

Book-A-Study Room

Deliverable #2

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The logo for HAXORS is displayed within a dark blue rectangular box with a light blue border. The word "HAXORS" is written in a bold, yellow, serif font, with all letters in uppercase.

HAXORS

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Client organization:

Vanier College Library

Client name:

Haritos Kavallos

Table of Contents

Executive Overview.....	3-4
Description of the business domain.....	5
Description of the business environment.....	6-7
Description of the client.....	8
Business problem.....	9
Open Questions.....	10-11
Questionnaire.....	12
Works Cited.....	13

Executive Overview

To summarize, the business industry our company is in correlation with is educational. Our organization is Vanier College, and we are dealing with the library of the school, as the prototype we are developing is going to be for them and their study rooms. Libraries deal with lots and lots of books, which could also fall under the entertainment category, but our institution is primarily surrounded by education.

Our client operates in the academic world, considering it's a school, and more particularly, an institute of higher education. Academics deal with anything that has to do with learning, and getting an education. Therefore, that incorporates your courses, your teachers, your homework, etc. In addition to all that, an academic institute has a library, and that's the sub-organization in which our prototype is for.

Our client, Haritos, is the one in charge of the library, and the study rooms. His knowledge of computer science and technology is pretty vast, as he did once study in this exact field, and is pretty experienced with the things we are learning ourselves. As for our institute, Vanier College, and the other people who take part in the library affairs, most of them have a pretty decent knowledge of the tech world. Our generation is familiar with all of these devices and concepts.

The problem our client(s) are having is that when student's go to book a study room, they don't have access to it in advance. Meaning that, if they know they have an exam in two weeks time, they can only go the moment they want to study to book the room, rather than go there in advance to plan ahead of time. Our goal is to implement a system where students can book ahead of time. It would make life simpler for both the students and the people in the organization.

Once all information was gathered on our client's business industry, environment, and on the client themselves, we came up with a series of questions to ask. As business people, it is important to know who we are dealing with, what their expectations are, and the complexity of the problem we are dealing with. All that information, and then some, was/is important to find out.

Business Domain

There are plenty of different types of businesses in the world but the fact is that the domain of our client is not a business domain. Our client works in the domain of education information and entertainment, in a library. However, since our client works within a college, entertainment is not as prominent among the selection compared to that of information and research materials, they are primarily focused on education. Our client's industry is not related to profit, libraries are services provided by the government. They are to provide access to books, periodicals, newspapers, and media in general which allow users to properly research their topics at hand (Encyclopedia Britannica). Each province of Canada is in charge of the funding of their libraries, however different ministries are appointed for public libraries and academic ones (Ontario Library Association). Public libraries are funded directly from the Ministry of Tourism, Culture and Sport where academic libraries are funded by their academic institution which, in turn, is funded by the Ministry of Training, Colleges, and Universities (Ontario Library Association). Education is "the transmission of the values and accumulated knowledge of a society" and we see the library as a means of facilitating this idea (Encyclopedia Britannica).

The Business environment of Vanier library.

As said previously, our client does not operate in a business, so I took the liberty to ask a few faculty members questions and experiences about their time at Vanier. It's an academic library where students come to study, relax, complete their work or ask any faculty member to help with their research in a quiet environment. The Vanier library has a plethora of books and magazines to choose from on all 3 floors and has an online catalog which is all available books. They also have Faculty members such as library clerks oversee loaning material to students and check receiving orders of books and magazines (Emilie MacKay). New books are then entered into their database/catalog by a cataloguer which updates their website. Their website is run on "Koha" which is an open source library system. (Michael Leung). Members such as librarians show students how to research topics and recommend them certain sources if they can (Susan Bissonnette). Talking with a few library members, they all seem to agree that the library is a quiet place except for the 5th floor and some rare instances. The school library is not the only library in the sector, however since it is not a business, there is little competition with other libraries. Some libraries might have books or equipment's that other doesn't and vice versa. However, the library biggest competitor is the internet. Instead of going to a local library, people can simply go on the internet and get dozens of sources from a few searches on Google. Although some sources might not have any references and on the internet, anybody can write anything. Companies that

are based on statistics and analytics also pose as a competitor as they can sell their data to other websites which in many cases publish articles a lot faster. There was also a bit of disagreement with the renovation of the library between the school and the library. According to Susan, many of the ideas that faculty members had for the renovation of the library were taken into consideration but never applied into the finalization of the library.

Client Description

The client, Vanier College Library, offers an environment to all members of the Vanier community to conduct research, study and receive assistance on retrieving information they need. They boast a vast array of books consisting of over 70,000 books as well as databases of full-text journals, magazines and newspaper. Additionally, the Vanier College Library provides study spaces where students can learn and reflect in a courteous, knowledgeable and responsive environment. To be more specific, the Library provides study rooms, where a group of 4 to 6 students can book in-person, allowing them to conduct their research in a minimal external distraction environment. In order to provide the Vanier community with the best possible experience in the Learning Commons, the staff has been trained to be computer literate. They also must be able to teach users of the Learning Commons to be Information Literate, which is the process of accessing, retrieving, evaluate and use information from the library collection and databases. Regarding staff, the library employs the services of 3 librarians, each with their own unique specializations, namely information services, technical and integration systems and acquisitions development. In addition to having a specialized main staff, they utilize the skills of their support staff consisting of 7 employees to work on a wider range. Haritos Kavallos, an MBA graduate, oversees the staff in order to utilize their staff's talents to its full extent.

Business Problem

When first meeting our client and discussing the potential plans we had for the prototype, the client mentioned that the current method of booking study rooms for students is to write the information on a piece of paper, Hand It in to the librarian, and the librarian would have to keep track of the students that are currently in the rooms based on the paper that was handed to them. The solution would be having something to run on a computer that will aid in keeping track of students booking rooms which would solve that issue. We later on discovered that having just to replace a system that is running using pen and paper is not an actual issue. As a team, we explored further on how the system runs and we came to the conclusion that the real problem is that students cannot book ahead of time because of the current system that they have implemented. For example, if a student comes in to the library to book a room, they have to book that room on the spot and to use it at the time of arrival. So if a student comes in at 10 am and wants to book it for 1 pm, it would not be possible. Therefore, having this system to be put in place would solve that issue where we could have a live tracking on current bookings done by students which is controlled by the librarian and students would be allowed to book rooms even a week In advance if the room is available at that time.

Open Questions

There are a lot of things, we as the leaders of this project, would like to know about the company, before commencing the development of this prototype. One very important question would be to know a bit of history about the company/organization, and what exactly they do. It's something we need to know before proceeding any further, in order to know what exactly we are getting ourselves into. We would also like to know, as it's important, their intentions, and what their expectations of us are. After getting to know a bit about them and their intentions, it would be wise to ask a bit about our client himself/herself. It's important to get to know the person we'll be speaking with, to build a personal connection with them, as well as earn their trust.

Furthermore, because we are computer science students, it's important to know how advanced their knowledge in the technological world is, and if they're good with computers and devices, since the foundation of our prototype will be based on technology and being able to use it.

Following information about the client, we would start finding out information about what exactly their problem is. The purpose of this prototype is to have identified an issue with the company, and later create a solution to their problem. After knowing the problem, it's important for us to find out if they've already tried to fix it, and it has failed, that way we don't embark on something that has no solution anyway, and is hopeless. Once having identified the problem, and having asked all the questions we needed to about that, we begin

pitching our idea for the prototype that will fix that problem. In relation to that, there are some questions we'd need to know before the building process. A main question to know would be how the client envisions our idea as we pitch it. That'll be very useful when we start to create it, because we'll get to know the idea the client has in mind. Another important thing to know is how the client wants the design of the prototype to look, so we could sketch out. After getting the design layout, we need to know what the client wants. Some examples of this would be to know for how long a specific room could be booked, as well as how many students are going to be able to use those rooms, and how long in advance a student can book, etc.

Questionnaire

1. Tell us a bit about the history of your company/organization, and what exactly you guys do.
2. What is/are your intentions/expectations from us, as your developers?
3. Can you tell us a bit about yourself and your background, so we could get to know you a little more?
4. How knowledgeable are you and the company in computers/technology?
5. What type of business problem would you say you, as a company, are having?
6. Have you guys ever tried to solve this business problem, or would we be the first developers to try?
7. How exactly did you envision our prototype when we mentioned it to you?
8. How do you want the design of this prototype to look specifically?
9. How long can a study room be booked for?
10. How many students can be in a single study room?
11. How long in advance should a student be able to book a room?
12. Should the students have to check in/out during the time they are using/leaving the room?

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