

# Knowledge for Healthcare

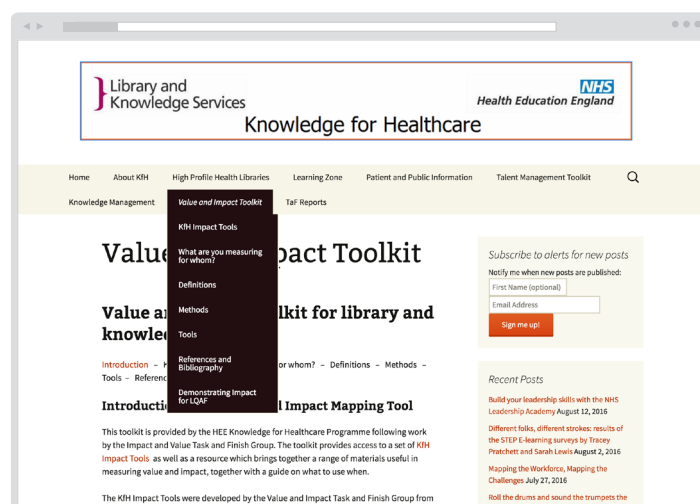
## Need to prove the value of your service?

### Use the Value and Impact Toolkit

The Value and Impact toolkit provides resources for health library and knowledge services to demonstrate their essential role in the provision of safe, effective and efficient evidence based care in the modern health service.

A series of robust tools are provided to assist library and information professionals in obtaining evidence of impact from their customers including:

- ✓ A new short questionnaire
- ✓ An interview schedule
- ✓ A revised case study template



The questionnaire invites responders to report on a range of possible impacts including CPD, research, education, and service development as well as any impacts on patient care.

**“The provision of safe, effective and efficient evidence based care in the modern health service.”**

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The screenshot shows the 'What are you measuring for whom?' page. It features a table with columns for 'CASE VALUE OF LIBRARY SERVICE', 'STAKEHOLDER 1 (LIBRARY USER)', 'STAKEHOLDER 2 (LIBRARY USER)', and 'STAKEHOLDER 3 (TRUST MANAGEMENT)'. The table lists various metrics like 'Reason for interest', 'Desired outcome', 'Possible measure or metric', and 'Measured by' with corresponding descriptions for each stakeholder. On the right, there is a 'Subscribe to alerts for new posts' form and a 'Recent Posts' section with links to articles like 'Build your leadership skills with the NHS Leadership Academy'.

## What are you measuring - and for whom?

Library staff can often find themselves collecting information unsuited to their needs when obtaining feedback from customers. The resource provides a mapping feature to assist in the selection of the best tool for their requirements in a specific situation.

A range of other carefully selected methods and tools used to measure value and impact are included within the toolkit.

A list of the definitions adopted in the work are also included within the toolkit for reference together with a bibliography.

If you have any comments or wish to recommend further resources for inclusion please contact:  
**[jenny.turner2@nhs.net](mailto:jenny.turner2@nhs.net)**

The screenshot shows the 'Definitions' page. It includes an introduction to the 'KfH Impact Tools' and a section titled 'METHODS AND PROCEDURES FOR ASSESSING THE IMPACT OF LIBRARIES BS ISO 16439:2014'. The page defines 'Value' as the importance that stakeholders attach to libraries and 'Impact' as the influence of libraries on individuals and/or on society. It also defines 'Input' as the contribution of resources in support of a library. On the right, there is a 'Subscribe to alerts for new posts' form and a 'Recent Posts' section with links to articles like 'Build your leadership skills with the NHS Leadership Academy'.

Access the resource on the Knowledge for Healthcare blog:  
**[kfh.libraryservices.nhs.uk/](http://kfh.libraryservices.nhs.uk/)**