

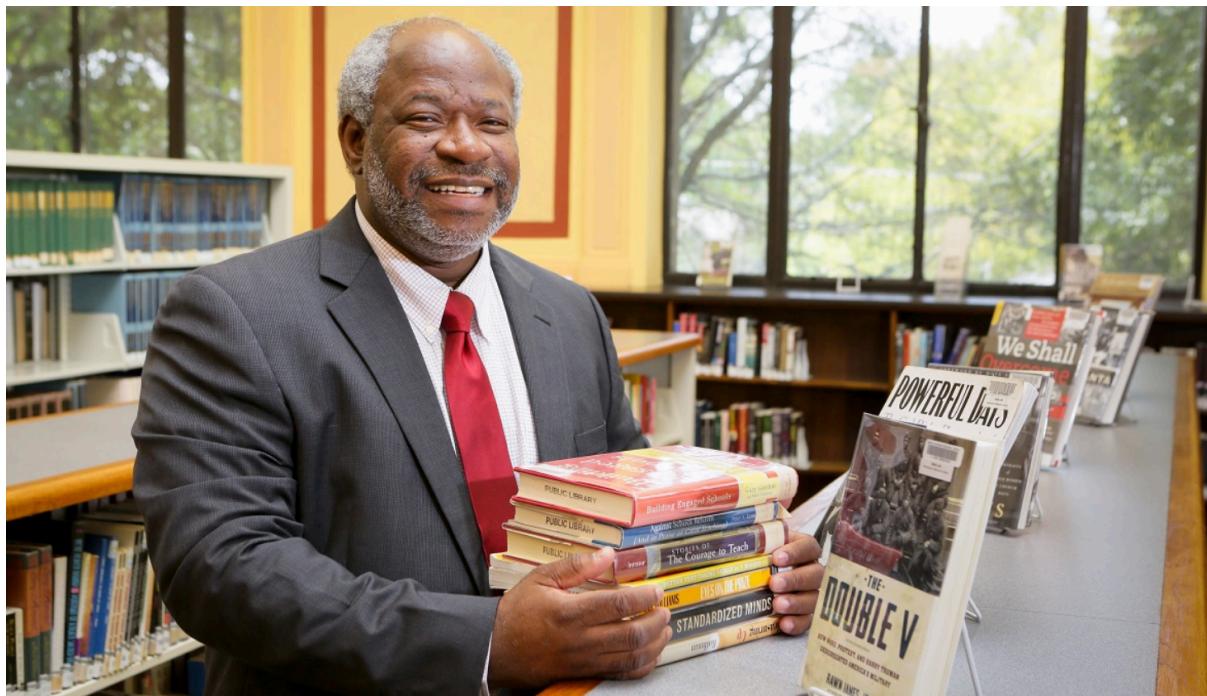
Persona 1: Emily Chen - University Student



Emily Chen is a 20-year-old third-year Computer Science student at a large university. She lives in a small apartment near campus and spends most of her weekdays attending classes and studying. Emily is an avid reader, particularly interested in fiction and technology books. She frequently visits the university library, preferring to borrow books rather than purchase them to save money. When not studying, Emily likes to unwind by reading novels or exploring new book recommendations online.

Emily manages a busy schedule and values anything that saves her time, such as accessing library resources digitally. However, she finds the library's outdated catalog system frustrating, as it often takes too long to locate specific books, and there's no way to track due dates easily. She often misses returning books on time due to the lack of reminders, which leads to fines she'd prefer to avoid. Emily would love a system that enables her to check book availability, borrow books online, and receive alerts for due dates, helping her manage her time better as she balances coursework, part-time work, and her social life.

Persona 2: David Rivera - Library Administrator



David Rivera, a 45-year-old librarian with over a decade of experience, works at Greenfield Public Library. He's known for his passion for books and his commitment to making the library a welcoming place for the community. David lives with his family in Greenfield and spends his free time exploring historical novels and volunteering at local events. As a librarian, David's responsibilities include catalog management, tracking borrowed books, and ensuring users return them on time. He also handles library operations, such as updating inventory and overseeing user registrations.

David is moderately tech-savvy but finds certain tasks, like updating book entries and tracking overdue books, time-consuming. Although he appreciates technology's potential to streamline his work, he finds it challenging to manage manual catalog updates and send timely reminders to users about returning books. He also lacks easy access to reports on borrowing trends, which he believes could help him manage popular titles and ensure adequate stock. A digital system allowing him to manage these tasks more efficiently would free up his time to focus on engaging with patrons and promoting the library's offerings.

Persona 4: Greenfield Public Library - Institutional Client



Greenfield Public Library is a community-focused institution located in a small town, serving a population that values the library as a vital resource. The library staff consists of several librarians with varying levels of technical expertise and a small IT support team. The library has been manually managing its inventory and user activities, but with increasing demand for digital services, the team recognizes the need to modernize its system. The library's goals include making it easier for patrons to search the catalog, check book availability, and reserve or borrow books online.

Currently, the library's staff spends significant time updating records, managing late returns, and manually generating reports on popular books and user activity. The team faces challenges such as a lack of efficient catalog management, security for user data, and accessibility for patrons who want to access services remotely. They hope to implement a secure, user-friendly online system to streamline catalog updates, simplify user interactions, and improve community engagement by offering digital access to library resources.