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

What will we look at during this webinar?

- More detail about Outcome 4 and why it is important
- How you might use it for service improvement
- The different levels within Outcome 4
- Useful questions to ask yourself while undertaking Outcome 4
- Good practice from the 2018 Pilot

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.

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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

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

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Useful Resources

- Professional Knowledge and Skills Base: https://kfh.libraryservices.nhs.uk/learning-zone/career-pathway-and-vocational-skills/cilip-pksb/

- Talent Management Toolkit: https://kfh.libraryservices.nhs.uk/tm-toolkit/

- Resources for Role Re-design: https://kfh.libraryservices.nhs.uk/learning-zone/generic-skills/role-redesign/

- The Learning Zone: https://kfh.libraryservices.nhs.uk/learning-zone/

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