

## Evaluating university family study rooms: 2 page summary

### Headlines:

- This project was a partnership between the University of Hull and the University of Bradford
- The ALN EDI Fund enabled the purchase UX resources such as white boards, feedback boxes and incentive vouchers
- Two surveys were created and distributed: one to evaluate the room and one to assess how many libraries have a similar space
- The learnings from the project are being shared via a Family room toolkit libguide for ALN inc. lessons learnt, advice on promotion experiences of setting up rooms, available here: <https://libguides.hull.ac.uk/familyroom/home>



### User Experience Survey:

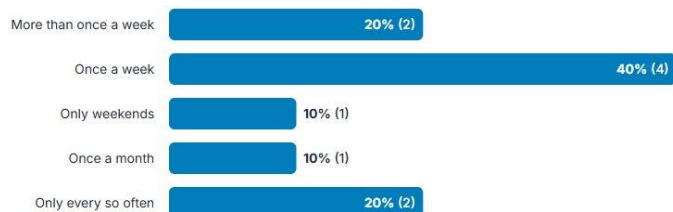
- The main focus of the project was intended to be the UX Survey, to create a robust understanding of patron needs
- Both partner institutions met to determine the information needed to determine – focused on user experience but also included information on users. It was also decided to target the first teaching semester, rather than launch over the Summer.
- Compared to the previous year both family rooms saw a drop in use and bookings. This drop in users and led to very limited engagement (no participants from Bradford, 10 from Hull).
- Initiatives to address this included a paper copy of the survey in addition to the original online, paper-free version, and the addition of a chance of winning a gift voucher as an incentive.

### Key Takeaways

75% of users did not have childcare arrangements



70% of users made use of the room once a week or more



50% of users actually brought older children than the room was designed for (9-12 years)



### ALN Family Room Survey

- The ALN-wide survey on family room provision had 14 Institutions responded
- All Family rooms are fewer than 5 years old, with most saying the room was well used
- Challenges setting up the room included Health and Safety, risk assessments, finding a suitable location
- Ongoing problems included wear and tear, use by students without children, unaccompanied children, families using the room without booking

### Family Room Toolkit

- The information gathered was used to create a resource for all ALN libraries in the form of a LibGuide.
- The LibGuide offers advice to institutions considering implementing a family room.
- We gathered images of family rooms from ALN members to view as inspiration.
- Our Family room LibGuide is available at: <https://libguides.hull.ac.uk/familyroom>

