Herschel Swarovski

**Demographics**  
  
Gender: Non-binary

Age: 18

Location: Casaloma

Occupation: Student

Income: $300/month

Computer Experience: Excels in social media networking

Web behavior patterns: conducts research for projects, music, technology updates, social networking

**Psychographics:**

Attitude: Forgetful, clumsy, thoughtful, overthinks resulting in lack of punctuality

Values:

This person believes in individuality, curious, multi-tasking

Fears:

Routine, institutions, doesn’t work well in groups

**Need/ Goal:**

Need:

Conduct research for school/personal purposes,

Goal:

User experience that helps them stay organized and access research materials.



**STORIES**

**A.** As a student, I want to search the system for a specific item, so I can see all the resources available to the related to the topic.

**B.** As a student I want to see the list of items borrowed when I log in to the library system, so that I can see all the items I have borrowed.

**C.** As a student I want to check out the item so I that I can use it outside the library.

**Library Staff**

**April Stuart**

Gender: Female

Age: 25

Location: Toronto

Occupation: Librarian

Computer Literacy: Intermediate, can use a Microsoft suite very well and mobile devices. Can browse the internet.

Web Behaviour: Like reading Articles, Books, Novels and Magazines.

**Psychographics**

Attitude: Kind and welcoming to people.

Values: She believes that Knowledge is power that’s why she chose the Career of being a Librarian.

Fears: She fears that books will be obsolete in the following years.

**Need/Goals**

Need: A system that will assists her with her job as a Librarian.

Goal: To organize the library’s assets and ensure that everything is accurate.



**Stories**

**A.** As a Librarian, I want the system to auto generate a holds report so that I’ll be able to hold the item until the client takes it.

**B.** As a Librarian, I want to record customer requests for new titles to be able to have the updated selection for the patrons.

**C.** As a Librarian, I want to be able to manage Clients memberships in the system so that the Database is up to date. (wrong)