Discussion Guide for Internal Library Staff

We're conducting research to understand what it is like to help people book and administer meeting spaces in Hackney libraries.

The idea today is to go through a few questions which should take about 30 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 consent is given, continue.

Background

- Your role within the organisation
  - Responsibilities
  - Work pattern

Room Bookings

- Tell me about what happens when someone enquires about a room
  - How do you know if a room is available?
  - How do you know what bookings there are on a particular day?

- Tell me about how a room is prepared before a booking
  - Facilities
  - Cleaning

- ○ Time

- Tell me about room availability
  - ○ Dates / times available
  - ○ Popular / unpopular times

Types of people booking rooms

- Tell me about the different types of people booking rooms
  - ○ Individuals /organisations/ sector
  - ○ Patterns / trends
  - ○ Preferences
  - ○ issues

- Tell me about the different reasons people book rooms
  - ○ Patterns / trends
  - ○ issues

Problems with the booking process

- Tell me about any issues with the process
  - ○ Workarounds
  - ○ improvements

Problems with the booking

- Tell me about any issues that may occur on the day
  - ○ Resolutions
  - ○ Frequency
  - ○ improvements

Payment

- Tell me about the way people pay
  - ○ Payment options
  - ○ Preferences
  - ○ Pay on the day
  - ○ Issues

Facilities

- Tell me about the different facilities available

- ○ Commonly used facilities
- ○ Other facilities requested
- ○ Facilities working condition checked

Cancellations

- ● Tell me about the cancellation process
  - ○ How often do cancellations occur
  - ○ Reasons for cancellations
  - ○ Time

Complaints

- ● Tell me about the complaints procedure
  - ○ How often do you receive complaints
  - ○ What do people complain about
  - ○ Time taken