

# Journey Map: *getting printing help in commons*

|             | Pre-Service  | Enter 11:30am   | Walking, 11:45am  | Eating 11:50am                | Working 12:00pm   | Printing 1:30pm  | Tech help 1:32pm   | Finishes work, leaves 1:50pm  |
|-------------|--|---|---|-------------------------------|---|--|--|---|
| Activities  | Leave class with 3 hours before next class. Need work on. Checks what sandwiches are on sale at Hunt Café. | Enter library and head to café. Checks computer availability which shows 3 <sup>rd</sup> floor Learning Commons not too busy. | Travel to 3 <sup>rd</sup> floor Learning Commons                            | Sit on steps to eat sandwich. | Finds computer, settles in.   | Goes to print work completed.  | Staff member arrives to diagnosis printing problem.  | Saves work, takes printing. Recycles bottle. Sees workshop details. |
| Environment | EB 1   | Café area, 1 <sup>st</sup> floor.   | Entry, walking past ISP   | Steps to LC                   | LC area near window.  | LC printing area near workstation.   | LC printing area and workstation.  | LC and exit   |
| Interaction | Checks phone. Walks down to Hunt.  | Gets drink and sandwich from café. Watches ABDS.  | Hands are full, has to get ID out to swipe?<br><br>Greeted by staff member. | Clean steps look inviting.    | Logs in to campus image. Finds files in dropbox. Edits previous work. | Printer not outputting print job. Pushes "get help" button. Message pops up saying, "Help is on the way in two minutes" [can also be summoning roving staff or clicking icon on desktop] | Staff member greets patron. Staff member looks at queue and clears stuck printing job. Printing happens! Staples printing. | Displays.   |
| Objects     | Phone. Bag w/laptop.   | Displays at café show booked rooms and computer availability. Food, drink.  | Carrying bag and food.  | Food, bag, trash can.         | Desktop computer<br><br>Desk area, chair,                             | Printer, signs, touchscreen/iPad displays  | Printer, staff member iPad, staff member shirt/badge, stapler  | Printed copy, printer, recycling.                                   |
| Users       | Patron.  | Campus dining, patron.  | Staff<br>Patron.  | Patron.                       | Patron  | Patron   | Patron & Staff member  |   |