



2016

# Western Libraries Transfer Student User Persona (Devon York)

Rebecca M. Marrall

*Western Washington University Libraries*, [rebecca.marrall@wwu.edu](mailto:rebecca.marrall@wwu.edu)

Nora K. Burmeister

*Western Washington University*, [nora.burmeister@wwu.edu](mailto:nora.burmeister@wwu.edu)

Jon Dillon

*Western Washington University*, [jon.dillon@wwu.edu](mailto:jon.dillon@wwu.edu)

Western Libraries Usability & Design Working Group

Follow this and additional works at: [https://cedar.wwu.edu/library\\_udwgdocs](https://cedar.wwu.edu/library_udwgdocs)

 Part of the [Library and Information Science Commons](#)

---

## Recommended Citation

Marrall, Rebecca M.; Burmeister, Nora K.; Dillon, Jon; and Western Libraries Usability & Design Working Group, "Western Libraries Transfer Student User Persona (Devon York)" (2016). *Usability & Design Working Group Documents*. 4.  
[https://cedar.wwu.edu/library\\_udwgdocs/4](https://cedar.wwu.edu/library_udwgdocs/4)

This Article is brought to you for free and open access by the Western Libraries Departmental, Committee, and Working Group Documents at Western CEDAR. It has been accepted for inclusion in Usability & Design Working Group Documents by an authorized administrator of Western CEDAR. For more information, please contact [westerncedar@wwu.edu](mailto:westerncedar@wwu.edu).

## Devon York, Transfer Student

Devon York is a recent transfer student at WWU. A junior in the Psychology department and a Pre-Health major, he is excited about attending Western. He has completed two years at Whatcom Community College, and attended a session at the Transitions Fair (where Western Libraries hosted a booth).



Devon is a first generation to college student, and he and his family view his degree as a way to improve his life. He is a good student, maintaining a 3.8 GPA at Whatcom Community College while also working part time at the Sehome Starbucks location. While he is very familiar with the Whatcom Community College Library website, Devon is still learning about the Western Libraries website. He always looks for the most recent sources of information and is comfortable being online, but doesn't want to spend a lot of time searching, and isn't sure that he's really getting the most out of the library, nor if there are any specific services for transfer students. If one were offered, he would take a library course tailored for transfer students.

Devon has a Dell laptop with Windows 7 OS and prefers Chrome for home use though prefers to work in another space to avoid his loud housemates. Besides doing research he also accesses Canvas, checks his email (Gmail and Outlook), and maintains a blog that uses a customized Wordpress theme. He is happy to be able to access full text articles, but is willing to use the Interlibrary Loan service to get materials the library doesn't own.

### GOALS:

- Find the best sources to support his studies as quickly and easily as possible.
- Have the chance to get additional instruction on using the library and research strategies.
- Wants to learn where the Tutoring and writing services are located.

### SCENARIOS:

1. Devon has been assigned a research paper for his Psych 301 Research Methods class, for which he needs to find peer-reviewed, scholarly articles. He wants to find full-text articles if possible, but isn't quite sure how to make sure that the articles he is looking for are peer-reviewed.
2. Devon is looking for a public health book, but can't find a copy in the library catalog. He knows the library can get books for him that they don't own, but doesn't know where to find the Interlibrary Loan services.

3. Devon sees that some of his classmates have an easier time doing research than he does. He wants to learn how to be a better researcher and would like to find a library class that would offer him some new ideas, especially if it was aimed at transfer students.