

April the Alumna



I have a library card, why can't I use the research databases?

Key Facts

- **Former UW student who now has access to some (but not all) library services**
- **Remembers extensive resources at the Libraries and would like to use them for a personal project**
- **Asks for help via email and phone**

What she needs to do

- Find scientific data to support a personal project

Pain points

- Can't get into online journals

April is a 26 year old Environmental Engineer and member of the UW Alumni Association.

She now works at an engineering consulting firm, but she's also volunteering with a group that's trying to protect salmon in the Pacific Northwest. To help support their grant application, she wants to research background information on pollution and remediation techniques, and she remembers being able to access journals through the Libraries website when she was in school.

At her job, April is usually in the field collecting samples, or writing up her findings in the office. Her company provides a laptop and cell phone that she can use to work remotely, but since the firm's business doesn't require library research, they don't maintain any journal or database subscriptions.

April still feels like a member of the UW Community. She has paid to be a member of the Alumni Association, and has a library card and UW Net ID. She knows that the University has all the information she needs and doesn't understand why she can check out books and search the catalog remotely, but can't get into the databases.

How She Uses the Libraries Website

- Emails to ask for help with locating technical information on specific topics
- Wants to search online databases for datasets and full text scientific journal articles

