

Booking system- SmartSurvey

- 80 responses to the full survey
 - Only 16 (20%) had searched for a HAFLS course and 18 (23%) had searched for a Libraries event
 - 46 (58%) of respondents hadn't searched for either

Users that had searched for a HAFLS courses

- Majority had attended an English/Maths course
- Majority had searched for a course by type (43%) or course provider (29%)
- Only 56% found the course they were looking for
 - Reasons they couldn't find the course were simply it didn't come up in the search, didn't realise they could search online, wasn't a course nearby or weren't running the course

Users that had searched for a Libraries event

- Majority had attended baby rhyme time
- Majority had searched for an event by type (35%), location (29%) or scrolled through the events (24%)
- 72% found the course they were looking for
 - Those that couldn't was because the times weren't suitable or weren't running the event

Scenario

- Majority would like to search by library/venue, location and name/type of event
 - Also would like to search on Social media (not sure how this would work), by target audience or by date range
- Majority would like to know costs, parking available, length or course/commitment, places available, disabled access, further course information/programme, audience/age range, if have to book, refreshments and travel to venue
 - Also would like to know map of location, details of tutor, toilet facilities, follow on/related events and contact details
- Majority would like to have an e-ticket, able to book in one place and be sent email reminders
 - Also would like to be able to print tickets/collect at venue, add to calendar, sign up for future events and pay via PayPal