

Discussion Room Booking System

We're conducting a survey to improve the process of booking discussion rooms at the library using AI system. Your feedback will help us understand your needs and preferences, so we can create a better booking experience for all library users. The survey should only take a few minutes to complete. Thank you for your input.

* Indicates required question

1. How frequently do you use the library's discussion rooms? *

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently

2. **What is the primary purpose for which you use the discussion rooms?** *
(Select all that apply)

Check all that apply.

- ☐ Group study
- ☐ Collaborative work
- ☐ Meetings or presentations
- ☐ Quiet study or reading

3. How do you currently book a discussion room? *

Mark only one oval.

- ☐ In-person at the library
- ☐ Via the library website or app
- ☐ Through email or phone request
- ☐ I do not book rooms

4. How easy or difficult is it for you to book a discussion room? *

Mark only one oval.

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neutral
- ☐ Somewhat difficult
- ☐ Very difficult

5. **What aspects of the room booking process do you find most frustrating?** *
(Select all that apply)

Check all that apply.

- ☐ Option 1 Availability of rooms
- ☐ Complicated booking interface
- ☐ Length of time to reserve a room
- ☐ Limited booking hours
- ☐ Lack of room information (e.g., amenities, capacity)

6. **Which features would improve your experience when booking a discussion room?** (Select all that apply) *

Check all that apply.

- ☐ A clearer online booking system
- ☐ Real-time room availability updates
- ☐ Ability to book rooms in advance or for longer periods
- ☐ Option to select room amenities (e.g., whiteboard, projector, chairs)
- ☐ Group size recommendations based on room capacity
- ☐ Email or SMS confirmation/notifications

7. Would you find it helpful if the library offered the ability to reserve a room for specific time slots (e.g., 30 minutes, 1 hour, etc.)? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

8. Do you prefer to book rooms online or in-person at the library? *

Mark only one oval.

- ☐ Online
- ☐ In-person
- ☐ Either is fine

9. What is your preferred method of receiving reminders or notifications about your room booking? *

Mark only one oval.

- ☐ Email
- ☐ Text message (SMS)
- ☐ Push notification through the library app
- ☐ In-person reminder
- ☐ I prefer no reminder

10. How important is it to you that the room booking system integrates with other tools, such as your calendar app? *

Mark only one oval.

- ☐ Very important
- ☐ Somewhat important
- ☐ Not important

11. Overall, how satisfied are you with the current discussion room booking process at the library? *

Mark only one oval.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

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