

Stephen Goldstein, *traveler*



Image source: <http://www.gonomad.com/traveldesks/1001/images/kent-st-john.jpg>

“*I want to be able to access my books and articles anywhere I go.*”

Hometown: Friendship, NY

Age: 60

Gender: Male

Education: MPH, University of Wisconsin, Madison

Occupation: Director, William S. Middleton Memorial Veterans Hospital

Marital Status: Widowed

overview

Stephen works as a director for the William S. Middleton Memorial Veterans Hospital in Madison, WI. He is widowed with no children. Since his wife's passing five years ago, he has developed a particularly close relationship with his family. He has two sisters who he frequently visits: one in California and the other in Tel Aviv, Israel. He has over 25 years experience working in health care, which began when he was a medic in the Marines. He was promoted to the position of director 8 years ago. As a veteran, he is devoted to his work, is very active in the national community, and travels frequently for meetings and conferences. He is fluent in Hebrew and French, and is an avid reader, particularly interested in history and also enjoys growing orchids in his spare time.

Stephen is very computer savvy, owning an iPad, Android phone, and Kindle. However, he does not participate very often in social media. He has memberships in some, including Facebook and LinkedIn, but he uses them primarily to obtain information, not to merely socialize. Because of his position, he does not utilize HathiTrust for his work. Stephen uses his devices mostly when he travels, and enjoys reading using Google Reader. He has also used HathiTrust for this purpose; he is very familiar with it, but finds it flawed and frustrating at times.

knowledge and skills

- Expert in information retrieval and research, emphasis in health sciences.
- Comfortable with different types of software, and on different devices.
- Owns several devices, including iPad, Android, and Kindle.

challenges

- Finding something he hasn't read yet.
- Having access to material offline.
- Finding high-quality, digital documents that are easy to use on various devices.

needs

- Quick and easy access to a wide range of historical literature.
- Improve download capabilities, especially for mobile devices
- An easier to use interface.

Scenario

Stephen visits his family in Israel regularly during holidays. During these visits, he goes to numerous historical sites. He would like to have historical information on these sites - including historical primary resources - so he can check on them during his travels.

His last visit, in December, was particularly important as he was going to attend one of his nephew's Bar Mitzvah. To celebrate this special occasion, Stephen planned to take his nephew on a tour of different historical sites throughout Israel. Stephen wanted to share his passion for history and travel with his nephew, and intended to explain the biblical significance of each site.

He was able to find some good choices using the regular HathiTrust website before he left on the trip; he found a few books that he was able to download and read through. Stephen found the book, *History, Prophecy and the Monuments; or, Israel and the Nations*, by James Frederick McCurdy particularly interesting and helpful, so he bookmarked it on his mobile phone with the thought that he would like to have access to it on his phone during his trip.

While waiting at the airport, Stephen tried accessing the material, but the phone repeatedly lost the connection. As the connection faded in and out, he tried downloading the book but was unsure that the download was successful as he didn't see any of the material in full view. On his flight, he checked his phone and couldn't locate the file, further confusing him as to whether the file had completed downloading or not. Upon arriving in Israel, he tried to connect again using his cell phone, but to no avail. He was able to access the book using his nephew's desktop; he wished that he could save the information as PDF on his mobile as there was so much information in the book that he would like to be able to retrieve while on these sites. Disappointed, Stephen was forced to use a tourist guide that he purchased from the local market.