

BlueBox Audiobook Rental Use Case Document

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Actor Glossary

| Name | Description |
|------------------|---|
| Customer | A person who will be browsing and checking out audiobooks from the system. |
| Employee | A person who has access to audiobook stock and will manage rotation of audiobooks through kiosks. |
| Manager | The person who needs to be informed of either local (a single unit) or global (all units in the system) kiosk activity. Generates reports on each of the kiosk locations using the kiosk log. |
| Librarian | The person who is present at the front desk of library and can assist in the account registration process. |

Functional Requirements (Use Cases)

Use-Case Name: Customer Uses Kiosk

Goal: Customer browses available audiobooks, checking one out if they find one they're interested in.

Main Success Scenario

1. Customer initiates session with kiosk
2. Kiosk prompts user for credentials
3. User provides credentials
4. System validates account is in good standing
5. System presents customer with selection choices
 - Customer Browses Audiobook Collection
 - Customer Picks up Reserved Audiobook
 - Customer Returns Audiobook
6. Customer selects exit session
7. System presents main start screen

Step 4 repeats until customer selects Exit or session length equals five minutes

Alternate Scenario

4a. Account not in good standing

1. Error displayed to user
2. Session ends

Use-Case Name: Customer Browses Audiobook Collection

Goal: Customer looks through audiobook titles available in the system.

Main Success Scenario

1. Customer selects browse
2. System presents customer with screen showing available audiobooks
3. Customer selects desired audiobook
4. System presents customer with detailed description and reviews of audiobook
5. Customer selects add desired audiobook to cart
6. System adds desired audiobook to running list of customers audiobooks
7. Customer selects checkout
 - Customer Checks Out

Steps 2-6 continue until customer selects check out or session length equals five minutes

Alternate Scenario

5. Customer selects more details option (from step 4)
6. System presents customer with detailed view of the desired audiobook
7. Customer selects return to list of audiobooks
8. System presents customer with view of audiobooks starting at the recently viewed audiobook
9. Customer selects add desired audiobook to cart

Use-Case Name: Customer Checks Out

Goal: After finding a desired audiobook, the customer checks it out from the system.

Main Success Scenario

1. Customer selects check out
2. System adds reserved audiobooks to cart
3. System presents customer with view of cart containing all desired audiobooks
4. Customer selects confirm check out
5. System dispenses the desired audiobooks and removes one copy of each title from the local system inventory
6. System communicates new inventory state to system-wide database
7. System prints receipt showing all audiobooks checked out and their due dates
8. System returns to start screen

Use-Case Name: Customer Picks up Reserved Audiobook

Goal: After reserving an audiobook in the system, the customer physically obtains the media from a kiosk.

Main Success Scenario

1. Customer selects pick up reserved audiobook
2. System displays currently reserved audiobooks for the user account
3. System displays options to customer
 - Customer Checks Out
 - Customer Browses Audiobook Collection

Use-Case Name: Customer Returns Audiobook

Goal: After checking out an audiobook, the customer physically returns the media to a kiosk.

Main Success Scenario

1. Customer selects return audiobook
2. System activates audiobook return slot
3. System scan audiobook barcode
4. System checks that the audiobook was checked out from this kiosk
5. System adds one copy of audiobook title to system's inventory
6. System removes audiobook title from customers account
7. System displays audiobook return successful
8. System prompts user to start new kiosk session
 - Start New Kiosk Session

Alternate Scenario

5a. Audiobook was not checked out from this kiosk

1. Audiobook is sent to holding bin for transport

Use-Case Name: Customer Reserves Audiobook

Goal: After finding a desired audiobook in the system, the customer reserves it for later pickup from a kiosk.

Main Success Scenario

1. Customer logs into library account website
2. System verifies account is in good standing
3. Web system displays all available audiobook collection
4. Customer adds desired audiobooks to cart
5. Customer selects check out
6. System displays all titles in cart
7. System prompts user to select local kiosk location
8. Customer selects desired pickup kiosk
9. Reservation is added to user's account
10. Inventory is adjusted on the website for other users
11. Media is made unavailable to other users in the kiosk

Alternate Scenario

2a. Account not in good standing

1. Error displayed to user
2. User prompted to pay fines

Use-Case Name: Employee Restocks Audiobooks

Goal: The kiosk gets restocked with new or different audiobooks by the employee.

Main Success Scenario

1. Employee physically adds audiobooks to kiosk
2. Employee logs into library account website
3. Employee enters tracking number for each audiobook that was added

Use-Case Name: Manager Generates Report

Goal: The system generates a report to keep the manager informed of kiosk activity.

Main Success Scenario

1. Manager logs into library website
2. Manager accesses report generation page

3. System displays report options
4. Manager selects desired report
5. System generates and presents administrative report via web interface

Alternate Scenario (local branch report)

- 4a. Manager requests that the system generate a local branch report
- 5a. System generates and presents local branch report via web interface

Use-Case Name: Customer Registers in Person

Goal: The customer elects to register for a Blue Box Audiobook Rental account in person during regular library business hours.

Main Success Scenario

1. Customer indicates to librarian desire to register a new account
2. Customer provides current library card
3. Librarian scans library card
4. Librarian verifies customer account is in good standing
5. Librarian selects create new account from Blue Box Library Admin Page
6. System creates new account in database using library account information

Use-Case Name: Customer Registers in Person

Goal: The customer elects to register for a Blue Box Audiobook Rental account in person at the desired kiosk location.

Main Success Scenario

1. Customer selects create new account
2. System prompts user to scan library card
3. Customer scans library card
4. System verifies account is in good standing
5. System creates new account in database using library account information

Use-Case Name: Customer Registers Online

Goal: The customer elects to register for a Blue Box Audiobook Rental account via the online website.

Main Success Scenario

1. Customer selects create new account
2. System prompts user to enter library card number
3. Customer enters library card number
4. System verifies account is in good standing
5. System creates new account in database using library account information

Alternate Scenario

- 4a. Account is not in good standing

1. Error is displayed to user
2. User is prompted to pay outstanding fines