**STAGE**

- **DISCOVERY**
  - **EVALUATION**
    - **ACCESS**

**Doing**

- Google HOME LAPTOP

**Thinking**

- BARRIERS

**Feeling**

- TOUCHPOINTS

**Barriers**

- THIRD PARTY

**Location/Device**

- HOME LAPTOP

**Teacher/Researcher/Practitioner**

- Full-time Lecturer
  - 6 years in academia
  - Completing PhD

**Notes**

- Wished to have a personal account with a publisher, so I could buy books with the click of a button.

- Excerpt from text: "To the future librarians, authors, publishers, booksellers, and everyone associated with academic and scholarly content. Thank you for your hard work, dedication, and passion. This effort is a small token of our appreciation."

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