

## **Stakeholders**

The stakeholders have a very critical role to play in the development and success of the Library Management System. We must identify these key user groups and ensure that the database is curated to meet the needs of all users, from the end-users to administrators as well as developers. This section will highlight the primary, administrative and indirect stakeholders that are involved in the development of the Library Management System, elaborating on the roles, responsibilities, and system expectations.

### **1. Primary Stakeholders: End - Users**

The primary stakeholders are the users that directly interact with the LMS and use it for borrowing, returning, and interacting directly with library resources.

#### **Library Patrons**

- Role: The people who use the library resources, borrow books and content, return resources and reserve library materials.
- Responsibilities:
  - Find the required resources the person needs according to their requirements.
  - Search for books, digital content, magazines which are available or able to be reserved.
  - Borrow items and return items according to the policies.
  - Pay penalties for overdue items or policy encroachment.
  - Receive any notifications and outreach regarding borrowed materials return, overdue items, reserved books.
- System Needs:
  - User oriented interface for borrowers to be able to browse inventory.
  - Notifications for incoming due dates and availability of reserved resources.
  - Secure client access to account.

#### **Library Staff**

- Role: Oversee the daily library management operations and assist the clients with needs such as borrowing and resource management.
- Responsibilities:
  - Check items in/out for clients.
  - Assist with membership registration and client records.
  - Monitor policies, check late/overdue resources and apply penalties.
  - Process and manage reserved resources for clients.
- System Needs:
  - Administrative access in order to manipulate the client records.
  - Ability to create reports on items that are late/overdue with fines.

- Efficient searching and filtering abilities to find books and resources effectively.

## **2. Administration Stakeholders**

These stakeholders will oversee the policies in place at the library, maintain the integrity of the user system and make sure the client data is secure.

### **Library Administrator**

- Role: Manage the system scale configurations and maintain the policies of the library.
- Responsibilities:
  - Define and enforce policies, monitor and update resource use limits and fees.
  - Generate the reports on library resource usage, overdue items and financial summaries in given context.
  - Maintain system integrity by enforcing user roles and access.
- System Needs:
  - Role assignment, given administrative access features based on roles for the different staff based on levels and client engagement.
  - Reporting tools for tracking resource allocation to clients, fines and reserved items.
  - Data security measures to make sure data is not lost or corrupted.

### **Database Developers and Support Team**

- Role: Design, implement and maintain the database.
- Responsibilities:
  - Make sure that the database performance is sound, secure, and scalable.
  - Provide technical support and bug fixes to database issues.
  - Continuously optimize the database.
  - Make efficient SQL queries for fast and efficient data retrieval.
- System Needs:
  - Scalable database architecture that can handle an increasing number of users and data.
  - Secure authentication policies and encryption for the user data to prevent data leaks.

### **3. Indirect Stakeholders**

The stakeholders that will not directly interact with the library system but has influence on the policies and development of the database.

#### **School/University/Organization**

- Role: The governing body that influences the policies for library system operations.
- Responsibilities:
  - Provides resource allocation for the system maintenance and upgrades.
  - Establish the policies for data protection and accessibility.
  - Manage changes regarding borrowing limits and fees.
- System Needs:
  - Reports on library usage to measure resource allocation and funding.
  - Adhere to the institutional standards on data privacy and security.

#### **Government or Public Library Authority**

- Role: This entity regulates that libraries follow local laws and regulations in accordance with the set policies.
- Responsibilities:
  - Monitor the adherence of the system with public service regulations and data protection laws.
  - Allocate any funding and resources for system improvements.
  - Able to measure the community engagement and library service effectiveness.
- System Needs:
  - Report generation features that help analyze public library services efficiency.