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Luku Library - Book reservation System

Software Engineering Project Product Documentation

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1. Introduction

The University Library Platform is a modern, efficient, and accessible digital solution designed to enhance how students and faculty interact with library resources. Its core objective is to streamline the process of locating, reserving, and returning books while promoting resource availability and academic success.

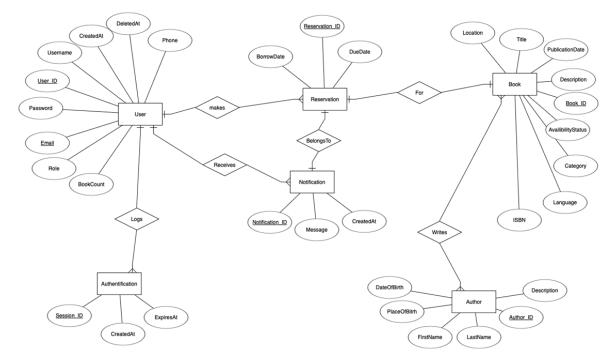
With the integration of intuitive design, real-time functionality, and multilingual support, this platform aims to bridge traditional library services with the expectations of a tech-savvy academic community. Developed using robust tools like JavaFX, MariaDB, and Docker, the platform ensures scalability, reliability, and ease of use across devices and operating systems.

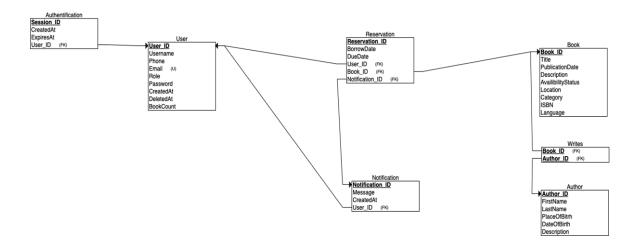
2. Design

The platform's architecture is modular and scalable, balancing simplicity in user experience with technical depth in functionality. A layered structure separates the presentation, logic, and data layers to maintain clear boundaries and enhance maintainability.

2.1 ER Diagrams

This section visualizes the database structure and entity relationships. Key entities include Users, Books, Reservations, and Notifications, each supporting multilingual data and real-time availability tracking.





Relationships and Their Descriptions

1. User makes Reservation (1-to-Many)

• A user can make multiple reservations, but each reservation is made by only one user.

2. User Receives Notification (1-to-Many)

• A user can receive multiple notifications, but each notification belongs to one user.

3. Reservation is For Book (1-to-1)

- A reservation is made for a specific book.
- One reservation can be made for one book.

4. Notification BelongsTo Reservation (1-to-1)

• A notification is directly linked to a specific reservation.

5. Author Writes Book (Many-to-Many)

- An author can write multiple books.
- One book can be written by several authors

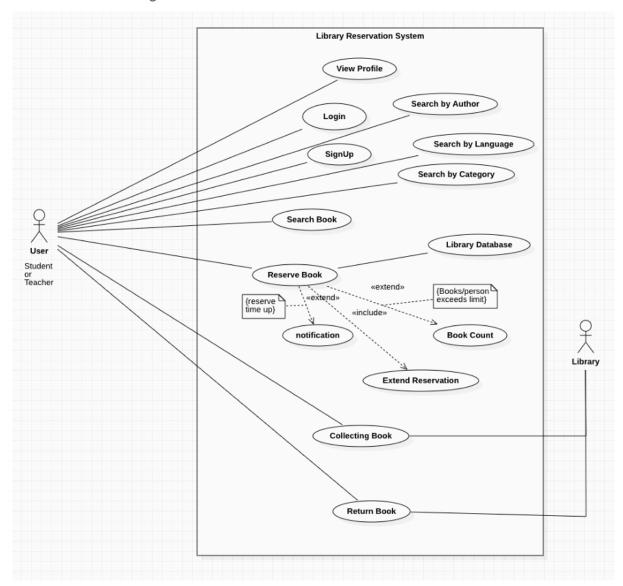
6. User Logs Authentication (1-to-Many)

• A user can have multiple authentication sessions (logins), each tracked separately.

2.2 UML Diagrams

These diagrams reflect system behaviors, interactions, and core processes like user login, book search/reservation, and notification delivery.

2.2.1 Use Case Diagram



This diagram illustrates how users and the system interact:

Actors:

- o *User*: Can sign up, log in, search, reserve, and return books.
- Library: Physical location interacting with the system for book collection and returns.

• Core Use Cases:

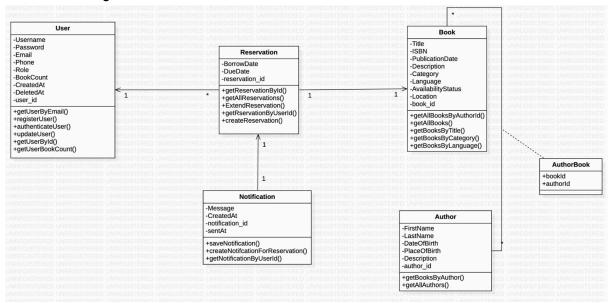
- o Authentication: Sign Up and Login allow secure access.
- Search Operations: Books can be searched by title, author, language, or category.

- Book Management: Reserve, extend, collect, and return books.
- o Profile Viewing: Users can view personal info and history.

• System Extensions and Inclusions:

- Extend Reservation is included in Reserve Book.
- Book Count and Notification are extended by Reserve Book, ensuring constraints and reminders are handled.

2.2.2 Class Diagram

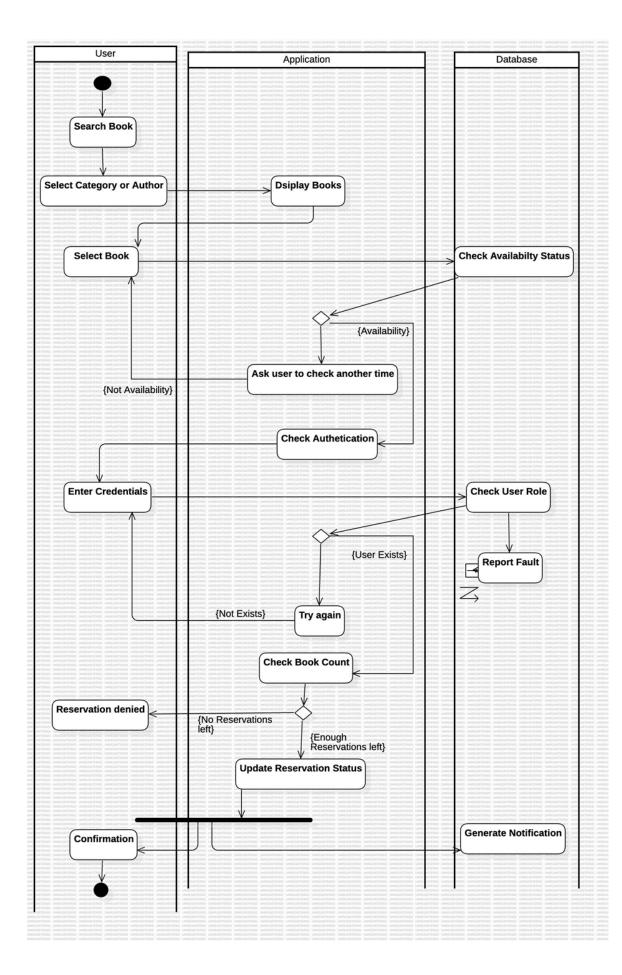


The class diagram defines the relationships between key entities:

- **User** ↔ **Reservation**: One user can make multiple reservations (1:N).
- **Reservation** ↔ **Book**: Each reservation is linked to one book (1:1).
- **Reservation** ↔ **Notification**: A notification is generated for every reservation (1:1).
- **Book** ↔ **Author**: A many-to-many relationship exists, as books can have multiple authors and vice versa.
- Book
 → Reservation: A book can be linked to only one reservation at a time (1:1).

This structure ensures referential integrity and supports all core functionalities.

2.2.3 Activity Diagram

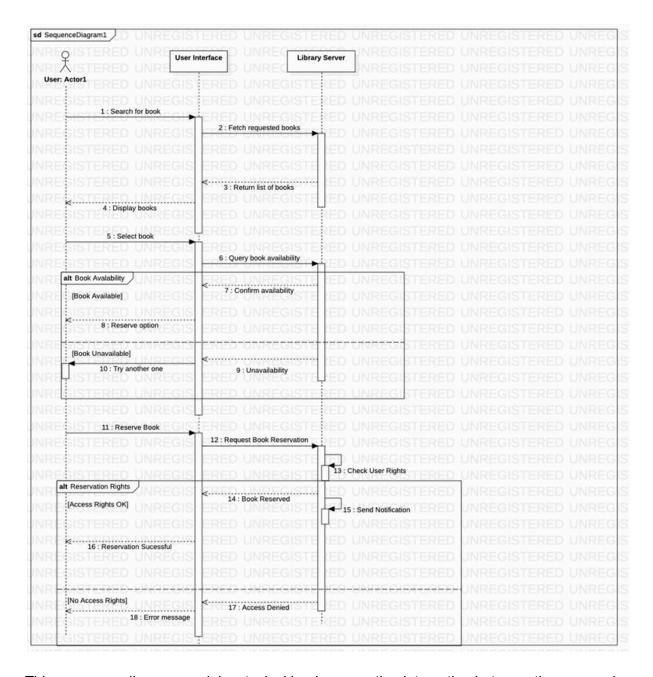


This activity diagram illustrates the end-to-end process of reserving a book:

- 1. The user searches and filters for books by category or author.
- 2. The system fetches and shows available books.
- 3. After a user selects a book, the system checks its availability.
- 4. If available, the user proceeds with authentication.
- 5. The system verifies credentials and checks if the user is within their reservation limit.
- 6. Upon successful validation, the reservation is recorded, a confirmation message is displayed, and a notification is generated.

This diagram emphasizes decision points like availability and authentication, ensuring a user-friendly and secure reservation flow.

2.2.4 Sequence Diagram

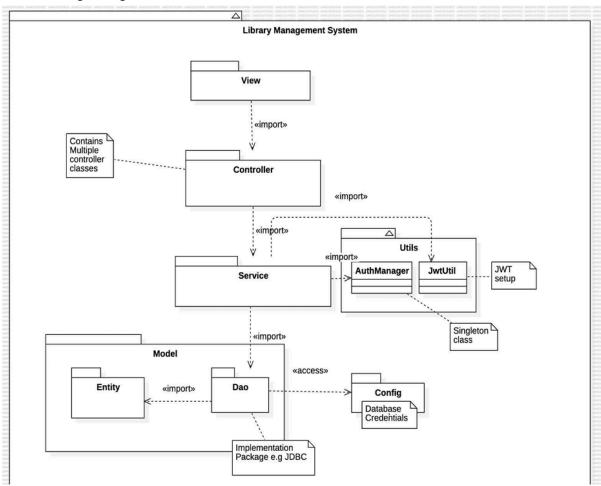


This sequence diagram models a typical book reservation interaction between the user and system:

- Actors: A User interacts via a User Interface, which communicates with the Library Server.
- Book Search Flow: The user initiates a search. The UI requests matching books from the server, receives results, and displays them.
- Book Selection and Availability Check: The user selects a book; the system checks and confirms availability or suggests alternatives.

- Reservation Flow: The user attempts to reserve a book. The server checks access rights.
 - If valid: The reservation is confirmed, a due date notification is generated, and a success message is displayed.
 - o *If denied*: The reservation is rejected with an appropriate error message.

2.2.5 Package Diagram



The package diagram outlines the modular structure of the system, promoting separation of concerns and clean architecture:

- **View Package**: Contains all UI elements, including JavaFX forms and components. It interacts directly with the Controller layer to handle user inputs.
- **Controller Package**: Manages user requests and navigation logic. Controllers invoke services and mediate between UI and backend logic.
- Service Package: Acts as a middle layer, processing data and business logic. It simplifies Controller responsibilities and communicates with the DAO.

Model Package:

- o Entity Sub-Package: Represents the database schema using entity classes.
- DAO Sub-Package: Manages database operations (CRUD) using JDBC or ORM methods.
- Config Package: Centralizes configuration files and manages database connection settings.
- **Utils Package**: Hosts reusable utility classes for authentication (e.g., AuthManager, JwtUtil) and other shared logic like token management.

3. UI Mockups

The platform's user interface is designed for clarity, ease of navigation, and responsiveness. Built using JavaFX and inspired by modern design principles, the UI ensures a seamless and intuitive experience for all users.

[Figma Link]

Key UI Features:

• Consistent Header Across All Pages:

Each screen includes a fixed header with the platform logo, navigation buttons for filtering by *Category*, *Language*, and *Author*, as well as *Login* and *Search* functionalities.

Homepage:

A welcoming home screen featuring the header and a central image/banner that introduces the platform. Users can begin searching for books immediately via the prominent search bar.

Authentication Screens:

Dedicated *Login* and *Signup* pages with user-friendly forms, guiding new and returning users through quick access to the platform.

Category, Language, and Author Pages:

Separate screens allow users to browse books by:

- Selected Category (e.g., Fiction, Science, etc.)
- o Chosen Language (English, Urdu, Russian)
- Author Listings, with each author linked to their available books.

Logged-In Home Page:

Once authenticated, users see a personalized home page with their profile picture

and account options, such as bookings, profile details, and logout.

• User Profile Page:

Displays personal information, including name, email, and preferred language settings.

• User Bookings Page:

A list of current reservations, due dates, and status updates, all integrated with real-time availability and action buttons (e.g., return, extend).

Multilingual Support:

The interface includes a language toggle, allowing users to switch the UI and book listings between **English**, **Urdu**, and **Russian** seamlessly.

• Notification Center:

Users are notified of upcoming due dates and system alerts through a dedicated notification area for better engagement and timely action.

3.1 Features Overview

The library platform is built with a set of essential and user-friendly features:

Book Search and Browsing

Quickly search by title, author, or keyword with dynamic filters.

• Real-Time Availability & Reservation

Instantly view if a book is available and reserve it in one click.

• Return Management

Return books with ease via a dedicated user dashboard.

Automated Notifications

Stay updated on due dates and overdue items through timely reminders.

Multilingual Support

Use the app in English, Urdu, or Russian with seamless switching.

User Roles & Access Control

Different permissions for students, teachers, and administrators.

Security Features

Secure JWT-based authentication and role-based access.

Accessibility-Focused UI

Designed to meet diverse needs, including screen reader compatibility and clear layouts.

4. Implementation Details

The **Luku Library Management System** is implemented using **Java** as the primary programming language and **Maven** as the build automation tool. The project follows a modular architecture, ensuring scalability, maintainability, and clarity in the codebase.

Below are the key implementation details:

1. Frameworks and Libraries Used:

- JavaFX for the graphical user interface (GUI).
- **MariaDB** as the relational database management system (RDBMS).
- JUnit 5 and Mockito for unit and integration testing.
- Maven Shade Plugin for creating an executable JAR containing all dependencies.
- **Docker** and **Testcontainers** for containerization and testing.

2. Architecture Overview

The Luku project follows a **layered MVC architecture**, separating concerns into Model (business logic), View (UI with JavaFX), and Controller (handles user interaction). It's a **monolithic application**, meaning all modules run in a single deployable unit, though it's structured in **modular packages** for scalability and maintainability — such as *controller*, *service*, *dao*, and *view*.

When a user interacts with view components, each component has its own controller. All the controllers have a main controller (Library controller) for code maintainability and scalability.

The controllers interact with the model service layer through the library controller, the request is then transferred from service layer to implementation layer (dao). The jakarta persistence API is used to map entities and tables into the database. The database then responds to the request accordingly.

This structure improves code readability, testing, and future extensibility. Architecture diagrams (like component or class diagrams) can further illustrate module interactions.

3. Localization:

- The system supports three languages: **English**, **Russian**, and **Urdu**.
- The user interface dynamically adjusts based on the selected language.

4. Key Functionalities:

- User Management:
 - Account registration and login
 - Profile editing
 - Role-based access control (admin, librarian, member)

- Book Reservation System:
 - Search functionality with filters (title, author, genre)
 - Book reservation and extension of due dates
 - Automatic restriction on overdues and limits
- Notifications:
 - Due date reminders and alerts via the GUI.
- Reporting & Analytics:
 - Real-time statistics on borrowed/reserved books
 - Exportable reports for administrative use
- Authentication and Security:
 - The system uses **JWT (JSON Web Token)** for secure, stateless authentication.
 - Upon successful login, the server generates a token signed with a secret key.
 - This token is included in the *Authorization* header of subsequent requests, allowing role-based access control without storing session data on the server.
 - Token expiration and refresh strategies are implemented to maintain security and usability.

5. Database Design:

- The system uses a MariaDB database named `library db`.
- Tables include `users`, `books`, `reservations`, etc., with appropriate primary and foreign key relationships.
- Database initialization is automated through an SQL script mounted in the Docker container.

6. Continuous Integration and Delivery (CI/CD):

- Jenkins:
 - Pipelines are configured using the **Jenkinsfile** for automated builds, tests, and deployments.
 - Integrated unit, integration, and UI testing stages
- Static Code Analysis:
 - SonarQube for detecting code smells and security vulnerabilities
 - Checkstyle for enforcing code consistency and standards

7. Containerization:

- Dockerized architecture:

- Application and database run as isolated containers
- Ensures consistency across development, staging, and production environments

- Docker Compose:

- Manages multi-container orchestration
- Simplifies spin-up/down operations for the whole system

8. Code Documentation

The project uses Javadoc for inline API documentation. All public methods, classes, and interfaces are documented. You can generate the HTML documentation using:

The generated docs can be found in /apidocs.

It can be accessed at http://localhost:63342/Luku/apidocs/index.html

5. Testing Strategy and Results

The **Luku Library Management System** employs a multi-layered testing strategy to ensure the application is reliable, secure, and aligned with user expectations. Testing is carried out at multiple levels — from unit tests to user acceptance — to validate both functionality and quality attributes.

Testing Types and Approach Functional Testing

1. Unit Testing

Definition: Verifies the behavior of individual units of code (typically methods or classes) in isolation.

JUnit

It is a popular unit testing framework in Java used to validate individual components (methods, classes) of your application. It ensures your logic works as expected by testing small, isolated parts of the codebase.

Mockito

Mockito is a mocking framework used alongside JUnit to simulate the behavior of external dependencies (e.g., databases, services) so you can test your code without needing the real implementation. It's crucial for testing services in isolation.

- Tools: JUnit 5 and Mockito
- Scope: Core service logic, controller behavior, and validation logic
- Highlights:
 - High test coverage across critical components
 - Mocked dependencies for isolated and deterministic testing

2. Integration Testing

Definition: Ensures that different modules or services interact correctly, including external systems like databases.

Testcontainers

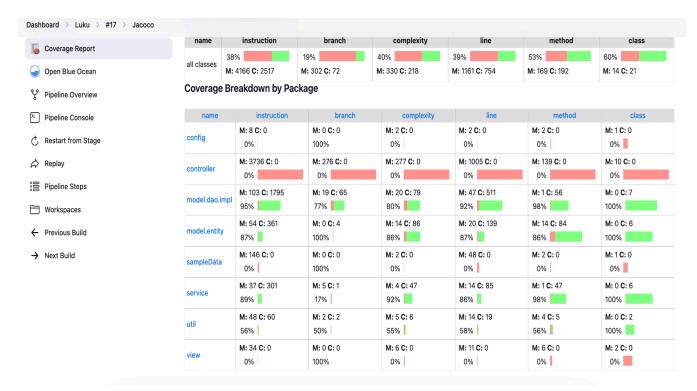
Testcontainers is a Java library that uses Docker to spin up real instances of services like databases during tests. It's used for **integration testing**, especially when verifying how your application interacts with a real MariaDB instance—without needing to set up a database manually.

- Tool: Testcontainers for real containerized MariaDB testing
- Scope: Repository methods, service-layer DB operations, and data consistency
- Verified:
 - SQL query execution and transaction integrity
 - Consistency of data between app and DB state

A total of **100** test cases using JUnit test, Mockitto and Testcontainers were conducted, giving a coverage report of 38%.

Jacoco report coverage:

JaCoCo (Java Code Coverage) in Jenkins is a plugin that generates test coverage reports for Java projects. It tracks which parts of your codebase are executed during tests, helping identify untested code. The report integrates with Jenkins pipelines, offering a visual summary of coverage metrics like line and branch coverage. It's useful for maintaining high-quality, well-tested code.



Non Functional Testing

3. Static Code Analysis

Definition: Automated review of source code to detect bugs, security issues, and maintainability concerns without running the code.

Static Code Analysis (SonarQube & Checkstyle)

Analyzes code quality, style, potential bugs, and maintainability issues—without running the code. Helps enforce best practices and consistent standards.

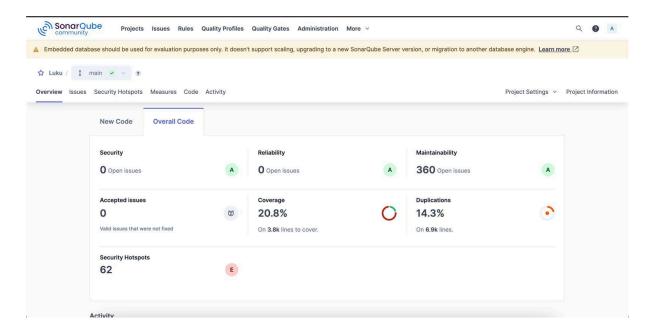
• Tool: SonarQube

Results:

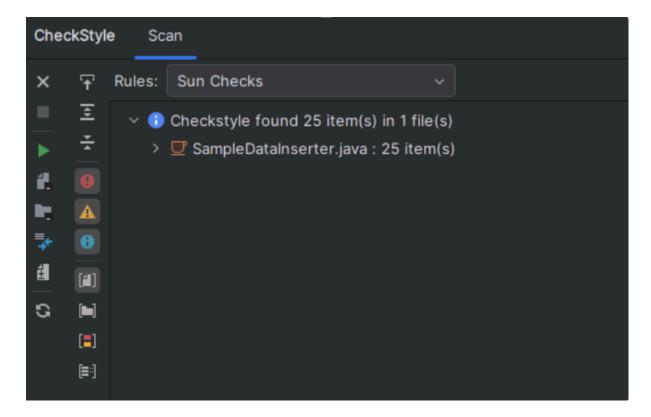
Security Rating: A

Reliability Rating: A

Maintainability Rating: A



• Code Quality: 1,597 of 1,622 issues resolved via Checkstyle compliance



4. Non-Functional Testing

• Heuristic Evaluation

Definition: Expert-based usability review based on established UI/UX principles.

Heuristic Evaluation

A usability audit based on established design principles (e.g., Nielsen's heuristics). Identifies UI/UX problems like poor feedback or lack of error messages.

- o Conducted in **Sprint 7** using Jakob Nielsen's 10 Usability Heuristics
- Identified UX flaws such as:
 - Vague error messaging
 - Missing cancel/exit options
- o Fixes implemented and revalidated

Heuristic Evaluation Table is shown below:

No	Heuristic	Description of the Issue	Severity	Suggested Improvement
1	H1-1: Simple & natural dialog	The application uses clear and consistent language across the platform.	0	No suggestions needed.
2	H1-2: Speak the users' language	The application uses localization to make users feel at home.	0	No suggestions needed.
3	H1-3: Minimize users' memory load	The system is user-friendly. Clear book status (available/reserved), button labels, and reservation confirmation all help reduce guesswork.	0	No suggestions needed.
3	H1-3: Minimize users' memory load	After session timeout, users are left hanging — no visual indication, no message, no redirect. This forces them to figure out what's happening, increasing cognitive load.	3	Show auto-logout countdown or alert: "You've been logged out due to inactivity." Include options to "Login Again" or "Stay Logged In."
3	H1-3: Minimize users' memory load	No remember password options.	2	The app should have options like "remember me" or login with google, to help reduce stress on user memory
3	H1-3: Minimize users' memory load	The user's previous reservations that were returned, should also be visible in the "my booking" section.	2	The user should not remember all the previous bookings made.

4	4 H1-4: Consistency	The header of the application remains the same on all pages containing information about user and related reservations.	0	No suggestions needed.
4	5 H1-4: Consistency	The application employs the same primary, secondary and tertiary buttons and label styles to hold consistency.	0	No suggestions needed.
5	5 H1-5: Feedback	Users are informed about the reservations made and extended. User is also given reminder notifications about due dates	0	No suggestions needed.

Heuristic Evaluation Summary: Strengths:

- Consistent UI with standard button and label styles.
- Localization implemented for user-friendliness.
- Visual feedback (notifications) provided for actions.

Identified Usability Issues (examples):

- Session timeout leads to stale screen without a redirect.
- "Invalid Token" message is vague needs actionable feedback.
- Lack of "Cancel" buttons after accidental clicks.
- Navigation after using search filters is tedious.
- · No keyboard shortcuts for power users.
- Missing help section or tooltips for user guidance.
- Users must re-login every time no "Remember Me" option.

Suggested Improvements:

- Implement European date format.
- Show auto-logout alert with options to re-login.
- Add confirmation modals for important actions (reserve/return/extend).
- Improve error messaging for session expiration.
- Introduce help sections and tooltips.
- Lock book IDs to prevent double-booking.

• User Acceptance Testing (UAT)

Definition: Final validation to confirm the system meets business and user needs.

Carried out with end-users

o Results:

■ 10 test cases passed

■ 2 test cases failed (documented and addressed in issue tracker)

■ UAT success rate: ~83%

UAT test example is below:

		TO 004	Test Case	B A 31 11 B 1
Test Case no.		TC-001	Name:	Browse Available Books
System:	Library Ma	anagement System	SubSystem:	Book Catalogue
Designed By:			Design Date:	20.04.2025
			Execution	00.04.0005
Executed By:			Date:	23.04.2025
Short Description:	Verify that users (student/teacher) can browse available books with basic search filters.			
Pre-Condition s:				
Step	Action	Expected System R	lesponse	Pass/Comment/Fail
1	Navigate to "Browse Books"	Book catalogue is d	isplayed	pass
2	Enter search keyword ("History")	Filtered list of history bo	oks is shown	pass
3	Apply filter (e.g., by author)	Books by that author a	re displayed	pass

UAT Test Results:

Test Case	Result
Verify that users can browse books with filters	Passed
Ensure users can reserve books	Passed
Extend a book reservation	Passed

Notification generated when book is reserved Passed

Reminder notification before due date Passed

Language switching available Passed

Guests cannot reserve books Passed

Book is already reserved by someone else Passed

Ensure both student and teacher roles can use features Passed

Ensure that the student cannot reserve more than 5

books.

Passed

2 users reserving same book simultaneously Failed

Session timeout does not redirect to login page Failed

Summary of Results:

Test Category	Tool(s) Used	Status / Rating
Unit Testing	JUnit 5, Mockito	50 test cases, high coverage, all green
Integration Testing	Testcontainers	50 test cases, All DB interactions verified
Static Analysis	SonarQube, Checkstyle	A-grade across all categories
Heuristic Evaluation	N/A	Key UX flaws fixed
UAT	Manual	83% pass rate, remaining bugs reported in the documentation.

Additional Considerations

- **Continuous Testing** is integrated into the CI/CD pipeline using Jenkins.
- Failed test cases and known issues are tracked using an internal issue tracker (e.g. GitHub Issues, Jira).

6. Installation & Setup Guide

The **Luku Library Management System** can be set up and run both locally and via Docker. Follow the instructions below to configure the environment, build the system, and run the application.

Clone the Repository

```
```sh
git clone <u>https://github.com/S-Vilka/Luku.git</u>
cd Luku
```
```

I. Local Setup

1. Configure the Database

Ensure MariaDB is installed and running.

- Create a database named library_db.
- Alternatively, use Docker Compose:

```
```sh
cd docker
docker-compose -f docker-compose-db.yml up
=```
```

#### 2. Set Environment Variables

Create a . env file in the root directory with the following content:

```
public static final String DB_URL =
 "jdbc:mariadb://localhost:3306/library_db";
public static final String USER = "library_user";
public static final String PASSWORD = "library_password";
```

### 3. Insert Sample Data

Run the SampleDataInserter. java file to prepopulate the database with test entries.

### 4. Build the Project

```
```sh
mvn clean install
```
```

### 5. Run the Application

• Using Maven:

```
```sh
mvn exec:java
```
```

• Or run the compiled JAR:

```
```sh
java -jar target/LukuLibrary.jar
```
```

• Or run the Main class directly from the view package in your IDE.

# **Running Tests**

Run unit and integration tests:

```
```sh
mvn test
...
```

Test coverage includes:

- Service and controller layers (JUnit 5, Mockito)
- Integration with MariaDB (Testcontainers)

Project Structure

```
src/main/java  # Main application code
src/test/java  # Unit and integration tests
src/main/resources  # Config files and assets
docker/  # Dockerfiles and Compose configs
.env  # Local environment variables
.env.docker  # Docker environment configuration
```

```
SampleDataInserter.java # DB seed utility

Jenkinsfile # CI/CD pipeline config

Dockerfile # Docker image configuration

sonar-project.properties# SonarQube analysis config

pom.xml # Maven configuration
```

II. Docker Deployment

1. Create Docker Env File

Create .env.docker with:

```
public static final String DB_URL =
  "jdbc:mariadb://mariadb:3306/library_db";
public static final String USER = "library_user";
public static final String PASSWORD = "library_password";
```

2. Build and Run

```
```sh
docker build -t yourdockerhub/luku:v1 .
...
```

### To verify:

```
```sh
docker images
docker ps
```

3. Push to Docker Hub

```
```sh
docker push yourdockerhub/luku:v1
...
```

# **Running on macOS with Docker Compose**

### Install XQuartz for GUI:

```
```sh
brew install --cask xquartz
Open -a XQuartz
...
```

Enable X11:

- Security → Enable "Allow connections from network clients"
- Set environment:

```
```sh
export DISPLAY=:0
xhost +localhost
```

#### Run:

```
```sh
docker-compose up
...
```

Running on Windows with Docker Compose

Install Chocolatey:

```
Set-ExecutionPolicy Bypass -Scope Process -Force iex ((New-Object System.Net.WebClient).DownloadString('https://community.chocol atey.org/install.ps1')) choco install xming
```

Configure Xming (via XLaunch). Then:

```
set DISPLAY=localhost:0.0
xhost +localhost
docker-compose up
```

Data Persistence

- MariaDB data is mounted using Docker volumes.
- Data persists even after container restart.

Volume used: mariadb_data

Database Initialization

An SQL script (db_init.sql) is auto-executed in Docker using:

```
```sh
/docker-entrypoint-initdb.d/
```
```

This seeds initial data during container startup.

Backup & Restore

Backup:

```
```sh
docker exec -t mariadb_container mysqldump -u root --password=root
library_db > backup.sql
...
```

### Restore:

```
```sh
docker exec -i mariadb_container mysql -u root --password=root library_db
< backup.sql
...
```

Code Quality & Static Analysis

Checkstyle (via IntelliJ IDEA)

• Plugin: Checkstyle-IDEA

• Configuration: Sun Checks

Initial issues: 1,622

• Resolved: 1,597

Steps:

1. Install plugin via IntelliJ Marketplace.

- 2. Configure under Settings \rightarrow Tools \rightarrow Checkstyle.
- 3. Run scan via right-click menu.

SonarQube

- Tool for static analysis and technical debt
- Launch via local SonarQube server:

```
```sh
Start server
cd sonarqube/bin/{your_os}
./sonar.sh start
```

Access at: <a href="http://localhost:9000">http://localhost:9000</a>

Add sonar-project.properties:

### Properties:

```
sonar.projectKey=luku
sonar.sources=src
sonar.host.url=http://localhost:9000
sonar.login=your_token
```

### Run:

```
```sh
sonar-scanner
```
```

## **Current Quality Gate Results:**

• Security: A

Reliability: A

Maintainability: A

# 7. Usage Instructions

Follow these steps to effectively use the **Luku Library Management System**:

# **Launching the Application**

- 1. Start the application via mvn exec: java or run the compiled JAR.
- 2. **Log in** with your user credentials.
- 3. New here? Click **Register** to create an account.
- 4. Choose your preferred language: English, Russian, or Urdu.

### **Book Search and Reservation**

- Use the **Search** feature to filter books by:
  - o Title
  - Author
  - Category
- Click **Reserve** to place a hold on a book.
- Your reservation ability depends on your **user role** (e.g., student, staff, admin).

## **Manage Reservations**

- View your list of reserved books.
- Click Extend Due Date if the book is eligible.

• Return books manually or wait for the return date to auto-expire.

### **Notifications**

- Get timely alerts for:
  - Upcoming due dates
  - Overdue items

These will display on the user dashboard.

### **Non-Functional Features**

- View application analytics via SonarQube.
- Use **Docker/Docker Compose** for:
  - Rapid deployment
  - Environment consistency
  - Container-based execution

# 8. Troubleshooting Guide

Here's a quick hit list of common issues and how to resolve them:

Issue: App can't connect to the database

### Solution:

• Ensure MariaDB is up and running.

Verify credentials in your .env or .env.docker:

DB\_URL, USER, PASSWORD

• For Docker setups, confirm container status:

```
```sh docker ps
```

Issue: Maven build fails

Solution:

- Ensure:
 - Java 11+
 - o Maven 3.6+

Clean and build the project:

```
```sh mvn clean install
```

### Issue: Localization doesn't work

### Solution:

Check if language .properties files exist in:

```
src/main/resources/i18n/
```

• Ensure the selected language matches a valid translation.

### Issue: Docker containers won't start

### Solution:

• Ensure Docker is installed and daemon is running.

### Force restart containers:

```
```sh
docker-compose down
docker-compose up --force-recreate
...
```

• Check logs for clues:

```
```sh
docker-compose logs
```
```

Issue: Jenkins pipeline fails

Solution:

- Confirm:
 - Docker + Maven plugins are installed in Jenkins
 - o Jenkinsfile syntax is correct
- Check Jenkins job logs under:

/var/lib/jenkins/jobs/YourJob/builds/lastBuild/log

Issue: Tests not passing

Solution:

Start MariaDB or run docker-compose before executing tests.

Run tests again:

```
```sh mvn test
```

# 9. Frequently Asked Questions (FAQs)

### Q1: Who is eligible to use this platform?

A: All enrolled students, faculty, and authorized university staff.

### Q2: What happens if I forget to return a book?

A: You'll receive automated email or in-app reminders to return the book.

### Q3: Can I switch the interface language?

A: Yes, the platform supports English, Urdu, and Russian, and you can switch at any time.

### Q4: How secure is my account?

A: Your account is protected with JWT authentication and follows standard security protocols.

### Q5: What do I do if a book I want is not available?

A: You can reserve it, and you'll be notified once it becomes available.

### Q6: What devices can I use to access the platform?

A: The platform is accessible on desktop environments and optimized for cross-platform deployment via Docker.

# 10. Support and Contact Information

If you need help, want to report an issue, or have suggestions, reach out through the following channels:

• Email: <u>support@luku.com</u>

• GitHub Repository: [GitHub link]

• Figma Mockups: [Figma link]

• Issue Reporting: Use GitHub Issues or email us directly.

• **Support Hours**: Monday – Friday, 10:00 AM to 5:00 PM (University Time)