



# Lisa Librarian

## PCLS Staff Member

"I wish more training was available so that my branch could more effectively communicate with our patrons."

Hardworking	Confused	Motivated
Frustrated	Experienced	Disempowered

### BIOGRAPHY

**Age:** 40      **Main Goal:** To reach the audience that isn't making it through the door.

**Location:** Clemson, SC

**Education:** MLIS

### TYPICAL WORK DAY

Lisa arrives at the library and checks her email for anything that needs to be addressed before she begins her desk shift. She responds to a few emails. While on her desk shift she assists patrons and makes a plan for the other tasks of her day. Those other tasks are: collection planning, book ordering, cleaning, and pulling holds and requests for patrons. When her desk shift is over, she reshelves books and checks the signage. Her tasks on the floor of the library completed, she returns to her office to check her email again, plan orders, and think up potential new programs.

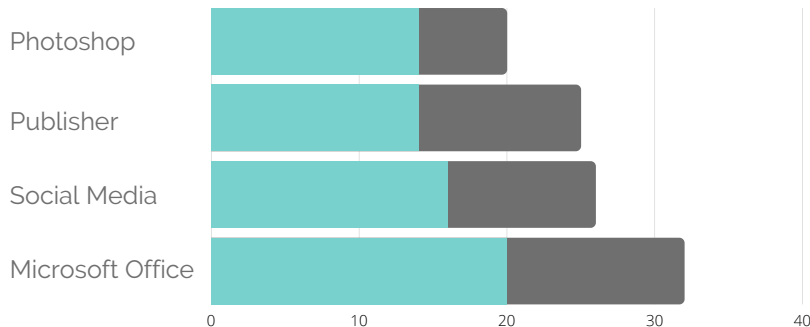
### SITUATION

Lisa Librarian identified a potential new program that could be of interest to the patrons at her branch.

### THE PROBLEMS

Lisa attempts to get her potential program approved and produced. She emails the programming coordinator and publicist to see if this program would be possible. While on her desk shift, a frustrated patron has asked about an event that was supposedly being held that day. Lisa has no idea what the patron is talking about until the patron shows her the PCLS facebook account. Lisa checks her email later in the day and finds no response from the programming coordinator or publicist. Instead, she finds a change to internal policy about patron access to the fax machine.

### TECHNOLOGY



### INTERESTS

- Crafting
- True Crime
- Community Outreach
- Privacy

### FRUSTRATIONS

- Disempowering Policies
- Unclear Expectations
- Unanswered Emails
- Unclear Content Development Plan

