Library Reservation System
Business Analyst Case Study
Portfolio Summary

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Library Reservation System (Portfolio Summary)

Role: Business Analyst (Case Study)
Tools & Techniques: Requirement gathering (interviews, surveys, observation), Use Case Modeling, Wireframes (Draw.io/Lucidchart), RTM, UAT planning

1. Problem Statement

Library members waste time by visiting physically to check book availability. The lack of real-time updates leads to frustration, cancellations, and reduced member engagement.

2. Proposed Solution

Implement an online reservation system (web/app) allowing members to:

- Search/filter by title, author, genre, release date
- Reserve available books online
- Receive notifications for new releases & restocked books

3. Business Impact (Expected Benefits)

- Reduce wasted library visits by 40–60%
- Improve member satisfaction & retention by 20%
- Provide scalability for future features (mobile app, reports, notifications)

4. Key Deliverables

- Stakeholder Analysis (Library Owner, IT Team, Librarians, Members)
- Requirements Gathering: Interviews, surveys, observation, workshops
- Business Requirements:

    - Book search & filtering
    - Online reservation & cancellation
    - Real-time availability updates
    - Member notifications

- Non-Functional Requirements (NFRs): Simple UI, 24/7 availability, secure login, mobile compatibility

5. Models & Artefacts

- As-Is vs To-Be Process: Manual search → Digital reservation
- Use Cases: Reserve book, return book
- User Stories & Acceptance Criteria:

    - *"As a member, I want to reserve books online so that I avoid wasted visits."*

- Wireframes: Home page, profile, and reservation management
- System Architecture: Web/mobile app + backend + librarian dashboard
- RTM & Test Scenarios: Traced requirements to test cases for validation
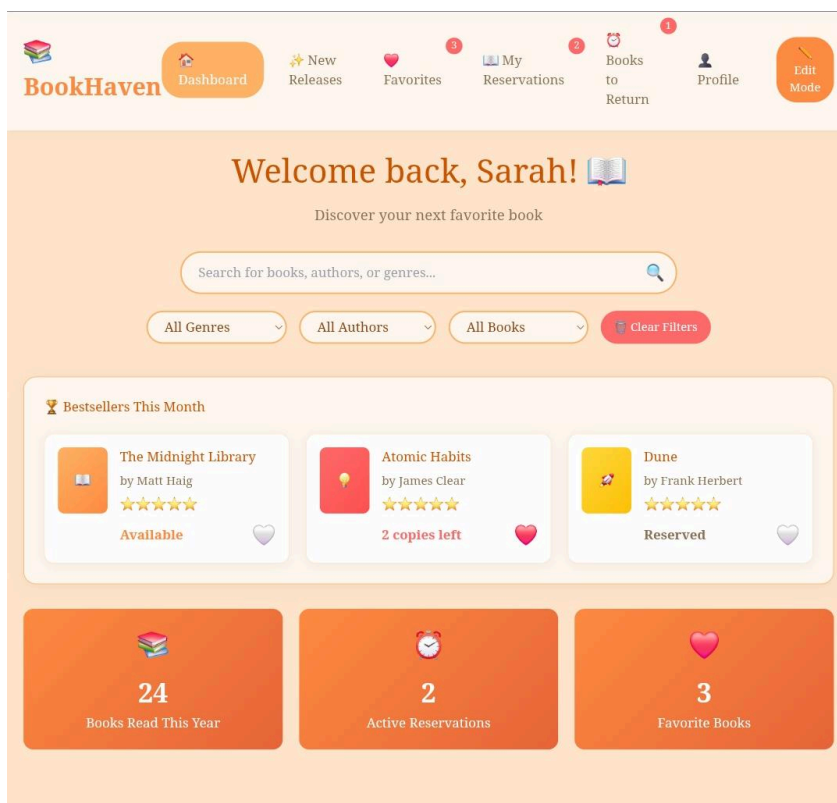
Figure 1: Use Case Diagram

Figure 2: Wireframe 1 - Home Page

6. Recommendations

- **Recommended Option B: Online Platform** (most cost-effective & scalable).
- Prototype & UAT planned within 1 month.
- Phased rollout scheduled for Q4 2025.