Fitdesk Pilot Assessment

Background

Duke University Libraries introduced Fitdesks, which are a cross between exercise bikes and desks, in Perkins Library on Monday, December 12. The Assessment and User Experience (AUX) Department (Julie Riegel, Joyce Chapman, and Saffana Humaira) gathered data from users from December 13 to February 13 by conducting two hours of observations, interviewing four patrons using the desks, and setting out a flip board that asked users to write their thoughts about the new desks. These studies enabled the AUX department to make recommendations about the Fitdesks based on user data.

Recommendations

1. **Preferred Location**: Some users would like for the library to move the Fitdesks to a less public location. One user mentioned during an interview that she does not like the current location of the bikes because it is too visible to people walking by, which attracts unwanted attention. On the flip board, another user wrote that the current location makes her feel “awkward when everyone passes by.” Data from the observational study correlates; some library patrons would approach the bikes and photograph Fitdesk users without asking for their permission. The current location could possibly repel potential users from using the desks.
   a. However, there were two users interviewed who did like the current location of the Fitdesks. One patron explained that they would not have thought to look for the bikes in a more remote location.
2. **Recommend Follow-up Study**: I recommend repeating the interviews to learn more about how users feel about the location of the desks. Diversifying the time of day to conduct interviews might help staff gather more data. Planning the interviews for a busy time in the semester, like midterms, the week before spring break, or the week before finals, is also recommended.
3. **Personal Storage Options**: Consider adding storage near the Fitdesks. In the observational studies, users looked around the area to try to find places to store their belongings. They ended up either putting their belongings on one of the nearby rocking chairs, or reluctantly putting their stuff on the ground.
4. **Bike Number Preference**: Users appreciated the option of biking in groups. During the interviews, one user explained that she would bike more if someone else was on the bike as
well. The same user mentioned that she would prefer at least three bikes in close proximity to one another.

Key findings

1. **Photo Opportunities**: Users want to photograph the desks, and get photographed on the desks. Based on the data collected from observations, some patrons would stop by the desks and only take pictures of people who are using the desk – frequently without asking their permission. Occasionally, students would jump on the fitdesk long enough to take a picture and then leave.

2. **Public vs Semi-Private Locations**: One user said she thought the spot was too visible for her comfort. Another person shared the same sentiment by writing on the flipboard. When one member of the AUX Department tested the Fitdesks, two people took her picture without asking permission, which made her uncomfortable.

3. **Bike Customizations**
   1. **Pros**: Many users felt the need to adjust the desk to suit their preference. Two users interviewed considered the customization of these desks as positive attributes.
   2. **Cons**: Based on the observations, some users wanted to turn up the resistance on the desk, which has consequences. For example, turning up the resistance might burn calories faster, but this requires users to focus on pedaling instead of their work. This might result in a shorter duration of use.

4. **Absence of Storage**: Based on the observational studies, the user frequently appeared uncertain as to where exactly to leave their belonging. Sometimes this led to the area looking messy or cluttered. Some users took a few moments to search for a suitable location for their bags. The most common solution was to place their bags on a near by chair or immediately on the ground beside them.

5. **Social**: Based on the observations, often it would be groups of who approached the desks and experimented together. One user interviewed explained that she would rather bike if another person biked at the same time, so as to draw attention away from her.

6. **Positive Feedback**: According to the flipchart, many students and staff like the Fitdesks. They appreciate that the library purchases ergonomic options, like Fitdesks and standing
desks, and some users wanted more options like these in other buildings on Duke’s campus.

Appendix:

Notes from observations:

Observation 1:

December 12, 2016 from 1:15-2:15pm

Closest to Rocking chair: A
Closest to Windows/Corner: B
Closest to New/Noteworthy shelf: C

- Arrive at 1:15—One student (male) is on the bike A
  - He pauses pedaling to write
- 1:20-A library worker comes to the desks and asks how the student likes them. She gets on a bike and tries it out for about a minute and leaves
- 1:23 many students walk by and pause to look at the desks
- 1:25-male student gets on bike B—2 bikes taken, 1 bike vacant
  - 1:27-male student adjusts seat height
- 1:29: Female student gets on bike C—all bikes are taken now
  - Works on laptop—pedals while typing
- Julie’s note: The users are spreading their stuff on the floor or on one of the rocking chairs and it looks so messy. Some people don’t like putting their stuff on the floor—some dedicated storage space or a surface might help out
- 1:34: Student walks by and takes picture of the 3 students on the fitdesks
- 1:37: Student on A disembarks and goes elsewhere
- 1:40: student on B disembarks and goes elsewhere (Total duration: 15 minutes)
- 1:42: Student on C disembarks and goes elsewhere (Total duration: 13 minutes)
- 1:43: two female students approach desks—one tries it out
  - 1:43: second female student tries desk out
  - Quotes from conversation: “can you make it harder to pedal” other student “tension control” *changes a gear*
  - 1:44: first female student gets off bike and grabs phone—takes picture of her friend
  - 1:45 second female student gets off bike and both grab their belongings and leave (total duration: 2 minutes)
1:46: two male students see desks, walk over, and check out information
1:46: one older man walks over and takes photos of desks
1:48: male and female students walk over to desk to check them out—female
jumps on desk and tries it out
  o Male student takes off book bag—takes out laptop—sets up laptop—gets
  on desk
  o Female student takes off book bag and jumps on desk—male
  student photographs her—she adjusts the tension in the desk
  o Couple leaves at 1:51 (Total duration: 4 minutes)
1:49—two female friends stop by to see fit desk
  o quote: “I would actually do that”—mess with desk to see if it adjusts—
  walk away
1:51: one female student looks at desks—2 of her friends show up and they all
look at desks—two girls claim desks, take pictures
  o Quotes: “this is hilarious” “it’s too tall” “you can change the resistance”
  o 1:55: both women leave—wearing wrong shoes—(Total duration: 4
  minutes)
2:01: Male Student looks at ftdesk information, takes picture, walks away
2:01: Male student walks to fitdesk, looks at sign and desks
2:02: Female student walks to fit desks, puts foot on one, then texts/takes
pictures, walks away

2:15: I leave—desks have been vacant for about 25 minutes

Observation 2:

Tuesday, December 13, 4:25-5:30pm

Closest to Rocking chair: A
Closest to Windows/Corner: B
Closest to New/Noteworthy shelf: C

• Bikes have been pushed back somewhat, and sign is further back
• 4:25-Female student on bike B—stops pedaling to write
  o Leaves at 4:33
• 4:30-Male student starts bike—texting while biking
  o Adjusts bike for height and seat position
  o 4:34: leaves
• 4:35—I get on a bike
  o 2 people take pictures of me
• 4:46: female student gets on desk (with a drink and a book)
4:56 Friend walks up “does this work? Does it keep you awake?” “yeah it keeps me productive—I can do two things at once”
Leaves at 5:14 to sit at a chair
- 4:52: group of students stop by to look at desks
- 5:02—Saffana gets on bike B
  - 5:05—We talk to the student about possible locations
  - 5:06--Saffana leaves
- 5:06—Student on b jumps on a bike just as Saffana leaves
  - 5:10 student on B brings friend to take picture on bike A
- 5:10—group of students pass bikes and thinks they are cool
- Woman on B talks to friend “I needed this so bad—I didn’t sleep”
  - “I’m listening to French working out music and exercise helps you retain information”
  - This student is getting a workout—pedaling really hard, breathing loudly, and sweating
- 5:25: Guy shows up that the girl knows, gets on bike A—they start talking about a class they have together
  - “I hate that these don’t have a strap for your feet”
  - He starts to tutor her for a French class while biking
- 5:28 1 student with a group of 4 people get on bike
  - Friend takes photo
- 5:30—I leave

Notes from flipboard:

Tell us what you think of these desks!

Friday December 16 to Sunday December 18, tabletop easel pad left by the FitDesks

- They are great
- 21 Approves 😊
- PERFECT FOR THIS LIBRARY! (Felicia Sprihcemato)
- These desks could be larger
- When very constructive
- Put these in Brodie! ← Yes agree! ← Agree 😊 ← And Wilson!!
- I hate exercise!
- Healthy love LIFE
- This is where my 70K is going towards?!? 😊
• <3 it!
• Love it!
• Love them!!
• Str8 (fire)
• I love them and the emphasis on active studying! 😊 I would love, love, love more standing desks in Perkins! Thanks!! ← RT
• LOVE working MIND + BODY! Put more in Brodie/Wilson pls!
• <3 them!
• Big thumbs up
• I would love both standing desks and these bike desks ← I agree
• <3 it
• LIT
• That’s how you turn – fuego
• They are great!
• I like checking hot girls out on the bikes 😊 ← I don’t 😊
• It’d be nice if this was in a less public location bc it feels kinda awkward when everyone passes by. Great addition to Perkins though!
• Yayy!!!
• I pedaled my way to an F! ← ditto
• Thank you, this is great.
• Love em
Tell us what you think of these desks!

21 Approves: They are great.

Perfect for this library! (Felicia Sprincewater)

The desks are larger

Put these in Brodie! I agree.

Yes agree!!

Wilson!!

This is where my

LOVE is going towards?!!??!

Big thumbs up

I would love, love, love

more standing desks in Perkins!

Thanks!!

Love working mind + body!

Put more in Brodie/Wilson pls!

LOVE them!!!

E RT

I would love both standing desks and

these bike desks.

Li

That's how you turn

Fuego

They are great!
I like checking out hot girls on the bikes.

It'd be nice if this was in a less public location b/c it feels kinda awkward when everyone passes by.

The mitochondria is the powerhouse of the cell. It is where ATP is created.

Yay!! We will look great on the campaign website! Thank you, this is great.

Last day!!!
Notes from interviews:

**Fitdesk Interview results: 4 participants**

*How often do you use these desks? (get some sense of frequency)*
- At least once a week
- First time on the desk
- First time on the desk
- First time on the desk

*Is there usually one available when you want it? (do we have enough of them?)*
- Yes
- Yes
- Yes
- Estimated that one is available 70% of the time he wants to use it

*What do you like the most/least about these desks?*
- **Most:**
  - Features—you can set resistance, armrests, height, and quiet
  - You can study and exercise at the same time
  - Make adjustments to the desks

- **Least:**
  - Nothing
  - Nothing
  - Wish the desk was not facing traffic—too high traffic

*Do you like the current location? (If so, why? or If not, why?)*
- Likes the location—easier to spot
- Likes the location—near the entrances—lots of lighting
- No preference on the location
- Thinks the location is too public—putting them on the 2nd floor would be better

*What other ideas or feedback do you have about the fitdesks?*
- Great—good way to be healthy while studying
- None
- None
- Asked what happened to the 3rd bike. Having 3 bikes would be better, because she likes to bike in a group—she won’t be alone when people walk by and look at the bikes.