* 1. As a Librarian I want to query if any rentals are overdue so I can chase this up
  2. As a Customer I want to query by a particular author or artist in order to find items by someone I like
  3. As a Social Media Consultant I want to know which items get rented out the most so I can create effective campaigns for them
  4. As customer, I want to be notified when a new magazine arrives
  5. As a customer, I want to see the stock levels of specific academic papers

Database includes the following fields: Item name, item category, author for books, artist for audio CD, director and actors for DVD, artist for vinyl records director and artists fro video tapes, artist for cassettes, issue for magazines, authors for academic papers all fields include “number of times rented”, all fields include “item due:”

* + - * 1. Db.users.find(
        2. Db.users.find({author = AuthorName})
        3. Db.users.find().sort({Numberrented})
        4. Db.users.find()

2.

* 1. As a Managing Director I want to query what the peak times for particular service requests are so I can appropriately assign staff
  2. As a Calls Manager I want to query which members of staff have taken the most calls so I know who is performing well
  3. As an Managing Director I want to query what the maximum call duration has been the past month so I can track statistics on this
  4. As a staff member I want to record location of the call, to ease the dispatch
  5. As a staff member I want to note the severity of the report to ease the dispatch

Database includes the following: Reason for call, Responder name, Resolution, Additional comments, time of call, call duration, location of call,