

## **Case Study:**

ABC Library is located in a major sized Canadian city and has over two million items (Books, CD's, and DVD's).

People, residing in the city, can become members of the library, free of charge, by producing two pieces of identification and are then issued a Library membership card.

Members can create their online accounts with the library.

Members may search for items of their interest online and place a hold on these items.

Members can borrow (check out) library items and are supposed to return (check in) these items within a specified deadline.

Library staff member can terminate someone's membership in case of violation of terms and/or code of conduct. A member may also terminate (or cancel) his or her membership at any time (for example if they are moving out of that city)