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

Conference or Workshop Item

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

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@SelenaKillick
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
If you’re not going to do anything with the insight, stop conducting the research.
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?

Current building users

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

- 0-4 people
- 5-9 people
- 10+ people

* Most people using PCs also had laptops with them

- Collaboration
- Bean bags

Sometimes used together (unseen if people know each other)

People happy to sit diagonally across from each other

* Audible double bangs from first floor stairs door
  - audible across ground floor

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 before leaving/not staying

Lots of engagement with whiteboard observed

* Bit cold and drafty in the atrium
  - Doc. Del. heavily used

PCs not working? People moved from one PC to another
Dear Library building,

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

- Very quiet
- Lots of newspapers
- Cool study chairs

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.

How?

Campus-based non-users
How?

Regular campus visitors
Putting Insight to Work...
Arriving today...

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

The Library **Community** Research Panel
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References


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