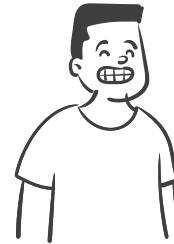


User



Curious student  
'Surprise me'



Max, 21  
Curious student

- Studies his master in Civil Engineering
- Loves to try out things and makes use of all the opportunity the TU Delft offers

"Hey! I'm currently trying to improve my digital communication skills. It's great to see what services TU Delft library has to offer!"



User



# Insecure student 'Help me'



Sam, 19,  
Insecure student

- Studies Chemical Engineering
- Reads online journals

"Hello. I've only been in the library once. I really don't like to study in a room full of people and so far I know there is no space where I can concentrate."



User



# Passionate teacher 'Impress me'



## Hannah, 40, Passionate teacher

- Lecturer in Computer Science at EWI
- Mother of two boys
- Passionate about new tools and technology

"Hi! I'm really excited about the opportunities TU Delft offers. My kids are in school on campus sometimes I pick them up and we go on exploration, walking through different buildings."



User



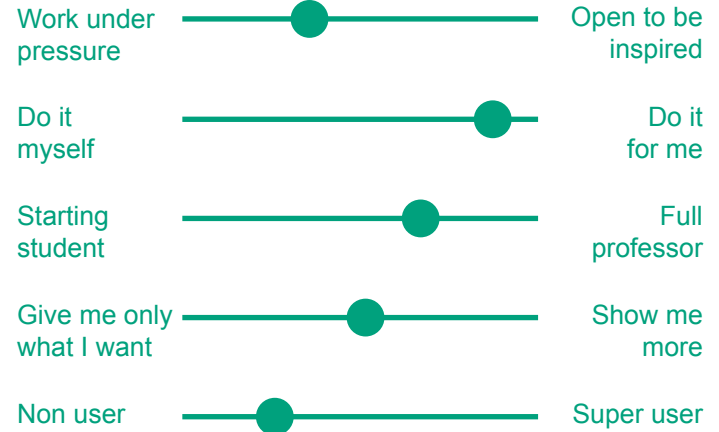
# Lost teacher 'Guide me'



## Bram, 49 Lost teacher

- Assistant Professor of Urbanism at BK
- Is new at TU Delft and very confused with the educational services

“I’m unfortunately very confused with the process of sharing my course material. Where should I go for help?”



User



# Onboarding PhD candidate 'Guide me'



## Noah, 29, Onboarding PhD

- PhD on Design & AI at IDE
- Is from Israel
- Likes to explore Delft and Europe

“The library looks different to what I was used to. Are you really allowed to eat in here?”



User



Stressed PhD  
candidate  
'Help me'



Lars, 30,  
Stressed PhD

- PhD in Electrical Engineering
- Likes to Puzzle to calm down
- Works on PhD thesis

“Could you quickly help me make my dataset accessible to others?”



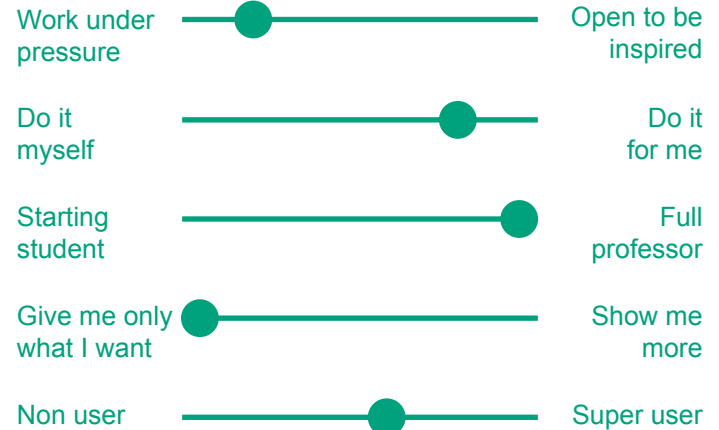
User



Hans, 59  
Efficient professor

- Professor of Mathematics
- Husband and father of 3 adult kids
- Likes to hike and solve sudokus

“When I was a student the library was still a place to read books not to have coffee chats and computer games.”



Efficient professor  
‘Give me what I want’

User



# Innovative professor 'Surprise me'



Rebeca, 44  
Innovative professor

- Professor of Environmental Biotechnology
- No husband, no kids
- Likes library events on gender equality

“Hello! I am setting up a collaboration with the TU Vienna. It would be amazing if we could set up a live pannel discussion.”





User



# External researcher 'Impress me'



Max, 32  
External researcher

- Does research on Mechanical Engineering at MIT
- Working on a grant proposal looking for inspiration

“Hello! I’m not sure if I’m right here but can I get access to the collections?”

