Nicola Barnes, *student*

" *Having access to primary resources that aren't in my university's library is great for my research.*

Hometown: Buffalo Gap, TX
Age: 26
Gender: Female
Education: BA History from University of Texas, Austin
Occupation: PhD Candidate in American Studies, Texas A&M University
Marital Status: Single

overview

Nicola is a PhD student in the American Studies program at Texas A&M. A native Texan who has always been interested in the history of the American Southwest, Nicola is currently conducting preliminary research for her doctoral dissertation, which focuses on the role of women in the Mexican-American War. In addition to her research, Nicola enjoys her role as a TA for an undergraduate American history class, and she hopes to become a professor after completing her PhD. In her spare time, Nicola enjoys cooking, painting, and taking in the local music scene with her boyfriend.

Nicola is a very dedicated student and wants to make sure she consults the best available resources before she begins drafting her dissertation. Although she feels more comfortable with books in their physical form, Nicola recognizes that there are a variety of resources available to her outside her university library and is becoming a resourceful online searcher

knowledge and skills

- PC user.
- Experienced at conducting research in libraries, but finds reference librarians helpful when she gets stuck.
- Has an Android phone, but does not use it for research.

challenges

- Location primary resources that pertain to her dissertation.
- Navigating libraries and online repositories.

needs

- Access to primary resources from the Mexican-American war era.
- The ability to download and print resources so that she can easily consult them during the writing process.

Scenario

Nicola sits down at her desk to do some research for her dissertation. She goes to the Texas A&M University library website, where she usually starts looking for materials, and searches the catalog for "newcom mexican war," hoping to find resources about Elizabeth Newcom, a woman who disguised herself as a man and enrolled in the volunteer infantry during the Mexican-American War. While browsing her search results, she is disappointed that none of them appear to be about Elizabeth Newcom. However, she notices that her seventh result is *The Mexican War, by an English Soldier*, which appears to be an account of the war.

Interested in an English perspective of the war and thinking that the book might contain some reference to the role of women in the war effort, Nicola clicks the link to view the book's metadata. There is no description of the book and it is not available in the Texas A&M University library. The book itself is housed in the Library of Congress; however, Nicola sees that it is available online through HathiTrust Digital Library. She clicks the "full-text" link under the "Holdings" section of the page, which opens a new tab to the HathiTrust website displaying the cover page of *The Mexican War, by an English Soldier*.

Nicola begins reading the first few pages of the book, scrolling from page to page using the arrows on the upper right-hand corner of the site's PageTurner feature. Finding the material interesting, she decides that this is a resource she would like to be able to come back to. She notices that in the sidebar at the left of the PageTurner feature, there is a link that says "Download PDF - whole book." After she clicks the link, a message comes up explaining that she can only download the PDF to her computer if she logs into the site. She presses "OK" on the message, then clicks the "login" link in the top right-hand corner of the page. She chooses Texas A&M University from the drop-down menu on the login page, logs in with her Texas A&M username and password, and is automatically directed back to the full text of *The Mexican War, by an English Soldier*. This time when she clicks "Download PDF - whole book," she gets a message letting her know that the website is preparing a PDF for her. When the PDF is ready, she downloads it to her computer for future use and goes back to her results page at the Texas A&M University website to continue searching for materials.

Laurie Paulson, *librarian*

> **❝** *I want to show students that conducting excellent research is easy for everyone to do.*

Hometown: Terre Haute, IN
Age: 48
Gender: Female
Education: MLS from the University of Maryland
Occupation: Electronic Resources Librarian at North Carolina State University
Marital Status: Married

overview

Laurie is a librarian specializing in electronic resources. She has been married for 25 years to Bruce, an architect, and has one son, Tyler, who is in his sophomore year of college at Wake Forest University. Laurie is an avid reader, and a member of two book clubs, one of which is with a group of fellow librarians around the country and conducted via the Internet. She got an iPad for Christmas in 2010, and has enjoyed using it to read books using the Google Books app, as well as read the New York Times, especially the crossword puzzles. In her spare time, Laurie volunteers at the Wake County Historical Society, helping to scan and electronically index historical documents.

Laurie has been working at NCSU for 14 years, assisting students and researchers with their searches for electronic resources. She often goes to classes to demonstrate for students how they can utilize the university's library resources to get better research done for their projects and papers. She works several shifts per week at the reference desk within the university's library, where she helps students locate resources for their various academic pursuits

knowledge and skills

- Knowledgable user of both PC's and Macs.
- Owns an Apple iPad, so knows her way around one pretty well.
- Excellent at conducting searches for research.

challenges

- Motivating students to locate primary sources for research, rather than resorting to sites like Wikipedia.

needs

- Quick and easy access to comprehensive document repositories that can be easily taught to non-librarians
- The ability to easily locate hard copies of resources within NCSU's library or those of other universities within the region.

Scenario

Laurie is working a Monday evening shift at the reference desk of the undergraduate library at North Carolina State University. At around 7:30 p.m., Antonia Lopez, a sophomore Women's and Gender Studies major, rushes up to the desk. Antonia explains that she has a paper due for her Gender and Politics in the United States class tomorrow, and she has to have at least three primary resources to cite. Laurie notes that Antonia is clearly extremely anxious about getting such a late start on the paper.

Laurie asks Antonia what the topic of her paper is, and is informed that Antonia's been assigned to an analysis of the abortion debate in the United States in the past 20 years. Laurie assures Antonia that there are a number of excellent resources out there that she can access electronically, and gets up to find a computer in the lab to search on. Unfortunately, all of the computers in the lab are being used by other students. Laurie assures Antonia that this is no problem, as the library has recently acquired some tablets for students to check out.

Using the tablet, Laurie pulls up the HathiTrust's mobile site. She prefers to use this with students because of its simpler interface, which makes it easier for her to instruct students on its use. Just to get a feel for what is out there on the topic, Laurie types "abortion" in as a query. She hits search, and 122 results are returned. Laurie notes that the results should be filtered to only include those from the 1990's onward, so she goes to the menu to filter results, and selects "1990-1999", which shows that there are 24 results from that timeframe, and also selects the subject "Abortion law and legislation United States" to narrow the results down to an even more manageable 7 results.

She shows Antonia what she is doing every step of the way, and selects a transcript of a House hearing on the Freedom of Choice Act of 1991 to view in full, to show Antonia that she can search within the document to find relevant terminology so that she doesn't have to read the entire thing with her impending deadline. She has Antonia log in to the site, and shows her that she can flag and create a collection of relevant documents that she can either continue to review using the library's tablet, or access on a computer, either her own or one of the lab's. Antonia thanks her profusely, and turns to the tablet to continue searching. Laurie heads back to the reference desk to finish out her shift, feeling good that she was able to assist a student in crisis.

Stephen Goldstein, *traveler*

"*I want to be able to access my books and articles anywhere I go.*

Hometown: Friendship, NY
Age: 60
Gender: Male
Education: MPH, University of Wisconsin, Madison
Occupation: Director, William S. Middleton Memorial Veterans Hospital
Marital Status: Widowed

overview

Stephen works as a director for the William S. Middleton Memorial Veterans Hospital in Madison, WI.   He is widowed with no children. Since his wife's passing five years ago, he has developed a particularly close relationship with his family. He has two sisters who he frequently visits: one in California and the other in Tel Aviv, Israel. He has over 25 years experience working in health care, which began when he was a medic in the Marines. He was promoted to the position of director 8 years ago. As a veteran, he is devoted to his work, is very active in the nationl community, and travels frequently for meetings and conferences. He is fluent in Hebrew and French, and is an avid reader, particularly interested in history and also enjoys growing orchids in his spare time.

Stephen is very computer savvy, owning an iPad, Android phone, and Kindle. However, he does not participate very often in social media. He has memberships in some, including Facebook and LinkedIn, but he uses them primarily to obtain information, not to merely socialize. Because of his position, he does not utilize HathiTrust for his work. Stephen uses his devices mostly when he travels, and enjoys reading using Google Reader. He has also used HathiTrust for this purpose; he is very familiar with it, but finds it flawed and frustrating at times.

knowledge and skills

- Expert in information retrieval and research, emphasis in health sciences.
- Comfortable with different types of software, and on different devices.
- Owns several devices, including iPad, Android, and Kindle.

challenges

- Finding something he hasn't read yet.
- Having access to material offline.
- Finding high-quality, digital documents that are easy to use on various devices.

needs

- Quick and easy access to a wide range of historical literature.
- Improve download capabilities, especially for mobile devices
- An easier to use interface.

Scenario

Stephen visits his family in Israel regularly during holidays. During these visits, he goes to numerous historical sites. He would like to have historical information on these sites - including historical primary resources - so he can check on them during his travels.

His last visit, in December, was particularly important as he was going to attend one of his nephew's Bar Mitzvah. To celebrate this special occasion, Stephen planned to take his nephew on a tour of different historical sites throughout Israel. Stephen wanted to share his passion for history and travel with his nephew, and intended to explain the biblical significance of each site.

He was able to find some good choices using the regular HathiTrust website before he left on the trip; he found a few books that he was able to download and read through. Stephen found the book, *History, Prophecy and the Monuments; or, Israel and the Nations,* by James Frederick McCurdy particularly interesting and helpful, so he bookmarked it on his mobile phone with the thought that he would like to have access to it on his phone during his trip.

While waiting at the airport, Stephen tried accessing the material, but the phone repeatedly lost the connection. As the connection faded in and out, he tried downloading the book but was unsure that the download was successful as he didn't see any of the material in full view. On his flight, he checked his phone and couldn't locate the file, further confusing hime as to whether the file had completed downloading or not. Upon arriving in Israel, he tried to connect again using his cell phone, but to no avail. He was able to access the book using his nephew's desktop; he wished that he could save the information as PDF on his mobile as there was so much information in the book that he would like to be able to retrieve while on these sites. Disappointed, Stephen was forced to use a tourist guide that he purchased from the local market.