But what about us? Developing an inclusive approach to library insight.

Conference or Workshop Item

How to cite:

For guidance on citations see FAQs.

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Version: Version of Record

Link(s) to article on publisher’s website:
https://libraryperformance.org/
But what about us? Developing an inclusive approach to library insight.

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The Open University
(Quant & Qual)

- 50
- 2 million
- 170,000
- 4,000
- 1,500
- 180 & 600
- 28
- 24,000
- 1,800
The Open University Library (Quant & Qual)

- 75% & 100%
- 500,000
- 10 million
- 24/7/365
- 91%
- Students who use library resources\(^1\) and attend library tutorials\(^2\) get better results.

1. Nurse, Baker and Gambles, 2017
2. Killick, Nurse and Clough, 2018
Collaboration culture
The Library Student Research Panel

MIND THE GAP
What do the OU community want & need from the Library?
Who?

The Whole OU Community

- Academic Staff
- Associate Lecturers
- Research Students
- Undergraduate Students
How?
If you’re not going to do anything with the insight, stop conducting the research.
Insight

Library Strategy

University Strategy

Professional Expertise
Opportunities with...

OU Students Association

volunteer
What are the current & future expectations of the physical library?
Who?

- Current building users
- Campus-based non-users
- Regular campus visitors
How?

Several instances on different floors of people trying to collaborate in inappropriate space: either too small, single desk or in a quiet area

Library - Ground Floor

- Most people using PCs also had laptops with them
- People happy to sit diagonally across from each other
- Audible double bangs from first floor stairs door
- Audible across ground floor

0-4 people
5-9 people
10+ people

*People reading newspapers/books on comfortable seating

Fair amount of afternoon and lunchtime newspaper reading in Bookends

People only sit here when Bookends is very full
Staff frequently observed using vending machines then leaving/not staying

Lots of engagement with whiteboard observed
*Bit cold and drafty in the atrium
*Doc. Del heavily used

Current building users
Dear Library building,

I like to use the Library building because................................................

Very quiet
lots of newspapers
cool comfy chairs

Library Building

Dear OU Library,

I don't use the Library building because................................................

It is not welcoming and there are no staff to help me find what I am looking for.

Library Building

Campus-based non-users

Tell us how you feel about the library building

How?
How?

Regular campus visitors
Library Strategy

- Insight
  - University Strategy
  - Professional Expertise
Arriving today...

4. Stiles and Killick, 2019
The Library Student Research Panel

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References


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