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Insights for

Livelier Libraries

# Introduction

## The background

## The public libraries in the UK are suffering from the budget cuts of local authorities. [According to the Guardian](https://www.theguardian.com/books/2018/dec/07/nearly-130-public-libraries-closed-across-britain-in-the-last-year), 2017 saw the closure of almost 130 libraries across the country while 3000 extra volunteers have been brought to run the services. This reliance on volunteers has not been helping to implement efficient and sustainable operation nor to bring impactful initiatives together.

## There are some pointing out the technology development or changing society as the cause of the decline. However, there are a few countries which have seen an increased use and popularity of their public libraries.

## The problem definition

## The fundamental problem does not lie in the budget cut but in the decline in use which started long before the cuts in funding. To regain funding, it is necessary to put together a strategy for rejuvenate the use and its wider impact on the community.

## The objective

## In an attempt to support local authorities in drafting library regeneration strategies, this report aims to rediscover the value or the roles of libraries from the user-centered point of view.

# Data

For the purpose of rediscovering the value or the roles of libraries, it is a good idea to conduct UX research. However, due to the budget limitation, this report will deal with the existing data: Foursquare’s Places API provides some comments left by their users.

A total of 213 libraries were found in the first 6 biggest cities (London, Manchester, Birmingham, Leeds, Glasgow, Liverpool) in the UK and 93 comments were extracted from the above mentioned API.

Those comments data will be analysed to gain insights on what the users liked about or what they would like to share about of the libraries.

The users’ demographic information will also be used to analyse the pattern among those users.

It is noted that those comments left on the Foursquare website, which usage is limited in the UK market, do not necessarily reflect the entire user group. However, it is a good starting point of an exploratory stage, while making most of the existing data.