

## User Stories and Scenarios

### Student

#### *Grad Student*

Latina, mid-20s. At USC for her PhD, went to UCLA for her masters. Where she's from, Pomona, is a strong part of her identity. Interested in mobility issues (for example, transportation patterns) for Black/Brown people, which relates to her personal family history. First got involved w/ Library as an intern 3 or so years ago. Has only recently started using Library for research but now is really excited about what's here. Library "vibe" is important to her; very different from how she feels at other archives (intimidated, unimportant). Introduces others to the Library. Word of mouth a key way word gets spread about the Library. Involved with other groups, presents at conferences, likes to go on tours, to museums. Has a MySpace page.

- Key Words
  - Busy, involved in range of activities
  - Personal passion about her research/academic interests
  - Highly motivated to get information; seeking in-depth knowledge
  - High education level, high level of comfort with technology
  - Becoming more comfortable w/ library procedures
  - Frequent Library user

#### *Undergrad Student*

USC student, late teens/early 20s. Mobility/time are issues in getting to the Library. Not at the Library as frequently. Not sure about topics for research, less directed than grad students. Often here on class assignment, often in a group. Not so familiar w/ archival research. Comfortable using Internet for searches.

- Key Words
  - Mid education level
  - High level of comfort with technology
  - Not familiar w/ library procedures
  - Not a frequent Library user but potential big user of a Library website with content and functionality that met their needs.

### Scenarios

- USC undergrad student is writing a paper on black activists in Los Angeles. He wishes to access the materials online or request copies to be sent. Although he is comfortable with using the

internet, he is not familiar with using online libraries for research. With the paper due soon, he wants to be able to quickly gather information.

- Grad student is doing research on black/brown people, mostly focused on transportation or mobility issues. She is currently interested in browsing the archives and seeing the historical papers and the thoughts from those times. She intends to visit the library in the future to view the archives in person.

## Researcher

### *Filmmaker*

Black man, mid-40s, married, children. Making a film. Going to a lot of archives. Film relates to Black Panthers, which reflects his personal history/relationship w/ his father. Used Library's resources and space for project; and Library name for legitimacy. Will donate materials from his project to Library. A strong advocate of the Library. Participates in other Library projects. Part of local hip hop history. Brings his family in to Library. Has been able to meet people helping him on his project through the Library, as he ran into people in the physical space. Has been doing his own fundraising/outreach for his film. Knows a lot of people.

- Key Words
  - Personal passion about his work
  - Very high level of comfort w/ digital media technology
  - Actively looking for resources, seeking information/knowledge
  - Very comfortable w/ library procedures
  - Busy (work, family, outside projects, fundraising). Frequent Library user in spurts

### *Author (Added)*

An independent author writing a book about histories of community resistance movements that happened in Los Angeles. Has written books before so is very familiar with the workings of libraries and archives. Uses multiple libraries and archives to gather information and is focused on finding specific documents and articles related to topics he is looking for.

- Key Words
  - Already very knowledgeable
  - Actively looking for information
  - Very familiar with workings of libraries and archives
  - Has specific topics in mind when searching
  - Interested in any material that might be related to his search

## Scenarios

- Filmmaker is creating a film about Black Panthers and their impact on the community during the movement. He wants to search for articles or books that talk about how the community was impacted and any video materials that might have real life footage of some of the people during the movement. He wants to be able to either access the materials online or visit the library to see the materials in person. He would also like to see if there are any space rental services available for him to use and establish a connection with the library for more possible work in the future.
- Author is writing a book about histories of community resistance movements. He is specifically looking for books or articles that has information related to his topic. Because he does not live in the area of the library, he wants to access the information online or even request copies to be sent to him.

## Teacher

### *K-12 Teacher*

Black woman (from Ethiopia), mid-20s, single. Went through UCLA Teacher Education Program, taught at John Muir Middle School across from Library. Not from the neighborhoods she's teaching in but very involved in the life of her students, beyond school hours. Had special after-school projects, meetings with them. Frustrated by school administration/entrenched teachers at her middle school. Saw Library as sanctuary, used it for meetings w/ other teachers to renew themselves, also used it as space for her extracurricular projects w/ students. Left public school system to work at social justice charter school, where she could have more say. Hasn't used Library's collections. Wants to use our resources (Foundation Center, booksale) but doesn't make it down. Very busy; spends much of her time focused on her work, in conjunction w/ likeminded friends (works collectively). Does yoga.

- Key Words
  - Passionate about her work
  - Busy, mostly w/ work
  - High level of comfort w/ digital media/technology and actively looking for resources
  - Less knowledge about library procedures
  - Not a frequent Library user

### *Academic Faculty Member*

Black woman, 40s, professor for at least 15 years, tenured, teaches at local 4-year college, active in government commissions and local community-based organizations. Has written a book on progressive L.A. and is currently working on a book on a local historical figure, both drawing on Library's archives. Has served on the Library Board and has brought classes here. Progressive-liberal. Single but in a partnership.

- Key Words

- Busy, involved in range of activities
- Highly motivated to get information; seeking in-depth knowledge
- High education level, high level of comfort with technology
- Comfortable with library procedures
- Uses the Library in spurts

#### Scenarios

- Teacher wants to know if it is possible to book a class visit to the library. If yes, she wants the class to learn the basics of library and its many features with the library. Her students are working on a project related to Black History month.
- Faculty is writing a book on local historical figure, Jackie Robinson. While she is visiting the library, she will be taking advantage of all the resources she can find in the Public Library system. Her main targets are primary sources and secondary sources in all forms of media.

### Community Organizer

#### *Multi-Racial Organizing Center Worker*

Korean woman, mid-20s, queer. Works at multi-racial organizing center. Organizes events. Uses email, phone, text to do outreach. Issue she cares about: U.S. imperialism. Hasn't used Library to conduct research but has used Library materials in her meetings. Is on our list and comes to booksales. Very busy. Works long hours, plus hikes, goes to spa, does Korean drumming. Rides a bike, doesn't drive. A lot of friends, chats, socializes.

- Key Words
  - Committed to her work, interest in content related to her work
  - Busy with work
  - Active with hobbies/outside interests
  - High level of comfort using technology
  - Less knowledge about library procedures
  - Not a frequent Library user

#### Scenarios

- A community organizer would like to look up events that are happening in the library.
- A community organizer would like to rent some space from the library for her event.

## Donor

### *Closely-Connected User (Added)*

Graduated from 4-year college, active/progressive user of SCL website and involved in community organizations. Has close connections with the Library Board and indirectly impacts the decisions made to SCL. Looking for a secure and an easy way to donate and possibly an appropriate recognition for their donations.

- Key Words
  - Involved heavily in numerous community events.
  - Comfortable with library procedures.
  - High level education.
  - Some comfort with technology, if easy to maneuver around.

### Scenarios

- A donor would like to give back to the library that has helped him so many times during his research in the past.