Hackney staff trying to book a library room - discussion guide

We are conducting research to understand people's experience of accessing meeting spaces in Hackney libraries.

The idea today is to go through a few questions which should take about 20 mins.

Before we start there are a few things to let you know:

- Your participation is voluntary
- We would like to record this session, but please feel free to tell us if you would rather we didn't
- You can ask me questions at any time
- Your answers are kept confidential

We may also share anonymised results of our research with colleagues across other teams within the council, other local councils and government agencies. However, none of the data we share with these groups will be linked back to you.

You may change your mind at any time and ask us to delete any notes we've made of the session.

Do you have any questions?

If verbal consent is given, continue.

Type of space needed

- Why they needed the room
- How long they needed the room for
- Who it was for (how many people)
- What activities/facilities required
- When they needed (how far in advance)
- Budget

The booking process

- Where did you find out about the spaces
- How they went about booking
- Method of booking
- What information were you asked to provide
- How long the process took

- What went well
- Any frustrations
- Ideas for improvement

Using the room

If booking successful:

- Next steps after booking
    - Booking confirmation
    - Information provided prior to going to venue
- Experience at the venue
- Experience of the room
    - Facilities - Wifi, kitchen, etc
- Whether they have used the service since

If booking is unsuccessful:

- What went wrong
- What did they do instead
    - Avenues
    - Any frustrations

Anything else you'd like to tell me?

Thank you for your time.