

Journey Mapping: Check out a Laptop

Scenario

Check out a laptop. Find a place in the library where you can use the laptop with power.

Expected journey

Expected Journey: Go to the circulation desk and request a laptop. Show wolf card to check it out. Go to a spot on 1st floor in great room. Plug in laptop.



Recommendations

Students are successfully locating the laptops and location to work. No problems identified.

User Journeys

Student 1.

Step 1. Went to front desk and asked for a laptop. Was asked PC or Mac.

Step 2. Gave Wolfcard to check out laptop with power cord.

Step 3. Took laptop behind over behind journals and found plugin wall.



Student 2.

Step 1. Went to the desk.

Step 2. Got wildcard out.

Step 3. Walked to section of library by indexes.



Student 3.

Step 1. I went up to the circulation desk.

Step 2. I asked if I could borrow a laptop and they asked for my student ID and I gave it.

Step 3. They gave me the laptop and I walked to one of the library's quiet areas.

Step 4. I opened the computer and I was able to use it.



Successful



Unsuccessful



Highlights



Pain points