Analysis

1. What are the problems?
   1. Inability to keep up with demand once they expand services to other individuals other than librarians.
   2. Inability to maintain inventory of stocks to an appropriate amount.
   3. Having an appropriate number of call receptionists to take in orders across the day.
2. What are the alternatives?
   1. Build book ordering website or website portal.
   2. Stay with existing system.
   3. Stay with existing system but increase the number of workers and therefore increase the number of orders made.
3. What are the selection criteria?
   1. What is the cost:benefit analysis of implementing a new solution.
   2. Customer/User convenience and satisfaction
   3. Learning curve for current employees
   4. Possible backlog size from the time an item is ordered to when it is delivered.
4. What recommendation would you make?
   1. Not go down the pathway of toll free numbers as it can lead to a severe backlog but build a website so people can view and order books directly.