

~~MARY
BELL'S
COOKERY COURSE~~

~~FEDS~~

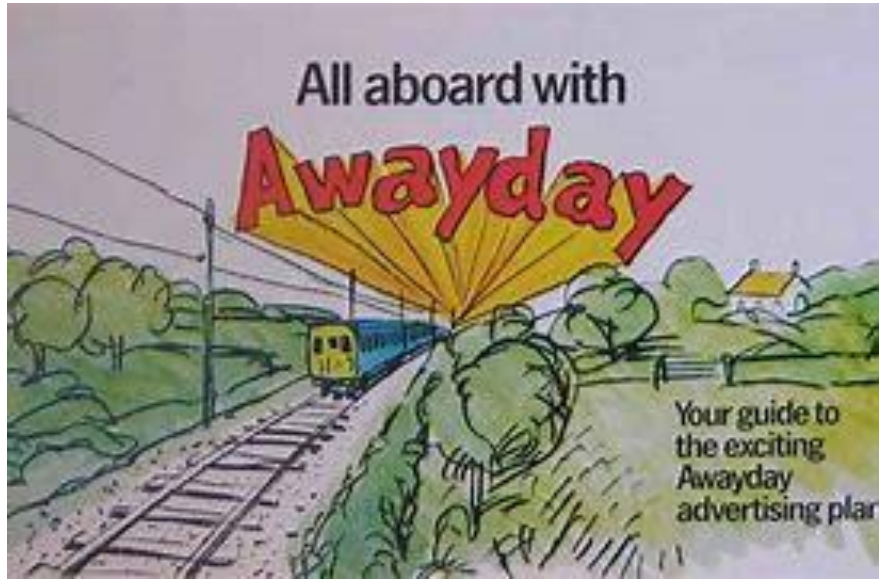
A quick step-by-step masterclass in home cooking ~~UX~~ technique

UX Away Day

Federica Bianchini

Library Manager

Bradford District Care NHS Trust

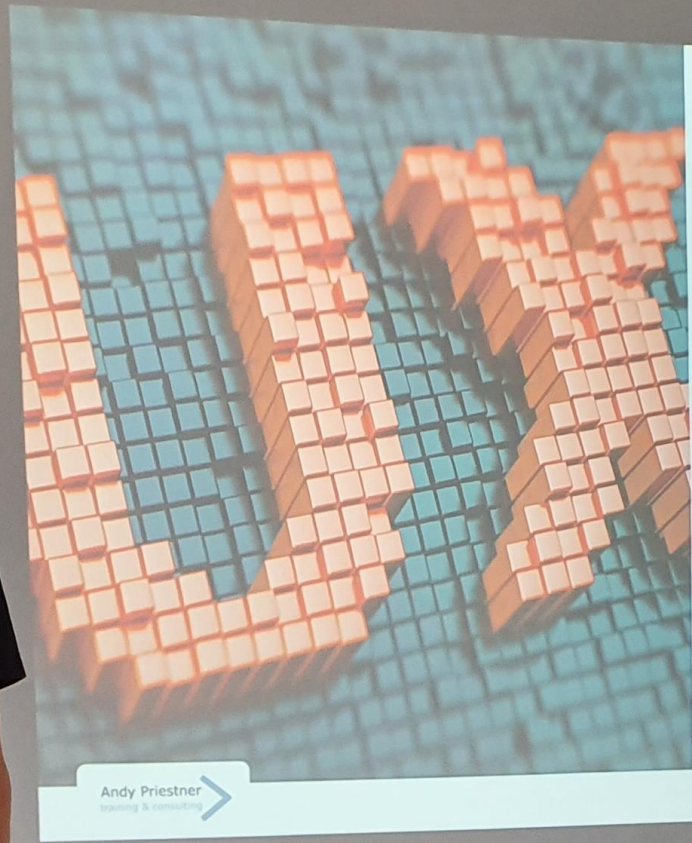




What is

UX





User Experience Research & Design Workshop

Andy Priestner

25 May 2022



Affinity Mapping



- Content
- Post IT
- People coding
- Be open

TIME
FOR
A
CHANGE



The power of post-it



Observations

Ideas

Praise

Problems

!!!! Don't underestimate your BIAS

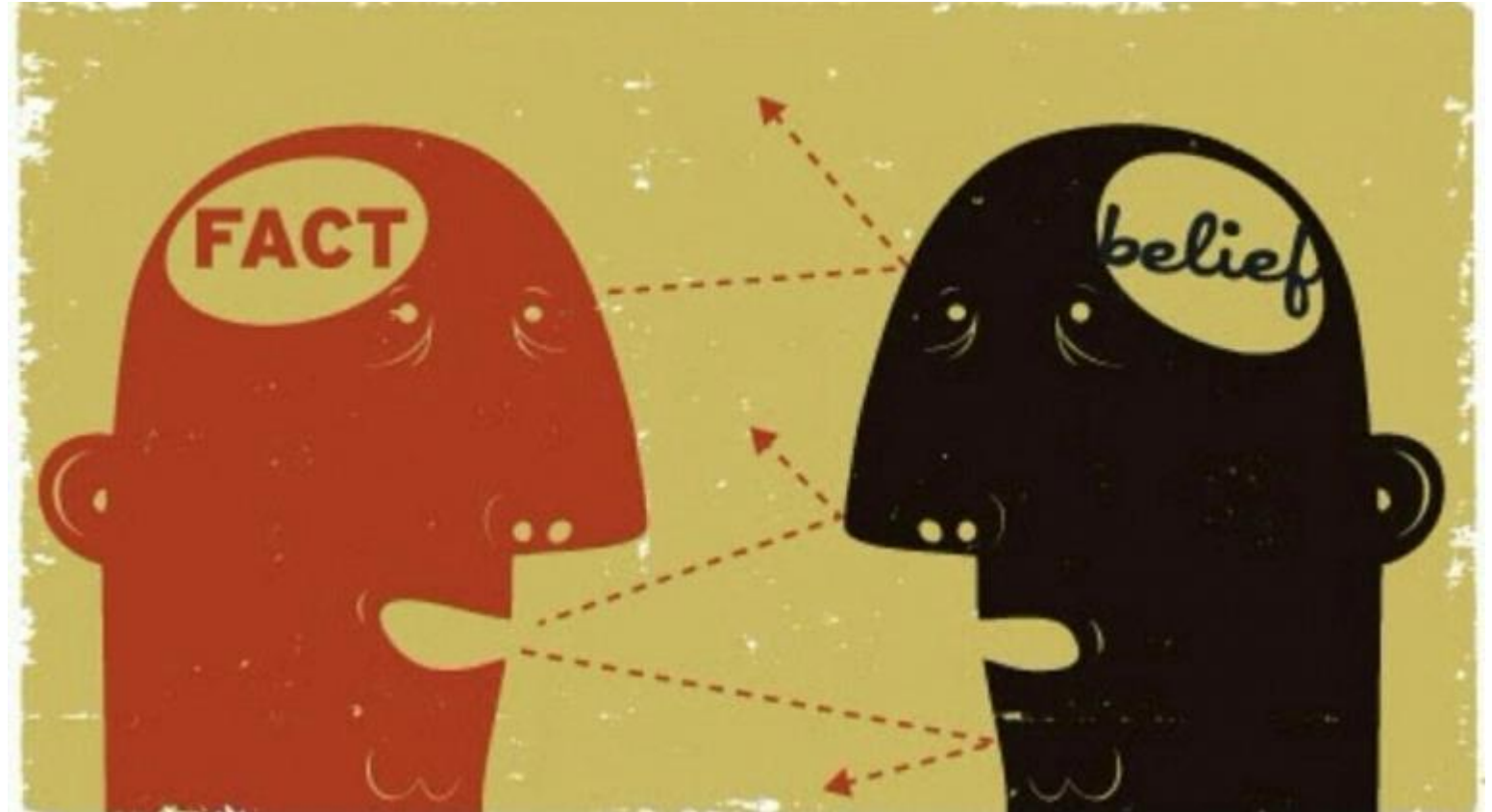
YEP

Nope!

Huh?

Meh

Yeah...







- Library Staff (2 pages)
- Physical Resources
- Library Space (2 pages)
- Library trainings
- Health promotion
- Advertising
- Online resources

STAFF / TEAM

MANY DO NOT APPRECIATE WHAT A FAB FACILITY YOU PROVIDE - THEY WOULD BE LOST WITHOUT THE SERVICES IN PLACE.

TEAM ALWAYS HAPPY TO HELP & RESPOND REALLY QUICKLY TO REQUESTS.

LIBRARIAN HELPED WITH A LITERATURE SEARCH HELPED PLAN THERAPY

VALUABLE SKILLS PROVIDED WHICH TRAINING & NOW IN PRACTICE

STAFF ALWAYS HELPFUL IN PROVIDING PHONE & IN PERSON TEAMS.

ASSISTANCE WITH OUR ASSIGNMENTS WITHOUT SUFFERING THIS WOULD BE DIFFICULT

VERY EFFICIENT & ENTHUSIASTIC

I have always had excellent support + resources from library services and all virtually. Could not ask for better.

LIBRARY TEAM VERY NICE AND SUPPORTIVE

Melanie was very helpful re my research project (via Teams) Great service and support

FRIENDLY STAFF FRIENDLY SPEEDY RESPONSES

friendly staff, always happy to help Excellent service

FEDS IS AMAZING

Always found them super helpful.

Bulliant team - very helpful love their support

Recently put an intervention program in place + been looking for evidence of qualitative information between early intervention settings. The service directed me to several ebnative used learning materials

Library team - excellent!

STAFF AVAILABLE WHEN NEEDED

STAFF AVAILABLE WHEN I NEED SUPPORT

I found the library team to be an excellent resource and very responsive and supportive.

The library team have always been fantastic

ACCESSIBLE

MEL WAS AN INSPIRATIONAL MENTOR

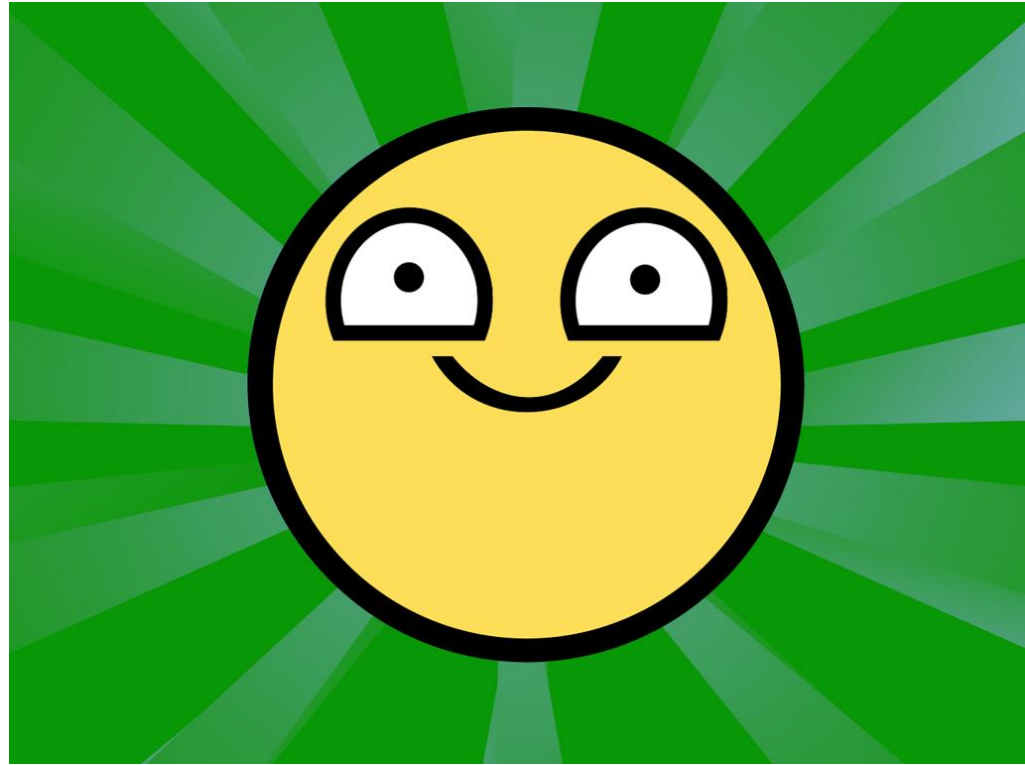
It's a great service. I'm really happy with the service

really good and always helpful.

Always found the team to be very helpful.

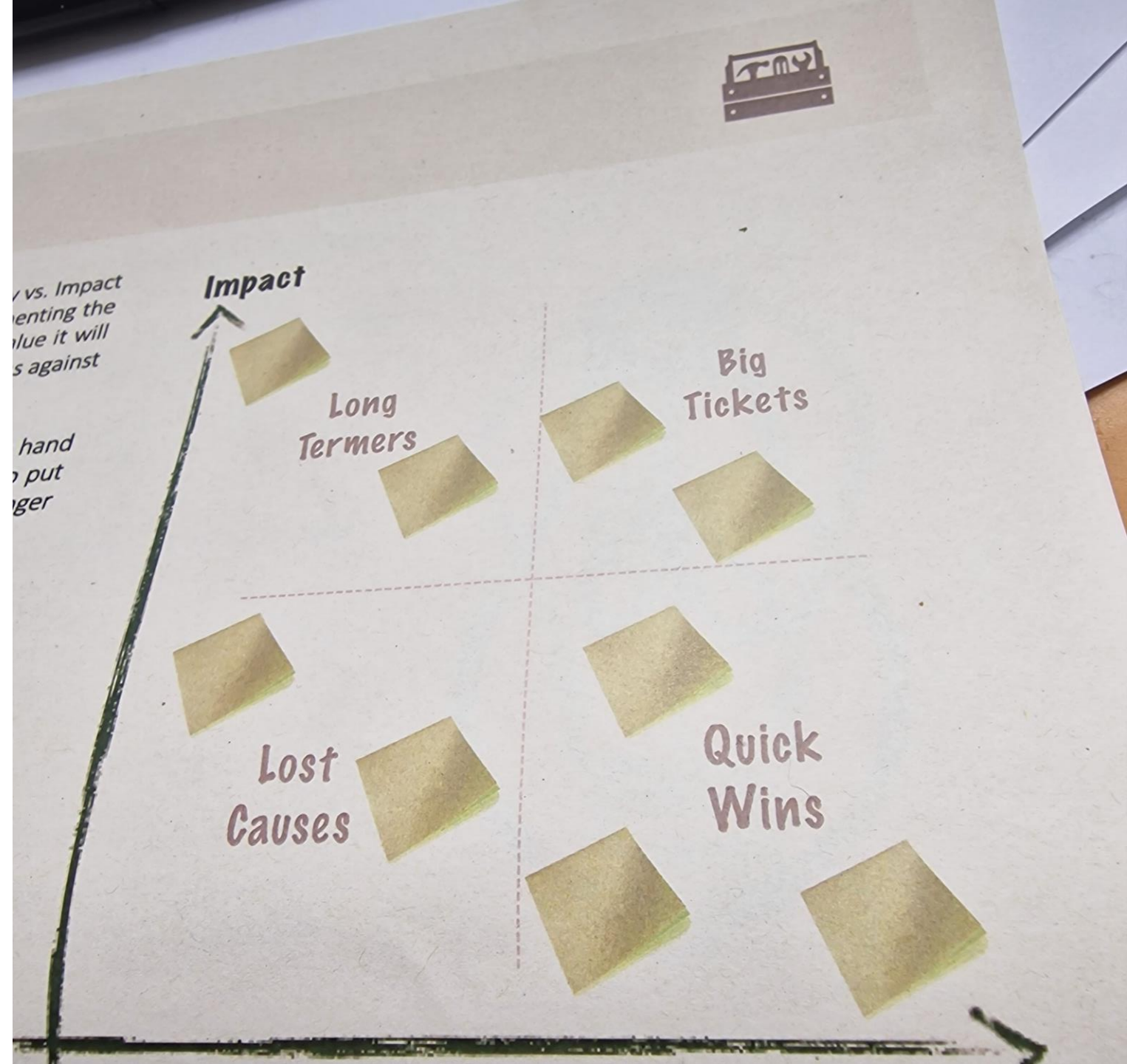
STAFF ARE ALWAYS WILLING TO HELP OR SUGGEST RESOURCES

Lib service are responsive + supportive. They are a friendly team who are always happy



Choose your battle

- Contact directly people (quick wins)
- Themes for implementation plan (Big Tickets)
- Usual problems (eg estates) (Long Termers/Lost causes)



Take away

- Team enjoyed reading results (Huh?)
- Team enjoyed having something practical to do and to respond to (Yeah!)
- I had less work to do (Yep!)
- Forged new partnership with colleagues thanks to the follow up (double YEP!)



Any questions?

Thanks

