



Image credit: <https://randomuser.me/>

Kim Sutton, Student (Undergraduate)
College of the Pines (distance education)
and Hawthorne Community College (in situ)

Demographics

First-generation college student
Early 20s, one child
Works full-time
Will finish at the CC this year and transfer to a four-year school
Determined and hardworking

Technology Comfort

High on social media
Low on library-specific tools

Quote

“It isn’t all scanned?” “What’s cursive?”

Constraints

Time: Very constrained
Money: Very constrained
Expertise: Developing

Needs

Understand value of libraries (may not have used one before)
Identifying and understanding primary sources
Guidance and encouragement
Content available outside business hours
Affordable textbooks (OERs)
Might have print disability

Scenarios

- ❖ I need to complete a class assignment using primary sources, but I can’t come into the library since I do my homework after my daughter goes to bed.
- ❖ My professor wants me to analyze this [source] but I can’t read this handwriting.
- ❖ This is so cool! I’m going to post it on Instagram!
- ❖ College of the Pines is 100 miles away from where I live. Can you send me scans of everything?
- ❖ My professor chose this really affordable art history textbook that has materials from College of the Pines Archives, which is so great! Some of my friends paid \$300 for their art history textbook this quarter.