

# Journey Mapping: Check out a DVD

## Scenario

Find the specific DVD listed below and check it out. Locate a place in the library where you can watch the DVD, determine if you can get it running, then return the DVD.

## Expected journey

Expected Journey: Go to library home page. Search in Quick Search by title. Locate correct DVD. Click to see record information. Go to the media room and locate cover on the shelf. Go to the circulation desk with the DVD cover to check out DVD Return to media room and attempt to watch the DVD. Return the DVD.



## Recommendations

Students were able to locate the DVD, as well as play it. However, the media room has since been moved. It may be useful to do the test over again to see if students are still able to easily locate and play the DVD.

## User Journeys

### Student 1.

Step 1. Search Quicksearch for movie title.

Step 2. Go to media room and find movie.

Step 3. Went to front desk to check out.

Step 4. Went back to media room to play DVD.

### Student 2.

Step 1. Looked up movie on computer. Found where it was located. Forgot to write code down. Looked it up again.

Step 2. Found DVD in Media room and checked out DVD at circulation desk.

Step 3. Went back to media room to watch. Was able to get DVD to play.

Step 4. Returned DVD to circulation.

### Student 3.

Step 1. Search item using library website to locate it or ask librarian at Ref Desk for help locating item. .

Step 2. Go to circulation desk to check out item after locating item.

Step 3. Head over to media room to play DVD. DVD does work.

Step 4. After watching, return item to circulation desk.



Successful



Unsuccessful



Highlights



Pain points