Digital Library management

Appendix

Initial Interview 1 (Online meeting - 20th Apr 21)

Me: Good morning, Ms Kamna. As per our previous call, you had mentioned that you feel that your current library management manual system of recording books is cumbersome and time taking.

Client: Yes, I am looking for a digital system that can help make library management similar for me.

Me: I would like to know more about your library management manual system more in-depth.

Client: Sure

Me: Can you give me an idea about how your current manual system functions?

Client: Sure. The manual system keeps a track of the book details in the register to keep a record of books issued to students and returned by the students. I assign every student a unique reference number to keep a record of which book is being assigned to which student. I even make a record of the date of issue, date of return, book description, publisher details, student's details. I also make a monthly report of students' progress and share it with their parents.

Me: What all challenges do you face with your current system?

Client: There are various challenges I face, the first on being I have to manually turn pages to cross-check if a book is issued or returned or update/remove any book or student information. Another challenge is that it is a difficult task to locate and tally which all books are available therefore, I spend a very long time searching up the library shelf or turning over pages back-forth to see if a book is available or not. Another problem is that I have to manually make a monthly report with the student's parents about the progress of their child and how many books they have read over the months which is very time-consuming.

Me: What do you expect out of the new digitized system?

Client: The new digitized system should be easy to use and faster. I would prefer like on click of buttons, I can store records of new students or book details. I would like to know that which all books are available. Even I would like a table of the list of books the students have read over the chosen time frame. It would be great if you think you could add anything new which would help.

Me: After listening to these problems and your expectation, I am planning to make a user-friendly digital software that will make use of Java NetBeans and PostgreSQL for the backend which will be suitable to help you manage your daily tasks to better manage books and students list.

Client: Ya that sounds great.

Me: I will soon get back to you after brainstorming on our discussion for the same.

Initial Interview 2 (Online meeting - 30th Apr 21)

Me: Good morning, Ms Kamna. After our last meeting, I have come up with a solution and need some better understanding from you on what all features do you expect me to include in my solution.

Client: Sure.

Me: Great, before getting into the features can you give me insights about the reading program that you follow which you want to manage via this system.

Client: We have a well-defined reading program in our school that aims to achieve the objective of enhancing reading skills for our primary students. There are different reading levels that we have carved out and students keep moving the levels as they complete the defined milestone. Monthly Report is published to the parents on the learning progress of their child. There are awards for the students who read maximum books per month or take less time to move to the next level.

Me: Thanks. This is insightful. So, can you let me know what the benefits students are getting from this program?

Client: Well, this program is fully focused on benefits the students. The key benefit is that the program enhances their reading skills as well as creative writing skills during the primary stage too. They are more confident in articulating their point of view in classroom discussions. We have also witnessed parents coming back and sharing feedback on how the program is helping their children gain a key interest in reading.

Me: Do you think a desktop-based application with a user-friendly front end with a database where all the information will be stored?

Client: Yes, it sounds great to me. I think storing the data in a database would help easy access when needed instead of manually maintaining data in excel files etc

Me: It will be great if you could list down some of the features you would like to be there in the solution?

Client: First, I would like to have a section where I can keep a record of books and students for which I can add or update or delete the information. It would be great if you could add an option through which I can search for the books available in the inventory. I would like to have an option to issue and return books from students.

Me: Do you think that if I can prepare an automatic report with the list of books for students and you can just share it directly with the student and parents?

Client: Ya, I believe that's a great suggestion. This will help reduce my efforts in making the report. In the report, you can include the topic at the top with a table listing the books the students have read over a specific period which I would choose.

Me: Also, I was thinking to add a table where you can see the list of overdue books is with which student.

Client: Ya that will be great. It would be great if a system could be there where the system will restrict me from issuing a book to a student who has already one or more books overdue.

Me: I think I can add that as well to make the product easier to use for you.

Me: Thank you. It was great talking to you and getting insights into what the solution will look like. I will get back to you once I have developed the prototype of the solution and the after the completion of the product as well to receive your views on the same.

Feedback Interview (Online mode - 20th October 2021)

Me: Good Morning, Ms Kamna. In our last meeting where I showed you the final solution and handed it over to you, Hope everything is going fine?

Client: Yes, the new system is working great.

Me: Hope all the features of the product are working fine?

Client: Yes, they are working great, and this software has made my life simpler.

Me: How do you think has the new system helped you?

Client: The new system is time-saving and efficient and helped boost my productivity at work. The product has helped me minimize my time wastage on the manual creation of progress reports and charts. Also, I feel safer as there is a login system now and no undesired individual can access the information without my permission.

Me: That sounds great! I still remember during the initial interview you mentioned the difficulties you faced regarding looking for the availability of the book or issues you had when you would overdue more than one book or keeping a record of books issued and returned. Do you feel the new system has solved these problems?

Client: Yes, the new system has solved these problems effectively for me. Now for me checking the availability of the books is extremely easy as I can search them up with set criteria filters. Also, I can now easily know which book is issued and returned while keeping a record of it. This has also helped me in keeping a record of the overdue books with the students. Also, the new system helps me make sure that it restricts me from issuing a new book to the student who already has a book overdue.

Me: That is great! I am happy I could help solve these difficulties for you. Also, was the problem of storing the information at one location solved?

Client: Yes, your idea of storing all the information in one single database helped that too.

Me: All right. I am happy I could be of help to you in helping you make a great software like this. If you do not mind, can you suggest some ideas for further development in the new system?

Client: Sure, I feel that one feature which can help reduce my burden would be to have a section to record the vendor details from whom the books were bought so this list can be provided from a specific book to the school authority whenever they need it. Another feature you could add would be adding an option to take a backup of all the information in the Disk drive. I believe that in future there should be an option that once the progress report is generated it can be mailed directly to the students and their parents with a customized body paragraph and I do not need to manually send E-mails. At last, I would like a feature where there can be an automatic calculation of the total number of books read by each student and at last, find out who read the most books for each grade and I will award them with the various rewards.

Me: Sure, I will work upon the given suggestions and better develop the product. IT was a pleasure for me to work with you.

Client: Thanks.