

# Journey Mapping: Find Quiet Study Areas

## User Journeys

### Scenario

Find quiet study areas. Identify and record one of the library's designated Quiet Study Areas. Sit in the area for 10-15 minutes to assess the noise level. Describe your experience.

### Expected journey

Expected Journey: Student checks the map for quiet study areas in the library and then proceeds to one of the areas indicated on the map. Student sits down and will find the area relatively quiet. Perhaps some low level noise.



### Recommendations

Students are finding the quiet areas, and in most cases the other patrons are quiet, but there are occasional disturbances. Students should feel comfortable to ask staff to remedy the situation.



Successful



Unsuccessful



Highlights



Pain points