CHRIS VERSTEEG
HUMANITIES UNDERGRADUATE

19 years old // English Major // Allendale, MI

NEEDS

• Easy way to find relevant material for assignments.
• Not sure where to start his research, but willing to ask for help.
• Only looks at the first few results in a search before determining if the search was successful. More likely to start a new search than use facets.
• Likely to follow rabbit holes in research, and to request an item that seems useful if we don’t have it.
• Likes having full-text online, but knows that some things can only be found in books.

SERVE BY

• Make it easy to start a broad search across many of our resources (articles and books)
• Making it easy to request items that we do not have access to through MeL or Document Delivery.
• Offer self-service and in-person help, as well as research guidance.

“I just want to find something, not jump through a bunch of hoops.”