# Value, Impact & CSE accreditation

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**Library Services, King's College London**
**Chair, CSGUK Value & Impact Group**

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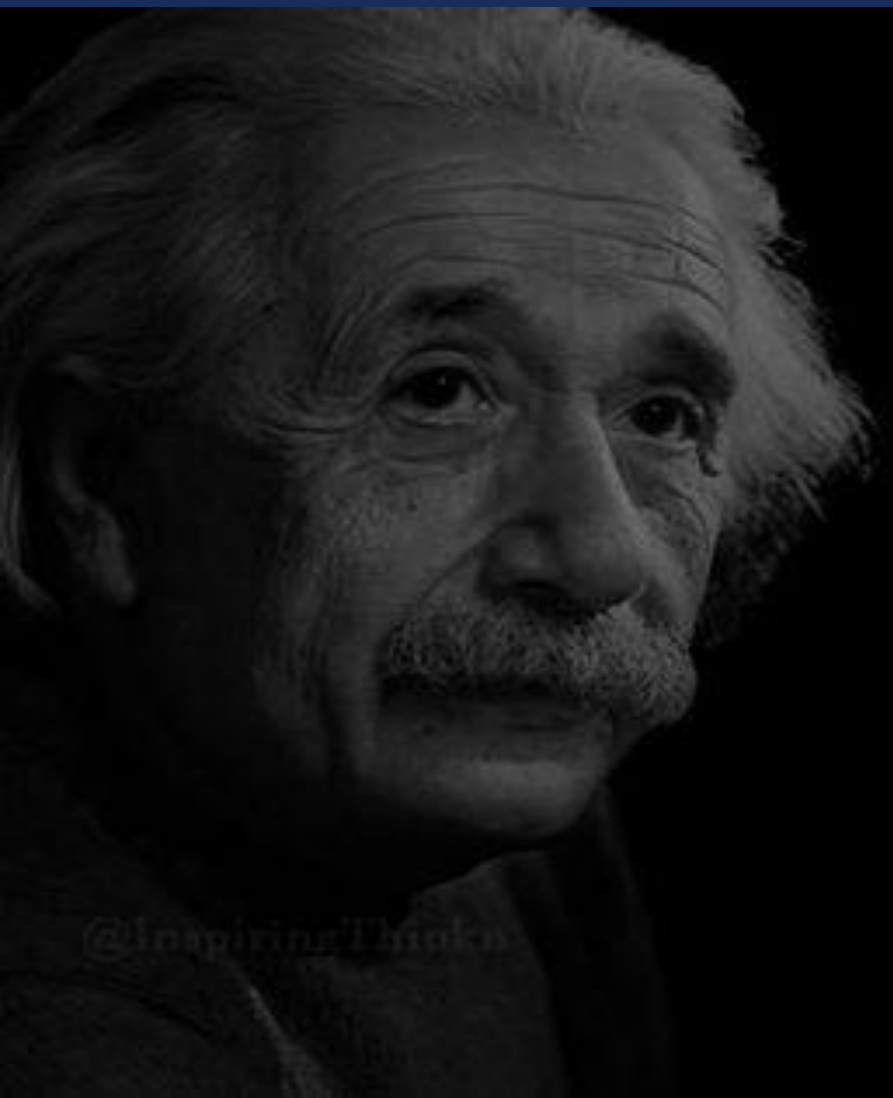

NOT EVERYTHING THAT CAN BE COUNTED COUNTS, AND NOT EVERYTHING THAT COUNTS CAN BE COUNTED.

ALBERT EINSTEIN (1879-1955)

@InspiringThinkn

MOTIVATIONAL-INSPIRATIONAL-WORLD.BLOGSPOT.COM

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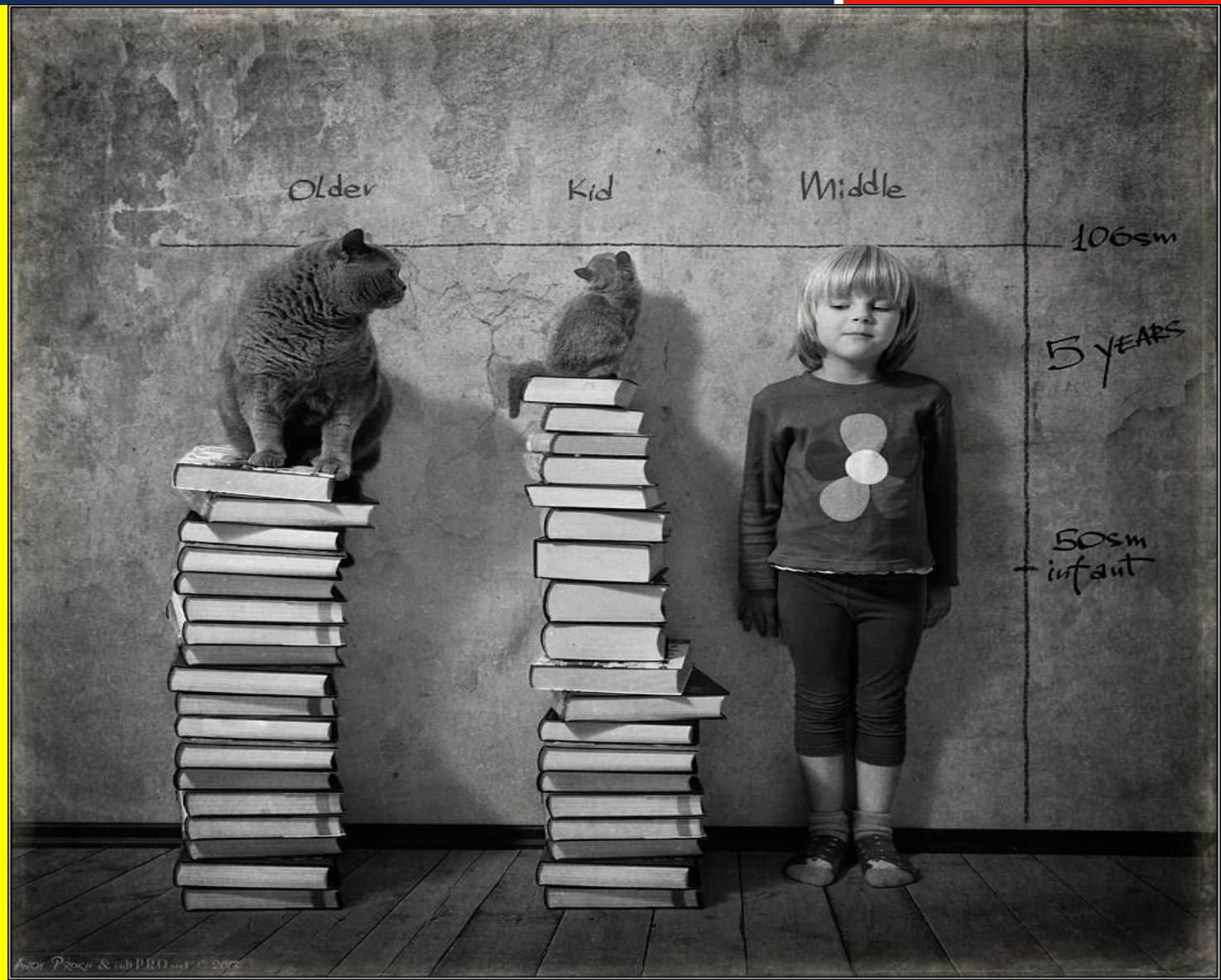
# Benchmarking… how do you measure up?



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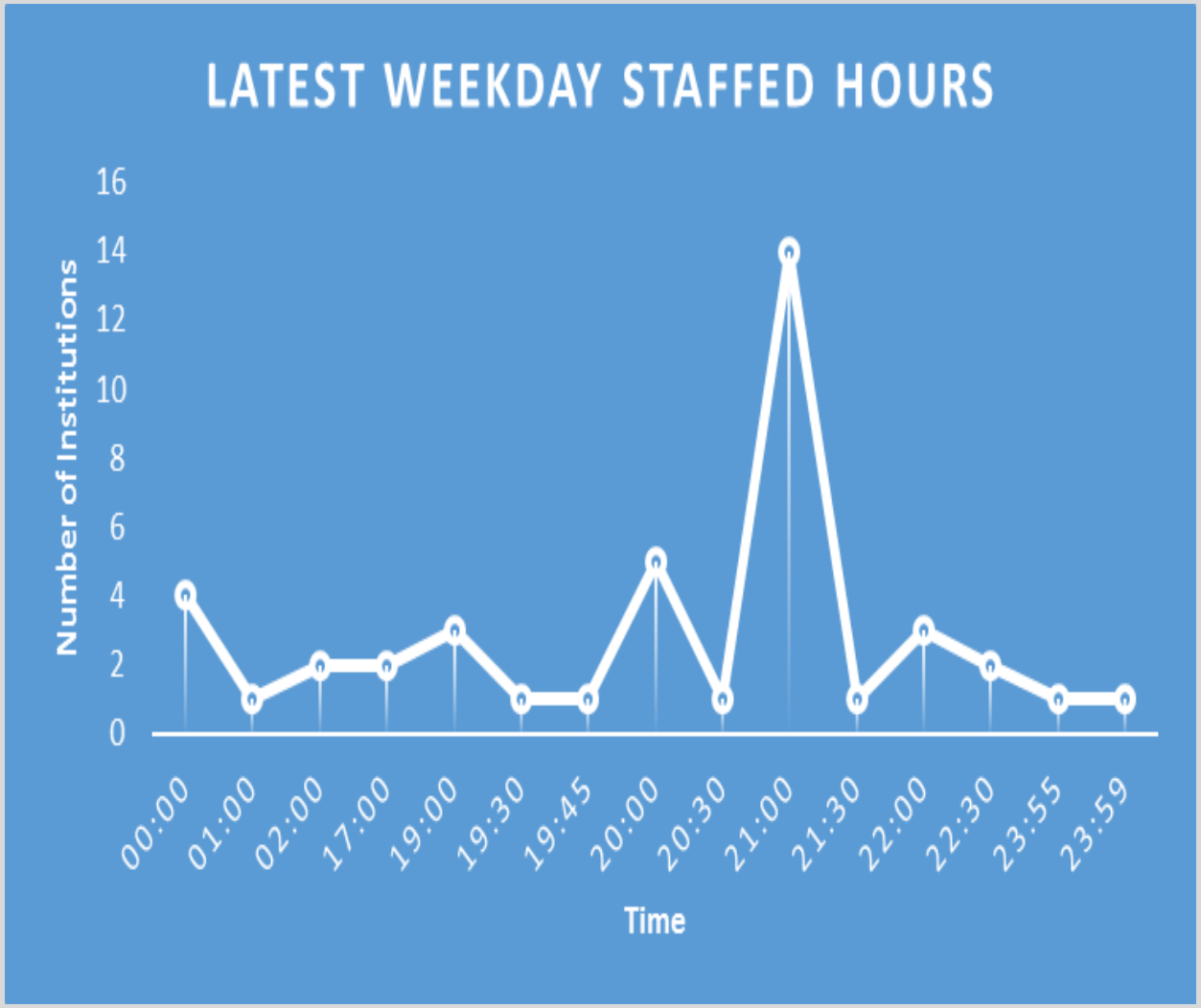


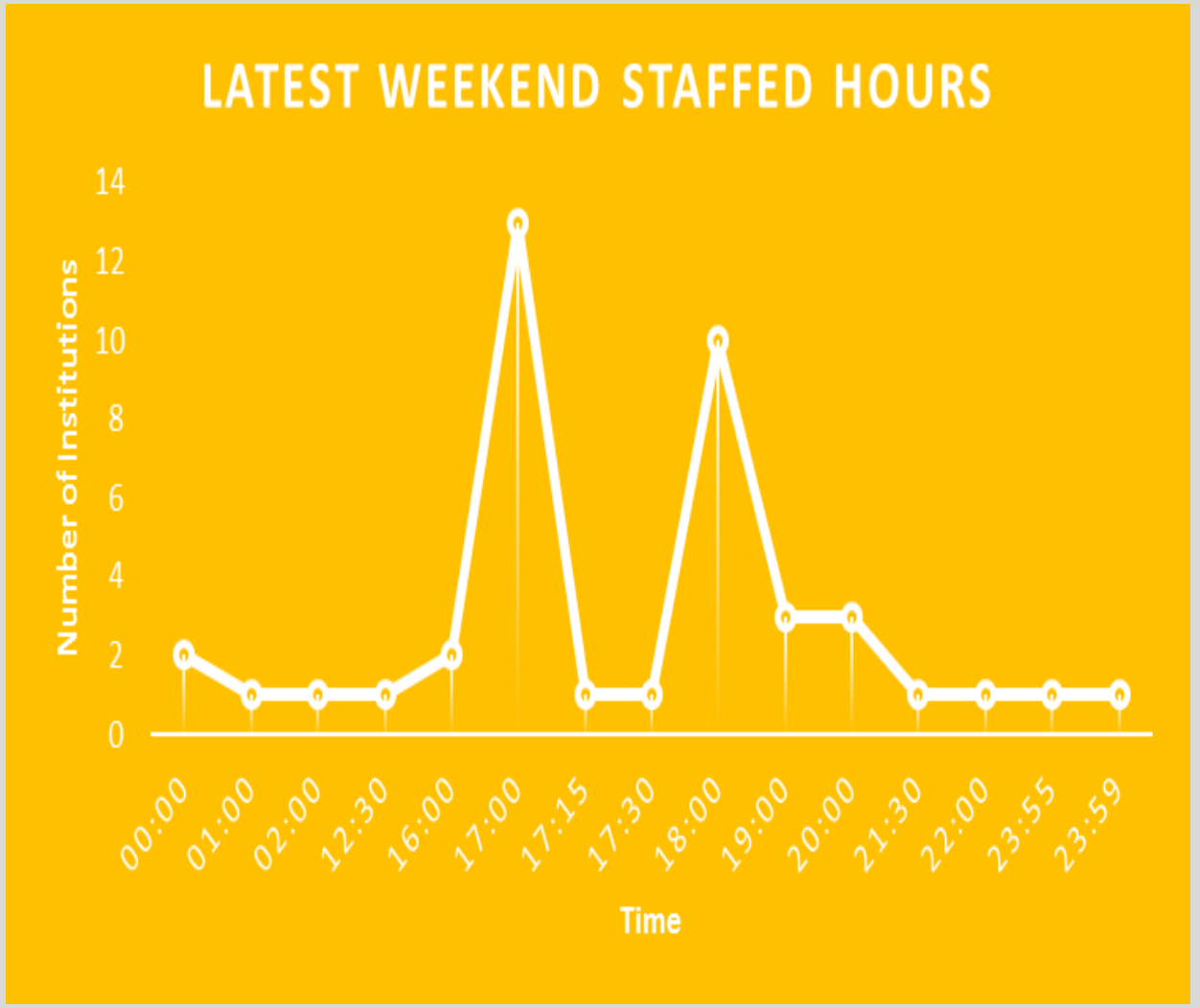

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# So what?

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# What is impact in our context?

"Impact is the difference or change you make in an individual or group resulting from their contact with Library Services"

(***BS ISO 16439:2014 – 3.25)***

***https://www.iso.org/standard/56756.html***

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# Impact on what?

- **Competence** – doing things better
- **Knowledge** - knowing more about something, gaining new perspectives
- **Attitudes** – confidence, perceptions e.g. valuing library services, feeling less isolated
- **Behaviour** – doing things differently, and doing different things
- **Quality of life** – improved choices, saving time, job satisfaction, empowerment

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- **King's Library Vision – our own 'So what' moment**
- **Everybody *loved* it!!! Was this real engagement?**
- **How would we know if we had achieved our vision?**

# Impact Evaluation: What did we learn?

- Libraries are inclined to measure "busy-ness" not impact
- Single measures can corrupt
- We need to focus on the difference we make
- Involves hard data but qualitative insights are credible measures
- Be realistic!

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So how long shall we put down he was waiting...3 hours 58?

# Contribution Analysis, professional judgement and a 'Basket' of Indicators!

- Contribution analysis – an approach to exploring cause & effect
- Attribution *causes* outcome – therefore attribution is hard to prove
- Contribution *helps* to cause outcomes – more than one type of contribution can create 'baskets of indicators'
- Using professional judgement is an entirely credible methodology in evaluating causality

# Impact Objectives – what we aspire to change

1. Enhanced quality of **Student Experience**
2. Enhanced quality of **Academic & Researcher Experience**
3. Students & staff are empowered to work and learn effectively
4. **University strategy and policy** is better informed by Library knowledge and expertise
5. Increased capability, confidence & capacity of **Library workforce**

# The Evaluation Framework:

For each objective we have determined:

- '**Impact indicators**' = What will tell us we have been successful
- '**Key processes**' = What we need to do to effect these changes
- '**Process indicators**' = The metrics for assessing change
- **Sources of evidence** = Where and what data we can obtain

# Next steps for King's: evaluating our data:

- Understanding what we already collect
- Identifying gaps
- Assigning data collection to relevant service owners
- Working collaboratively to create our 'baskets'

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## And for CSE…?

CUSTOMER SERVICE EXCELLENCE®

CSE

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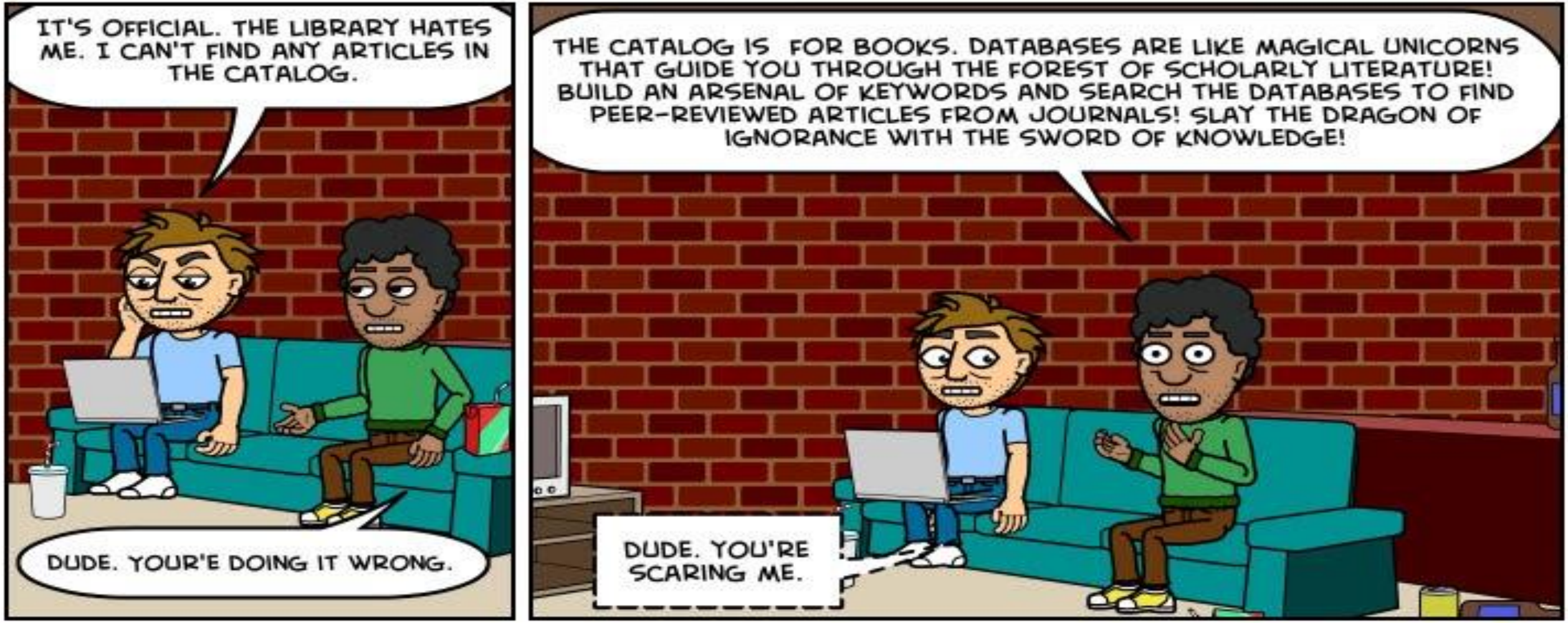
## WHAT IS A DATABASE?

BY ELISENACCA



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# Value & Impact Group

- From Benchmarking to thinking about impact
- Provide support, ideas, resources to help our community think about impact
- Working closely with the Resources Group to provide an 'impact tool kit'
- Provide case studies of people who have worked on measuring value
- Create profiles of customer service innovations that have demonstrable impact
- Conduct 'hot topic' benchmarking polls
- Keep it customer service focussed
- Keep it relevant for front line staff and customer service managers

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**Benchmarking – remember to compare Apples with Apples for best results!**

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# Any questions?

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