

Library Services

Student Voice week Facebook Live Love/Breakup Letters

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Hello! My name is Helen and I'm a librarian in the OU Library. In the next few minutes I'd like to introduce you to the concept of love letters and breakup letters as a way to gather valuable feedback.

As you may know, this week is Student Voice week and throughout the week we will be highlighting the many ways that we have listened to your feedback and acted on it. We'd like to do a bit of an experiment and invite you to send in your feedback about the OU Library via a love letter or a breakup letter.

So, why are love letters and breakup letters a good way to gather feedback? Well, they help researchers to understand the **emotional** connection between people and their products, services and experiences. And they're also fun!

To kick things off, I'd like to read out a couple of examples and then I'll tell you what happens next:

Breakup letter

I'm sorry OU Library but I don't think it's working anymore. You are remote and difficult. You said that if I typed my search term into Library Search then I'd get everything I've ever wanted from you. But I often struggled to get any response at all. I'm frustrated and I just don't have the time to dedicate to our relationship anymore. My heart sinks when I know I'm going to have to spend time with you. I'm sorry but I'm done.

Yours ambivalently

Love letter

OU Library. How do I love thee? Let me count the ways. You lured me in with your world-class resources and suddenly I was hooked and spending hours a day with you. You indulged my love of my subject and we went on many adventures together.

You are so helpful and understanding too. You knew that sometimes I need to step away from our relationship and spend time with my local university library. You not only understood this need, but helped me to join the SCOUNL Access scheme. You are truly the best and I love you.

Never leave me.

Yours forever

What next?

So, what next? Well we'd like you to write your own letters and send them to us via the Helpdesk, which is lib-help@open.ac.uk or You can also send them in via Facebook if you'd prefer. We may contact you to follow-up on something you say.

At the beginning of next week we will share anonymous snippets of the letters in order to explain what we are going to do about them and reassure you that we're listening. So keep an eye on the Library website and on our social media feeds for that next week