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# Western Libraries Faculty User Persona (James Cross)

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### **Faculty Persona: Professor James Cross**

Professor Cross was hired by Western's English Department six years ago and is currently a tenured associate professor. His research experience is in the area of Nineteenth Century American Literature, and he came to Western with a PhD from the University of Michigan. He was drawn to Western for its vibrant English program, the rich literary scene of the Pacific Northwest, and the area's potential for outdoor recreation. Cross enjoys hiking and camping with his wife (who he met in graduate school) and energetic twin sons.

Coming from a series of much larger institutions, Cross finds the journal collection at the Western Libraries inadequate but sees it as slowly improving with enhanced collections of online journals. He subscribes to a small selection of online and print journals and is somewhat confused about what journals students can access through the library. He uses Canvas for his course materials.

Professor Cross teaches three undergraduate classes per quarter, and is reliably available for office hours 4-5 hours a week. Cross thrives on teaching and takes a special interest in any student that shows enthusiasm and promise. He works with graduate students on a number of research and/or creative projects, and occasionally entertains them at his home or meets them at Boundary Bay. Cross spends as much time as he can with his family and prefers working at home, where he is currently finishing a book about the history of speculative fiction in North America. He is preparing a grant request for a research project he hopes to pursue once this book is published.

#### **GOALS:**

- Providing his students with access to specific journal articles
- Accessing materials not owned by the Western Libraries
- Making sure his students have adequate library research skills

#### **Scenarios**

1. Professor Cross realizes that the assignments he has prepared for his ENG 301 class require library skills his students may not have. He has forgotten the name of the subject librarian for English, and goes to the library homepage to find a directory of librarians.
2. Professor Cross has been relying on Canvas course pages to distribute online articles and other tests to his students. He has some print testing materials he wants his students to become familiar with and needs to find out how to place these items on reserve.
3. Professor Cross knows he should be preparing the course materials for ENG 304 for Spring Quarter but figures he can pull it together over Spring Break. He could

not find the target article he would like to use through the Western Libraries and need to get a copy using Interlibrary Loan.

4. Professor Cross needs to link a ProQuest article on Canvas. When he has created such a link before his students have not been able to access the articles from off campus.