



*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 1<sup>st</sup> and 2<sup>nd</sup> 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.