



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

Their comments about adaptation challenges, such as learning how to use the new system or understanding changes in library processes.

Excitement for Innovation: Some users may express enthusiasm for the innovative approach, seeing blockchain as a modern solution that can bring efficiency and security to library operations.

Users voice concerns or ask questions about the potential impact on their personal data, privacy, and the overall library experience.

Users and staff may be concerned about the potential exposure of personal data in a blockchain system, even though blockchain is designed for data security. Misconfigurations or vulnerabilities could pose risks.

Ongoing maintenance and updates of blockchain systems might be a source of anxiety, as they require specialized knowledge and resources.

Libraries may fear difficulties in integrating blockchain systems with existing library management software or other systems, which could disrupt daily operations.



LIBRARY USER

Curiosity: Users might be curious about how blockchain works and how it will affect their interactions with the library. They may ask questions about the technology.

Hesitation or Skepticism: Some users could be hesitant or skeptical about the adoption of blockchain, especially if they are unfamiliar with the technology or concerned about its potential complexities.

User Experience: Fear of a negative impact on the user experience if the technology is not user-friendly or if it disrupts established library routines.

Expectations for Security: Many users may expect a higher level of data security and privacy due to blockchain technology, and they might comment on this aspect.

Loss of Anonymity: Concerns about reduced anonymity when using blockchain for library services, potentially making users' borrowing and reading history more transparent.

Data Privacy and Compliance: Worries about data privacy and compliance with regulations, as blockchain may complicate adherence to privacy laws and library policies.



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?