

ALDER CIVIC STUDIO · SERVICE DESIGN PROJECT

A room for everyone.

A library room-booking concept. My contribution: research plan, service map, interaction design and handoff.

01

The problem

Staff could not tell whether a booking needed AV equipment until a visitor arrived. The concept starts by asking about the session.

02

The design decision

Keep time selection first. Add optional equipment after a room is chosen, with clear capacity and step-free access information.

03

What I would check

Run task-based sessions with library staff and wheelchair users. Check whether equipment requests and access needs remain clear.

HANDOFF DETAIL

If a room becomes unavailable during checkout, retain the chosen date and equipment. Show the nearest available times. Do not discard the request or claim the reservation succeeded.