	Student Desk Worker	Professional Worker	Security Guard
observations	• only works in one dorm • typical hours are evening 4-10pm • mainly checks out items • many clicks to do simple tasks	• writes sticky notes to pass on non-standard info to other workers • text fields don't auto populate • lots of clicks to find the status of an item (checked in/out)	• main responsibility: admitting guests and residents—does not check out packages, spare keys, or items • admits students without MIT IDs if their name is in the dorm rolodex and they have an ID • does not use guest lists—non-residents must have a resident come get them • students locked out of their rooms are looked up in the dorm rolodex
wishes	• perform repetitive tasks faster • find all desk related information in one place • have a "digest" of all info relating to a student in one place (personal info, packages, items, keys, mailbox #)	• leave virtual sticky notes • allow residents to view the status of an item (checked in/out) without visiting desk • look up guests on a guest list • look at a calendar of when different desk workers are working • view a list of items that have been checked out	• easier/faster way to look up guests
dislikes (for current system)	• very inefficient workflow for tasks she does often • no batch operations • slow performance • no auto-correct or auto-suggest for text box search • no online key audits/check-in/check-out	• no timestamp for when residents pick up packages • checking a separate website to determine whether a room is reserved • package scanner isn't wireless--she has to move all the packages after scanning them • items are not categorized--spare room keys are mixed in with other items • it's difficult to find frequently loaned items in database (ex: media room key) • all 4 pool sticks are listed together as one item but people check out one at a time	• paper rolodex---not very efficient
likes (for current system)	• is fully featured - most tasks are possible with system, no need for paperwork	• ability to look up the date/time a package is registered and by whom • the database of keys includes each key's ID number • ability to look up a resident's history--what and when they got things from desk • item pages display the name of the person who last checked out the item	• simple