

4D—Critical Approaches to the (Academic) Library as Space

The Invisible Problem and the Special Case, Penny Andrews (independent researcher).

This paper takes a critical approach to user experience in academic library spaces, with particular reference to hidden disabilities. Common problems and workable solutions will be shared, with practical tips that can immediately be deployed. Central to this paper is the idea that “the non-traditional student” concept ignores the heterogeneous nature of library communities, the multiple oppressions faced by many users, and the need for social justice in libraries to extend beyond theory, instruction, thought pieces, and themed displays.