You said: we did

Student outreach and shaping future services at the OU Library

Wendy Mears and Jude Bennett
• 76% of directly-registered OU students work full or part-time during their studies

• 23% of OU UK undergraduates live in the 25% most deprived areas

• 34% of new OU undergraduates are under 25

• 23,630 students with disabilities studied with us in 2015/16.

• 31% of students had one A level or a lower qualification at entry
Reaching Out

Website polls

Student panel

Social Media

News blog

Facebook Live

Student experience interviews

Student Hub Live

UX based website changes

Database trials
The Library Student Panel: helping to transform the library

Our students told us...

The Library is not visible enough

They don’t know what to expect from the library when they begin studying
Becoming an OU Student

Badged Open Course

Designed for first time OU undergraduate students

Initial pilot to 220 students in February 2018
“When I’m doing a usability interview with a student and they tell me that they’ve noticed that using the library has been getting easier that gives me a sense of achievement”.

*Keren, Digital Services Development Officer, OU Library*
How online polls changed our training sessions

**DO YOU THINK ONLINE TRAINING SESSIONS SHOULD COVER...**

- A single topic at a time, 121, 55%
- A number of related topics in one session, 99, 45%

**HOW LONG DO YOU THINK ONLINE TRAINING SESSIONS SHOULD LAST?**

- 30-60 minutes, 443, 31%
- 5-10 minutes, 291, 20%
- Over an hour, 80, 5%
- 15-30 minutes, 635, 44%

**IF YOU HAVE NOT ATTENDED AN ONLINE TRAINING SESSION, WHAT IS YOUR MAIN REASON?**

- Unsure I needed to attend, 230, 19%
- Too many other commitments, 196, 16%
- Unsure how to access, 114, 10%
- Wrong times, 87, 7%
- One hour is too long, 39, 3%
- Other, 77, 7%
- Unaware, 450, 38%

**WE DID...**

- Shorter 30 minute sessions
- Promoted on social media
- Promoted on module websites
- Single topic sessions
- Lunchtime, evening and weekend sessions
Database trials: involving our students in our decision making

“I really hope that both this and the Telegraph archive become a permanent feature.”

“Used Firefox - needed to make text larger but that was my needs.”

“Ideal for feedback of public during wars. Easy layout and navigation tools.”

“Easy to use with useful advanced options. Works OK on Kindle Fire”

“The quality of scanning, display, ease of use and search/indexing are all far superior to the British Newspaper Archive, which I use for family history research.”

“Very easy to search and navigate. The page being viewed also gives a list of articles on the page (and links to them) which is very helpful.”
Dear Mrs Harvard,
I was never very good at referencing, but using your online tool takes the proverbial pee.

Dear Library Content (within modules),
When we met it was a heart stopping moment...

Dear Library Twitter Account,
I cannot hold back, I cannot lie, I simply love you!

Dear Library Services,
I got fed up of waiting for you last night.
Student Hub Live and Facebook Live

www.studenthublive.open.ac.uk
Student Shadowing Scheme
Any questions?

www.open.ac.uk/library