



I am Shawna. I live on campus, and it's the first time I am away from home. I am from Florida and my Smart Phone keeps me connected with my family and friends back home. I love my Smart Phone and use it to navigate my new city of Portland as well as look up information on concepts I'm learning in class.

I am assigned a LOT of group work, and that's new to me. The library has been a great place to meet with my group. I also come to the library to get some quiet space when it's noisy in my dorm room. I'm a little confused about how to find "good" books and articles at the library, but don't really want to ask about how to do that.

How did you hear about PSU Library?

My FRINQ mentor said that there are study rooms at the library where our project groups can meet.

What do you know about PSU Library already?

My FRINQ mentor showed us something called a "Course Guide" in one of our mentor sessions, and said it would help us do library research, but I'm not sure how that relates to the library's website.

What would you like to know more about?

My professor said she put some articles "on reserve" at the library. I'm still not sure what she means by that.

Detailed Task Scenarios

Using the Library

I have a really hard time finding books. I don't know how to look them up on the library website or where to go to get the book I need in the library itself. I also wish I could find more of my textbooks in the library.

Searching Databases

My professors require "Peer-reviewed" journal articles, but I'm not sure what these are or how to find them. I'm not sure what a database is or where to find them on the library website.

Quiet Spaces & Printing

Although there are designated quiet floors, there are noisy students on every floor, and the website doesn't clearly spell out the best places to study. I prefer to print from my laptop, since I don't like the noisy computer labs on the 1st and 2nd floors, but it's not clear how to do that.

Fast Facts

- 22 years old
- First Year undergraduate student
- Undecided major
- Lives on campus

Library Uses

- Quiet Studying
- Group work
- Art and fiction books

Challenges

- Not enough open Library hours
- Finding course reserves and getting copies of her textbooks.
- Finding book locations in the library.
- Getting full text of journal articles.