

Lisa: Concerned Parent



"I'm always on the lookout when my children are using the Internet."

Goals:

- Monitor children's online activities.
- Protect children from potential harms.

Frustrations:

- Both of Lisa's children are online, Her 9-year-old son often plays online games and looks up videos on YouTube. Lisa is concerned that the content of visuals and videos could be racy and adult-oriented.
- Lisa's 11-year-old daughter wants to get a Facebook account because her best friend also uses it.

Personality Traits:

Frequency of Internet Use



Online Risk Awareness



Digital Literacy



Age: 34

Work: Retail sales agent

Family: Married with 2 children

Thoughts:

"I'm concerned about my children's use of tablets and phones."

"I need to look a little more closely for the parent control panels."

Scenarios in the Library:

- Lisa brings her children to the library to attend a technology program. She expresses concerns about the issue of unfiltered content and online safety. She wants to know more about how to monitor children's online activities.
- *Seeking Librarian Help:* What kinds of tools are available for parents? How to communicate with kids about online safety and technology rules?

Motivations:

- Keeping children safe online

Technology Use:

- Smartphone
- Tablets