



Blue Steel

BlueBox Audiobook Lending System Vision Document

Version <1.0>

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Revision History

Date	Version	Description	Author
06/08/15	1.0	Added initial details	Chip

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Vision

1. Introduction

1.1 Purpose

The purpose of this vision document is to lie out the foundation for, and initial intention of the Blue Box Audio Book Rental Kiosk system. Ultimately, this document will provide a brief summary of what the kiosk system should accomplish for the user, which include library managers as wells as library customers.

1.2 Scope

This document will primarily focus on what exactly the Blue Box Rental Kiosk system is setting out to solve as well as a general description of what a complete product would need to include in order to be functional. It will not discuss any in depth design or architectural software plans.

1.3 Definitions, Acronyms, and Abbreviations

N/A

2. Positioning

2.1 Business Opportunity

The BBS product will allow library users access to the library systems entire audiobook collection. Implementing this system will also increase the efficiency of the keeping track of and cataloging the library's audiobook collection by automating the entire process.

2.2 Problem Statement

The problem of	Library audiobook rental process is time consuming and cumbersome to librarians and provides very limited access and selection to the library users.
affects	Librarians, Library card owners
the impact of which is	A slow and outdated system of audiobook rentals along with users that, are more willing to purchase audiobooks online than check them out from the library.
a successful solution would be	For the librarians, this system will drastically increase the efficiency of the entire audiobook rental system by automating the process from start to finish. For the user this system will streamline the audiobook checkout process by allowing them to search and reserve the desired titles from home and simply pick them up on arrival. It will also give the users access to the audiobook collection 24/7, as the kiosk will not be subject to normal business hours.

2.3 Product Position Statement

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For	Librarians, Library card owners
Who	librarians who are responsible for cataloging, stocking, and checking out audiobooks and users who interested in making use of the library's vast collection of audiobooks
Blue Box Audiobook Rental System	is an automated service
That	provides an efficient handling of audiobooks as well as customer access to that collection
Unlike	the old manual system, which is designed primarily for the handling of printed books
Our product	provides real time cataloging of current titles, easy reservation, checkout, and return process, and automated restocking of returned books.

3. Stakeholder and User Descriptions

3.1 Market Demographics

Our key market demographic includes any person who currently listens to audiobooks that are checked out by hand from a library or library-like system. These people would receive the greatest benefit with the least transition cost. This demographic should be the largest user base of BlueBox.

Another demographics to consider people who would listen to audiobooks but are currently unable to because the existing check-out infrastructure or process is too inaccessible. For instance, someone who is located 30 minutes away from the library may have enough free time to browse titles available online, reducing the requirement to drive to the library only when a book that he or she is interested in has become available. This demographic would be a growth market, and they may need to be informed of how BlueBox can improve their situation.

3.2 Stakeholder Summary

Name	Description	Responsibilities
Library Owner	The entity that is financially responsible for the library	Stakeholder has final decision and approves funding. The owner is also responsible for rising capital, succession planning, and market standing.
Library Operator	The person or entity that is responsible for managing the library	Stakeholder will be responsible for physically installation of kiosks as well as organization and enforcement of kiosk management
Library IT Staff	The person or entity that is responsible for maintaining the libraries web presence and IT infrastructure	Stakeholder will be responsible for installation and maintenance of online kiosk software.
Library Support Staff	Person(s) who perform physical distribution tasks for the library	Stakeholder will be responsible for distributing new and returned audiobooks between kiosk locations

3.3 User Summary

Name	Description	Responsibilities	Stakeholder
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Customer	A person who has a registered account in the BlueBox system	Browses, Reserves, Borrows and Returns audiobooks.	Library Owner
Webmaster	Person who can access the website infrastructure	Maintains digital audiobook catalog, maintains the web software	
Courier	Person who physically accesses kiosk locations	Stakeholder will be responsible for distributing new and returned audiobooks between kiosk locations	

3.4 User Environment

The working environment of the target user (the customer) is described as follows. The user interacts with the system independently. The interaction may last arbitrarily long (e.g. browsing audiobook titles), but most interactions will likely be relatively short: less than 10 minutes, although this is not a requirement. The physical kiosk will be physically indoors, with access to power and network connectivity. The online kiosk interface may be accessed on a variety of platforms – as the platform is not specified by the requirements. Special consideration may need to be taken for mobile phone, or limited-accessibility users.

3.5 Stakeholder (non-user) Profiles

3.5.1 Library Owner

Description	The entity that is financially responsible for the library
Type	Owner
Responsibilities	Stakeholder has final decision and approves funding. The owner is also responsible for rising capital, succession planning, and market standing.
Success Criteria	System at least breaks even financially, and provides a superior experience to patrons.
Involvement	Owner is ultimately responsible for all decisions.
Deliverables	
Comments / Issues	

3.5.2 Library Operator

Description	The person or entity that is responsible for managing the library
Type	Employee
Responsibilities	Stakeholder will be responsible for physically installation of kiosks as well as organization and enforcement of kiosk management
Success Criteria	System is maintained and works as expected.
Involvement	
Deliverables	
Comments / Issues	

3.5.3 Library IT Staff

Description	The person or entity that is responsible for maintaining the libraries web presence and IT infrastructure
Type	Employee
Responsibilities	Stakeholder will be responsible for distributing new and returned audiobooks between kiosk locations
Success Criteria	System is maintained and works as expected.

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Involvement	
Deliverables	
Comments / Issues	

3.5.4 Library Support Staff

Description	Person(s) who perform physical distribution tasks for the library
Type	Employee
Responsibilities	Stakeholder will be responsible for distributing new and returned audiobooks between kiosk locations
Success Criteria	System is maintained and works as expected.
Involvement	
Deliverables	
Comments / Issues	

3.6 User Profiles

3.6.1 Customer

Description	A person who has a registered account in the BlueBox system
Type	Customer
Responsibilities	Browses, Reserves, Borrows and Returns audiobooks.
Success Criteria	System provides a superior experience to patrons.
Involvement	Customer is the expected end-user of the system.
Deliverables	
Comments / Issues	

3.6.2 Webmaster

Description	Person who can access the website infrastructure
Type	Employee
Responsibilities	Maintains digital audiobook catalog, maintains the web software
Success Criteria	System at least breaks even financially, and provides a superior experience to patrons.
Involvement	System is maintained and works as expected.
Deliverables	
Comments / Issues	

3.6.3 Courier

Description	Person who physically accesses kiosk locations
Type	Employee
Responsibilities	Stakeholder will be responsible for distributing new and returned audiobooks between kiosk locations
Success Criteria	System is maintained and works as expected.
Involvement	Courier must interface to the system to receive lists of audiobooks that need to be transferred, and to update the system when that work is completed.
Deliverables	
Comments / Issues	

3.7 Key Stakeholder Goals or User Needs

Currently customers (users) must travel to the library to browse the selection of audiobooks. They also require the assistance of a library employee to complete the check-out procedure assuming that they have found an audio book they'd like to borrow.

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With BlueBox, the physical access to the library may be reduced as customers who would have previously come and browsed audiobooks, and then left will no longer need to be in the library to complete this task. Additionally, library employees will have more time free for other tasks as they will not be needed to allow customers to complete a check-out.

3.8 User Goals or Needs

Currently customers (users) must travel to the library to browse the selection of audiobooks. They also require the assistance of a library employee to complete the check-out procedure assuming that they have found an audio book they'd like to borrow.

With BlueBox, customers will not have to physically travel to the library in order to browse for, or reserve an audio book. Also, they will be able to complete the entire transaction autonomously as the kiosk will handle the logistics of checking in and checking out audiobooks.

4. Product Overview

4.1 Summary of Capabilities

Table 4-1 Customer Support System

Customer Benefit	Supporting Features
New support staff can quickly get up to speed.	Knowledge base assists support personnel in quickly identifying known fixes and workarounds.
Customer satisfaction is improved because nothing falls through the cracks.	Problems are uniquely itemized, classified and tracked throughout the resolution process. Automatic notification occurs for any aging issues.
Management can identify problem areas and gauge staff workload.	Trend and distribution reports allow high level review of problem status.
Distributed support teams can work together to solve problems.	Replication server allows current database information to be shared across the enterprise.
Customers can help themselves, lowering support costs and improving response time.	Knowledge base can be made available over the Internet. Includes hypertext search capabilities and graphical query engine.

5. Product Features

5.1 Library Website

- Website will allow users to register an account
- Website will allow users to deactivate an account
- Website will allow users to reserve titles at any location
- Website will display audiobook inventory by location

5.2 Kiosk

- Kiosk will validate users card
- Kiosk will check that account is in good standing
- Kiosk will allow sorting by title or genre
- Kiosk will clearly denote availability of titles
- Kiosk will allow users to return audiobooks
- Kiosk will store audiobooks returned to a different kiosk in a separate internal location
- Kiosk will dispense reserved audiobooks

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- Kiosk will dispense non-reserved (but available) audiobooks
- Audiobooks returned to the same Kiosk will be available immediately for lending
- Kiosk can be taken offline for maintenance and restocking

5.3 Admin Website

- Library personnel will be able to register users
- Library personnel will be able to see audiobook inventory and lending reports for their location
- System admins will be able to view inventory and lending reports for the system
- System admins will be able to modify inventory levels per location

6. Constraints

<unknown so far>