

NCSU Libraries

Undergraduate Personas for Hunt Library Space & Services Planning

The following personas were created during the summer 2011 based on extensive user research (primarily one-on-one and small group interviews) with undergraduates. The majority of interviewees were associated with the College of Engineering or the College of Textiles, the student groups who will be attending classes most close to the Hunt Library.

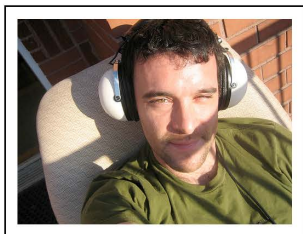
These personas are focused on space and service needs in relation to Hunt Library. The NCSU Libraries services a wide variety of user groups. The personas can be viewed as “core” users. Their needs represent various points on different spectrums of needs related to space (ex. collaborative to isolation) and services (ex. group focused to individual focused, etc.)

For additional information about the personas contact:

Honora Eskridge, Director, Centennial Campus Research Services – honora_eskridge@ncsu.edu

Kim Duckett, Principal Librarian for Digital Technologies and Learning – kim_duckett@ncsu.edu

personas – undergraduates



MATTHEW CAMP

"The Learning Commons is OK if the homework is not hard, but now I'm doing the hardest work of my life. I've got to focus harder. I need to be isolated."

WHAT'S YOUR SCHOOL WORK LIKE?

Most of my homework involves in-depth design problems I complete in MATLAB. The way my classes are, I feel like I'm trying to understand another language and then figure out how to use it. I have to work hard to sort out complex problems. Sometimes I meet up with a friend to work on the problems together, but a lot of the time I work on my own. I don't really read my textbooks. I look up information in them. I submit my homework online. This is the hardest semester of my life. Every week I feel like I'm grappling to understand complex problems and find solutions.

I'm also taking one political science course. I have to write two small papers for it. I'll need to get some articles and books for that project.

WHERE DO YOU STUDY?

I've got three roommates and when I have really difficult work to do, it's impossible for me to study at home. I end up getting distracted by my friends or watching my favorite sports shows. I need to isolate myself so I can focus. When I really need to get work done, I like to go to DH Hill Library. I like to get one of the bigger tables along the windows on either the 7th or 8th floor. I can spread my stuff out – my laptop, notebooks, and my textbooks. I know the library checks out laptops but I like to have my own because it's got the programs I need and I've set up my files the way I like. When I've got a project deadline or a test coming up, I'll stay there for hours. Man, I'm glad for the coffee!

For more day to day studying, I've got a routine where I study in EB 2 between classes when I'm on Centennial Campus. It's not a very student-friendly building though. There aren't many couches or different kinds of tables and chairs. I usually just catch up on my notes for class. It's pretty quiet there. Sometimes I'll meet with one of my friends and we'll just read or work on small homework assignments for class.

I ride the bus to Centennial Campus every day. I try to set up my schedule so I don't have to go back and forth in one day, but some semesters it can be hard to avoid. On Mondays, Wednesdays, and Fridays I have my poli sci class in Caldwell. I'll usually get lunch on Main Campus because there's more food options on campus or on Hillsborough. Then I always go to the big open area in Caldwell Hall to read on the couches before class. It's my favorite place on Main Campus. I've also set up my schedule so I can work in Campus Housing every afternoon from 1-5 and that's on Main Campus too.

I don't usually bring my laptop to campus unless I know I need to camp out and work on a project. I usually just lug around my textbooks and notes.

ABOUT ME

- 20 years old
- Junior, Computer Engineering
- Lives near campus with three roommates
- Works for NCSU Campus Housing
- Hunt Library will be a great place to study on my own both between classes and when I need to get away and concentrate.

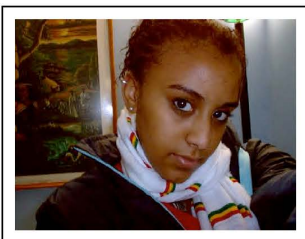
MY NEEDS

- A quiet place to isolate myself from distractions, a place to get away from friends and roommates
- Somewhere I can camp out
- Somewhere I can go late at night and feel safe
- Access to power to plug in my laptop and other technology
- Food and drink

WHAT'S IN MY BAG

- Heavy textbook
- Notebooks
- Laptop (when I need to work on a project, especially with MATLAB)
- Cell phone

personas – undergraduates



CARRIE NEWBY

"I've still got a lot to learn about campus and being in college, but I do know the library is *the place* to be around people. That's how I like to study, even if I'm working by myself."

WHAT'S YOUR SCHOOL WORK LIKE?

I'm taking ENG 101, COM 110, a biology course, and two FTM courses. For almost every course I have to write papers. I also have to do a group project for COM 110, that's Public Speaking, and also for one of my FTM courses. My biology class is mostly memorizing information and taking tests and we have a lab every week. I also have midterms and final exams in most of my courses. I have to do a lot of reading for biology and my FTM courses.

WHERE DO YOU STUDY?

Since I'm in the College of Textiles I'm over on Centennial Campus every week. I set up my schedule so I'm there on Tuesday and Thursdays. Otherwise, all my courses are on Main Campus. It ends up being a lot of traveling on the Wolfline!

Between classes on Centennial I usually meet up with my friend and we study and hang out together at the Port City Java in the College of Textiles. My favorite way to study is with my friends. Since we're taking different courses, we don't work on the same stuff, but I like being with them. Or if a friend isn't free, I still like to be at the Port City Java because I like to be near people. When I need to work on a computer, I go up to the Textiles Library and use one of the computers there. I might work on an assignment that needs to be submitted through Moodle. I have a laptop, but I rarely bring it to campus because it's just too heavy. I learned about that little library from one of my classmates.

Since I'm over on Main Campus a lot, I really like to go to DH Hill Library. I first saw the library on a campus tour before I applied to NCSU. I thought it was so cool! My favorite place is the big area on the first floor with all the computers and green and purple furniture. Sometimes it's kind of crowded but I can usually get a computer and I like that there are so many people around. There's more of a chance I can meet someone. Since I'm new to campus, I like to see what all's going on. I've asked the staff in the library for help with a couple of things – like figuring out how to print and also how to get to my biology class room. I've also been able to ask students studying there for help if I don't feel like I'm bothering them – more help about printing and questions about Moodle.

For my group projects we've been meeting up at the library to get our work done. I know there are group rooms available there, but they never seem to be free. I wish we could reserve one ahead of time! We usually find somewhere that'll work though, even if it's not super private. I've checked out a laptop before because I didn't want to drag mine around all day before our meeting. To practice the presentation I think we'll try to get one of the rooms in the library.

ABOUT ME

- 18 years old
- Freshman, Fashion & Textiles Management
- Lives in Wolf Village with two roommates
- Hunt Library will be a great place for studying near other people and getting help for my research papers.

MY NEEDS

- Attend a workshop with a librarian for my FTM 105 course
- Get research and technical help
- Somewhere to go between classes where I can be near others
- Group study rooms
- Learning the ropes of how things work on campus and in the library

WHAT'S IN MY BAG

- Textbooks
- Notebook
- iPod
- Daily planner
- Vogue Magazine
- Gum
- Cell phone

personas – undergraduates



TONYA CREW

"I learn by studying with other engineering students. I really need my group to get my coursework done and study for exams."

WHAT'S YOUR SCHOOL WORK LIKE?

Problem sets are pretty much my life as an engineering student! The problems are really challenging every week. Actually, this is the hardest semester for me ever. I usually work on the problem sets on my own and then I get together with my assigned group members. We have to turn in the homework together, handwritten on engineering paper. It's great because I always learn from talking about the problems with my group members. It's hard for us all to get together because everyone's so busy with their classes, work, and other activities. Our exams are really tough too. I don't know how I'd get by without meeting up with classmates to study together for exams.

In my CHE 450 course I have to do a group presentation with two other students. We divvied up the work since it was impossible for us to find many times when we could meet. But we put the presentation together and practiced the whole thing a few times in one of the EB 1 classrooms that was empty. It felt like we shouldn't be there though.

WHERE DO YOU STUDY?

I've got my routine down! My classes are mostly on Centennial Campus. I usually study in between classes in EB 1. I like studying there because it's close to my classes and my TA's office is there. I can get food and I like that I often run into other biochem-e majors. I like to study near other engineering students because I sometimes run into classmates and also I think they just get what I'm going through.

For my CHE 415 course we meet every Tuesday night at the library to work together on our problem sets because the library's the most centrally located place to where everyone lives. We usually try to get one of the group study rooms but sometimes that's not possible. If we can't get one, we'll find another spot – like the purple wavy bench. Then we'll grab a big whiteboard. Or we'll get a bigger table in EB 1. Either way, we need a lot of room to spread out all our stuff.

For exams I meet up with classmates (anybody who can come). We usually pick a big table in EB 1. We'll camp out for hours. We need to spread out a lot of stuff. Actually, any time I study I have a lot of stuff I need so I like to spread out like mad!

ABOUT ME

- 21 years old
- Senior, Chemical and Biomolecular Engineering ("CHEM E")
- Hunt Library will be a great place for routinely meeting with groups for class projects.

MY NEEDS

- A room my group can book on a weekly basis
- Big tables for spreading out my stuff
- A room for practicing presentations, one that feels professional
- A sense that I'm near other chem-e students
- Food and drink

WHAT'S IN MY BAG

- Calculator
- Engineering paper
- Big fat textbook (expensive!)
- Handwritten class notes
- Daily planner
- Laptop (some days)
- Wolfpack sweatshirt because it's cold all over campus!
- Cell phone

personas – undergraduates



AMIR SAHIBI

“The library is where I hang out with my friends.”

“Even though sometimes we’re not very productive, I study more if I have people there.”

WHAT’S YOUR SCHOOL WORK LIKE?

I’m not too stressed about my schoolwork—I’m really too busy having a good time. I’m not sure I’ve ever come to D.H. Hill and just done work, maybe during exams. OK so I *do* work some. My BIO classes are in Harrelson and Gardner, right on the Brickyard (which also makes the library convenient). I’m also taking Chemistry, Spanish, and an intro to Sociology.

The BIO work is heavy on labs, and lots of studying for tests and quizzes and stuff. I take a lot of notes in class (in a binder, not on a laptop), and will study from those mostly instead of a textbook. I don’t even buy the textbooks—they’re so expensive, and so heavy you can’t even take them around campus, so what’s the point? I do have to write essays for my Gen-Ed classes, which I almost always do late at night the night before they’re due.

WHERE DO YOU STUDY?

My friends and I, we have a table in the library, we practically own it. Any day of the week there’s a group of us there in the Learning Commons. It’s pretty stylin’, big glass table, comfortable chairs, way cooler a place to hang out than our dorms. Plus we all live and have classes on campus so it’s always close by. Mostly we just chat, eat our lunch, and sometimes play cards or Xbox games. Eventually one or two will peel off to work at a computer, head upstairs to study, or go to class, but inevitably a few more will join. I’ll usually come in the afternoon, and then back in the evening too—I’m here a lot.

Sometimes I have to work with a group, and for that it’s best to go somewhere else, and even get a private room if possible. That keeps me from getting distracted by all these people I know in the library. And yes, sometimes I will be the one heading upstairs to study, if I have something particularly important to get done. It doesn’t have to be completely quiet, but I do need to get out of the center of activity.

ABOUT ME

- 19 years old
- Sophomore, Biology major
- Lives in an apartment off Avent Ferry Road with two roommates
- Hunt Library will be a great place to hang with my friends away from home, not too far away since I live so close. I’ll study there sometimes too.

MY NEEDS

- A space that feels like it’s my own
- Big tables for an expanding group
- Lounge seating, comfy chairs
- Relaxed atmosphere; no shushing
- Food & drink for long stays

WHAT’S IN MY BAG

- Cell phone (always!)
- BIO binder
- iPod
- Deck of playing cards
- Lunch
- Calculator