

Role Card: Reader / Student (Voice of Explainability & Trust)

Role Name: Library Reader (Student)

VOICE:

"I want to understand why I can or cannot borrow or reserve a book."

Primary Concerns:

- Unclear borrowing limits or reservation rules
- Not knowing why a book is unavailable
- Fear of penalties for late returns or lost books

What You Advocate For:

- Clear explanations for borrowing, reservation, or denial decisions
- Transparency about due dates, penalties, and priorities
- Control over personal data and reading history
- Optional sharing of preferences for better recommendations

Key Questions You Raise:

- Why couldn't I borrow or reserve this book?
- Is someone else prioritized over me? Why?
- How does my reading history affect recommendations?
- Can I see my borrowing history and current penalties?

Validation Check:

Can the system store and display clear reasons why a book was available, reserved, or denied to a reader?