**STAGE**

**STIMULUS**

- Research need: `Identified need for information about specific methodology`

**DOING**

- Research publisher email
- Completing PhD
- Former publishing professional
- Full-time lecturer
- 6 years in academia

**THINKING**

- There’s no easy place to start
- There’s no easy place to start
- Identify need
- I need to look for references
- I need to look for references

**FEELING**

- Frustrated
- Uncomfortably placed
- Really pleased
- Uncomfortably placed

**BARRIERS**

- Institutional login required. Not all platforms available.
- The e-copy may not be available online.
- The book isn’t stocked by the main library, it is difficult to access the library where the book is recessed.
- The book isn’t stocked by the main library, it is difficult to access the library where the book is recessed.

**TOUCHPOINTS**

- Library
- Publisher
- Bookseller
- Third party

**LOCATION/DEVICE**

- Home PC
- Office PC

**ACCESSION**

- Search for information, search terms and books
- Search for hard copies
- Search for e-copy
- Search for e-copy

**EVALUATION**

- Search library catalogue
- Search alternative library catalogue
- Evaluate library
- Evaluate library

**CONSULT BOOK ONLINE**

- There is no information about how to access the book is stocked.
- It is difficult to access the library where the book is recessed.
- There is no information about how to access the book is stocked.
- There is no information about how to access the book is stocked.

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