

Julia: Job Seeker and Emerging Internet User



"I don't feel secure at all online. However, I need to apply for jobs."

Goals:

- Apply for a new job.
- Improve computer skills.

Frustrations:

- Many employers no longer accept paper applications. Julia has found it challenging to update her resume using Word and submit an online job application.
- She tried to attend workshops offered by the local library but was not able to keep up with the training.

Personality Traits:

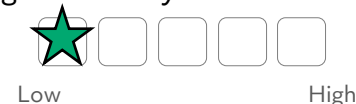
Frequency of Internet Use



Online Risk Awareness



Digital Literacy



Age: 36

Work: Cashier in local store

Family: Married with 3 children

Thoughts:

"I need to get a new job with flexible hours so I can spend more time with my family."

"Some online applications ask for lots of information - my phone number, address, even my picture - what should I do?"

Scenarios in the Library:

- Through previous visits to the library, Julia has received help from librarians to update her resume. This time, she needs to search for job openings, upload her resume, and eventually submit applications. Julia came across a job posting on Craigslist that interested her.
- Seeking Librarian Help: What types of information would Julia need to disclose for her job application? What information should Julia keep private?

Motivations:

- Job Seeking

Technology Use:

- Smartphone
- Library Computer