

# Journey Mapping: Charge your Device

## Scenario

Besides sitting on the floor next to an electrical outlet, where would you go to charge your phone, laptop, or other electronic device? Where in the library did you find your favorite charging option?

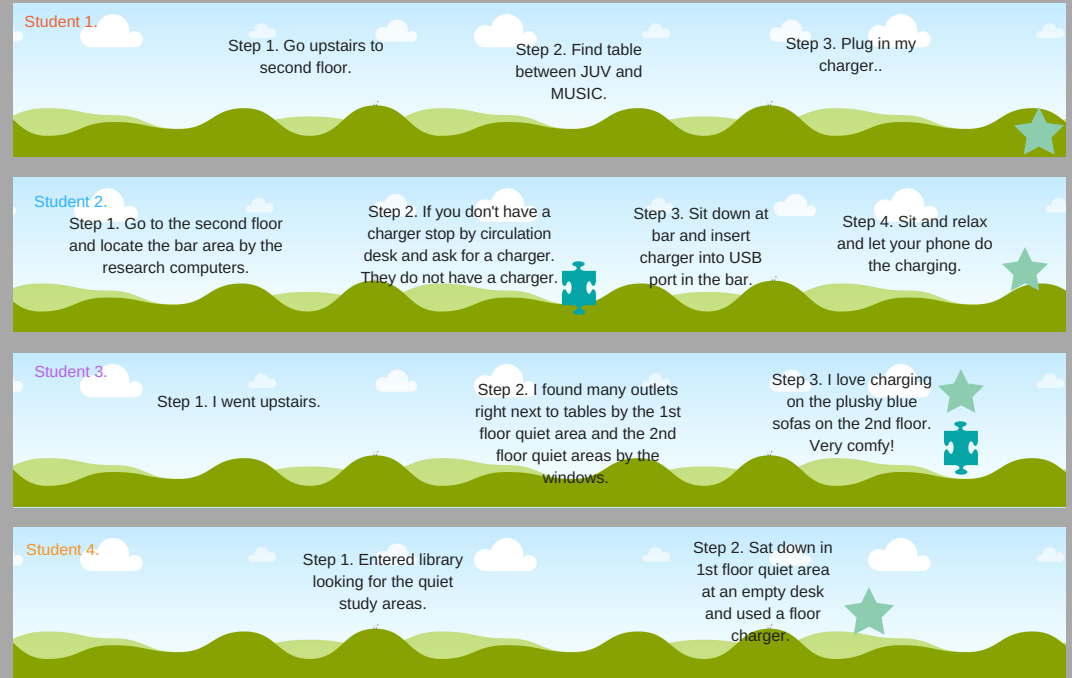
## Expected journey

Expected Journey: Go to the second floor of the library and to the charging bar to charge device. Plug device in and either relax or pull some work out while waiting.

## Recommendations

Students are able to successfully locate and use charging stations. The Consortium Library has added adequate support to students in this endeavor, so no action is required at this time.

## User Journeys



Successful



Unsuccessful



Highlights



Pain points