**Library Impact Survey: Interview form**

*Thank you for agreeing to be interviewed. Your contribution will give us a better understanding of the value and impact that library & knowledge services have on health care services and will contribute to the future development of services.*

Staff group

1. **What would you class as your main professional group?**

* Additional Clinical Services
* Administrative & Clerical
* Allied Health Professionals
* Estates & Ancillary
* Healthcare Scientists
* Medical & Dental
* Nursing & Midwifery
* Scientific & Technical
* Students
* ✓Other: Managerial

Service provided

**2 Can I clarify which library & knowledge service you recently used?**

     Literature search service

**3 Can you briefly describe what the library & knowledge service was requested to do / or what role the member of library & knowledge staff played in the activity?**

     Literature search requested on LGBT+ employees/leaders lived experience, leadership development, barriers

**4 How have you used this information or learning?**

The search results were taken to a national NHS group of LGBT+ senior influencers. The group’s objective is to help shape the development of leadership within the NHS. The group had previously been able to share their own personal experiences but as successful and confident people in management positions they were not necessarily aware of the range of experience of LGBT+ NHS staff generally. The search helped to highlight a broader range of experiences and allowed the group to see where the barriers were in a more structured way. The search also brought knowledge that members of the group would not have come across in their day to day roles.

As the national group’s work was time limited, the search helped refine terms of reference, shaping the resources the group is producing, and highlighted the differences between groups included within LGBT+

The search was shared with the University of the West of England with whom the national group is working.

**5 Did the information or library service provided help**

* Confirm prior knowledge or refresh your memory
* ✓Gain new knowledge
* ✓Generate new ideas
* Update skills
* Gain new skills
* Improve your confidence
* ✓Save your time
* None of the above

Quality

**6 On a scale of 1-5 (1=low and 5=high)**

**How relevant was the service to your needs? 5**

**7 Using the same scale 1-5 (1=low and 5=high)**

**How much time did the service save you? 5**

Contribution to impact

**8 Please consider the possible outcomes below and please tell me if the library & knowledge service use has contributed to the impact in any way?**

* ✓Contributed to personal or professional development

Gary felt the search had helped him influence where the national group is going with it’s work

* Contributed to service development or delivery

If we contributed to service development or delivery, are you able to tell us how this was achieved?

* Facilitated collaborative working
* Improved the quality of patient care

If we helped improve the quality of patient care are you able to tell us how this was achieved?

* More informed decision making

If we helped inform decision making are you able to tell us how this was achieved?

* Reduced risk or improved safety

If we helped improve safety or reduce risk are you able to tell us how this was achieved?

* Saved money or contributed to financial effectiveness

If we helped saved money are you able to tell us – or help us estimate – how much money has been saved?

Final words

**9 How would you sum up the impact of the service received?**

**10 Is there any other comment you would like to add?**