



Value & Impact in Libraries

hosted online by ALN and NHS Knowledge and Library Services

Programme

14.00-14.05

Welcome (Nicky Freeman – ALN)

14.05-14.20

New opportunities to shape and share library insights at University of Sunderland Library Services (*Michelle Halpin – University of Sunderland*)

A short presentation to share how we're adopting a blended approach to data analysis and insight engagement; combining data from different sources, shaping and wrangling data within Python and using PowerBI to create compelling and engaging stakeholder visualisations that enable meaningful discussions with key business decision makers.

14.20-14.35

Using data to inform collection development (*Steve Glover - Manchester University NHS Foundation Trust*)

Usage data comes in numerous formats to inform collection development decisions, demonstrate value for investment, and see the impact of library interventions. From print to online, what does the data tell us? Should we compare apples and oranges? Is Cost-per-Download the best data point?

14.35-14.40

Questions & Answers

14.40-14.50

Break

14.50-15.00

Trick or Treat: Using Library Pop-up's to increase engagement and assess impact (*Linda Moses-Allison & Sally Frost - University of Cumbria*)

Following the Pandemic University of Cumbria Libraries have seen a fall in print collection usage. Although this has risen over the past four years, this is still lower than pre-pandemic. This mirrors anecdotal reporting of footfall in our five library spaces. In the academic year 2022/23 we began a two-year project to increase library engagement with a focus on UX techniques. In our first year we used UX techniques to map space usage and reconfigure some areas of library environment. In the 2023/24 academic year we have escaped the library to offer pop-up events across our campuses. The first pop-up with a Halloween theme asked students to tell us what they did and didn't like about the library. Most of the feedback showed the positive impact of the library services and resources on our students. We are using developmental feedback to shape priorities for future work. In February we offered a Valentine's Pop-up to gain insight in student tips for study and what they wished they had known when they first started university. This student voice will shape support for student in the coming year.

15.00-15.10**The Economic Benefit of NHS Library and Knowledge Services** (*Dom Gilroy - Leeds Teaching Hospitals NHS Trust*)

A short account of work undertaken by an independent health economist to identify the economic benefit generated by the work of NHS library and knowledge staff by giving the "Gift of Time" to healthcare professionals.

15.10-15.20**Evaluating library engagement with resources and reading lists for particular groups of students** (*Julie Cleverley, Leeds Beckett University*)

A brief overview of a recent project analysing print and electronic resource usage and reading list usage of final year students on courses that scored the library low in the 2022-23 National Student Survey; and how this work has led onto other investigations evaluating the impact of inductions on resource usage.

15.20-15.30**Value & Impact: NHS Toolkit Revisited** (*Susan Smith, Mid Cheshire Hospitals NHS Foundation Trust and Heather Steele, Leeds and York Partnership NHS Foundation Trust*)

One of the most enduring workstreams from the national Knowledge for Healthcare Strategy has been the Value & Impact Toolkit. This session provides a reprisal of the toolkit and #MillionDecisions campaign and looks at how the work has evolved and is being refreshed.

15.30-15.40**Questions & Answers****15.40-15.55**

Break out spaces - looking at the following questions in smaller groups:

- What stood out from the presentations you have just listened to?
- How does what you have just heard about compare to your own practice?
- What do you plan to do next with today's learning?

15.55-16.00

Wrap up (Susan Smith - Mid Cheshire Hospitals NHS Foundation Trust)