

Northumbria Healthcare NHS Foundation Trust

Library Services

User experience Survey 2018: Results



A User experience survey was carried out in the four Trust libraries using two methods.

- For three weeks, at each hour a note was made of which seats were being used.
- Once the most and least popular spaces had been found, question sheets were left at those spaces for two weeks so that people could comment on why they liked or disliked those spaces.

At **Wansbeck** the two most popular study spaces were beside windows, with a study space beside them. That gave the person working space to spread out their papers as well as using a PC. That was followed by a PC in one of the new study carrels. This time there was privacy for the person, as the study carrel walls divide them from the person next to them, while still giving enough space for paperwork or notes beside the keyboard. And the fourth most popular PC was the first one in the silent study room, again with space beside the PC

The last popular spaces were the round table and the large square study table. Those spaces don't have PCs, and at the time of the survey there was no public w-fi in the library. And the round table was very small, but as since been replaced by a larger table which has already been used much more frequently than the small one.

Near the window so can see out. Big desk to put books on when working on PC, to review lit. Feels like it is its own little working area

I am able to spread out at the desk. In winter, it is next to the radiator!

I actually like sitting here because it is more out of the way and there is more privacy. The computer works best also

Big desk to spread out my studies. Next to windows so I don't feel boxed in. Radiators – it's January! Thanks for all that you do

I like WGH study space as more PCs are compatible for ESR smartcard and Chrome online training

I prefer comfortable chairs at the back. I only sit here if need the computer, good view of the library

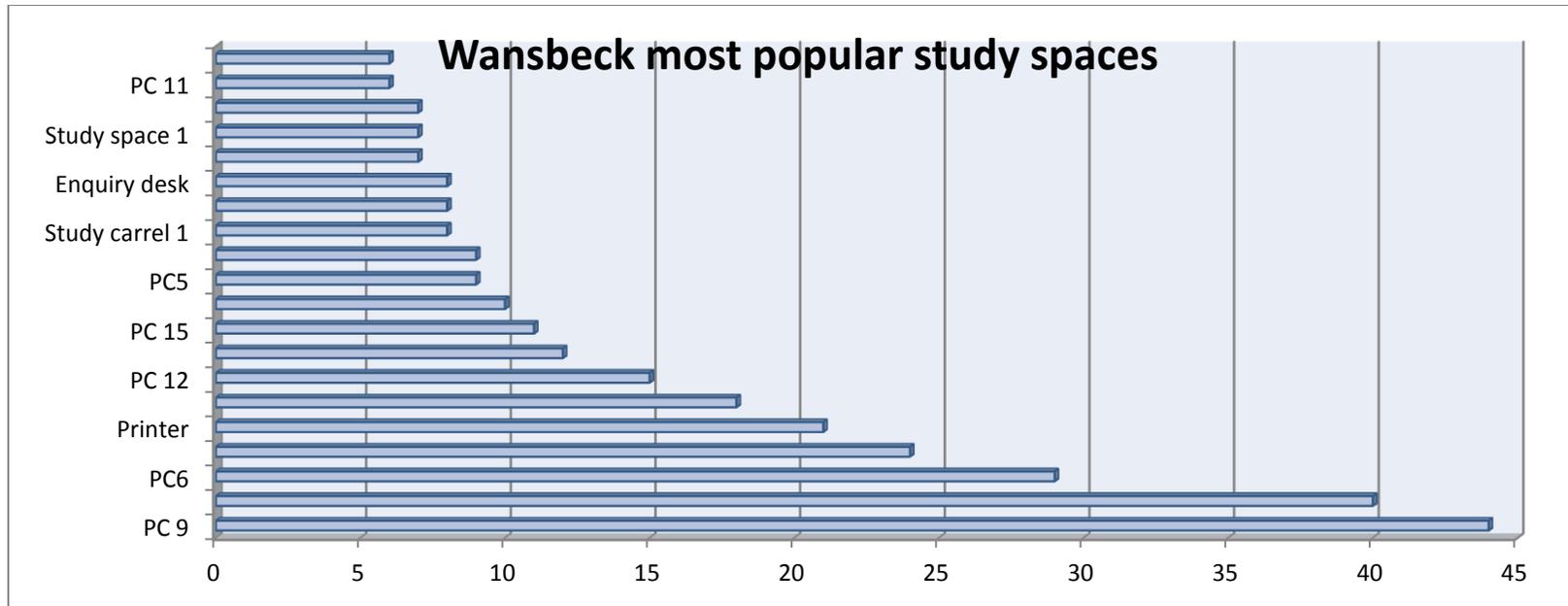
It would be good if it had a power plug point

Good natural light. Reasonably quiet, avoids distraction. Good open view from the window, reduces eye strain. If you use a pair of ear buds or listen to music, your private study time would be perfect

It is close to the printer so I sit here if I need to use the printer/scanner a lot

I personally love this space. Plenty of room for me to spread my work out

- Good table space
- Good window seat
- Comfy chairs
- Fast computer & functioning mouse

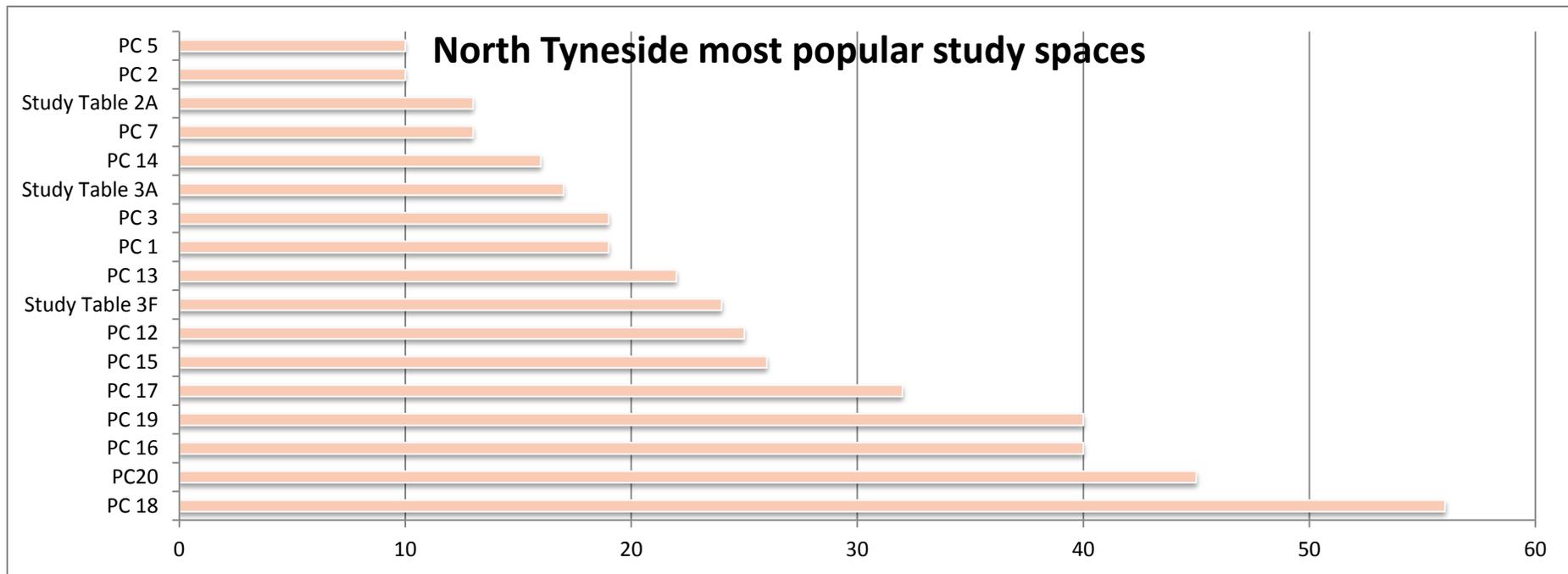


The most popular times of the day were 11am and 2-3pm. The library was quietest before 9am and at 5pm

Time	8:30 or on arrival	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00
Number of people	25	34	30	47	34	35	43	41	33	18

At **North Tyneside** a full refurbishment had taken place in the months before this survey. This survey gave a great opportunity to look more closely at how the new environment was being used. The four most popular PCs were at the back of the library in study carrels, beside windows. This gave the people using them some privacy, as well as natural light and space to have papers on their workspace as well as a PC and keyboard. This was the same for the most popular study spaces without PCs; they were seats beside windows on big tables.

In contrast, the two least popular study spaces were at a smaller table closest to the enquiry desk, and at a table in the middle of the library, where there is less privacy and less natural light. Many of the comments also mentioned how much people liked to sit beside a window, and at study spaces with extra space beside them, and relative privacy.



Time	8:30 or on opening	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00
Number of people	33	38	48	63	64	50	51	57	56	25

Access to wall plug

Has explorer 11, better than 7 on most PCs

More reliable but normally would use PC 20 when free

Smart card ESR access

First one free; don't like silent study room (too quiet)

Near a window for light and breeze. Few discussions, due to dividers. Near plugs for laptop. Quiet as in a corner

Next to windows – no windows in ward. Like the screen - privacy

Like the space and privacy. Love the library since refurbishment. Love the clean carpet smell

It's peaceful. There are no interruptions, so I can get things done quickly and correct first time. It is near to the windows and these can be opened

Enclosed, privacy, own working space

Nice view, breeze from the window

Logged onto a PC I've used before, so it's quicker. I like the little PCs, but not the high chairs

Sit next to window and can charge my phone. A bit of privacy

PC against the wall makes it easier to see the screen

Because PC actually works
Wider desk, room to spread out files, papers, etc.
Like the new partitions between PCs, and blinds
Can see the view of the roof but it's still daylight...

Good for those of us who don't want to sit right next to someone. Spacious, private and quiet (usually)

At **Hexham** although users enthusiastically say they will fill in the sheet saying why they do or don't like the library, none had done so. Instead we asked direct questions about their use of the library.

The uses are:

1. As a hot desk as they spending the day at Hexham for meetings and it is not their base site.
2. Students who are on a study day.
3. Domestic staff who do not have easy access to a PC for mandatory learning or general emails.

Users prefer the library to the hot desk area:

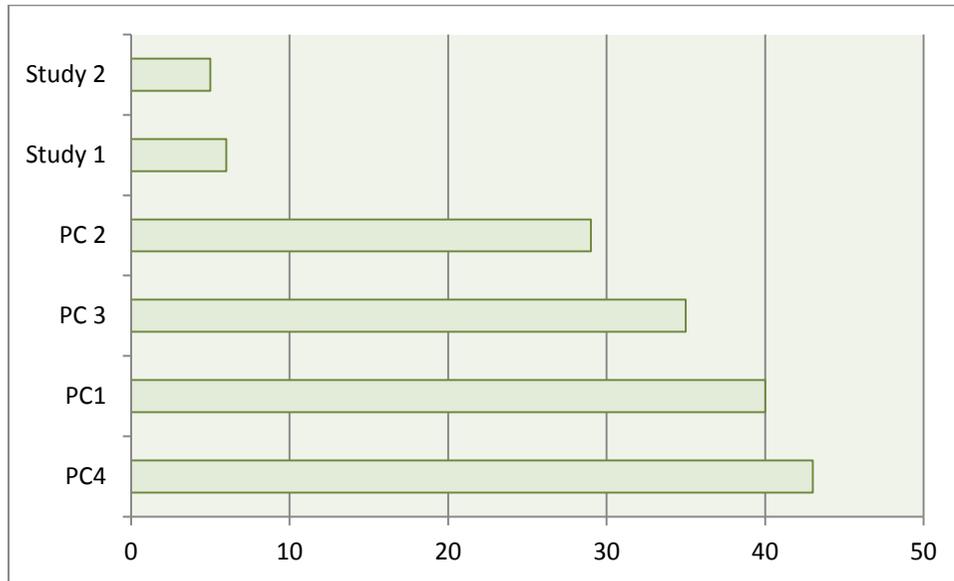
1. There are more PCs
2. It is quieter
3. It is a nice airy and friendly environment
4. It is staffed - access to help, less isolating
5. The tea and coffee is a nice touch.

Busiest times are around lunchtime; just before, during and after. Users tend to stay for the day.

The busiest spaces were PCs 1, 3, 4, 2. PC1 is most popular because it is beside the window. PC2 is the least popular PC because it is the slowest. The least busy spaces were the study table and the soft seating. This is the same as at other sites, where the spaces with PCs are used much more than those without.

	8:30 or on opening	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	
Time											
Number of people	8	7	12	14	11	7	7	6	4	1	77

At **NSECH** the spaces with PCs were also much more popular than those without. This was the site which was consistently busy across the day, with the only quiet time at 5pm. This is because it was heavily used for its small size, so the majority of study spaces were taken across most days. A new, much larger Library is opening soon at NSECH and it will be interesting to see if this remains the most relatively busy site



The library was consistently busy all through the day, only getting slightly quieter in the late afternoons

8:30 or on opening	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Closing/ 17:00:00	
3	16	17	16	17	18	15	16	13	2	133

Tables/desks way too small
Not enough computers
Not enough books
Where to get printer paper when it runs out?
Stuck in depths of building – too dark, not light and airy like Wansbeck and North Tyneside
Staff always very helpful though

I don't have to look at/sit opposite someone else

I love the librarians, the tea, the temperature, the calm feeling.
I don't like the dividers on desks. It's too cramped although do need privacy

Because it has more desk space and light

The computer logs in quickly