# **Lisa: Concerned Parent**



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

#### **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."

### Goals:

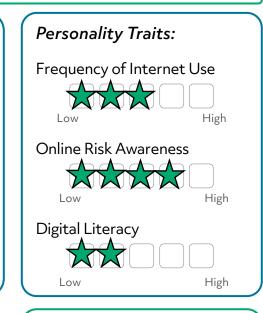
- Monitor children's online activities.
- Protect children from potential harms.

#### Frustrations:

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

# 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





