



# LEADERSHIP SCHOOL

Preparing Higher Education leaders to become the change makers of the university of tomorrow

## The Open Library

### Case Study

15/11/16

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Co-funded by the  
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# Table of contents

## ● Background

The Open University

## ● Challenges

Digital capabilities

New Learning Environments



# The Open University

Open to People, Places, Methods and Ideas

The UK's only university dedicated to distance learning

Over 170,000 students

30% of new OU undergraduates are under 25





# The Open University Library

Over 600,000 books,  
65% digital

Over 135,000 serials,  
all digital

Team of 74 colleagues

24/7 virtual Library  
Helpdesk





# The Open University Library

**600** databases,  
135,000  
ejournals/magazines &  
over  
200,000 ebooks\*

**1st**

The OU Library  
helpdesk was the first  
UK HE to provide a  
24/7 webchat service,  
in which we continue to  
led the way

**85%**

surveyed in the 2016  
National Student  
Survey agree library  
resources and services  
are good enough for  
their needs

**34,000**

people connecting with  
@OU\_Library through  
social media

**74**

highly skilled  
professional and  
support staff

**£4.2m**

annual budget for  
purchasing and  
subscribing to 3<sup>rd</sup> party  
content

**102,000**

visits to the OU Library  
website and

**70,000** visits  
to Library Search per  
month

**5.4**

**million**

downloads from Open  
Research Online. The  
Open University's  
open access repository  
of research  
publications





Content Development, Acquisitions  
and Licensing



Professional  
Liaison



Academic Liaison



Accessibility

Student and  
Customer  
Engagement



Insight



DIL Skills for Study



Metadata



Library data



Discovery & Digital  
Services



Enquiry Services



Research Support



Library Systems



Physical Services



DiSC Delivery



Innovation & Service  
Development





# Digital capabilities

Award winning student-facing resources







# Developing DiSC

- Identify baseline skills
- Define faculty requirements
- Deliver programmes adapted to faculty needs

## Faculty – module production

- Identify baseline skills
- Develop online materials / training resource
- Develop network of AL Champions

## Associate Lecturers

- Gap analysis with stakeholders
  - Framework developed based on VITAE/JISC work
- Identify delivery channels

## Researchers

- Identify baseline skills
- Develop employability games & badges
- Increase 'backpack' of tools specifically aimed at

## Students

employability





# New Digital Learning Environments



Date 20 September 2012  
Page 29



New leaf... £24m library

## 1st library to have no books

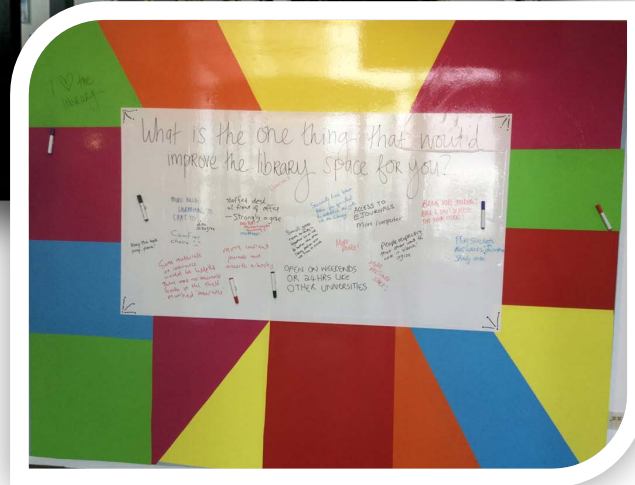
BRITAIN'S first library with **NO** books opens next month – and expects 1,000 visitors a day.

The £24million institution has 1,000 computers so users can read world-wide digital resources.

It will be open 24 hours a day at the University of Manchester and will have study rooms so students can chat with experts via video links.

Deputy librarian Simon Bains said: "This is something we have introduced in response to demands from students.

"We still have thousands of books on the shelves in our other libraries, but this new building is very much for the 21st century."





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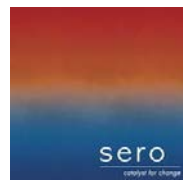


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<http://www.dtransform.eu/>



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