

Journey Mapping: Books on Reserve

Scenario

Your textbook for Psych 111 is too expensive and you heard the library might have it.

Expected journey

You search for the title and author of the textbook in Quick Search. You see that it is on reserve at the circulation desk. You jot down the call # and head to the circulation desk and request the book.



Recommendations

Students performing the task were familiar with the process so a different group of students might produce less successful results. We will revisit this journey.

User Journeys

Student 1.

Step 1. Go to the library.

Step 2. Talk to circulation desk and ask if they have the Psych III textbook

Step 3. If so, scan whatever pages needed on eyebook scanner.

Student 2.

Step 1. After confirming if older editions of the textbook are ok, go the library website.

Step 2. Search for title in search bar and scroll through options; refine your search using the left side tools if needed.

Step 3. Once you have located the book, see its availability. On reserve means you have preset limits to rent it.

Step 4. Go to circulation desk and have professor's name ready.

Student 3.

Step 1. Go on to library website and in search bar type in book. May want to include year, issue or author.

Step 2. A list of searches pop up. Scroll through to find book. Ask prof is a copy is on reserve or if older edition is ok.

Step 3. Once found, place it on hold.

Step 4. You can check out the book for two weeks and review it up to three times or scan pages needed..



Successful



Unsuccessful



Highlights



Pain points