

Task Priority by Persona Table

Below is a list of the most important tasks that the library website has been designed to support, organized by task priority and persona.

Task	Persona	Marcy the Mom (Primary)	Sam the Senior (Secondary)	Tia the Teenager (Secondary)
High Priority Tasks				
Borrow or download an ebook		✓	✓	✓
Search the library catalog for print books, audiobooks, ebooks, CDs or DVDs		✓	✓	✓
Reserve or place holds on print books, audiobooks, ebooks, CDs or DVDs		✓	✓	✓
Renew a book, DVD or CD		✓	✓	✓
Read book reviews or get book recommendations		✓	✓	✓
Medium Priority Tasks				
Conduct research or get homework help				✓
Use an online database		✓		✓
Access ancestry information		✓	✓	
Access local history information			✓	
Tech/IT support			✓	
Use chat feature		✓		✓
Sign up for an event		✓		✓
Low Priority Tasks				
Read blog		✓		
Book a room		✓		✓