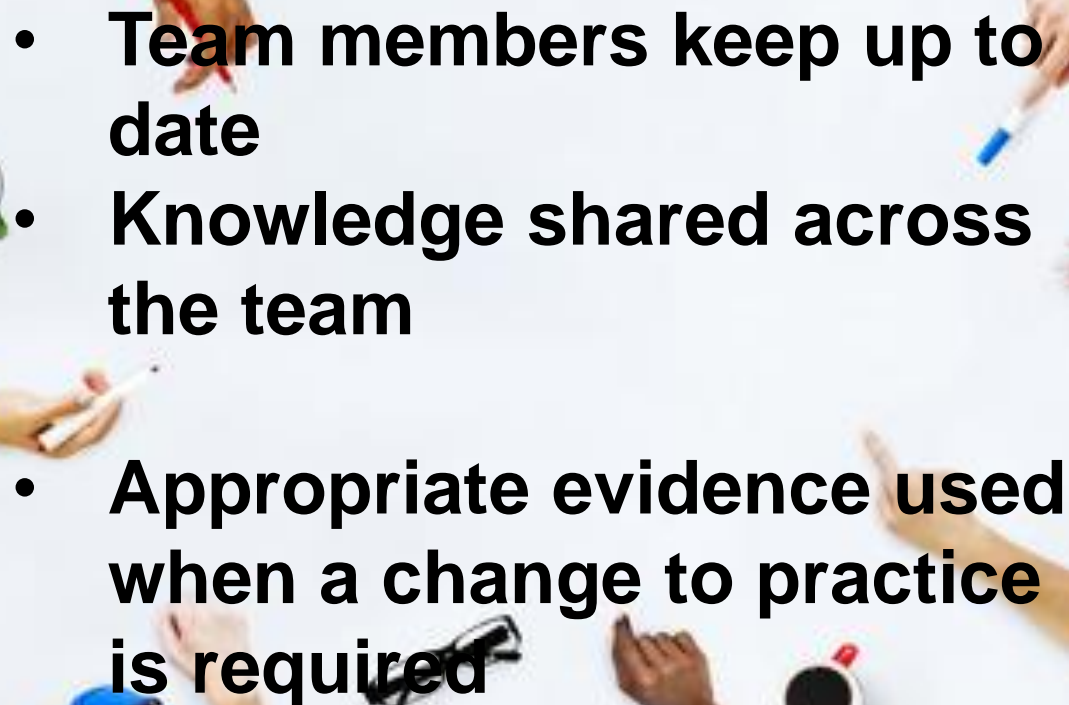| Quality and Improvement Outcome Levels of Development for NHS Funded Library and Knowledge Services														
Not developed												**Highly developed**		
Level 0	**Level 1**			**Level 2**			**Level 3**			**Level 4**				
0	Low	Medium	High	Low	Medium	High	Low	Medium	High	Low	Medium	High		
	Library and knowledge specialists: • keep up to date with good practice and appropriate evidence relevant to their practice. **AND** • discuss good practice, appropriate evidence and share their professional knowledge with their team or work colleagues. **AND** Changes to everyday library and knowledge practice are informed by appropriate evidence and professional knowledge.			Library and knowledge specialists: • implement an ongoing cycle of measuring and evaluating their activities and the services they deliver. **AND** • routinely review good practice, innovation and external research to identify improvements and developments to introduce locally. **AND** • put the outcomes of service evaluations and the results of reviewing the evidence in to practice. **AND** • share descriptive accounts of resolving service issues with the wider library and knowledge community.			Library and knowledge specialists: • deliver an evidence-based library and knowledge service. **AND** • publish case studies or descriptive accounts of changes made in their professional literature. **OR** • reflect on and share the implications for the profession and/ or results of their service evaluations. **OR** • collaborate on library and knowledge research projects. **AND** • use data to analyse the relative costs and benefits of individual library and knowledge services.			Library and knowledge specialists: • are supported by the organisation to lead formal research in to library and knowledge practices. **AND** • contribute the outcomes of their formal research to the library and knowledge evidence base (e.g. peer-reviewed journals).				

Level 0 Not yet developed for this outcome

- **No access to a library and knowledge service**

- **Not yet delivering against this Outcome**

- **At the start of journey**

Level 1 focuses on keeping up to date with good practice discussing with the team and applying the learning to service changes

- **Team members keep up to date**
- **Knowledge shared across the team**

- **Appropriate evidence used when a change to practice is required**

Level 2 focuses on developing a systematic approach to reviewing and applying the evidence

- **Systematic approach**

- **On-going evaluation and review**

- **Learning applied**

- **Quality Improvement**

- **Proactive in Sharing**

Level 3 focuses on delivering an evidence-based LKS and routinely contribute to the professional evidence base

- **Evidence Based Library Service**

- **Cost benefit analysis**

- **Contributing to the evidence base**

Level 4 focuses on developing a research culture across the library team and service

- **Research Culture embedded as part of Evidence based service**

- **Time and opportunity to carry out research**

- **Research contributes to evidence base**

Things to think about for Service Improvement

- How are library and knowledge staff kept informed of developments in library and knowledge service practice?

- How are library and knowledge staff encouraged to introduce new services or improve existing ones?

- How good are the library and knowledge staff at adapting the service to change?

- How do staff contribute to the library and knowledge research evidence base?

Things to think about for Service Improvement

- What is new and innovative in terms of how the service is planned or managed, or promoted?

- How are new developments identified, planned and managed?

- What changes have been implemented recently?

- What has not worked and why?

- Is there a reliance on one type of evidence above the others when making decisions?

- Are the decisions made about the library and knowledge service based on the best available research evidence?

Good practice identified in the Pilots

- **Literature to support developments**
- **Contributing to the evidence base**
- **Quality improvement tools – PDSA**
- **Adoption of good practice**

Feedback to the Pilot Sites

- **Proactive not reactive**
- **How the external evidence is used in practice**
- **Using a variety of evidence including published**
- **How it relates to the service plan**

Resources

Knowledge for Healthcare

Research

Learning Zone > Generic Skills > Advocacy

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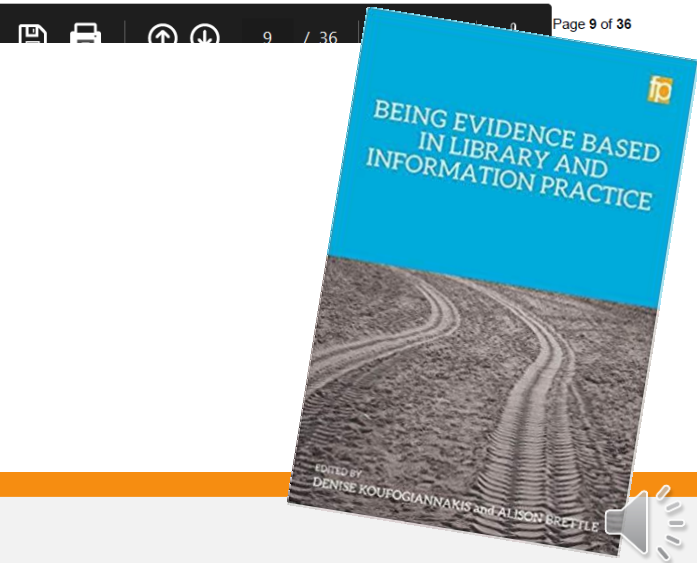
Library and Knowledge Services
Knowledge for Healthcare

| Home | About KfH | Current Awareness | For employers | Knowledge Management | Patient... |
| Quality and Impact | Resource Discovery | Service Development | Staff Development |

Quality Improvement

Learning Zone > Generic Skills > Quality Improvement

E-Learning

Health Education England

Library and Knowledge Services

NHS Health Education England

Term(s)	Definition(s) for use of the term in this context	Handbook page or Outcome	Section of Handbook or Outcome(s)	References/ Tools
	3. A judgement about the sufficiency or goodness of the thing being measured. (Assessing Service Quality p36)			04+EBP+for+Info+Profes sionals+-+A+Handbook.pdf
Evaluation framework	See Framework for evaluation			
Evidence base	The available body of facts and information. It includes research evidence (qualitative and quantitative), local evidence (e.g. statistics, service evaluations) and professional knowledge (e.g. good practice). See also Library and knowledge evidence base	Outcome 5 Outcome 6	Level 4 Level 4	See KOUFOGIANNAKIS, D. & BRETTLE, A. eds. (2016) Being evidence based in library and information practice. London: CILIP https://journals.library.ual berta.ca/eblip/index.php/E BLIP
Evidence based practice	Decisions about the development and/or running of the library and knowledge service are rooted in the evidence base. Practitioners may also conduct their own research to help grow the evidence base.	Outcome 5	Scope	See KOUFOGIANNAKIS, D. & BRETTLE, A. eds. (2016) Being evidence based in library and information practice. London: CILIP https://journals.library.ual berta.ca/eblip/index.php/E

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BEING EVIDENCE BASED IN LIBRARY AND INFORMATION PRACTICE

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