



**Samuel Sykes**

**Age:** 32

**Education:** Graduate student

**Hometown:** Milwaukee, WI

**Family:** 2 cats

**Occupation:** Accountant

*“It feels good to volunteer time to a good cause, even if I don’t have much of it to offer”*

## Goals

- Feed cats and clean cages
- Easily locate and access the shelter’s inventory
- Find time to work on his education

## Frustrations

- Inventory is short at the end of the week
- Cleaning supplies and cat food can be hard to locate in the building
- Spending too much time at the shelter means spending less time on his education

Samuel is a 32 year old graduate student living in Milwaukee, WI. He is single and owns two cats. Sam works full-time as an accountant and takes night classes for his master’s degree. On Saturday mornings, Sam cleans cages and feeds cats at an animal shelter. He finds it difficult to find supplies such as clean blankets and prescription cat food. Sam also wishes there were more cleaning supplies available at the end of the week. These issues keep Sam at the shelter longer, making it more difficult to find time to study.



**Jenn Carmody**

**Age:** 51

**Education:** High school

**Hometown:** Milwaukee, WI

**Family:** 2 teenagers, partner

**Occupation:** Retail

*“These cats would go cold and hungry if I wasn’t around”*

### Goals

- Order inventory for the week
- Stay current on shelter inventory needs
- Establish inventory expectations

### Frustrations

- Difficult to stay in the loop with shelter news and needs
- Can’t rely on others to help her when she needs it with managing inventory

Jenn lives in Milwaukee, WI with her 2 teenage children and longtime partner. Working in retail, Jenn’s schedule can be unpredictable, but she is a volunteer shift lead at the cat shelter on Monday mornings. Jenn is responsible for managing inventory, but finds it difficult to keep in touch with other volunteers at the shelter so that she knows what to order at the start of each week. She occasionally needs to delegate her duties to others when she needs to miss a shift for her work or family but finds it difficult to communicate expectations for inventory.