

Personas

Persona 1: Haley Smith, Computer Engineering Student



Haley is a neurotic 2nd year Computer Engineering student and she needs to learn how to code in C for her Operating Systems Assignment. She knows her way around a computer but learning C is a new endeavour. She is on a tight schedule and stressed, so she does not want to look through her local library to find a quality book on C programming.

She decides to use Library Hub to begin her search for a book. She has already set her local library as the library associated with her profile, so she visits library hub and clicks the search icon to begin her quest. She searches by Subject and enters Programming in C. A list of 13 books appear. “C but I explain it to you like a child” has 5 stars, but is not available by at her library. She sets a filter to only see available books. Scrolling through the remaining 4 books, she finds “C for Dummies” and it has a 4.3 star rating and is available. She adds the book to her cart and checks it out. She gets a confirmation message stating the book will be ready for pick up at 8 am tomorrow. Haley gets to the library early the next day, presents her booking number to the library staff at the counter and is now able to learn C!

Persona 2: Janice Cumberbatch



Janice is a stay-at home mom who checked out “Fun Homemade Dessert Recipes” from her local library 2 weeks ago. She’s had so much fun baking different dessert with the kids every night that they come home from school. So much fun that she does not want to return the book tomorrow! Janice is a homebody so she would rather stay at home to try and extend the loan on her book. But she did not grow up with internet apps and wants an easy to navigate interface to help her extend the loan of her book.

She visits Library Hub online and her checked out book appears to her right on the front page. She sees that “Fun Homemade Dessert Recipes” is eligible for a week extension! She clicks extend, Library Hub states if she extends her rental the book will now be due Mar 5th 2024 and asks for confirmation. She confirms her extension and Library Hub affirms the extension with the message “Fun Homemade Dessert Recipes rental extended till Mar 5th 2024”.

Persona 3: Tony Jones, Library Staff Member



Tony Jones is a library staff member who is feeling lazy and wants his job to be as easy as possible. He hates having to look endlessly for books that customers request just by title. Today he is responsible for getting books ready for tomorrow morning's pick up.

His library uses Library Hub to track book inventory and handle check outs and returns. He sits at his computer with Library Hub open and looks at the list "Books to Be Prepared for Pick Up". He sees there is one book in the list "C for Dummies". Library Hub says it needs be ready by 8am tomorrow morning and lists the section that the book is in and the identification number of the copy that is to be set for pick up. Tony gets the book and returns to the computer. On Library Hub he clicks "Confirm Book is Ready for Pick Up", the book now appears in the "Ready for Pick Up" list of Library Hub. He puts "C for Dummies" in his Library's designated pick up spot where it is now ready for pick up. Another easy day at the office.