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.
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

* Most people using PCs also had laptops with them

* 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

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
How?

Campus-based non-users
How?

Regular campus visitors
Library Strategy

Insight

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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References


SelenaKillick.com
Thank you

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