



Meet Tanya.

Tanya is a 39-year old divorcee, who moved to Toronto from Guelph 15 years ago. She now lives in a house in Scarborough with her 13-year old daughter, Emily. She has a Masters degree in social services from Humber College.

Tanya works with Youth Employment Toronto (Y.E.T.), one of the approximately 40 clients of the East Scarborough Storefront. Her job at Y.E.T. is to organize services and workshops provided to the community through several outreach programs (one of which is the Storefront). She has worked at Y.E.T. for 11 years now.

Tanya is well-respected among her colleagues at Y.E.T. because she is passionate about social and community service. Tanya firmly believes that it takes a village to raise a child, and that her organization plays a big role in helping the community by connecting young people with jobs.

Tanya usually begins her day by making coffee (she's never truly awake until she has a cup!), and then breakfast for herself and her 13 year old daughter, Emily. After dropping Emily off at school, she drives to work, where she has her own office.

During her work day, Tanya uses a variety of technologies. She considers herself relatively computer-savvy – she regularly browses the web, sends emails, and uses office software like MS Word and Excel. Tanya thinks her computer is an excellent tool, since it makes many aspects of her job easier. Still, she keeps a hard-copy planner so that her busy schedule is always within reach.

The Storefront is only one of the organizations that Tanya coordinates with, so she wants to be able to make room bookings for Y.E.T. workshops quickly and simply, then get on with things. The current system is not ideal – she has to send an email to Jaime at the Storefront with a list of booking requests, and wait for a response just to see if those times are even available! Ideally, Tanya would like the current schedule and room-availability to be published online. She would also like a way to book rooms online several days or weeks in advance.