

## Case study checklist - #EvidenceInformedHealthcare

As part of the communications campaign, #EvidenceInformedHealthcare, we aim to capture evidence of the value and impact of health library staff in Ireland. We are encouraging all librarians and information staff to collect and submit results of impact questionnaires and case studies to us, so we may collate and share this evidence.

The HSLG Committee will consider submissions using a case study checklist (see below). Approved case studies will be made available as examples online through the #EIH blog, and through other print and audio-visual sources.

**Definition of Impact:** *Difference or change in an individual or group resulting from contact with library services (methods and procedures for assessing the impact of libraries BS ISO 16439:2014)*

Criteria	Yes	No	Don't Know
<b>1) Does the case study capture Impact?</b> (If the narrative is largely made up of statements around customer satisfaction, speed of service, or how great and/or friendly the library or knowledge service (LKS) is, the case study belongs elsewhere)			
<b>2) Is there sufficient detail about what has been achieved?</b> (Is it clear what the individual, organisation, or Department, has done as a result of the LKS intervention?)			
<b>3) Is there sufficient detail about the role of the LKS in the overall piece of work or process?</b> (Is it clear what LKS staff did – for example a literature search, synthesis of evidence, delivery of training etc.)			
<b>4) Is there a named “Witness” or “Champion” who can confirm the details contained within the case study?</b> (If so is it clear they have given permission to be named, cited and have provided contact details?)			
<b>5) Are there details or estimates of financial savings or time saved as a result of the LKS intervention?</b>			
<b>6) Has consent for external use been obtained</b>			

The first three items above are core criteria. Case studies with the additional positive criteria of 4 & 5 are of particular value for advocacy purposes.

### Case study quality process

- 1) LKS to submit impact case studies using the case study tool
- 2) The HSLG Committee will consider submissions using this case study checklist
- 3) Submissions will be assessed and responded to within 6 weeks.
- 4) Approved case studies will be uploaded onto the HSLG website evidence blog page
- 5) Case studies will be collated and shared with key stakeholders.

## Guidance on gaining consent for case studies

KfH Value and Impact Task and Finish Group - February 2017

There are a number of potential scenarios which may be faced during the course of gathering case studies. It is important that you gain consent during this process, ensuring that those providing the content of the case study are happy for them to be used both internally and externally, and that you have permission to use their name for promotional purposes. Below are some potential scenarios that may occur and our suggestions for how to handle the consent process.

### Consent scenarios

**Walk in/verbal-** *In discussion with a library user or during a meeting a particular impact resulting from library services is mentioned. If appropriate ask the library user verbally if they would agree to what they have told you being written up as a case study. Write up a case study based on the information given in the discussion and send it to the user asking them if they would mind having a look at the case study in order to verify the content. Try to include quotes where possible as these are especially useful for promotional purposes. It is important to obtain consent, so ensure you ask for this using the consent wording suggested below.*

**Ad-hoc (receiving written impact feedback)** - *You receive an email or an otherwise written piece of information that contains adequate information to write an impact case study. Write up a case study based on the information given in the discussion. You may be able to quote it directly, or may need to slightly edit if context or amalgamation or multiple comments is required. Send it to the user asking them if they would mind having a look at the case study in order to verify the content. It is important to obtain consent, so ensure you ask for this using the consent wording suggested below.*

**Opportunistic** - *You identify an opportunity for a potential impact story, but do not have enough information to write your case study. Ask the user if they would be willing to complete a case study in order to help promote the library and knowledge service and the way in which it supports the organisation and staff. They could provide content for the case study by email, or if preferred you can offer to give them a phone call, where you can complete the case study form. If taken verbally or you make small edits or add contextual information, then you should send it to the user asking them if they would mind having a look at the case study in order to verify the content. Try to use quotes where possible as these are especially useful for promotional purposes. It is important to obtain consent to use your impact case study, so ensure you ask for this using the consent wording suggested below.*

**Planned** - *You are looking to systematically gather case studies, potentially as part of a research project*  
For projects such as this you should consider using the Interview Impact tools including the Interviewees consent form on the knowledge for Healthcare website:  
<http://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/kfh-impact-tools/impact-interviews/>

**Suggested wording** (included in case study forms) ----

### Consent to use this information

We would very much like to share the case study in order to promote the library and knowledge service and the way in which it supports the organisation and staff. For this reason we would like your consent in sharing the information and, ideally, providing your name as someone who has benefitted from Library Services. However if you would prefer to remain anonymous we understand.

Therefore do we have your permission to include your name on the case study? Yes / No

Please confirm that you agree to give consent for the case study to be **used internally** in relevant materials, including but not limited to reports, leaflets, training and promotional materials, which may be published in paper form or made available on the **intranet**. Yes / No

Please confirm that you agree to give consent for the case study to be **used externally** in relevant materials, including but not limited to reports, leaflets, training and promotional materials, which may be published in paper form or made widely available on the **internet including as part of a national database of case studies**. Yes / No