

Brooke the Beginner



I'd rather use an online article that 'kinda works' than go to the hassle of finding a book in the library.

Key Facts:

- **New to the research process and academia**
- **Working on several assignments in different disciplines, but not an expert in any of them**
- **Will take the first thing that's good enough**

What she needs to do

- Get assigned readings for class
- Find academic articles to cite in a paper

Pain points

- Intimidated by all the different choices
- Doesn't understand terminology, like the difference between articles, journals, and databases

How She Uses the Libraries Website

- Finds class materials by looking up the class in MyUW and following the link to Course Reserves.
- Checks the hours at Suzzallo to see how late they are open before she goes there to study
- For class papers, if she can't find enough articles using Google, she will visit the libraries' website. She looks for basic academic articles across several different topic areas by entering key words in the main search box, then using filters to refine the results.

Brooke is a 19 year old undergraduate who hasn't yet declared a major.

Right now she's taking classes in English, History and Biology. She hasn't used the library website much yet, but will need to do research for many different class papers and projects over the next couple of years.

When Brooke first started at UW last year, she felt overwhelmed by all the activities and classes going on at once, and all the decisions she had to make. She's learned to cope by tuning out most of the 'extras' and just focusing on what she needs to do immediately. She relies on MyUW to access all of her school information in one place, and keeps track of all her friends and social activities on Facebook.

Doing well in school is important to Brooke, but she also has a part time job working in the payroll office, tries to work out at least twice a week, and volunteers with JumpStart, a student leadership development club.

With all of these activities, she tends to put assignments off until just before they're due, and usually only has time to do what's required for a good grade.

Brooke comes to the library at least once a week to study and use the computer labs – she doesn't like to carry her laptop around campus all day because it's too heavy.

For class assignments, she mostly uses printed course materials and websites like Google and Wikipedia. She sometimes tries the Libraries website but she only uses the main search box on the home page because she's not sure what the other links are.

