Alumni

Sally Cerenkov, B.Eng.
Recent Alumni in Junior Role
Local Startup
Region of Waterloo

Background

Sally is a 23 year-old alumna who graduated from Systems Design Engineering with a B.Eng. She is currently working for a local start-up in a junior role. She is very career-driven and actively interested in staying abreast of new developments. In her role, she is expected to monitor and share updates on the latest technology in her field, conduct competitive analysis on industry trends, as well as industry standards.

“I’m confused about what I’m eligible for once I graduate. When the Alumni comes calling for a donation, I’ll tell them I remember the time I wasn’t able to access the library when I needed it most.”

Sally is primarily interested in articles and standards information however this information is not readily available within her place of employment. She recalls that the library was a great source for such information and would like to utilize its services. In addition to her work-related needs, she is also sometimes interested in using the library for personal use including recreational reading and job opportunities in her field.
Motivation

Sally needs to understand what her library privileges are as well as how to take advantage of them. As a former undergraduate student, she often relied on the support of a librarian and instructors.

Frustrations

Sally needs to understand what her library privileges are as well as how to take advantage of them. As a former undergraduate student, she often relied on the support of a librarian and instructors. She often starts a search online using a search engine and becomes overwhelmed. She recalls how useful the library was and visits the library website in hope to access resources to search for information.

She would prefer to access the resources online as it is more convenient and can be incorporated into her workday. She doesn’t understand why she can’t access information that she could access while a student. She already is a monthly donor to the university and feels that she should have full access to all resources including the library.

Ideal Experience

Ideally Sally’s experience includes a listing of what is available to her and how she can access things that don’t necessarily fall under her alumnae privileges.

- Virtual access to research help (Ask a librarian)
- Additional free resources outside the library (Open access, public libraries, Google scholar, subject guides and online reference shelf)
- Fees for increased/upgraded access (e.g., document delivery service such as IBIS)
- On-site access (full access to e-journals and most—but not all—library resources)