

Standing Desk Interviews

Recommendations

1. I interviewed 3 patrons using the desks, but I was unable to reach the point of saturation. I recommend conducting a retest, and diversifying the times of day to conduct these short interviews. Since many of the standing desks end up in group study rooms, I recommend conducting the tests when the rooms at the Edge are booked. This might increase the interviewer's chances of finding participants.
2. I recommend asking staff in charge of the area to bring the standing desks out of the rooms. One user assumed that the desks were taken, and later figured out that the desks were pushed in the rooms.

Background

Between the dates of January 5, 2017 and February 13, 2017, Julie Riegel conducted interviews with library patrons using the standing desks located at the Edge. The purpose of this study was to see what users liked about the desks, what they disliked, and to get a sense of there were enough desks in that area to satisfy the user's needs.

Key findings

- Users liked to use the desks when they are in the group study rooms. I saw one user writing on the white board while balancing her laptop on the standing desk.
- When people use the standing desks in the group study rooms, they do not always return the desks to the main area. This might cause some users to not know where the desks are when they want to use them.
- Users liked that the desks were large enough to hold a laptop (66%)
- One user mentioned that a larger surface area would be nice too (33%)
- Two users (66%) liked that the desk could be adjusted
- One user (33%) mentioned that for a while, he could not get a standing desk when he wanted one. However, he soon found out that the desks were moved in group study rooms, and has not had a problem finding desks since then.

Appendix:

In-person questions for Edge standing desk users

This should be a quick, informal, friendly chat – not envisioning reading off a script or anything.

Introduce self as library employee looking for feedback from our standing desk users – can you ask them a couple questions?

1. How often do you use these desks? (get some sense of frequency)
2. Is there usually one available when you want it? (do we have enough of them?) If not, tell me about the last time you couldn't find one. If yes, where do you typically go when you want to use a standing desk?
3. What do you like the most/least about these desks?
4. What other ideas or feedback do you have about standing desks?