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
- Research Students
- Associate Lecturers
- 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
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

People only sit here when Bookends is very full

Staff frequently observed using vending machines then leaving/not staying

Fair amount of afternoon and lunchtime newspaper reading in Bookends

Current building users
Dear Library building,
I like to use the Library building because

Dear OU Library,
I don’t use the Library building because

Campus-based non-users
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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References


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