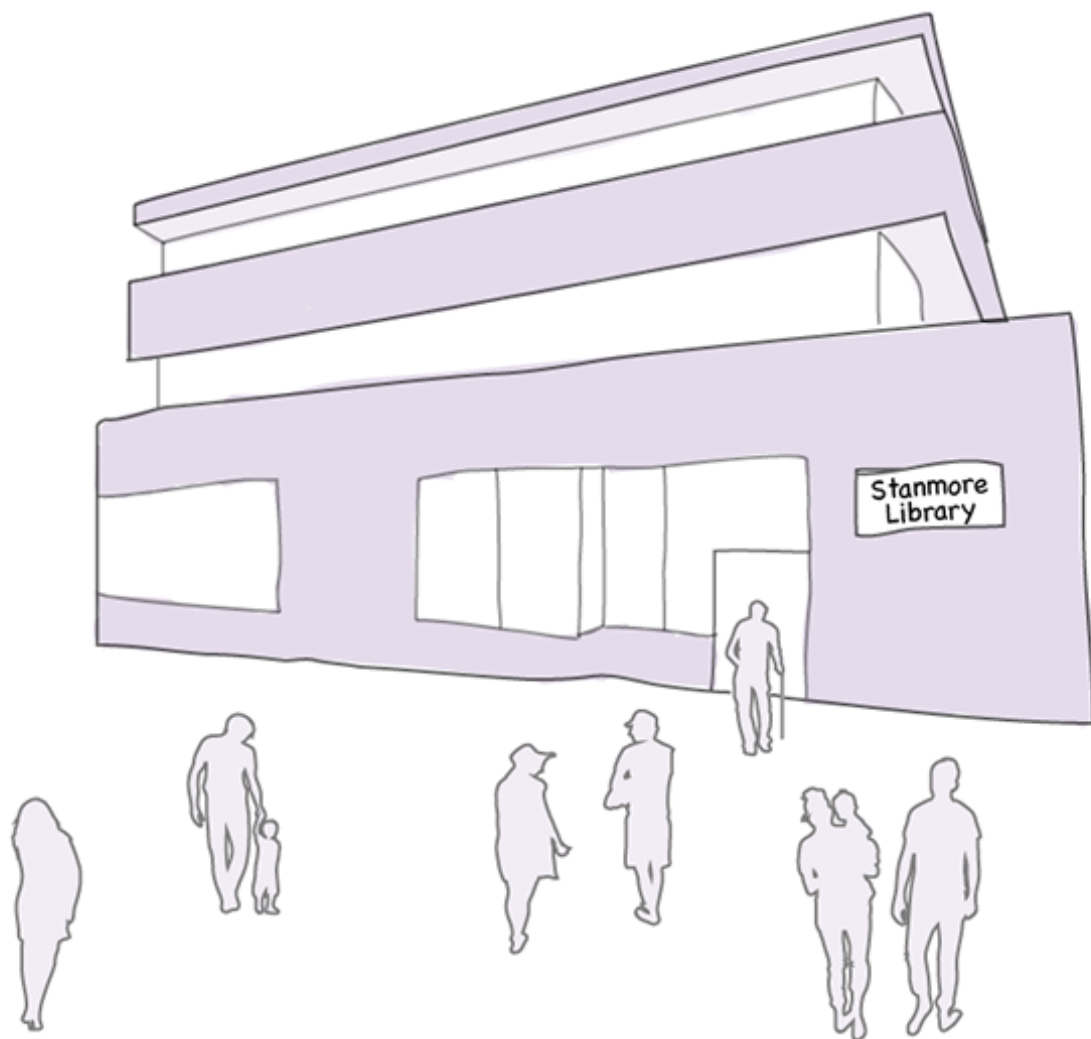# Developing a Modern Library for the Wider Stanmore Community

A summary of human-centred consultation research with Stanmore Library staff and over 100 users and non-users of the Library, carried out by Eclipse Experience in October 2015.

Created by:

eclipse

HarrowCOUNCIL
LONDON

November 2015

The Future of Stanmore Library

Libraries all over the world are evolving; from Aarhus, Denmark's transformation of it's Public Library to an Urban Mediaspace to Davenport, New Zealand's take on the library as a 'community living room', complete with study and social spaces surrounded by scenic views. As libraries begin to respond to the 21st century needs of their communities, their role is less about housing physical artefacts of knowledge and more about connecting communities through open and communal spaces.

Through new and improved uses of the Library, Harrow Council believes it can attract a wider audience, including people between the ages of 18 and 35 years old. By creating a well-used space, and introducing a part-commercial model, the Library could become a more sustainable cornerstone of the community.

At Eclipse we believe that infrastructure and public services like social care, public transport and shared spaces such as libraries have a profound effect on a community's wellbeing, health and sense of identity. Yet many of these services are designed with little understanding of people's behaviours and needs in the context of these large-scale structures and services. We often ask ourselves how can local communities who inhabit the spaces of infrastructure interventions involved in the process from start to finish? Are current forms of consultation good enough, and if not what more could be done?

Together with Harrow Council, we set out to conduct an innovative, human-centred consultation for the redesign of Stanmore Library. This meant developing ideas *with* the community, rather than *for* the community. We used design stimulus to draw out initial ideas and feedback from three key stakeholders: staff, users and non-users. We also used design stimulus in a final interactive, co-design event with additional stakeholders. Traditional consultation methods often rely on simple engagement tools that only manage to engage current users of a service. For this consultation, we embedded digital technologies into our field research to reach a targeted group of users and non-users, and to scale feedback.

This report includes findings and insights from this exercise. It is a first step to understanding how different ideas sit with different stakeholders, and to what extent people are willing to pay for future Library services. These findings should help to guide the redesign and refurbishment of Stanmore Library and explore opportunities of how the Library can best evolve to the changing needs of the community.

Table of Contents

① Executive Summary

Between 5th October and 22nd October 2015, Eclipse Experience conducted a human-centred consultation research with staff, users and non-users of the Stanmore Library. Through iterative design and research we explored new and improved uses of the Library that could attract 18 to 35 year-old non-users, and increase use amongst existing users.

We developed an initial set of ideas through two engagement exercises. The first involved semi-structured interviews with staff and shorter discussions with users in the Library - each using design stimulus to develop ideas and to gather feedback. In our second exercise we took a similar approach with non-users but spoke to them in local places they currently use for activities related to the ideas. At the same time, we shared an online version of the stimulus through social media to scale feedback.

We then took the most popular ideas into an interactive Consultation (Co-design) Event. Staff, users and non-users dropped into the Library to offer feedback and to build out the ideas through interactive floor plans and assessed how willing people were to pay for such services. Through the consultation we:

Identified four 'Idea Groups" with the most potential to attract and sustain use.

And explored how these ideas could work as a service in the Library.

Idea Group A: Working and Studying

Both users and non-users welcomed work and study areas in the Library. They emphasised the need to modernise these areas and to separate individual study spaces from group spaces.

- Rented meeting rooms and workspaces.
- Tiered membership schemes.
- Partnerships with Stanmore College and other organisations.

Idea Group B: Developing Skills and Knowledge

There is a widespread perception that access to education and quality advice is costly and hard to come by. People welcomed affordable and bookable classes and advice sessions in the Library.

- Paid for classes.
- Advice sessions on specific days and times.
- Partnerships with local education centres and local government.

Idea Group C: Relaxing & Socialising

A comfortable space to relax, socialise and exhibit art is appreciated by both users and non-users. It could help to rejuvenate the Library and to attract new users.

- Rented exhibition space.
- Nominal fees to host and attend social events.
- Partnerships with local business, organisations and clubs.

Idea Group D: Playing with and Educating Children

The majority of users and non-users value having a safe place in the Library to bring children to read, as long as it does not disturb other areas of the Library.

- Paid for children's events.
- Rented children's toys.
- Partnerships with play centres.

2

Eleven Uses Developed with Staff, Users and Non-Users

The first stage of the consultation revolved around two days of contextual research in Stanmore. In this stage, we developed an initial set of ideas based on background research of existing and planned redevelopments of libraries around the world, as well as discussions with the Stanmore Library - Harrow Council Committee.

On 8th October 2015 we conducted short and semi-structured interviews with 4 staff members and 18 users in the Library. We showed 10 sketches of potential uses on iPads as design stimulus. Staff members and users could choose how strongly they agreed with the idea presented using a five point scale: strongly agree, agree, neutral, disagree, or strongly disagree. They were also able to share additional ideas.

On 15th October 2015 we further developed these uses with non-users in Stanmore. We went to Stanmore College, parks, coffee shops and bars - each location chosen as places where non-users were involved in activities similar to those we were presenting. We conducted short-interviews with 50 people in these places showing 11 sketches[1] of activities on iPads. We divided one initial idea into two ideas and revised another idea based our discussions with staff and users. This time we directly entered answers and further comments into an online survey using Qualtrics. The online survey using Qualtrics was also also distributed through social media from 15th October to 26th October 2015.

Stanmore Library reception area.

Engaging with a non-user at a local restaurant.

This section shows each use ranked following feedback from the library based and community based feedback. It includes:

• The image and description of each idea, used as design stimulus in our research.

• Statistics on user and non-user reactions from 15th October to 26th October[2].

• Insights and quotes related to each idea from staff, users and non-users.

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[1] All rights reserved. Images produced by Eclipse Experience Ltd in partnership with Fleet Architects Ltd. They are to be used exclusively for this project.

[2] Due to individual drop outs, the total number of respondents is not consistent across ideas.

1. Work and Study Somewhere Quiet

90%
of respondents

85%
of users
(23 out of 27)

90%
of non-users
(46 out of 50)

agreed or strongly agreed with
using the Library for this purpose

Free or reservable desk spaces for individual and group work and study.

- Library staff, users and non-users strongly favoured this use, especially Stanmore College students who described their own College library as too crowded and noisy.

- All participants considered this use as one of the core functions of the Library.

- Students and young professionals thought this space should accommodate both study and work.

  "This space should be for students and for people who work from home." Male, 30s, non-user.

- The majority of people, especially existing users, welcomed group work as long as it does not become too loud and distracting to others.

2. Learn a New Skill

82%
of respondents

86%
of users
(24 out of 28)

78%
of non-users
(39 out of 49)

*agreed or strongly agreed with
using the Library for this purpose*

A place to learn things, including technology training, CV workshops and language tutorials.

- The elderly, students and non-native speakers were respectively interested in technology training, language tutorials, and business hub functions like CV workshops and printing documents.

    "I would love to learn leadership skills and how to write a CV or listen to talks from entrepreneurs." Female, late teens, non-user.

- The majority of participants were open to paying nominal fees for these services.

- Staff, users and non-users shared concerns about who would administer these classes.

3. Ask a Volunteer Expert for Advice

74%
of respondents

73%
of users
(19 out of 26)

73%
of non-users
(38 out of 51)

agreed or strongly agreed with
using the Library for this purpose

An information point where volunteer experts provide advice on specific days and times about community-related topics.

• Library staff, users and non-users of all age groups welcomed this use.

• The majority of participants thought it could help improve understandings of how to use the community services properly.

• Both users and non-users felt this use should complement existing advice centres.

  "It would be like Citizens Advice Bureau but lighter and more informal." Female, late teens, non-user.

4. Relax, and Have a Coffee

72%
of respondents

77%
of users
(21 out of 27)

68%
of non-users
(36 out of 52)

agreed or strongly agreed with
using the Library for this purpose

A comfortable and inviting lounge-like area allowing people to come in and sit with their coffee from nearby coffee shops.

- This use generated mixed reactions amongst staff and users but received a majority of positive responses among non-users.

- Two thirds of the non-users interviewed were open to a place where they could relax, free of charge.

- A third of the participants however considered that this use did not fit the purpose of a library.

"You can go somewhere else for that. We already have cafes, partner with them but don't replace them." Male, 30s, non-user.

5. Bring My Children to Play and Learn
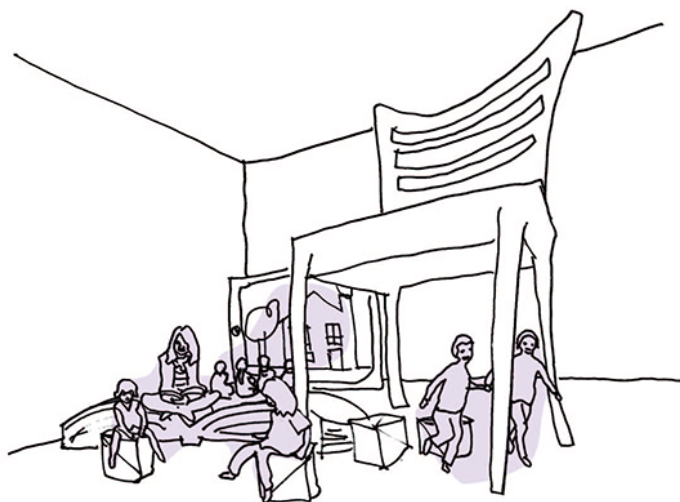
73%
of respondents

89%
of users
(23 out of 26)

64%
of non-users
(34 out of 52)

agreed or strongly agreed with
using the Library for this purpose

A warm and whimsical place where children can play, read and learn.

- The majority of users and non-users viewed the library as a safe place to bring their children.

- Staff, users and non-users shared concerns about the idea of "play" as it could cause health and safety issues as well as disturb other users of the Library.

- Four people, both users and non-users, suggested that the Library could provide education-based toys and books, which are typically expensive.

  "For those families who can't afford to pay for expensive toys or play-based activities, the Library could be a good alternative." Male, 30s, non-user.

- The majority of participants mentioned that the focus should remain on education-based activities.

  "Tie it in with learning so it's more about education than playtime." Male, 40s, non-user.

6. Experience Art & Culture in Stanmore
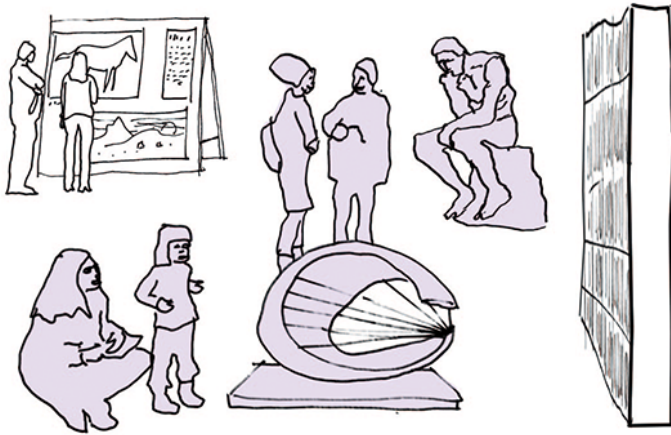
73%
of respondents

86%
of users
(24 out of 28)

65%
of non-users
(34 out of 52)

agreed or strongly agreed with
using the Library for this purpose

**A space to exhibit artefacts from the different cultures in Stanmore.**

• All participants, staff, users and non-users, showed enthusiasm for this use.

• Staff, users and non-users saw this space as an important support of Stanmore's cultural diversity.

"Could we showcase and celebrate different festivals and events from different cultures? And serve their food? For example Diwali." Female, 50s, user.

• Users were concerned that the redesign could entirely change the current exhibition space and its access.

"The space is fine the way it is." Male, 30s, non-user.

7. Attend a Local Meetup or Host One Yourself
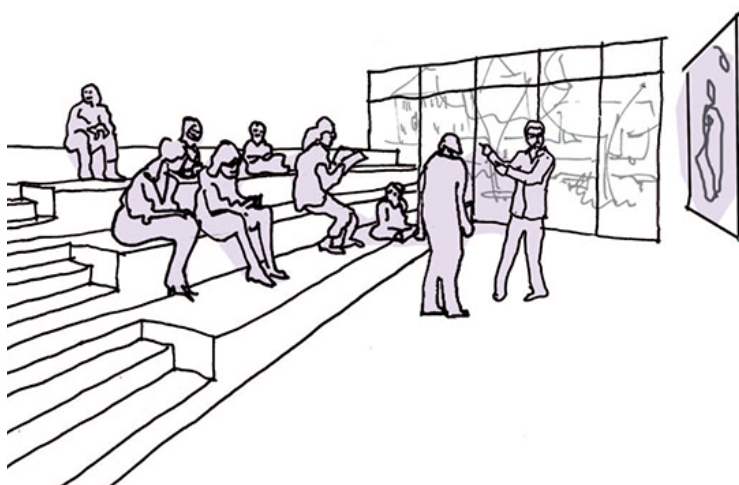
70%
of respondents

89%
of users
(25 out of 28)

57%
of non-users
(29 out of 50)

*agreed or strongly agreed with
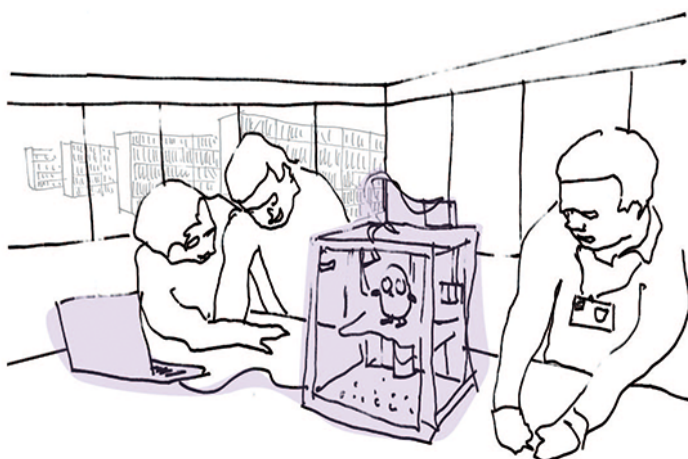using the Library for this purpose*

Rented area to accommodate social events like book clubs and film screenings.

- This use received mixed feedback amongst participants, and was especially unpopular amongst students.

- Half of the participants suggested that this use should include nominal fees.

- A third of the people interviewed accepted this use as long as only educational meet-ups were organised.

  "As long as it's informational or educational, something that sticks to the purpose of a library." Male, 40s, non-user.

- A third of the staff, users and non-users were concerned about creating unnecessary competition with institutions already hosting such events in Stanmore.

  "I don't think finding space is an issue in Harrow. There are other places to do this." Female, 50s, user.

8. Borrow More than Books

68%
of respondents

72%
of users
(20 out of 28)

64%
of non-users
(34 out of 52)

*agreed or strongly agreed with
using the Library for this purpose*

Extend the Library lending services to other products such as garden tools and gaming systems.

- Staff members, users and non-users shared mixed views about this use.

- Non-users and users were open to borrowing several objects they would not otherwise buy.

  "This idea is interesting. Like things I would only use but wouldn't want to buy." Male, 30s, non-user.

- Staff members were concerned about storage issues, potential damage to the objects rented and suggested that an external agency should be responsible for this use.

- Two-thirds of the people thought a library should only lend books.

9. Make and Build Things

65%
of respondents

79%
of users
(22 out of 28)

58%
of non-users
(30 out of 51)

*agreed or strongly agreed with
using the Library for this purpose*

The Library becomes a place for hands on craft workshops.

- All participants were surprised by this suggestion.

- Staff members and users were especially concerned it could cause health and safety issues as well as disturb other library users.

- The majority of people thought this use strayed too far from their expectations of a library as a quiet place to read and learn.

"Maybe for kids but I wouldn't come to build something at the Library." Male, 30s, non-user.

10. Join One of the Social Clubs that Meet There

63%
of respondents

75%
of users
(21 out of 28)

55%
of non-users
(29 out of 52)

*agreed or strongly agreed with
using the Library for this purpose*

A place where special interest groups and clubs can meet for activities like book clubs or yoga.

- Staff members, users and non-users welcomed this use as long as the social clubs using this space would respect other quieter parts of the Library.

- Staff members and users were especially concerned it could cause health and safety issues as well as disturbance for other library users.

  "Not at the library. It doesn't seem like that kind of a place. It's a quiet place to gather your thoughts, rather than to socialise." Female, 30s, non-user.

- All participants suggested sound-proofing walls to reduce noise from these activities.

- Non-users suggested that it could be an opportunity for certain members of Stanmore community (i.e. mothers) to meet.

  "Mothers meet at Cafe Nero now and it's not ideal. The Library is safer, it has a play area. You don't have to worry about bothering other people, hot coffee spilling and lawsuits." Male, 30s, non-user.

11. Use a Rented Meeting Space
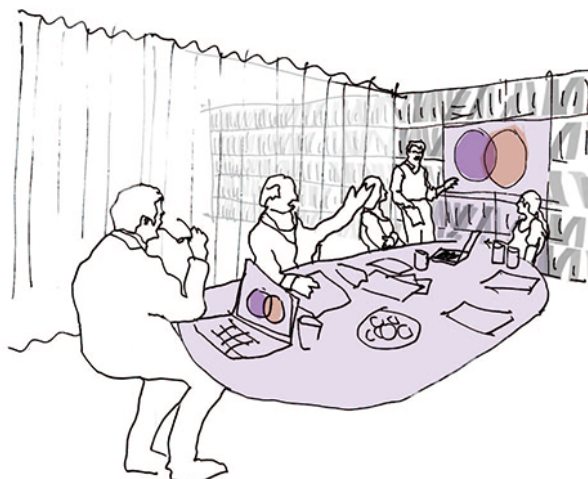
59%
of respondents

78%
of users
(22 out of 28)

48%
of non-users
25 out of 51 non-users

*agreed or strongly agreed with
using the Library for this purpose*

Private spaces, with Audio Video equipment, to be rented for meetings and larger work groups.

- All participants were worried about the potential disturbance generated by a meeting and accepted this use only if the meeting space was separated from the rest of the Library.

- Staff members, users and non-users welcomed this use if offered for nominal fees.

- Students were particularly interested in renting a meeting space for affordable prices.

  "I would love that for working on group assignments we get in class." Female, 20s, non-user.

3

Four 'Idea Groups' Refined with Staff, Users and Non-Users

Drawing on the most popular aspects of the eleven initial ideas, we created four 'Idea Groups' for our Consultation (Co-Design) Event on 22nd October 2015. We held the event in the Library from 14.00 to 20.00 and developed the ideas with 23 people: 14 users and 8 non-users of the Library, and one staff member. Participants were split evenly by gender and ranged in age from teenagers to people in their seventies. In spite of efforts to engage them, there was a lower response rate from non-users than expected. However feedback from the non-users who attended the event was similar to the feedback we received on 15th October.

The main objectives of the Event were to 1) confirm the potential of the Idea Groups with additional Library users and non-users 2) explore how the four 'Idea Groups' could work together in the Stanmore Library Space and 3) determine the extent to which the 'Idea Groups' could generate revenue for the Library.

Participants dropped by throughout the afternoon to discuss the 'Idea Groups' and to mock them up through interactive floor plans of the Library. We paid special attention to how they thought the ideas could work in the Library and how willing people were to pay for services associated with the ideas.

Discussing the four 'Idea Groups' and mocking them up through an interactive floorpan.

This section outlines the feedback we gathered from the Consultation (Co-Design) Event and highlights:

- The description of each 'Idea Group' we brought to the Event as stimulus.
- Participant's reactions to the 'Idea Group' and how it could be built into the Library space.
- Feedback on how the idea could work as a service for the Library.

Idea Group A
Working and Studying

1. Work & Study Somewhere Quiet

11. Use a Rented Meeting Space

Enjoy quiet, modern spaces to work and study, whether alone or with others. For larger groups and meetings, rent a spacious, private room equipped with audio-visual facilities.

Design Features:

· Modern work and study spaces for individuals and groups.

· Private spaces for meetings and larger groups.

· Additional outlets and faster internet connections.

· AV equipment for group work and meetings, such as large monitors, digital whiteboards and projectors.

Service Opportunities:

· Free spaces for individual work or study.

· Rented spaces for larger groups and meetings, including access to audio visual equipment.

· Membership plans, including priority access and reduced rates.

· Partnerships with local businesses to cater private meetings.

The description of the Idea Group we brought into the Event.

Both users and non-users welcomed work and study areas in the Library. They emphasised the need to modernise these areas and to separate individual study spaces from group spaces.

- Users and non-users of all age groups agreed with the feedback we received in the initial consultation: this use is a core function of the Library, group spaces should be separate from individual spaces and these spaces could attract more students and young professionals.

  "I wouldn't use this myself, but I know it's important for students in the area. My daughter is always looking for a place to study" Female, 30s, user

- Similar to others we spoke to, users and non-users at the event were open to booking private meeting rooms for large groups and meetings. They also suggested that these spaces could be soundproof rooms or areas in the Library.

  "Yeah, this is very important. It would be great to have a space like this, especially for people who don't have an office." Male, 50s, user.

- Students and young professionals desired more modern work and study facilities to attract a younger audience. Younger users also requested more power sockets and more reliable internet connections.

  "Cubicles (…) sockets!" Male, 20s, non-user.

- There was a consensus amongst participants for furniture that facilitates different types of work and study. For example, private workstations for individuals, small pods for group study and longer tables for private meetings.

Partitioned areas and pods for small groups.

Separate rooms for private meetings.

How 'Working and Studying' could work as a service for the Library:

- The majority of all participants felt strongly that individual work spaces should remain free and open. However they were open to book small group spaces and private meeting rooms for a nominal fee, such as £10 per hour.

  "I would love a low-cost meeting room. I would use it all the time." Male, 40s, user.

- Around one-third of all users and non-users suggested a "pay by means" scheme, offering discounted rates to students.

- One young user and two middle aged users suggested tiered membership schemes that offer priority access and discounted rates to "pro" members of the Library.

- Students and young professionals were interested in co-working spaces to collaborate and network with others in the area. They were all open to pay for networking events and for access to conference lines and audio visual facilities.

  "This should be a co-working space for students and entrepreneurs, like an incubator space." Male, 30s, user.

- Students and other non-users who were unaware of the Library. They suggested partnering with schools, colleges and other organisations to raise awareness. For example, allowing Stanmore College students to book spaces directly from the College's website.

Idea Group B
Developing Skills & Knowledge

2. Learn a New Skill

3. Ask a Volunteer Expert for Advice

Sign up for affordable classes, or access one-to-one advice from volunteer experts. You can also use this space as a business hub to produce quality documents and develop your job skills.

Design Features:

- Flexible space to accommodate group learning and individual advice.
- Printers and scanners to produce quality resumes and other documents.
- Free access to computers and high-speed internet.

Service Opportunities:

- Low-cost language, technology, and financial management classes.
- Partnerships with learning centres, schools, volunteers and the Council to deliver classes and offer advice.
- Free mentoring from 'upper level' members, a stipulation of their membership.
- Paid access to printing equipment.

The description of the Idea Group we brought into the Event.

There is a widespread perception that access to education and quality advice is costly and hard to come by. People welcome affordable and bookable classes and advice sessions in the Library as a more accessible alternative.

- Older users and non-users require basic education around new technologies. They were enthusiastic about affordable group and one-to-one classes to develop these skills.

  "I need basics, I'm not tech savvy (…) I'm happy to pay for IT and tech classes; how to turn it on and off." Male, 60s, non-user.

- Younger people and those comfortable with technology were keen to take advanced technology classes (e.g., Photoshop). Students and the unemployed were also interested in job skills training.

- Both older and younger people viewed group learning sessions as an opportunity to learn and socialise.

  "To learn is very important, and to meet people other people while doing it." Female, 20s, non-user.

- There was a consensus that classes take place in a private meeting room or partitioned space to avoid disrupting others. People also emphasised the need to provide computers and relevant software for classes.

- Users and non-users in their late twenties and above were open to advice sessions in the Library about public services (e.g., bin collections), financial management and technology. There were some concerns around finding qualified experts to provide this advice.

  "It's too expensive to pay a solicitor for legal advice, like my will. It would be nice to get basic, free advice (…) and ask some questions" Female, 70s, user.
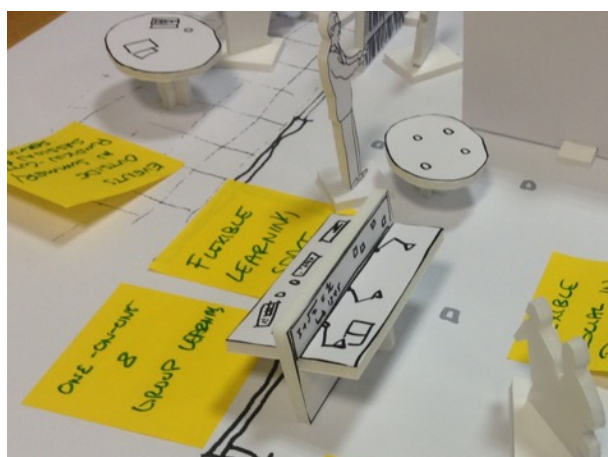
Flexible space for one-to-one classes and group learning.
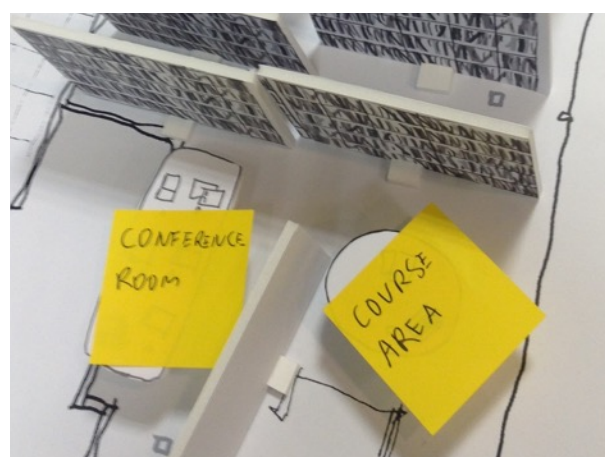
Opportunity to combine private meetings and learning spaces.

How 'Developing Skills and Knowledge' could work as a service for the Library:

- The majority of users and non-users were open to paying minimal fees for learning sessions. People suggested paying no more than £10 for each session. "pay by means" scheme, offering discounted rates to students, retirees and the unemployed.

- It was generally agreed that advice sessions should be free and offered on specific days, at specific times. Around a quarter of users and non-users suggested booking in advance of the session.

- Two users recommended membership schemes for classes, but others preferred to pay per class.

- Users and non-users mentioned partnerships with local organisations to provide classes and advice. For example, offering extra space for community learning centres like University of the Third Age (U3A) and inviting councillors to hold advice sessions.

  "Take the spill over from [U3A] and partner with them" Female, 60s, user.

Idea Group C
Relaxing & Socialising

6. Experience Art & Culture in Stanmore

4. Relax, and Have a Coffee
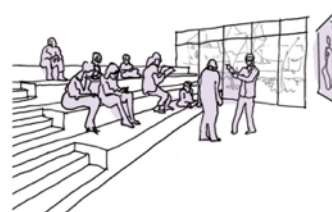
7. Attend a Local Meetup, or Host one Yourself

Bring a coffee, borrow a book and relax in the Library's lounge-like area. The area also accommodates social events like book clubs, game nights and film screenings.

Design Features:

· Modern, comfortable furniture to create a relaxed atmosphere.

· Flexible space for reading and socialising.

· A space to exhibit art, including artefacts from the different cultures in Stanmore.

· Projector screens and modular furniture for social events.

Service Opportunities:

· Rented space for social events like book clubs, exhibit openings and film screenings.

· Partnership with local businesses to cater events.

· A place to meet for other activities in the area, like walking tours.

· After hours access to certain membership levels.

The description of the Idea Group we brought into the Event.

A comfortable space to relax, socialise and exhibit art is appreciated by both users and non-users. It could help to rejuvenate the Library and to attract new users.

- Users and non-users across age groups thought a modern, comfortable space for quiet socialising could help to develop a sense of community in Stanmore. People who live alone were especially interested to meet others in this space.

  "A place for social groups with comfy chairs would be lovely!" Female, 60s, user.

- The exhibition space is highly valued by local artists and culturally minded users and non-users, across age groups. They believe it could integrate with the social space to create a warmer atmosphere in Library. Artists also suggested better lighting, cleaner backdrops and new digital displays.

  "The exhibition space improves the ambiance of the Library" Female, 60s, user.

- The majority of users and non-users suggested placing this space in the front of the Library, to welcome users and to attract non-users of the Library. They also recommended moving the staff point to this space.

  "Not just come in and leave; come and stay!" Male, teens, non-user.

- Students, younger professionals and older people were interested in holding and attending events like book clubs, film screenings, talks and small concerts in this area. They proposed a flexible space with modular furniture to accommodate different uses.

- About a quarter of users and non-users, especially older individuals, were concerned that socialising could interfere with the core functioning of the Library. They suggested holding livelier events like film screenings or dance classes in the evening or after hours.

A place to relax in the front of the Library, decorated with local artwork.

A staff point in the front of the Library to welcome people as the enter the space.

How 'Relaxing and Socialising' could work as a service for the Library:

- People who currently use the exhibition space were happy to continue to pay for use, as long as the rates do not increase.

- Both users and non-users were open to paying nominal fees to hold and attend social events, including events related to exhibitions like private viewings.

- Two users and one non-user suggested using the exhibition space to hold photography and other art competitions. Local clubs and organisations could sponsor it, and people could pay to enter the competition and to attend related events.

- Users and non-users proposed partnering with local organisations and businesses to coordinate social activities and to cater events.

- About half the people we spoke to stressed that this should not try to compete with local coffee shops, but should complement them. It should be positioned as a quieter and cheaper alternative, to relax with a book or to meet with others.

  "A good alternative to Costa to meet friends." Male, 40s, non-user.

Idea Group D
Playing with and Educating Children
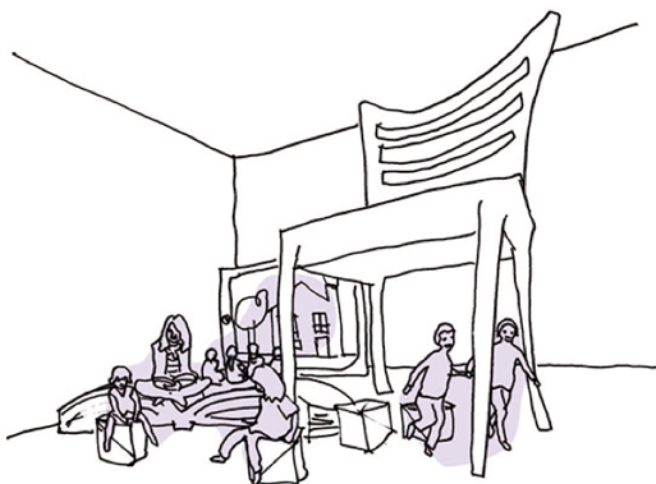
5. Bring My Children to Play and Learn

8. Borrow More than Books

Curl up with your children and a book or let them play and learn. Donate any extra toys you have or rent others for a small fee. This could also be your opportunity to meet other parents and access parenting advice.

Design Features:

- Cozy and whimsical design for reading and playing.
- Playful furniture to stock children's books.
- A dedicated children's area in the Library, or part of a dual-purpose space.
- Space for parents to socialise and meet each other.

Service Opportunities:

- Donate and rent toys for a small fee.
- Affordable playtime and education-based activities.
- Low-cost classes for parents and children on safety, health, and education topics.
- Partnerships with local businesses and organisations to deliver classes and to cater social events.

The description of the Idea Group we brought into the Event.

The majority of users and non-users value having a safe place in the Library to bring children to read, as long as it does not disturb other areas of the Library.

- In general, people highly value a community space for children to read and socialise, and they agree that books are essential to this area. Users and non-users recommended more creative and playful book displays and furniture.

- Borrowing toys and introducing more playtime activities was not widely popular. Lending toys may be unhygienic and impractical; playtime contradicts the Library's core function of learning.

  "It's not a play centre. It's for quiet and reading stories." Female, 70s, user.

- Almost all users and non-users would like to keep the children's area in the back, away from other areas of the Library.

  "They make a mess and a lot of noise; you need to contain them." Male, 50s, user.

- Two young mothers thought the area should accommodate a range of age groups: toys for babies; comfortable seating for children who read; and a small social space with computers for older children.

  "There's a difference between small versus older children. Older children want to read, play on computers." Female, 30s, user.

- Two users mentioned using the outdoor space next to the Library to hold children's events and to help minimise noise.

A children's area with reading areas and a small social area for older children.

Outdoor playtime activities and other events for children.

How 'Playing with and Educating Children' could work as a service for the Library:

- Users and non-users were all open to paying less than £5 for children's events and activities.

- The few parents who were interested in borrowing toys, were open to nominal rental rates.

- Young parents welcomed the chance to meet other parents in the Library. There is an opportunity to hold social events for parents and partner with local businesses to cater them.

  "It would be nice to meet other parents in the area. Maybe after RhymeTime the Library could organise a meet and greet for parents, with some tea." Female, 30s, non-user.

- A quarter of non-users and users suggested partnerships with local play centres. For example, the centres could hold educational play activities in the Library.

④ Next Steps

The objective of this exercise was to conduct human-centred consultation with a select number of individuals in each stakeholder group: library staff, library users and non-users. This work is intended as a cornerstone of Harrow Council's understanding about the activities people would like to carry out in the Library and a mechanism to ensure the the planned redesign and refurbishment of Stanmore Library is targeted at needs and behaviours of both existing and potential users.

The findings in this report will now be delivered to Harrow Council and be referenced in the ongoing briefing for the redesign and refurbishment of Stanmore Library due to be carried out through 2015/2016.

(5) Appendix

A. Who We Spoke To

We collected the answers presented and analysed aforementioned from interviews, the consultation co-design event and the online survey. We received 101 responses in total: 4 library staff, 36 library users and 61 non-users.

They broke out into the following demographics:

- **Gender:** 57 were female and 44 male.

- **Age:** 41 were between 18 and 35 years old, 8 were under 18 years old and 52 were over 35 years old.

- **Employment status:** We covered a range of people who were employed, self-employed, unemployed and retired. Almost a quarter of respondents were students.

- **Location:** More than half of the participants were living in Stanmore for a long time (around a quarter of them for more than 10 years).
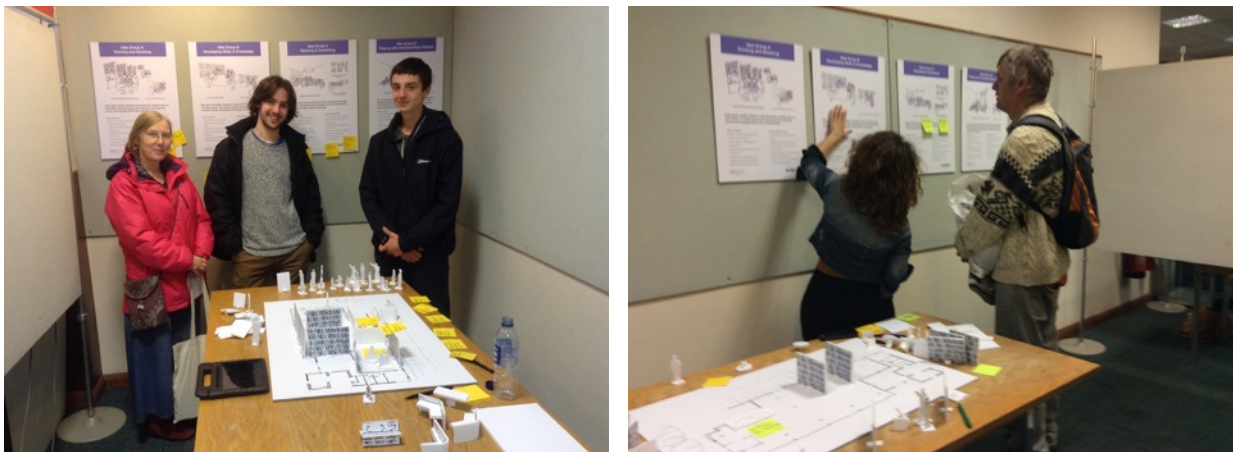
A few of the users and non-users we spoke to during our research.

B. Where We Spoke to Participants

We engaged with each stakeholder group in various locations around Stanmore. On 8th October we engaged with staff and existing users in Stanmore Library. On 15th October, we focused on engaging with non-users in the 18 - 35 year old age group. We chose to visit local places currently used by this demographic for the activities we were suggesting. For example, local parks, coffee shops, bars and Stanmore College.

For our final engagement on the 22nd October, we returned to the Library for the Consultation (Co-design) Event with staff, users and non-users.

Stanmore Library, the location for two of our engagement exercises.

A restaurant in front of the Library, a popular place for a younger demographic of non-users.
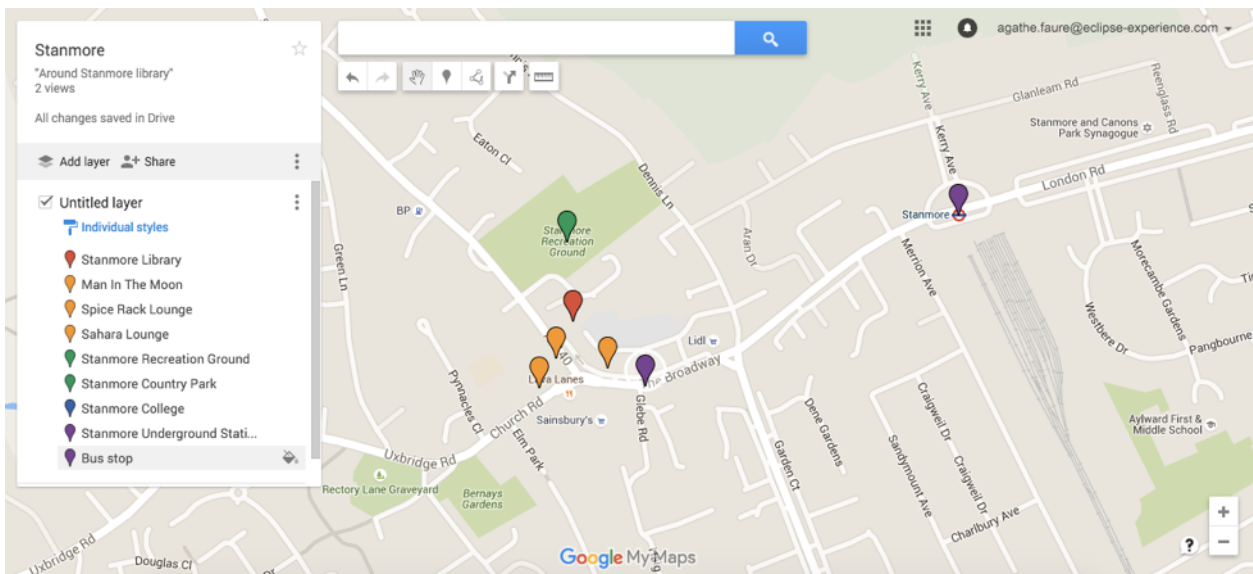
A sampling of locations we visited on 15th October to engage with non-users of the Library.

C. Survey in Qualtrics

Below are screenshots from the online survey we used as design stimulus with non-users. The survey was also distributed to the wider community through social media.

Survey homepage
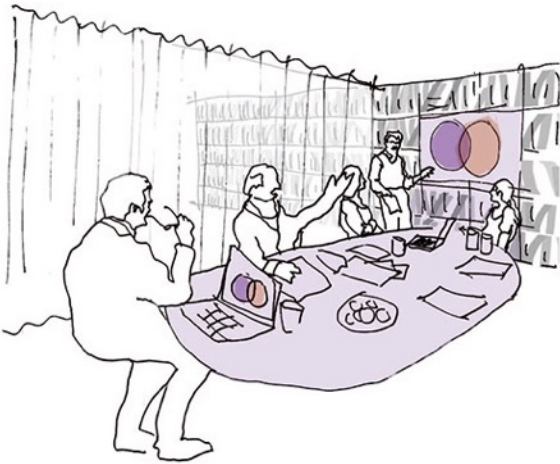
First question asked to identify users and non-users. Users were anyone who answered Strongly Agree or Agree; Non-users were those who answered Neutral, Disagree and Strongly Disagree.

Example of how the each idea was presented in the online survey.

Now it's your turn! What type of activities would *bring you* to Stanmore Library?
Please make your suggestions in the space below.

Next

Powered by Qualtrics

*The question asked to allow participants to add their own ideas and suggestions.*

# D. Details of the Consultation (Co-design) Event

The design stimulus we used in our Consultation (Co-design) Event included:

- 2 floor plans of the Library, including movable objects such as people, bookshelves, partitions, desks, tables and blank pieces for participants to add suggestions.

- Information boards, explaining our research approach and displaying the 11 uses developed with staff members, users and non-users.

- 2 sets of 4 'Idea Group' boards, displaying the uses related to each idea, as well feedback from stakeholders on how these ideas could work in the Library space and as a service.

NB: all materials were developed in partnership with Fleet Architects Limited.
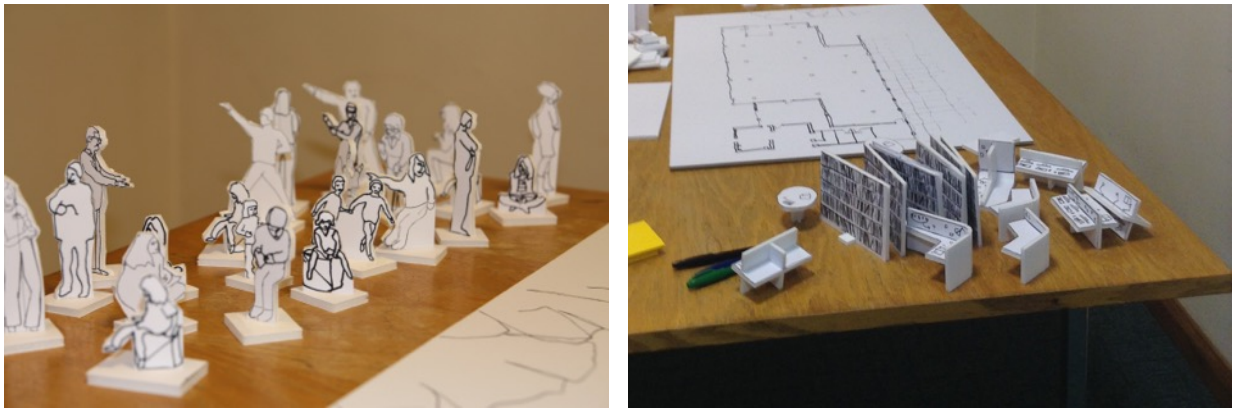
Examples of the movable objects to help mockup different ideas.
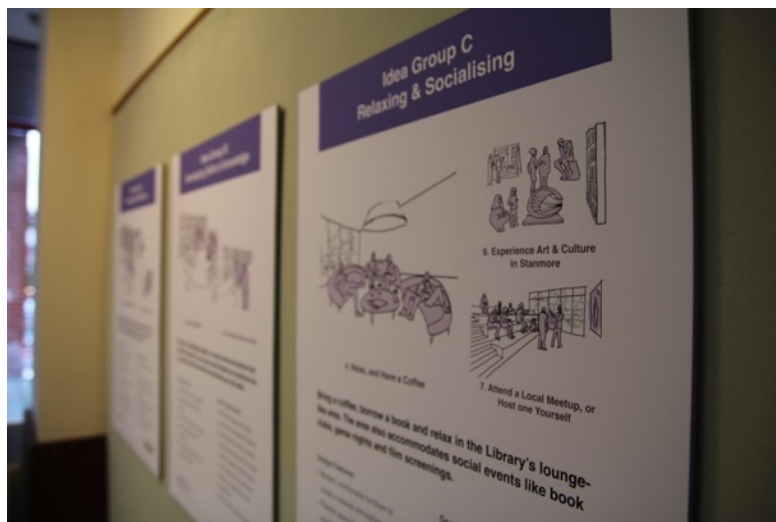
A sample of our 'Idea Group' boards.

6 About Eclipse Experience

Eclipse Experience is a team of design researchers driven to understand complex socio-cultural problems and to help create products, services and experiences that embed meaningful behavioural and systemic change.

Our human-centred design research is sensitive to the complexity and contexts of everyday lives. We work in an agile, iterative and participatory way to deliver tangible and usable insights and ideas.

By helping organisations make user-centred decisions we help to create better products and services for the benefit of all stakeholders and end users.

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A huge **thank you** to Harrow Council, Stanmore Library and the residents of Stanmore who generously took time to answer our questions, and shared their views about their local Library.

Additional thanks to Fleet Architects who Eclipse worked with to develop the idea sketches and interactive floor plans.

This participation has been invaluable for this consultation and the journey towards a redesign and refurbishment of Stanmore Library.

The team at

eclipse