

Journey Mapping: Find a library course guide

User Journeys

Scenario

Pretend that you are in BIOL 108, Principles and Methods in Biology and you need to begin finding scientific articles to complete a research paper. Find the course guide for BIOL 108 and provide the URL. Then within that course guide, locate the name of a library database that you could use to find a scientific article.

Expected journey

Expected Journey: Go to the Consortium Library homepage. Click on Course Guides, locate the BIOL 108 in the list. Copy and paste in the URL. Look for the suggested databases and select one to use for finding scientific articles.



Recommendations

Identify easier ways to locate specific Libguides. Perhaps there should be one point of entry to guides, rather than three to minimize confusion.

Student 1.

Step 1. Ask reference librarian how to begin search for guide.

Step 2. Went to Consortium library page and located course guide.

Step 3. Searched list of databases, located Proquest.



Student 2.

Step 1. Logged on to a public computer and went to library homepage.

Step 2. Found "Course Guides" under "Research Help" on home page.

Step 3. Found BIOL 108 course guide.

Step 4. Clicked on tabs on top of page, specifically "Library Resources". Found databases for Finding Scientific Articles (Web of Science).



Student 3.

Step 1. Looked up course guide on UAA.

Step 2. Couldn't find library database from guide.

Step 3. Probably on wrong guide.

Step 4. Gave up.



Successful



Unsuccessful



Highlights



Pain points