

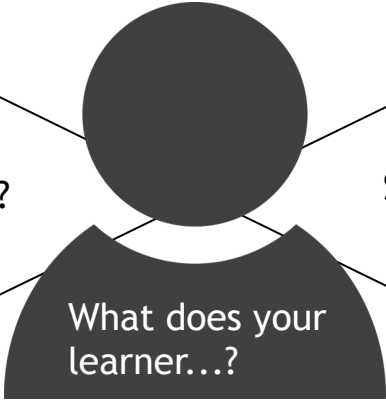
Mixed messages about why these skills are important or valuable in and outside the classroom. Difference between library messaging vs others.

Overconfidence in searching and evaluating skills based on lots of personal experience with public tools like Google.

Questioning why they need to have a library session to help with their research.

Rubrics that don't include the skills/knowledge that is being taught.

Think and Feel?



Hear?

See?

Simplistic ideas about what the library does/gives access to. Broad generalizations.

An outsider to their class as a guest lecturer.

Say and Do?

Lack of interest in participating in class discussions and activities.

Decide to skip lesson and prioritize other things.

Overwhelmed by amount of information they have access to without clear direction

Pain Points?

Underestimation of how much time searching can take.

New places to find information that were unknown before and can't be found through

Gain Points?

New strategies for making searches effective that can be applied in everyday

# To use this document, follow these instructions

- 1- Go to file
- 2- Upload the file through PowerPoint (Microsoft) or Slide (Google)
- 3- Edit the Empathy Map for modification
- 4- Save the Empathy Map to use it later