

Making an Impact



An Introduction to Measuring Outcomes

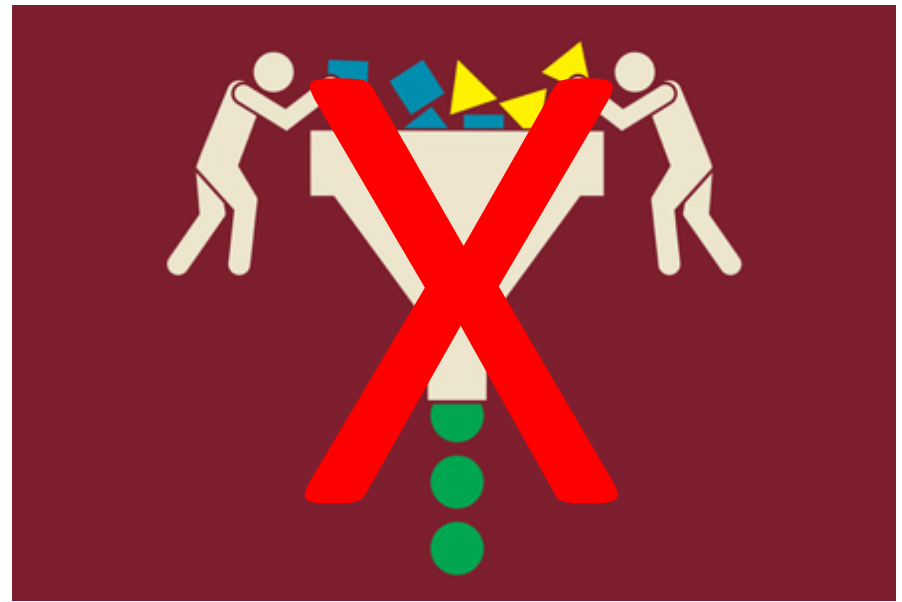
Dr Darren Smart

Why?





Demonstrate





Meeting Immediate Needs



Providing Long-term Restoration



*“Libraries change lives
for the better”*





Principles

OUTCOMES



Qualitative

Quantitative



Quantitative Data



Qualitative Data

Customer Feedback







Simple
& easy

Everyone
involved

Systemati
c
gathering





“So What?”



Making a difference

Customer feedback is important & helps us continually improve our services and shows the difference we make

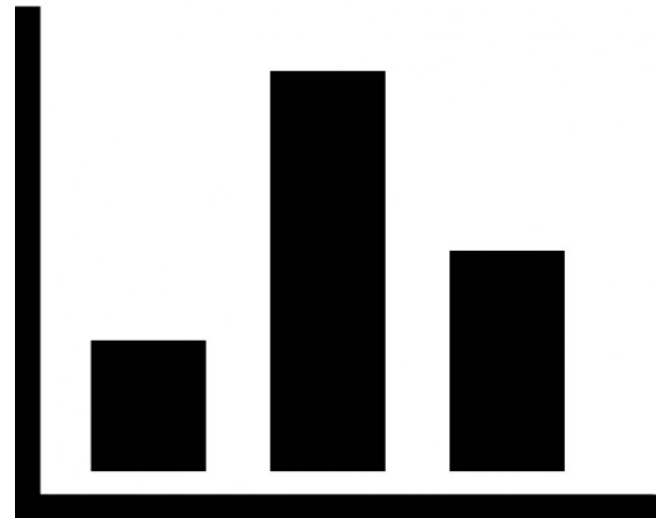
Service point _____
Staff name _____

Tick all that apply

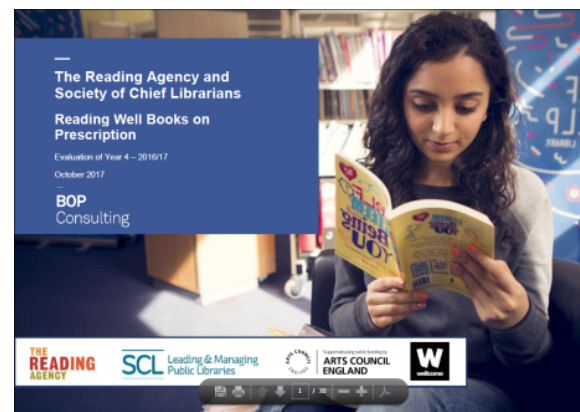
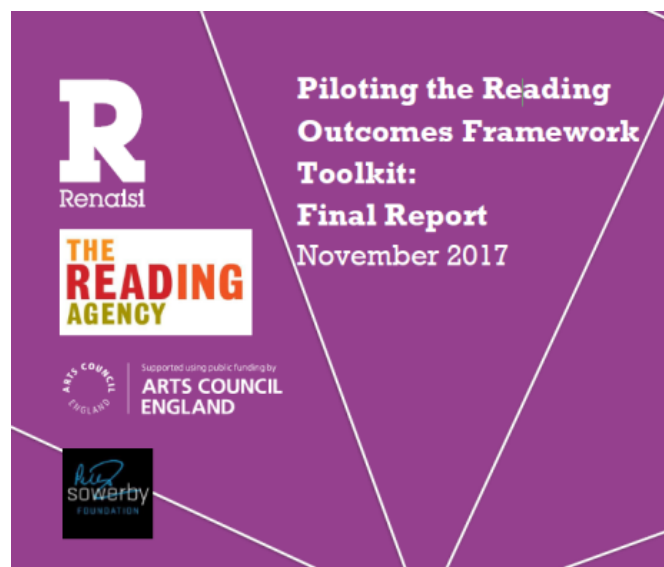
- ☐ Early life
- ☐ Mid life
- ☐ Later life

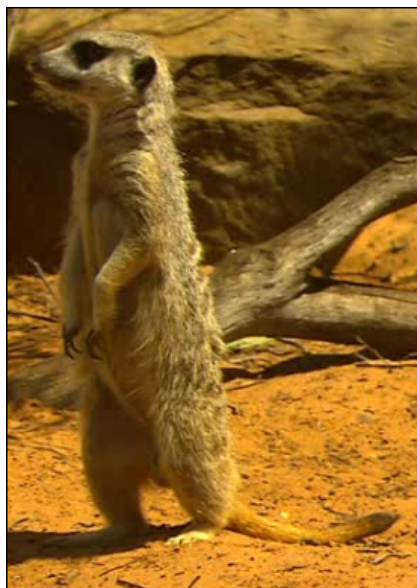
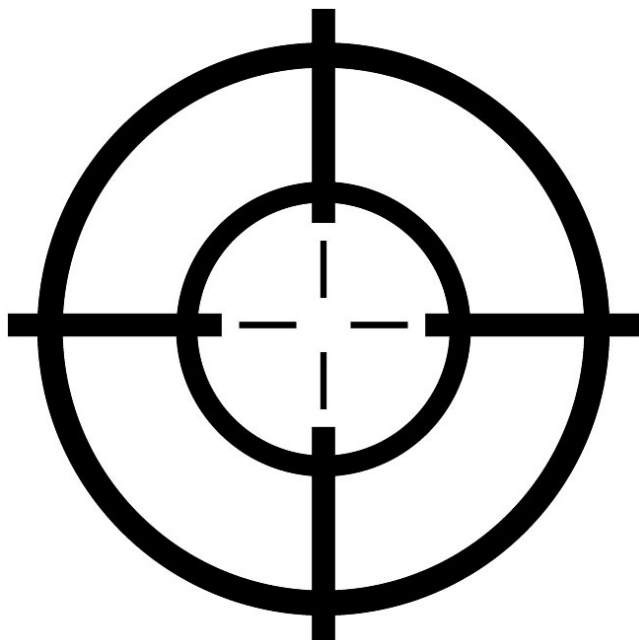


“So What?” Panel



Surrogate Measures







Twitter: @darrentheviking
Email: darren.smart@kent.gov.uk