Comp2151-Agile Software Development

Lab 02

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**Patron**

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| Male Icon 1stacy Dreher2017 08 01t16 - Business Clipart - Full Size Clipart  (#1168985) - PinClipart  John Nguyen | John is 23 years old and undergraduate student. He is a third-year student of Computer Programmer Analyst at George Brown College. He is bilingual in Vietnamese and English. He is working part-time at Starbuck. He usually looks for materials online to support his study, but it is hard to have reliable sources. So, he decided to go to ABC Library or search for materials on the ABC Library system when he needs.   * *Goals:* Improve knowledge, wants to access articles easily on or off-campus. * *Needs:* Finding useful resources and reliable sources, full-text online materials.   *“Life as reading a book, need to know how to turn the new pages when necessary”* |
| ***Uses the Library for:*** |
| * Research help. * Technology (computer). * Academic support. * Quiet study place. |

**User Stories for Patron**

**Library Staff**

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| 여자, 비즈니스 우먼, 여성, 사람들, 사람, 만화, 문자, 전문가  Sarah Holland | Sarah is a second-year student at the University of Toronto. She is studying Actuarial Science so she can work in his family business. Her family emigrated from France when she was twelve years old. She started tutoring students in first year courses and plays on the school basketball team. She wanted more work experience on customer service area, so she got a job at ABC Library.   * *Goals:* Assists patrons and library users as best she can. * *Needs:* Keeps library resources in order and monitor borrowed items and fines   *“The library may have lot good information that could help me stay current in my job.”* |
| ***Uses the Library for:*** |
| * Help users find books * Technology support. * Quiet study place. * Help student who needs help with course works. |

**User Stories for Library Staff**