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.
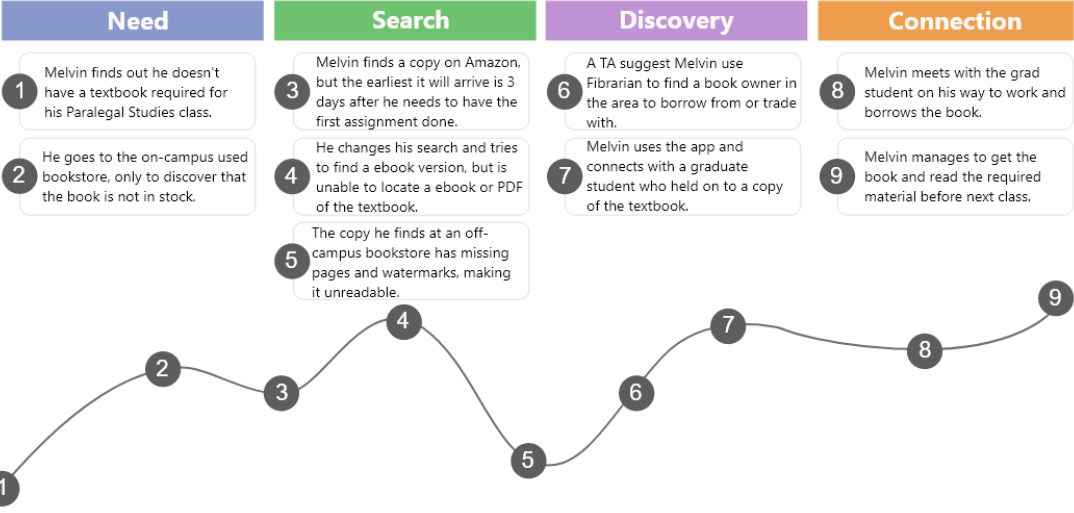
UX Scenario

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	Search	Discovery	Connection
1 Melvin finds out he doesn't have a textbook required for his Paralegal Studies class.	**3** Melvin finds a copy on Amazon, but the earliest it will arrive is 3 days after he needs to have the first assignment done.	**6** A TA suggest Melvin use Fibrarian to find a book owner in the area to borrow from or trade with.	**8** Melvin meets with the grad student on his way to work and borrows the book.
2 He goes to the on-campus used bookstore, only to discover that the book is not in stock.	**4** He changes his search and tries to find a ebook version, but is unable to locate a ebook or PDF of the textbook.	**7** Melvin uses the app and connects with a graduate student who held on to a copy of the textbook.	**9** Melvin manages to get the book and read the required material before next class.
	5 The copy he finds at an off-campus bookstore has missing pages and watermarks, making it unreadable.		

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.