Picture	Description
	Name: Frances **Demographic** *ONLY Include relevant details, eg, age, gender* **Occupation or other *relevant* details about the person for example disability, hobbies, financial circumstances.**
Goals • **To have good books to read** • **To share with others to create community** • **To be more environmentally friendly** **Frustrations** • **The local library is closed due to funding cuts** • **Paper books are preferred to reduce screentime and internet connectivity issues** • **New books are expensive to buy** **Wishes** • **To circulate books with other keen readers** • **To be assured that she swaps books with people who are reliable and who contribute equally to the community** • **To reduce clutter at home** • **To become more environmentally friendly**	**Scenario** **Francis has read a book review of 'Klara and the Sun' in the newspaper. She would like to read it but a new copy is wasteful and expensive, and the local library is closed.** **She opens her 'book swap' app and enters the book title and her postcode.** **The app lists two different book swap members within a 4km radius of her home who are happy to give Francis this book.** **Francis uses the in-app messaging system to arrange to collect the book from the nearest book swap member.** **Once the book is collected, her 'swap points' reduce by two. Meanwhile the supplier of the book gains two swap points.** **After 10 days of gaining the book, Francis receives a notification encouraging her to review the book for other community members.**

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