Overdue Fines Realistic Journey Map
Castro Valley Public Library

Go to library website to find information on branch hours and paying fines	Drive to library	Enter Building	Go to circulation desk	Locate station with staff member	Stand in line	Talk to librarian	Pay fines	Leave library
Easy to find branch hours but fine information focused on paying online, not paying in person	This was fine	Exiting patron held door for entering patron, they both smiled and said thank you/you're welcome. I held the door for the patron walking behind me, we also exchanged smiles. This seems like a happy, friendly place.	Fine	Most are self-check stations, staff member hard to see behind desk, no signage	Line was short (one person ahead of me)	Friendly, smiling, quiet tone of voice. Discreet about amount of fine (pointed on screen rather than announcing out loud). Was able to combine txns from 2 different cards.	Slight delay, librarian explained the delay. Smiled and said "All set!" when finished.	Took under 5 minutes!