Journey Mapping: Find a Library Course Guide

Scenario

Pretend that you are in BIOL 108, Princiiples and Methods in Biology and you need to begin finding scientific articles to complete a research paper. Find the course guide for BIOL 108 and provide the URL. Then within that course guide, locate the name of a library database that you could use to find a scientific article.

Expected journey

Expected Journey: Go to the Consortium Library homepage. Click on Guides, Under Course Guides, locate the BIOL 108 in the list. Copy and paste in the URL. Look for the suggested databases and select one to use for finding scientific articles.



Recommendations

Despite easier access point to Library Guides, students tend to search for the guides in QuickSearch, rather than go to the Guides link. Students have had luck finding the guide in our QuickSearch and librarians should be aware that it is possible to locate that way.

User Journeys

Step 2. I find BIOL

108 course guide and

Student 1.

Step 1. Ask reference librarian what a course guide is. He shows me how to access it online.

Student 2.

Step 1. Went to the homepage, then guides, then searched Biology, biol, biol 1, and found the course guide.

Student 3.

Step 1. Logged into 1st Step floor computer, on library homepage, clicked

"subjects" and Biological

Step 2.Clicked back to "All Guides" then "Biol 108" under "Course Guides".

Step 3. Recorded url. Clicked "Library Resources" and found database list.

Step 3. Clicked on "library

resources". Selected "natural

science collection" database. I

Step 2. Next to

library resources

selected the 1st

database.

ad trouble finding it.



dent 4.

Step 1. Once signed on to
Google, it lets me use the
Guide button under Quick
Search. I typed in Biology
principles and methods.
Real easy to get urt.

Step 2.1 just used Library Resources to find the library name and database. Site also has tab "database for finding Articles".

Step 3. Click one, type "Biology princles and methods. Book! Easy! Step 4. This was very easy to do. It just takes a bit of reading and navigating through tabs.









Successful

Unsuccessful

Highlights

Pain points