Journey Mapping: Locate a Book

Scenario

You are taking an upper-division dietetics and nutrition course, DN A315 World Food Patterns, and need a specific book for your research:

Bet the farm: how food stopped being food. Frederick Kaufman, 2012.

Expected journey

Expected Journey: Go to Quick Search on library homepage. Type in the title. Search for title. Click on item to retrieve call # and availability. Locate book on shelf.



Recommendations

Students successfully navigated Quick Search to locate book, identify availability and location on shelf, as well as retrieve the book from the shelf.

User Journeys

Student 1. Step 4. Wrote down Step 1. Logged onto the Step 2. Accessed the Step 3. Searched title Step 5. Found it in the call # and went upstairs to in library catalog. library computers. library web page. correct spot. look for it. Student 2. Step 1. Went to website and Step 2. Went to Step 3. Found the book searched title. Checked on 2nd floor collection on the shelf. title to see if it was in our to pull book from collection. shelf. Step 3. Went to the Step 2. Reread the question. Step 1. I thought the Step 4. Went to computer and got on course ID was the book correct section and quicksearch and typed call number. found book. in the title of the book. Student 4. Step 1. Walked to Step 2.Searched for Step 4. Clicking that Step 5. Now I can make Step 3. For each article I second floor research my bibliography, export icon saved my choose. I selected the folder computer and opened them or save for later. choices to Refworks. icon on the right of the library webpage. search result.







Successful

Unsuccessful

Highlights

Pain points