

**Mary Smith**

**Library Administrator**

*Mary is a Snow college employee and works at the library. She is in charge of maintaining a schedule for the rooms in the library and making sure all room user’s needs are met*

**Goals:**

* To maintain an accurate and up-to-date schedule for the rooms in the library
* To provide support needed for the room users and presenters

**Main tasks:**

* Maintain the schedule of rooms within the Snow college library.
* Provide technological support to users who need help setting up presentations and figuring out the technology of the room.

**Usage stories:**

* My biggest concern is in concurrency with the current system, because several people can schedule our auditoriums for us and I always worry that we are going to schedule on top of each other, because they don’t have access to the same software that we’re looking at.
* Communication is lacking within the library department, but also with Margie taking over the auditoriums at different times.
* When everyone had access to the calendar it would lead to frustration because things would appear and disappear, and there would be event with no details pop up. Or someone would show up and believe they were scheduled but their reservation would be deleted.

**Pain Points:**

* Double booking rooms
* Reservations being deleted
* Users needing help with technology

**Concerns:**

* Being called at all hours because a room reserver has a problem with the room.
* Having to solve room conflicts when a room is double booked

**Barriers:**

* Other staff deleting reservations she made
* Having a room double booked
* Users not knowing how to use room technology