

# Putting a Library Assessment Culture into Practice.

Selena Killick

Associate Director  
Library Services, The Open University



@SelenaKillick

# The Open University (Quantitative & Qualitative)

- 50+
- 2 million
- 170,000
- 27,000+
- 180 & 600
- 790,000

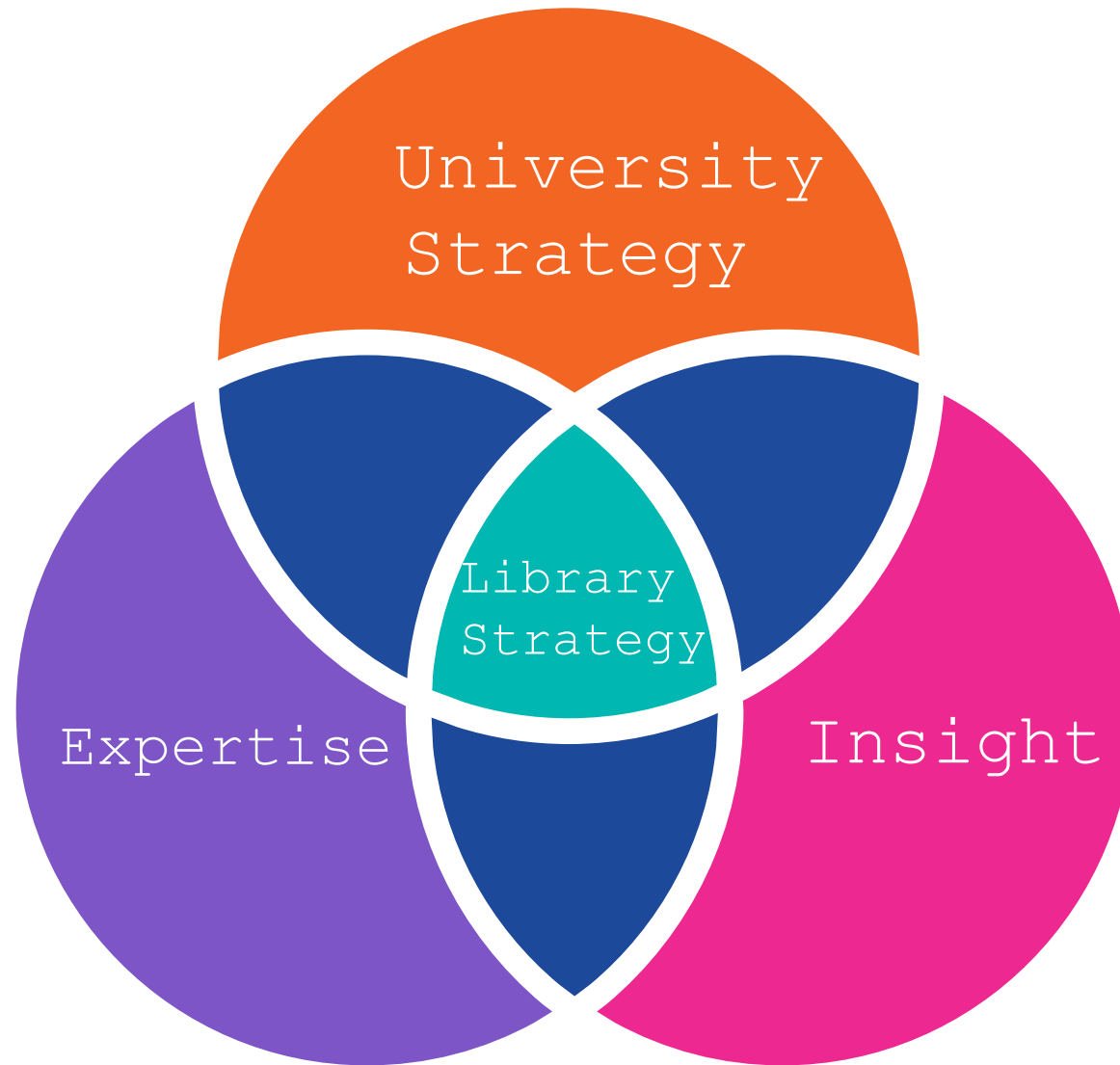


# The Open University Library (Quantitative & Qualitative)

- 80% & 100%
- 500,000
- 10 million
- 24/7/365
- 91%
- Students who use library resources and attend library tutorials get better results.



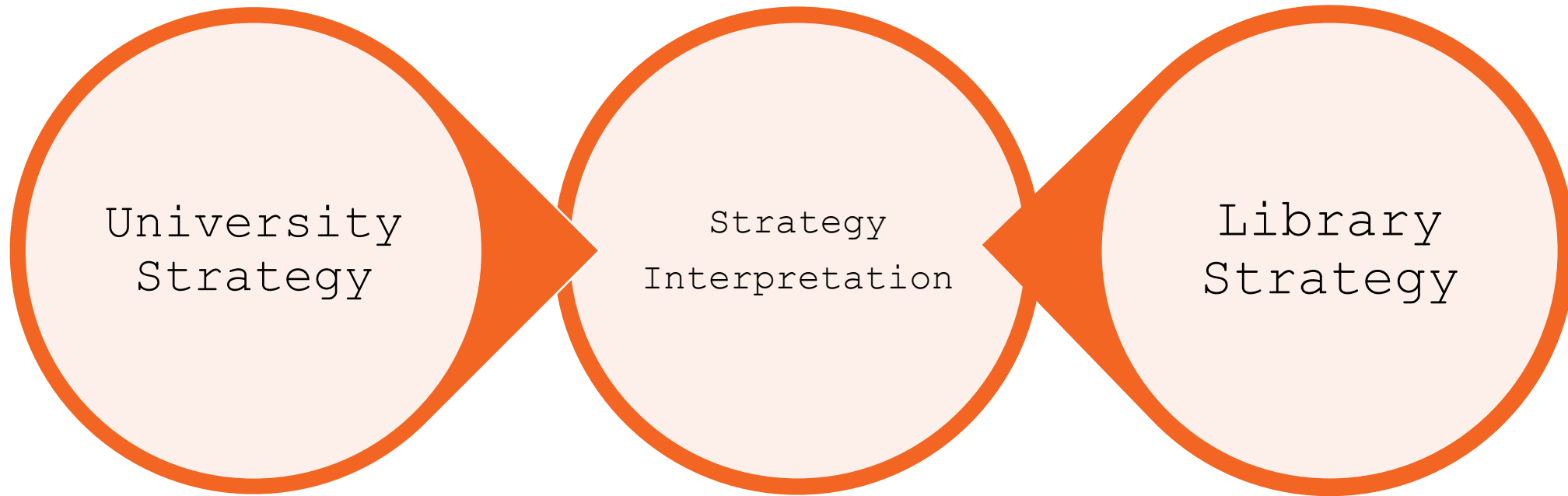
# Library Assessment Culture



# University Strate



The Open  
University



# Insight

Customer  
Relationship  
Management

Resource Usage

Embedded  
Content &  
Skills

Training  
Attendance

National  
Student Survey

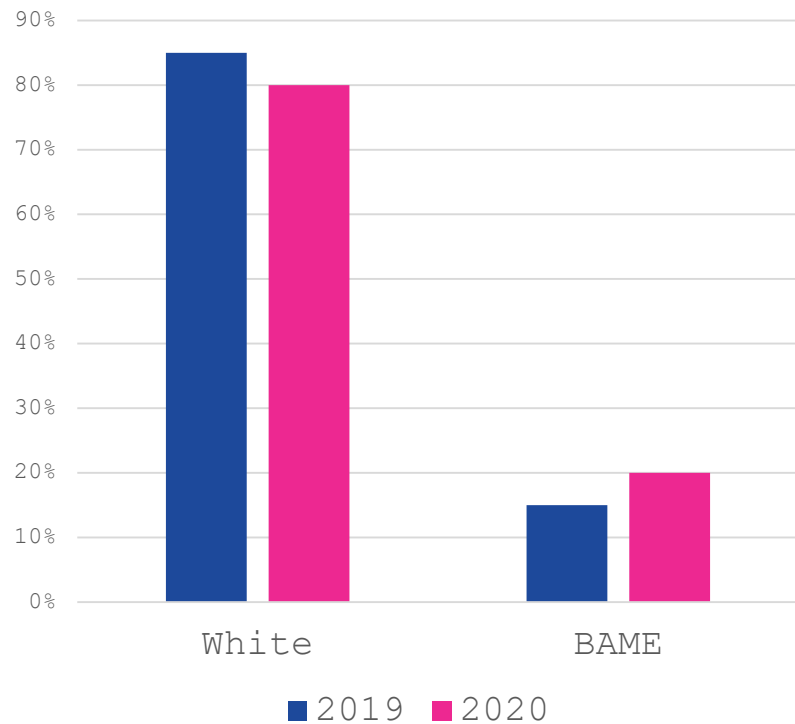
UX Research

# The Library Student Research Panel

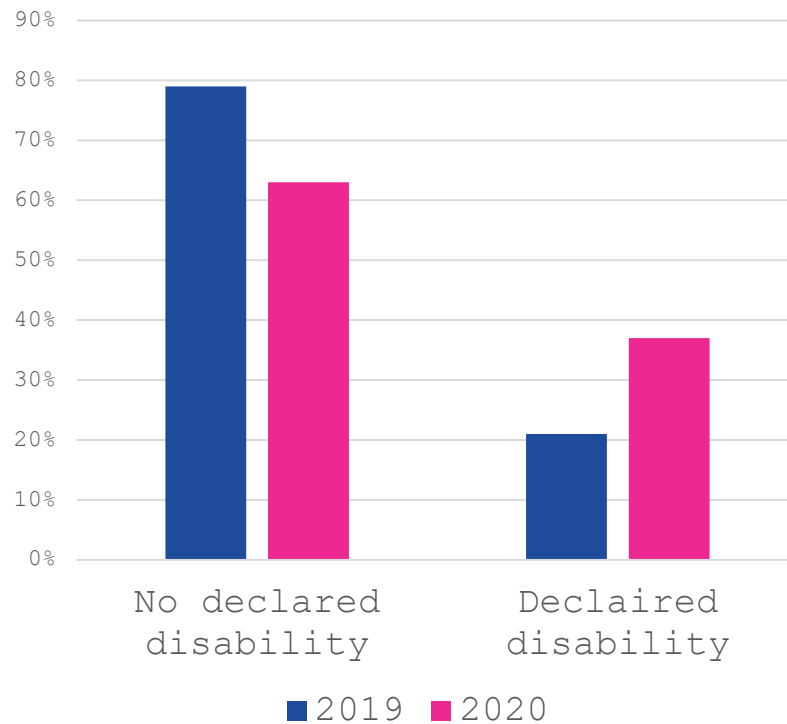


# Composition

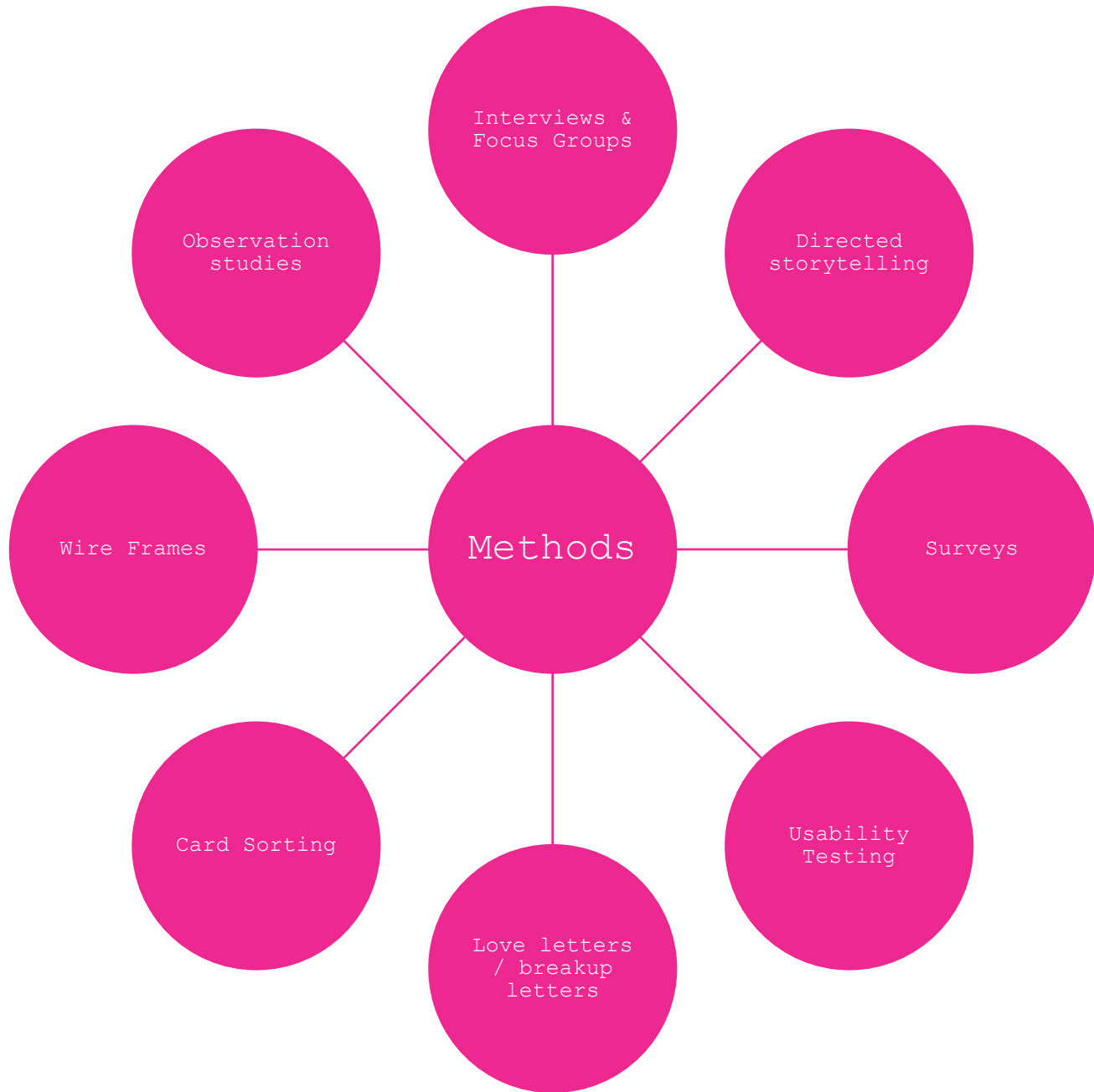
Ethnicity



Disability








# Information Architecture

1017b2v6.optimalworkshop.com/treejack/152tpa4/tasks

This is a study preview. No data will be saved.

**Task 1 of 1** [Skip this task](#)

You want to check how to correctly format a reference for a website that you're going to cite in your work.

- Home
  - Library Home
  - Library Resources
  - Guides 
  - Training and skills
  - About Library Services
  - News
  - Search

1017b2v6.optimalworkshop.com/treejack/152tpa4/tasks

This is a study preview. No data will be saved.

**Task 1 of 1** [Skip this task](#)

You want to check how to correctly format a reference for a website that you're going to cite in your work.

- Home
  - Guides
    - Introduction to the online library
    - Disabled user support
    - Passwords and troubleshooting
    - Copying and downloading
    - Study materials
    - Finding resources for your assignment
    - Finding ejournals and online articles
    - Finding and using books and theses
    - Finding information on your research topic
    - Access library resources using Google Scholar
    - Access to resources after study
    - Library tools
    - Libraries near you
    - Joining the Open University Library
    - Borrowing at Walton Hall

<https://www.optimalworkshop.com/treejack/>

# Diary Studies

OU Library – Online Training Research

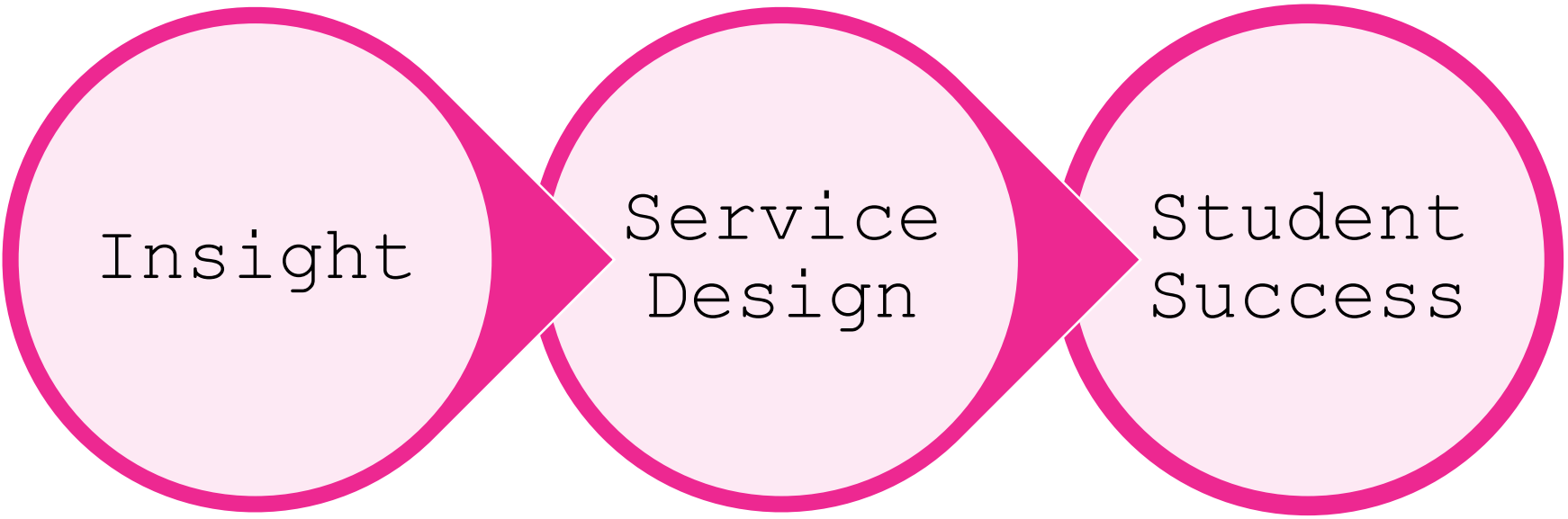
June 2019

Please use this sheet to make notes about your experience whilst participating in either a recorded or live online training session. Circle the words provided and/or jot down your feelings at each stage so we can learn more about the pacing and delivery of the sessions. When you are finished, please take a photo/scan/save and email to [library-@ou.ac.uk](mailto:library-@ou.ac.uk) or we will send you an envelope and postage to return your log-sheet upon request.

Questions? Please contact [library-@ou.ac.uk](mailto:library-@ou.ac.uk) Thank you for your participation!

Time	Right <u>now</u> I am feeling ... (circle your answer)	Other/More comments
Before the session begins	Engaged Interested Confused Bored Other (write in)	
Start – 5 minutes	Engaged Interested Confused Bored Other (write in)	

# Insight



Insight

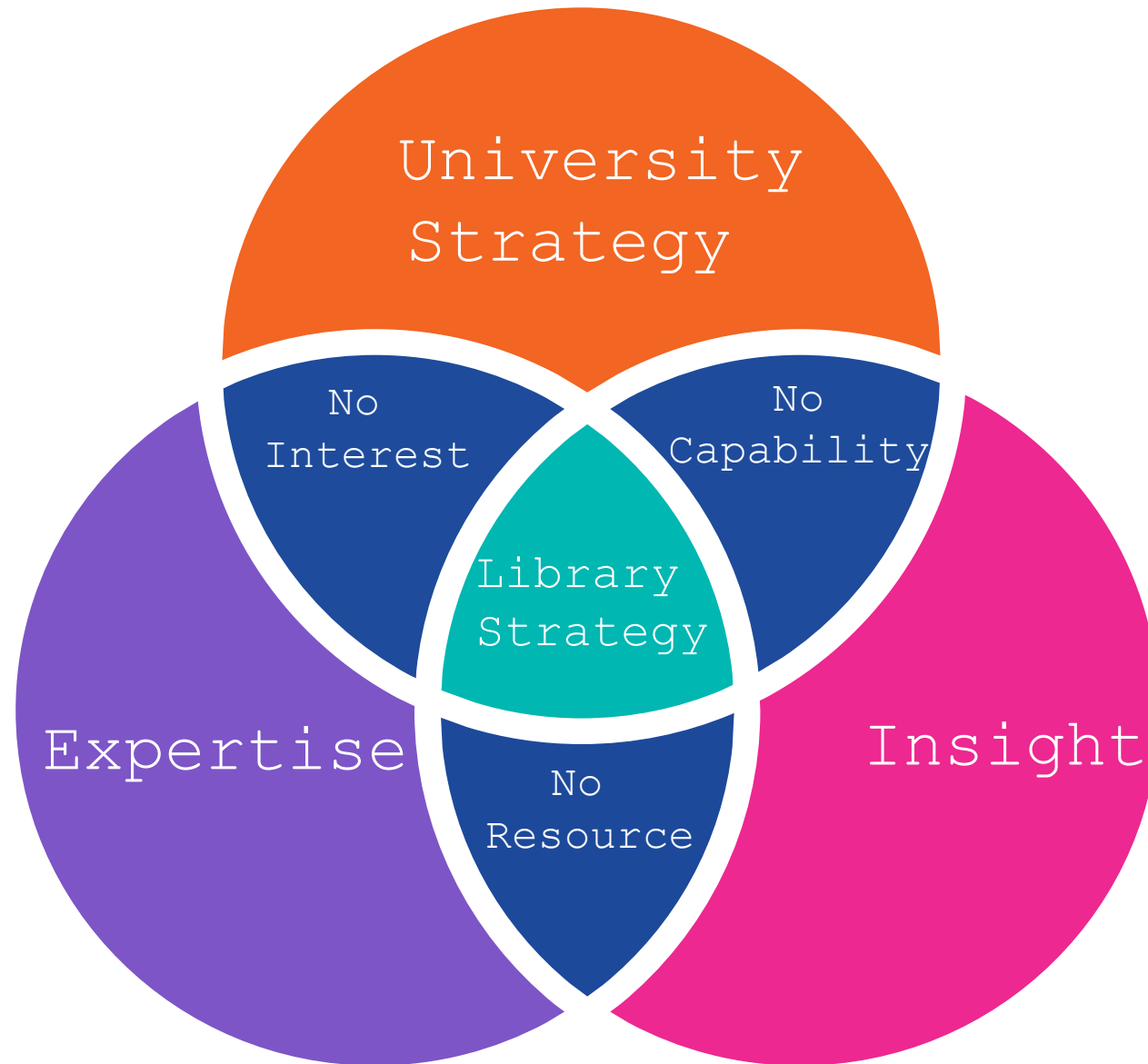
Service  
Design

Student  
Success

# Expertise



# Library Assessment Culture



# Acknowledgements

- Keren Stiles
- Caroline Barratt
- Charlotte Castle
- Sam Dick

And the rest of the OU Library team.

# Thank you

Selena Killick

Associate Director  
Library Services, The Open University

Selena.Killick@open.ac.uk  
SelenaKillick.com



@SelenaKillick