

**User Name** 

# Melvin Fitzgerald

Age

## 25 Years

Occupation

# Student/Paralegal Intern

Location

# Atlanta, GA

#### Motivations

Melvin needs to find a copy of a textbook that's within his budget. He has a time limit on obtaining the book as it was added to the syllabus after the class had started.

#### **UX Scenario**

Melvin needs a textbook for his class. He searches all known sources to find a copy that is within his budget and he can obtain on time, but he is unable to acquire it.

#### Goals

Find a used version of the textbook he needs for class that is within his budget.

# The Experience

### Need

- Melvin finds out he doesn't have a textbook required for his Paralegal Studies class.
- He goes to the on-campus used bookstore, only to discover that the book is not in stock.

#### Search

- Melvin finds a copy on Amazon, but the earliest it will arrive is 3 days after he needs to have the first assignment done.
- He changes his search and tries to find a ebook version, but is unable to locate a ebook or PDF of the textbook.
- The copy he finds at an offcampus bookstore has missing pages and watermarks, making it unreadable.

## Discovery

- A TA suggest Melvin use
  Fibrarian to find a book owner in
  the area to borrow from or trade
  with.
- Melvin uses the app and connects with a graduate student who held on to a copy of the textbook.

## Connection

- Melvin meets with the grad student on his way to work and borrows the book.
- Melvin manages to get the book and read the required material before next class.



# The Opportunities

- Have suggestions based on previous app usage, if any, and book recommendations.
- Have multiple filter types for browsing, but include a search function.
- Allow users to search a specific user's library, but ensure libraries can be private too.
- Provide method to connect with book owners.
- Notify when a book they've searched for becomes available.
- Create "Want to Read" and "Read" lists within app.
- Add social feature to allow readers to continue to connect.