

Journey Mapping: Scan a Page

User Journeys

Scenario

Find the following article, and using library scanners, scan page 41 of the article and email it to email@alaska.edu.

Carter, David; American Journal of Nursing, May 2014; 114(5): 19-19. 1p. ISSN: 0002-936X PMID: 24759467

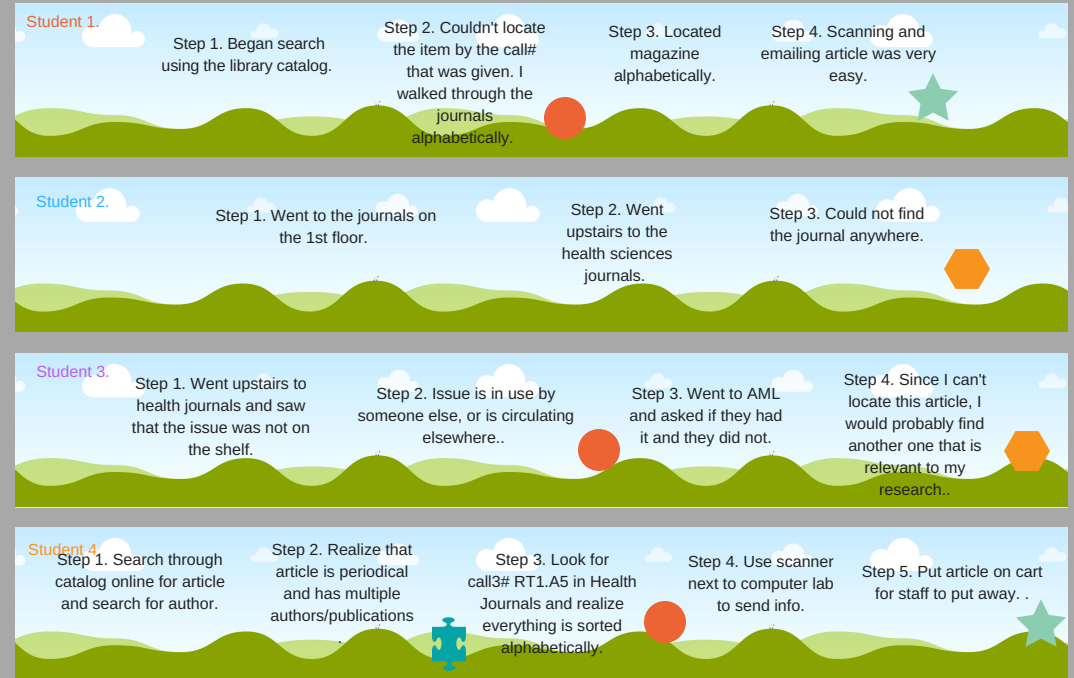
Expected journey

Expected Journey: Go to the Library homepage. Search for journal title to see if we have it. Check to see what our coverage is. Go to the Journals section and locate the title, shelved alphabetically. Pull out the correct volume and issue and open to correct page numbers. Go to the Copy room and place journal, open faced and scan in article.



Recommendations

Mistake in catalog display that should not have been visible to patron. Recommendation is to run report on data to determine if this is a widespread issue. Tech services needs to be informed and remedy record.



Successful



Unsuccessful



Highlights



Pain points