Journey Mapping: Check Out a DVD

Scenario

Check out a DVD. Find the specific DVD listed below and check it out. Locate a place in the library where you can watch the DVD, determine if you can get it running, then return the DVD.

Expected journey

Expected Journey: Go to library home page. Search in Quick Search by title. Locate correct DVD. Click to see record information. Go to the media room and locate cover on the shelf. Go to the North entrance circulation desk with the DVD cover to check out DVD Go to Computer Lab and attempt to watch the DVD. Return the DVD.

🔑 Recommendations

Students benefit from asking for help when locating both the media room, the specific DVD and a place to watch the DVD. Circulation and Reference should try to walk with students to the media room and help them locate the item, whenever possible.

User Journeys

Student 1.
Step 1. Asked a librarian. She is very very helpful. She took me to the media room and there I found the DVD.
Step 2. I went to a computer that had a disk tray, inserted and played.
Step 3. This was the easiest of them all.

Student 2.
Step 1. Went to media room without luck. Then tried using the computer outside of room to search, but could not find location.
Step 2. Asked the south desk for help finding it but it was missing and likely checked out.
Step 3. Went back and checked out DVD and asked where I could play it. Then I went to the media/computer room.
Step 4. Inserted the disk and logged in. Screen was black but I tried again and it worked.

Student 3.
Step 1. Searched the titleusing QuickSearch on 1st fl computer for call#.
Step 2. Tried to find media room using map by stairs and then looked for 106 but gave up, so asked ref librarian to direct me to academic DVD Collection.
Step 3. Located DVD in media room, asked ref librarian how to watch. Asked circ desk to use DVD player room in 105 A, after asking for location.
Step 4. Turned on TV and player but no signal, changed to yamaha player and input, DVD played, but volume way up.

Student 4.
Step 1. Asked reference librarian where media room is.
Step 2. Didn't know that I needed call# but asked librarian for it.
Step 3. Could not find exact location. Asked Circ desk for DVD. They could not find it, even though it is not checked out. Five min. later the staff located the DVD behind circ. desk.
Step 4. Inserted the DVD into computer closest to media room. I had no problem playing and watching.

⭐ Successful

⬡ Unsuccessful

🧩 Highlights

🔴 Pain points