NEEDS

• Concerned with the quality of sources. Reads works cited lists, evaluates results based on date and relevance.
• Starts research with subject-specific databases.
• Often feels overwhelmed, but likely to ask for help or use online help tools.
• Needs access to abstracts, impact factors, and other metrics to help her quickly evaluate the quality of resources.
• Will request an article through Document Delivery that looks useful for her research if it is not available online.

SERVE BY

• Providing easy access to advanced search tools and subject-specific databases.
• 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 need to make sure that my research is thorough.”