Meet Maria a Typical Library End User

1. Navigating the Library Website
   Maria is accustomed to websites that have responsive design and are built on user experience best practices. Your library website should reflect what Maria expects, creating easy navigation and leading her to exactly what she is looking for.

2. Access to Information
   Your library’s collection is only worthwhile if search results match Maria’s intent and are relevant to her search.

3. Discovering Publications
   Maria should be able to discover publication types in different ways based on her “searching behavior.” For example, she may want to browse by her area of study, search within a specific journal, or easily click on a full-text article.

4. Authenticating
   If a search result leads to another login screen in order to retrieve information, a frustrated Maria may bounce from your library and instead opt for the open web.