

# Journey Mapping: Reserve a group study room

## Scenario

You and three members of your class have been assigned a group project. You need to reserve a space where you can meet and work on your project. Reserve a group study room, at a convenient time for your group, during the next 7 days for your 1st meeting. Check into the room. Once you have checked in, let the library staff know you're part of the journal mapping project. They will then make the room available for another group.

## Expected journey

Expected Journey: Select "Study Rooms" on the Consortium Library homepage Then select "Group Study Room". Block out 1-3 hours on the website. Go to the circulation desk. Bring group members. Request the room. Walk to the room with the circulation staff to be let in to the room.



## Recommendations

Provide clear signage at the circulation desk containing information about: how to book online, requirement for showing up with all group members, maximum allowed time to use room.

## User Journeys

### Student 1.

Step 1. Used library to submit room reservation request.

Step 2. Could not check in. Need more than one person present for checking in to group study room.

### Student 2.

Step 1. Go to circulation desk and ask if they have study rooms to reserve.

Step 2. Reserve a room on day of our group's choosing.

Step 3. Check in at the circulation desk. Wait for another group member to enter/unlock room.

Step 4. When reserved time is up, another group comes in and we are kicked out by student worker.

### Student 3.

Step 1. Go up to the circulation desk.

Step 2. Tell worker that I would like to book a study room.

Step 3. Give information upon request.

Step 4. Check in with group members.



Successful



Unsuccessful



Highlights



Pain points