Interação Pessoa-Máquina

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Hungry Readers

Stage 2: User and Task Analysis

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Problem description

In today's world, there are various applications and websites where it is possible to search for books, keep records of the books already read, of the books to read, and see the rating for each of the books. However, it is as far as the applications go. In case there is someone looking for more than those generic features, for example, customized book clubs, that person will have a very hard time doing so.

You could say that it is a very hard task to find an online book club or become a member of an existing one for the following reasons: there is not much offer in the market, it is not easy to discover people who have the same taste in books among our friends and it can be difficult to join an existing group of people that know each other.

Therefore, we came up with the idea for our application. An application that not only recommends books but, above all, promotes interaction between readers by setting up book clubs among total strangers that unknowingly have the same taste in books.

Users

- <u>Writers</u>: users who wrote at least one book and wish to advertise it.
- <u>Leaders of a club</u>: users who create at least one book club on the app.
- <u>Members of a club</u>: users who belong at least to one book club on the app.
- <u>Readers</u>: users who are not writers nor leaders of clubs and do not belong to any book clubs already created.

Note: All these users have their own functionalities but share the same basic tasks.

Tasks

Create a new book club

<u>Goal</u>: add a new book club with the characteristics defined by the creator (leader).
<u>Pre-conditions</u>:
- The creator needs to be registered and logged in the website;
- The creator must have room for another club membership.

<u>Sub-tasks</u>:
1. Select the "Create book club" button;
2. Give a name to the club;
3. Select if the book club is private or public;
4. Select the maximum number of members that the club should have;
5. Define the genre(s) of books that this club will be reading;
6. Select the "Add new club" button.

<u>Exceptions</u>:
- There is already a book club with the name given;
- The user did not fill all the parameters.

<u>Time constraints</u>: N/A
<u>Frequency of use</u>: high frequency, this task is used every time the user wants to create a new book club

Add someone to the book club

Goal: send an invitation to a user for them to join the book club.
Pre-conditions:
- The user needs to be registered and logged in the website;
- The user needs to be leader of a book club;
- The club must have room for another member.

Sub-tasks:
1. Select the "Add user to club" button;
2. Put the username of the user to join the club;
3. Select the "Send Invitation" button.

Exceptions:
- There is no user with the username given;
- The invited user already belongs to the club;
- The leader of the club already sent an invitation to the user.

Time constraints: N/A
Frequency of use: medium frequency, this task is used every time the leader of the club wants to add a new member until the club is full.

Join a book club

Goal: accept an invitation to join a private club or join a public book club
Pre-conditions:
- The user needs to be registered and logged on the website;
- The user cannot be a member of the club they want to join.

Sub-tasks:
1. The user received an invitation to a certain book club;
   1.1. The user clicks on the "Accept invitation" button if he wants to join that club;
      1.1.1. The user is added to that club.
   1.2. The user clicks on the "Decline invitation" button if he does not want to join the club.
   1.3. The leader receives a notification with the user's answer.
2. The user wants to enter on a public book club;
   2.1. The user clicks on the "Send Request" button to send a request to join that club;
   2.2. The leader of the club receives a notification;
   2.3. The leader gives an answer about the acceptance of the user on that particular club;
   2.4. The user receives a notification informing him about the leader's decision.

Exceptions:
- The club must have room for another member;
- The user must have room for another club membership.

Time constraints: the user cannot join because the invitation expired. (7 days duration).
Frequency of use: high frequency, this task is used every time one user wants to join a club.

Recommend a book

Goal: a member of one club recommends a book to his book club
Pre-conditions:
- The user must be registered and logged in;
- The user must belong to that club.

Sub-tasks:
1. The user clicks on the "Recommend a book" button;
2. Writes the name and author of the book;
3. Fills a brief opinion on the book;
4. The user clicks on the "Add recommendation" button;
5. The book goes to the recommended books list.

Exceptions:
- The book was already recommended by another user;
- The book's genre does not belong to the club's genres;
- The user did not fill all the parameters.

Time constraints: N/A.
Frequency of use: high frequency, this task is used every time a member wants to recommend a book to the club he belongs to.

Request for a book trade

Goal: ask another member to make a trade of books between them.
Pre-conditions:
- The user must be registered and logged in;
- Both users must be friends;
- The user *b* must have a book on the read list that the user *a* wants;
- User *a* must have a book on his "wishlist" that *b* wants to read and a book on his read list that user *b* wants.

Sub-tasks:
1. Click on "Request Trade" button
2. The trade menu will appear
3. Put the book he wants to have
4. Put the book he wants to give
5. Click on "Submit trade request" button

Exceptions:
- One or both users submitted the wrong book(s);
- One or both users cancel the trade.

Time constraints: The trade menu will only be open for 3 minutes.
Frequency of use: medium frequency, this task is used every time a member wants to make a trade.

Author creates an event

(eg. Book signing)
Goal: the author creates a new event such as book signing or book presentation.
Pre-conditions:
- The user must be an author;
- The author must be registered and logged in;
- The event must be unique;

Sub-tasks:
1. The author clicks on "Add new Event" button;
2. He fills the form to give the following information about the event:
   2.1. Name;
   2.2. Type (book signing, advertising new book, …);
   2.3. Location (if is online or in a particular place);
   2.4. Date and hour.
3. The writer clicks on the "Create event" button.

Exception:
- The author did not fill all the parameters;
- The date is in the past.

Time constraints: N/A.
Frequency of use: minimum frequency, every time an author wants to create a new event.

Scenarios

1. John has written a new book and, although he has a significant following, he does not have a lot of money to spend on advertisement as the costs are exuberant these days. To make sure he does not let his new release go by his fans, he logs in to the website and creates a new book advertisement event.

2. Sophie is passionate about her books and she loves to talk about them but due to the pandemic, she has not had the opportunity to participate in her local reading groups. She remembers her best friend Rose recommended a new website called Hungry Readers and so she goes on to the website and registers. After creating it, she searches her friend's name on the app and sees the book club she is in. Since Sophie knows she and Rose share common literary likes, she joins them.

3. Anthony finished reading a book from an author he has never heard from before. He enjoyed it so much he wanted to read more from him. He enters the website and goes to his profile to add another one of the author's books into his "wishlist" list. As he does, he notices his friend Peter has the book he added and so he sets up a trade request.

4. Maria enjoys reading Crime Fiction novels. She enjoys them so much she would love to share her love for them with everyone. She creates a book club called "I have no clue" and sets it as a crime fiction club. She makes it public so everyone can join and share their love for the genre.

5. Anna belongs to the book club "Fantasy 4ALL" which has a list of books recommended by the members. The book to read each month is chosen from this list. One day, Anna is passing through a library and sees the book "Eragon" from Christopher Paolini. She loved the synopses so much that she added the book to that list. Unfortunately, now she is waiting impatiently for the group to choose this book.

6. John created a book club a few days ago and he really needs to get some more people to the club to start having all the advantages that the creation of the club has to offer. So, he decided to send some invitations to his friends Maria, Paul and Luisa.

7. Tom has already read A Darker Shade of Magic, by V. E. Schwab, and he loved it. He desperately wants the sequel, A Gathering of Shadows, and so Tom looks for one of his friends who has the book he wants to read. And Stacey has it! He also realizes that he has a book Stacey wants to read. The Ocean at the End of the Lane, by Neil Gaiman. Tom requests to make a trade with Stacey, trading his copy of The Ocean at the End of the Lane, for Stacey's copy of A Gathering of Shadows.

Interviews

Role: Reader

Imagine you wanted to trade a book with a friend for one that he/she has that you wanted, how would you do it?

The interviewee first refers that she first tries to find which of her friends has the book she wants. She says she then has to either know someone who has the book beforehand or try to find out in GoodReads (which requires them to have their profile up to date and has to look friend by friend).

After having found a friend that has the book she wants, she said she needed to ask them if she could borrow them. Then the next step got more convoluted as she had to go through every book she had in order to find a book her friend wanted in exchange.

It is easy to conclude that the process of exchanging books between people, even if they are friends, it is not easy and can take a long time before it is settled.

What do you do to keep yourself updated with the latest releases from your favourite authors?

The interviewee mentions how she follows the authors she enjoys on social media to be updated with the latest news from them and how sometimes either by a store like FNAC advertises the author's new books or it appears over at Google News since Google tries to keep their users updated on their interests.

These methods, although they work, they don't work too well and aren't ideal. Either by relying on a service like Google to share the news when it stores dozens of their user's interests, or being a big enough author that a store like FNAC

finds it good to advertise or to follow them on social media where the user hopes he/she will see the 1 or 2 tweet/post that the author posts announcing the new book.

We can conclude that by giving readers an option to get notified when their favourite authors release a new book, we would be bringing them joy by giving them the update they have a new book to read.

Role: Leader of a club or member club

Imagine that you would like to belong to a book club or create one, what would you do?

The interviewee answered that normally people have a friend that likes to read. He would talk to that friend and ask if he wanted to create a book club. Or he could go to facebook because there are groups of everything and might find one group of his interest.

Since Facebook is a place with billions of users that can create whatever groups they want an infinite amount of times, the social network is flooded with different groups. It would be difficult to find a group that suits what she's looking for. The other way around too, where if she wanted to create a book club group, Facebook having so many groups already would flood her group and it wouldn't be easy to find by other people who share the same interest.