

Name: Riya Patel

Location: 35,Fountainhead road

Age: 32

Gender: Female

Bio: Riya is a part-time graphic designer and a full-time mom of two young children. She holds a Bachelor's degree in Fine Arts. Riya is tech-savvy but prefers user-friendly interfaces that save her time. She enjoys reading mystery novels and is always on the lookout for engaging activities for her kids.

Purpose of Visit to the Website:

Riya frequently visits the library website to explore new book releases, check out upcoming events, and reserve books online for both herself and her children. She values a seamless online experience that allows her to efficiently manage her family's reading needs.

Interests:

Reading mystery novels and children's books

Participating in community events and book clubs

Exploring creative arts and crafts activities with her kids

Challenges and Pain Points:

Limited time due to her dual roles as a mom and a part-time worker

Wants a quick and easy way to reserve books online

Appreciates personalized book recommendations based on her interests

Technology Proficiency:

Riya is proficient in using various devices, including her laptop and smartphone. She prefers mobile-friendly interfaces that allow her to access the library website on the go.

Preferred Communication Channels:

Riya prefers to receive important updates via email but occasionally checks the library's social media accounts for event announcements.