Journey Mapping: Send a chat query to the library

Scenario

you are studying at home and need to find a newspaper article on the topic of homelessness in Alaska. Your paper is due tomorrow, and you have not been able to find an article. Contact the library chat service between the hours of 9:00 am and 10:00 pm Monday through Thursday, or 9:00 am to 7:00 pm, Friday, and ask for assistance in locating an article on this topic. Make the following request. "I need a newspaper article about homelessness in Alaska. How can I find that?" Using the information provided to you, locate the article.
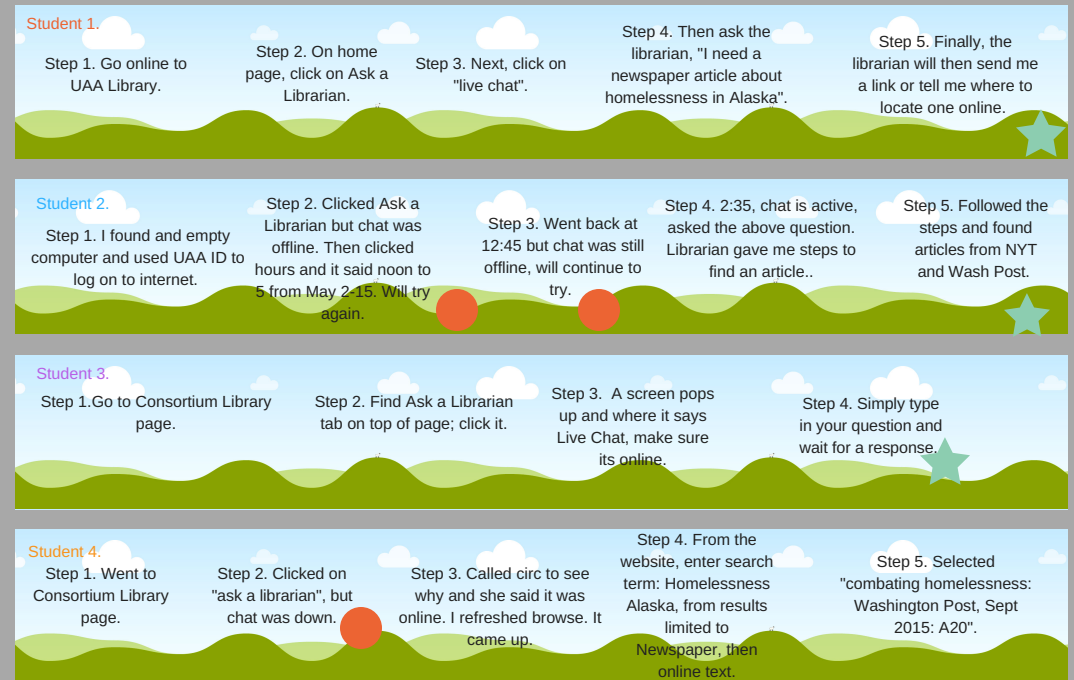
Expected journey

Expected Journey: Go to the Library homepage. Click on "Ask a Librarian. Next click on "Live Chat". Then type in the question and wait for the answer.

🔑 Recommendations

Librarians should be careful to log on to chat during designated chat hours to ensure that chat queries are not missed.

User Journeys

Student 1.

Step 1. Go online to UAA Library.

Step 2. On home page, click on Ask a Librarian.

Step 3. Next, click on "live chat".

Step 4. Then ask the librarian, "I need a newspaper article about homelessness in Alaska".

Step 5. Finally, the librarian will then send me a link or tell me where to locate one online.

Student 2.

Step 1. I found and empty computer and used UAA ID to log on to internet.

Step 2. Clicked Ask a Librarian but chat was offline. Then clicked hours and it said noon to 5 from May 2-15. Will try again.

Step 3. Went back at 12:45 but chat was still offline, will continue to try.

Step 4. 2:35, chat is active, asked the above question. Librarian gave me steps to find an article..

Step 5. Followed the steps and found articles from NYT and Wash Post.

Student 3.

Step 1.Go to Consortium Library page.

Step 2. Find Ask a Librarian tab on top of page; click it.

Step 3. A screen pops up and where it says Live Chat, make sure its online.

Step 4. Simply type in your question and wait for a response.

Student 4.

Step 1. Went to Consortium Library page.

Step 2. Clicked on "ask a librarian", but chat was down.

Step 3. Called circ to see why and she said it was online. I refreshed browse. It came up.

Step 4. From the website, enter search term: Homelessness Alaska, from results limited to Newspaper, then online text.

Step 5. Selected "combating homelessness: Washington Post, Sept 2015: A20".

⭐ Successful

⬡ Unsuccessful

🧩 Highlights

🔴 Pain points