

## **Questions to Customer**

1. What are the text and image fields for the books? Include author, publication year, image of the book etc. ?
2. How many roles do you want to have and what permissions should every role have?
3. Like in every modern system, do you need a data backup and recovery if something unexpected happens?
4. Regarding your workday, what task regarding the library management do you spend the most time at and which tasks do you rarely do?
5. When searching for book copies, what do you mostly look for first (e.g. title, author, date, ...)?
6. How often do you get a delivery of new books? And of what type are the files of new books you get or create yourself?
7. What other conditions must customers meet, apart from never borrowing over 5 books?
8. What is the maximum duration customers are allowed to borrow books?
9. How is the fee calculated - a flat-fee or is it calculated depending on the book's value, how long past the due date it was returned etc?
10. Are customers charged on condition of the book after being returned ?
11. How do you currently track the physical location of book copies within the library(numbering shelves)?
12. Can you provide more details on the information stored for each customer(email to notify them)?
13. Should the payment be done through the software or should this be done by an employee manually and in what period should this be done?
14. About the output reports, is there a specific format they should be in (PDF, plain text or etc.)