

Journey Mapping: Locate a Book

User Journeys

Scenario

You are taking an upper-division dietetics and nutrition course, DN A315 World Food Patterns, and need a specific book for your research: Bet the farm: how food stopped being food. Frederick Kaufman, 2012.

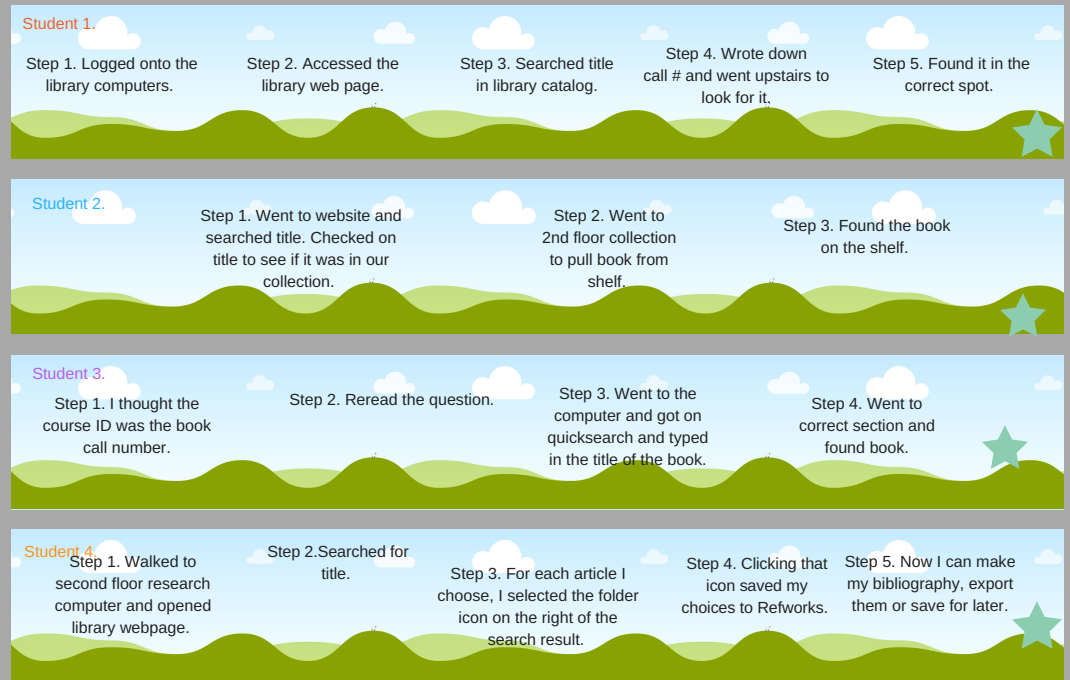
Expected journey

Expected Journey: Go to Quick Search on library homepage. Type in the title. Search for title. Click on item to retrieve call # and availability. Locate book on shelf.



Recommendations

Students successfully navigated Quick Search to locate book, identify availability and location on shelf, as well as retrieve the book from the shelf.



Successful



Unsuccessful



Highlights



Pain points