

# Conclusion

The Library Reservation System project demonstrates how business analysis practices can identify inefficiencies in existing manual processes and design digital solutions that address stakeholder needs. By conducting stakeholder analysis, requirement gathering, and process mapping, the project identified key pain points faced by library members and staff, including wasted visits, a lack of real-time book availability, and low user satisfaction.

The proposed online reservation platform offers tangible benefits:

- Reduces wasted library visits by 40–60%
- Improves member satisfaction and retention by 20%
- Provides scalability for future enhancements such as notifications, reports, and mobile access

This project applied multiple BA tools and techniques, including:

- Requirement Gathering Techniques (interviews, surveys, observation, workshops)
- Business Requirement Document (BRD) with scope, assumptions, and constraints
- User Stories, Acceptance Criteria, Use Case Diagrams, Wireframes
- Requirements Traceability Matrix (RTM) and Test Scenarios

Overall, the case study reflects how a Business Analyst bridges the gap between business needs and technical solutions. It demonstrates my ability to document, analyze, and communicate requirements effectively, while ensuring solutions are practical, cost-effective, and user-centric.