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

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

**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

*Bil cold and drafty in the atrium

Doc. Del heavily used

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

PCs not working?
People moved from one PC to another
How?

Dear Library building,

I like to use the Library building because...

VERY GOOD

lot of newspapers
cool study areas

...

Campus-based non-users

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?

Regular campus visitors
Insight

Library Strategy

University Strategy

Professional Expertise
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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• Sam Dick
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• Anne Jelfs
• Richard Nurse

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Thank you

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