



Háskólinn í Reykjavík

Verklegt námskeið 2

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The Book Cave Requirement Analysis

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1. Introduction

This document is a tool. As programmers, we are often eager to start right away with coding, creating a bad habit of undocumented and unplanned code. This requirement analysis report makes us stop in our steps to think first and act later in order to save ourselves from wasting time and effort. We will identify much in this report which is vitally important for the project, including user groups, possible scenarios and requirements. We will not only use this document this week, but see it in our everyday work in the coming three weeks to keep us on track to bring a result forth where both programmers' and users' needs are brought to fulfillment.

2. About the System

The system which will be developed during the following week is an online bookstore called "The Book Cave". The clients requesting the project have set forth standards which they would like to see met. In addition to the elementary goals of the client, this group will bring concepts and features which are to improve the site and bring it to a level where it will be highly regarded among its competitors. We will allow for customers and employees to access the website where they can each complete their own different goals. Customers can order books, and see what the hottest books are today, while employees can improve the site by adding books to stock and administrate the site so that users with unkind goals cannot run amok. The main features include a Book Catalogue showing what is in stock. Users can filter and sort this Catalogue as they wish and find the books that they most desire. Users will also have accounts, so that they can save their information for quick and easy book shopping. Employees will have administrative power to keep up the site by adding books to stock, add new books to the website, and supervise comments left on reviews of books.

3. Identifying User Groups

Here we have a table of our speculated user groups that are most likely to encompass most of our users:

Employees, Regular customers, One-time book buyers, Students, and Corporations.

User groups	Background	Use of system	Environment	Main goals
Employees	Age: 18-70 Gender: Both Education: High School Degree Computer knowledge: Varies depending on position	Use: Daily Training: Have a good history with the system because of their frequent use Opinion: Generally positive Number of users: ca. 200	Technical environment: Usually at a computer on the job with a good connection to the internet Real environment: At a desktop in the workplace	-To add/remove books from the catalogue -To keep stock up to date -To moderate comments and reviews
Regular Customers (Regulars)	Age: 18-99 Gender: Both Education: Varies Computer knowledge: Varies	Use: Regularly Training: Moderate because they use our system regularly Opinion: Positive Number of users: ca. 500-1000	Technical environment: Varies greatly from person to person Real environment: It can vary but usually at the customer's home	-To purchase books regularly (weekly to monthly basis) -To receive benefits for using our service so often -Are often premium users
One-time book buyers	Age: 18-99 Gender: Both Education: Varies Computer knowledge: Varies	Use: Once Training: Little because of infrequent use of our system Opinion: Average Number of users: ca. 5000-10.000	Technical environment: Varies greatly from person to person Real environment: It can vary but usually at the customer's home	-To purchase book/s. Usually people that don't read often or are new to our site.
Students	Age: 18-35 Gender: Both Education: In progress Computer knowledge: Usually higher than average	Use: Large purchases twice a year Training: Little because of infrequent use of our system Opinion: Average Number of users: ca. 1000-2000	Technical environment: Varies greatly from person to person Real environment: Often in a home or school area.	-To purchase a large batch of books quickly
Corporations	Age: 25-70 Gender: Both Education: Varies Computer knowledge: Moderate to High	Use: Large time purchases a few times a year Training: Little because of infrequent use of our system Opinion: Average Number of users: c.a 10-50	Technical environment: Usually at a desktop with a good connection to the internet Real environment: Usually an office space, but can vary	-Bulk purchases of similar books -Usually premium users

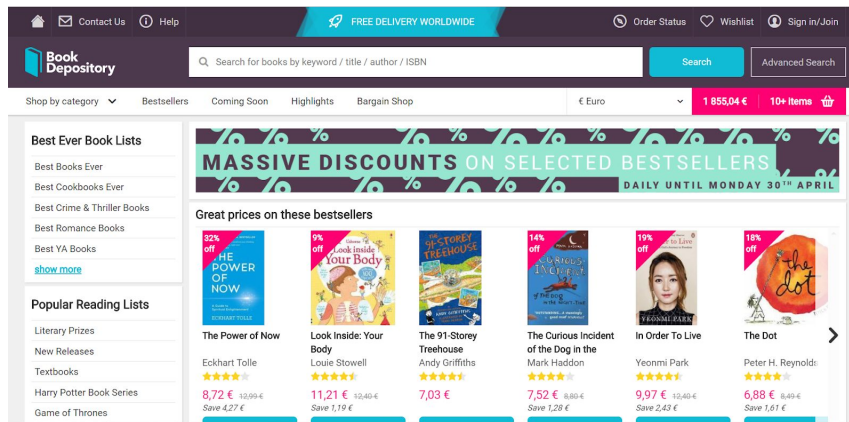
4. About the Competition

After identifying the user groups we decided to research our competitors' websites. We did this in order to get a better understanding on how we can better the functionality of our website by including good ideas from others and also to see what we could do better and improve from our competitors mistakes.

The following is a list of our biggest competitors which sites we will be researching:

- <https://www.bookdepository.com/>
- <https://www.thriftbooks.com/>
- <https://www.amazon.com/>

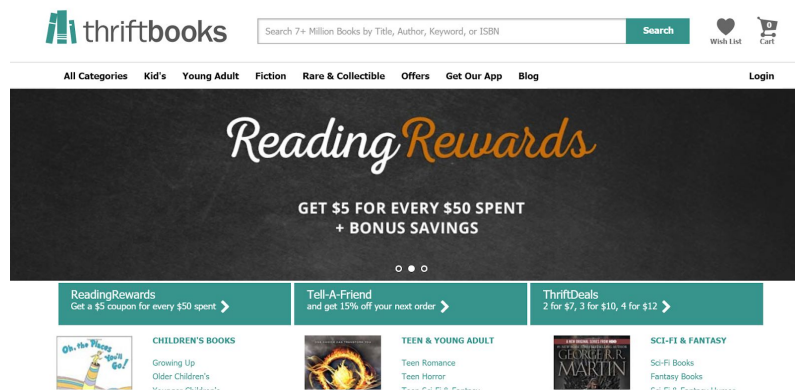
4.1 Book Depository



PROS	CONS
<ul style="list-style-type: none">● They offer free delivery world wide of every purchase.● They manage to utilize a unusual color pallet of bright pink, cyan and gray tones.● They have a “Coming Soon” tab where the user can pre-order books that are expected to be sold by the site in the coming days.● The total price of the user’s cart is displayed next to the cart icon, showing the user the total price without having to check the cart.	<ul style="list-style-type: none">● The ad in the middle of their site is in a different color scheme then the rest, which would be understandable if it were an ad for a different company but it is, in fact, an ad for their own site.● The page is very long, it takes a while to scroll down to the footer.● The “About Us” section is located in the “Help” tab of the header and is therefore not easily found.

To summarize www.bookdepository.com we can definitely say that they have a lot of good things going for them despite the few minor flaw listed above. Things that we might consider implementing on our site is a variation of their “Coming Soon” tab and a direct link to the “About Us” section on navigation bar.

4.2 Thrift Books



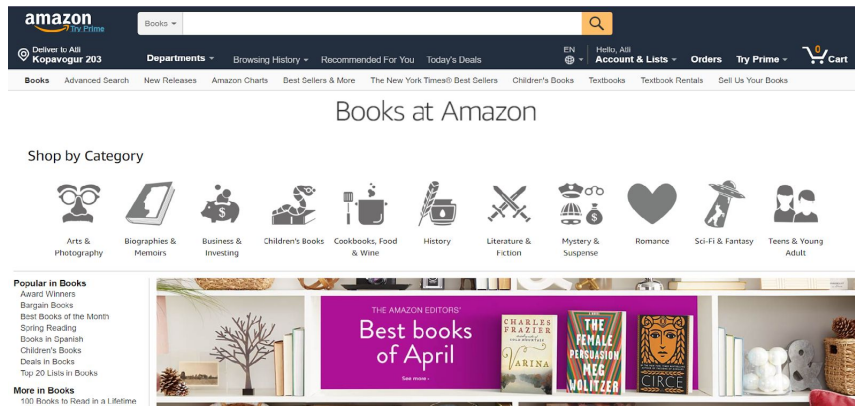
PROS	CONS
<ul style="list-style-type: none">• The first thing you notice when you open the front page are descriptive lists of deals and offers, genres and bestsellers. Which makes it easier for many people to browse through the books that they are interested in.• Once you search, for instance a genre you are greeted with very thorough filtering system which can be very useful.• If you put a book which is possibly rare and out of printing on your “Wish list” they will notify you the instance they get a copy of that book.	<ul style="list-style-type: none">• The amount of filters on the site can be very overwhelming if you search for books.• The “Under \$5.00” list on the front page does not include all books under \$5.00, misleading.

To summarize, the page functions quite well and is responsive to the user. It includes easy ways for people to see a list of the books users may be interested in, for instance with the lists on the front page or if you search genres with the search bar. The site struggles on the other hand if you search for a particular book, then you are greeted with too much information, both with the filters and the sheer amount of editions of the book.

Another thing the site could work on would be the “Under \$5.00” menu which should either have a clickable title to all books under \$5.00 or include all books within that price range.

One thing that I have not seen on many sites is the option to get notified when a particular book comes on the market, which think is a very good addition to the site.

4.3 Amazon (book section)



PROS	CONS
<ul style="list-style-type: none">● Great search engine● Appropriate recommended items● Homepage is personalized for each user● The colors are consistent and inviting● Vast variety of books● Considerable amount of categories	<ul style="list-style-type: none">● Overwhelming homepage● Overall design is plain and boring

To summarize, the book section of Amazon is overall a great way to buy books. It is difficult to find extensive flaws in the book section of Amazon, as the colossal company started out primarily selling books. The search engine and the category buttons make it extremely easy and intuitive to find books.

5. Requirement List

The following lists contain all requirements that our system must fulfill. The requirements are presented in a table format, stating the number of the requirement, it's description, priority and a list of use cases that cover that requirement. The priority is marked as either A, B or C, meaning "crucial", "important" or "nice to have", respectively. Below are two different lists: a list of featural requirements and a list structural requirements.

5.1 Featural Requirements

The list of featural requirements focus on what a user can do within the application.

Number	Description	Use case	Priority
1	A user can register an account for the website	1	A
2	A user can sign in to their account	2	A
3	A user can view a catalogue of all available books	4	A
4	A user can search books by name or author	3, 10	A
5	The site contains a navigation bar at the top of the page	1, 2, 3, 7, 8, 9, 10, 16	A
6	The site contains a footer at the bottom of the page	12	A
7	A user can view book details for a particular book	3	A
8	A signed in user can not have more than 64 books in their cart	3, 4	A
9	A signed in user can view their books in the cart	6	A
10	A signed in user can delete books from their cart	13	A
11	A signed in user can add a book to their cart	3, 4	A
12	A signed in user inputs their shipping address during checkout (street name, house number, city, country, zip)	6	A
13	A signed in user, when finishing order, has to choose payment option (Credit, Debit)	6	A

14	A signed in user has to input their personal information and card information during checkout (First name, last name, email, card number, expiration date, CVC)	6	A
15	After a signed in user has submitted the information during the checkout phase they will be presented with a review page where they can verify their information before proceeding	6	A
16	After a signed in user's order has been paid for he is taken to a confirmation page notifying them that their order has been successful	6	A
17	An employee can add a book	14	A
18	An employee can delete a book	15	A
19	A user can sign in as an employee	16	A
20	A signed in user can rate a book	5	B
21	A user can filter catalogue of books by genre or author	4	B
22	A user can filter the book catalogue (by name, by rating, by date)	4	B
23	A signed in user can edit their addresses	8	B
24	A signed in user can view their order history (previous book orders)		B
25	A user can save check out information for next time		B
26	An employee can remove comments		B
27	A user can change their forgotten password	12	B
28	A user can have a maximum of 20 books in "currently reading"	10	C
29	A signed in user can give an optional comment when rating a book	5	C
30	A user can view the top 10 rated books of the catalogue	4	C
31	A signed in user can edit their profile name		C
32	A signed in user can edit their profile picture	8	C
33	A signed in user can edit the "favorite book" status in their profile		C
34	A signed in user can view the number of books in the cart		C

35	A signed in user can add books to their wish list	9	C
36	A signed in user can remove books from their wish list		C
37	A user has a personal recommended page with books that he might like		C
38	A user can upgrade his account to a premium account	7	C
39	A premium users has monthly book deals	7	C
40	A premium user receive faster shipping	7	C
41	A user can gift wrap their books for a charge (free for premium users)	7	C
42	A user can add a “currently reading” book to their profile	10	C
43	A premium user can have 256 books in their cart	3, 4, 7	C
44	An employee can edit user accounts		C
45	An employee can create/edit book deals for premium users		C
46	A review comment can have a maximum of 500 characters	5	C
47	A premium user’s review comment can have a maximum of 2000 characters	5	C
48	A user can click “good comment!” on reviews of books		C
49	A user can click “bad comment!” on reviews of books		C
50	A user can follow another user		C
51	A user sees what their followed users are reading		C

5.2 Structural Requirements

The list of structural requirements focus on how the application is structured.

Number	Description
1	The application uses a database to store the data
2	Entity frameworks are used by the application
3	The website works the same for every browser
4	The website is responsive
5	The MVC framework is used as well as .NET Core
6	The cart for each user is properly backed up
7	All exceptions are handled in a proper manner
8	The code is broken up into three layers: presentational, service and repository
9	The application is optimized for mobile users
10	The application is able to support 10.000 concurrent users
11	Retrieving a book from the database takes less than 500 milliseconds
12	User passwords are hashed and stored

6. Use Cases

The following is a list of use cases, stating goals that users of the system should be able to accomplish. These use cases are formatted into tables containing detailed description of each use case, their post condition, alternate flow, what requirements they cover, etc.

Name:	A user registers an account
Number:	1
Priority:	A
Precondition:	-
Description (base flow):	A user enters the site and clicks the “register account” button in the navigation bar. They are taken to a registration form where they are required to fill in their personal information such as their email, first and last name, and then they choose their password. Finally they click the “register” button.
Alternate flow:	<ul style="list-style-type: none">• The email the user entered is invalid, they are notified and asked to re-enter their email and try again.• The email the user entered is already in use, they are notified and asked if they wish to log in with that email (see use case 2) or choose another email and try again.
Postcondition:	Now the user has registered an account on the website and will receive a confirmation email with further details on how to activate the account.
Source (Requirements):	1, 5
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user signs in to their account
Number:	2
Priority:	A
Precondition:	User has to have registered an account
Description (base flow):	User enters the site and clicks the “login” button at the top of the page in the navigation bar. They fill in their username and password and click the login button. They are redirected to the homepage and are logged in.
Alternate flow:	<ul style="list-style-type: none"> • User forgets his login information and clicks “forgot password” (see use case 12)
Postcondition:	User is redirected to the homepage, signed in and is able to add books to their cart among all other signed in member features.
Source (Requirements):	2, 5
Actors:	User
Author:	Kjartan Reynir Ólafsson, Atli Gíslason

Name:	A user searches for a specific book and adds it to their cart
Number:	3
Priority:	A
Precondition:	The user is signed in
Description (base flow):	The user types in a title or author in the search bar located in the navigation bar. They are then displayed a filtered catalogue according what they searched for. There they find the book and click on it to view more details about it and then they click the “add to cart” button next to it.
Alternate flow:	<ul style="list-style-type: none"> • No books match what the user searched for and the user is notified • The book the user searched for is not in stock and the user is asked if they want be notified via email when the book is restocked
Postcondition:	Now the book the user has selected has been added to their cart where they can view it and finish their order.
Source (Requirements):	4, 5, 7, 8, 11, 43
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user finds a book in the book catalogue and adds it to their cart
Number:	4
Priority:	A
Precondition:	The user is signed in
Description (base flow):	A user enters the site and is presented with a catalogue of all the available books that they can then filter by genre or author, they find a book that interests them and press the “add to cart” button.
Alternate flow:	-
Postcondition:	Now the book the user has selected has been added to their cart where they can view it and finish their order.
Source (Requirements):	3,8, 11, 21, 22, 43
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user rates a book and gives a comment
Number:	5
Priority:	B
Precondition:	The user is signed in
Description (base flow):	User clicks the desired book and clicks the “rate this book!” button. The user is then redirected to the book rating page, where they can give it 1-5 stars, and fill in a textbox with their comments and thoughts on the book. The comment can be a maximum of 500 characters. Premium users can write comments of 2000 characters.
Alternate flow:	<ul style="list-style-type: none"> • Comment contains profanity. The user is alerted and if they desire to continue, the comment will automatically have the swear words changed to “***”. • Book is not in database. The user will not be able to access the book page, and cannot leave a comment. • The comment has more than 500 or more than 2000 characters. Comment cannot be posted.
Postcondition:	The review is posted. The average rating on the book is updated, and the comment can be read.
Source (Requirements):	20, 29, 46, 47
Actors:	User
Author:	Atli Gíslason

Name:	A customer finalizes their order
Number:	6
Priority:	A
Precondition:	Customer is signed in and has one or more books in their cart.
Description (base flow):	<p>The customer clicks the “Proceed to checkout” button in the cart overview and will then be presented with a page where they can input their shipping address (street name, house number, city, country, zip). After they have chosen their payment option (credit or debit) and filled out their personal information and card information (First name, last name, email, card number, expiration date, CVC), they click the “Checkout” button and will be presented with a review page where they can verify their information before proceeding. Then after the customer has verified their order, the order will be finalized.</p>
Alternate flow:	<ul style="list-style-type: none"> • The customer inputs invalid information in the finalization form or leaves fields empty, and then they are informed which field/fields is filled out incorrectly. • The customer’s payment card was declined and then they are redirected back to the information page where they will be prompted a message informing them what happened and they are asked to try again.
Postcondition:	The customer’s order has now been paid for they are taken to a confirmation page notifying them that their order has been successful.
Source (Requirements):	9, 12, 13, 14, 15, 16
Actors:	Customer
Author:	Egill Aron Þórisson

Name:	A user upgrades his account to a premium account
Number:	7
Priority:	C
Precondition:	A user has an account.
Description (base flow):	A user clicks “your account” button in the top right corner of the navigation bar. Then they click on “upgrade to Premium” button. A user signs up for a monthly billing of \$5. A user inputs payment information. After they have finalized the payment, the account will receive a gold star at the top of the page by their account.
Alternate flow:	<ul style="list-style-type: none"> • The user inputs wrong payment information. The user will be asked to repeat it or to cancel the change to premium.
Postcondition:	The user is now a Premium User and will receive the benefits that this carries. These include: faster shipping, monthly offers, free gift wrap, longer comments, and bigger orders.
Source (Requirements):	5, 38, 39, 40, 41, 43
Actors:	User
Author:	Atli Gíslason

Name:	A user updates his profile information
Number:	8
Priority:	C
Precondition:	The user is signed in
Description (base flow):	The user clicks on “your account” button in the top right corner of the navigation bar. Then they click on “update profile” where they can change their profile picture and their email address.
Alternate flow:	<ul style="list-style-type: none"> • The user tries to update their profile picture with a file type that the website does not accept. The user is notified and asked to try again with a picture of a different type. • The email the user entered is invalid or already in use, they are notified and asked if they wish to chose another email and try again.
Postcondition:	The user successfully updated their profile information. If they changed their email address, all future emails will be sent to that address and the user uses it to log in.
Source (Requirements):	5, 23, 32
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user adds a book to the wishlist
Number:	9
Priority:	C
Precondition:	The user is signed in
Description (base flow):	The user finds a book that they are interested in and presses the “add to wishlist” button.
Alternate flow:	<ul style="list-style-type: none"> • The user has already added the book to their wishlist and is notified.
Postcondition:	Now the user can then visit their wishlist by pressing the “wishlist” button on the navigation bar where they will see a link to that book along with all other books the user have added to their wishlist.
Source (Requirements):	5, 35
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user adds a book to his “currently reading” status
Number:	10
Priority:	C
Precondition:	A user is signed in
Description (base flow):	A user clicks on the “account” button in the top right corner of the navigation bar. The user then clicks “edit currently reading”. Here they can search the book by name, and add it to their profile.
Alternate flow:	<ul style="list-style-type: none"> • The book is not in our database. Then the user can simply put the name of the book as their “currently reading”, but it will not link to the book page of the store. • The user does not want to add a book to currently reading. Then they can simply select “not reading anything at the moment” button, and the “currently reading” status will be empty. • A user wants to add a book to “currently reading”, but already has 20 books in “currently reading” status. They will be alerted that they must remove some other books first.
Postcondition:	The “currently reading” status will have their books of choice, or be empty. This amount is capped at 20 books.
Source (Requirements):	4,28, 42
Actors:	User
Author:	Atli Gíslason

Name:	User changes their forgotten password
Number:	11
Priority:	B
Precondition:	User has registered
Description (base flow):	User clicks the “forgot password” button and is prompted to enter their email. The user enters the email and clicks the “submit” button. The user receives an email that contains a link that takes the user to a page where they can enter their new password. The user clicks the enter button and is redirected to the homepage and is logged in to their account.
Alternate flow:	<ul style="list-style-type: none"> • The email entered by the user is invalid and the user is notified and asked to try again with a valid email
Postcondition:	The user has received a new password and is logged in to their account
Source (Requirements):	27
Actors:	User
Author:	Kjartan Reynir Ólafsson

Name:	A user looks for our phone number
Number:	12
Priority:	B
Precondition:	-
Description (base flow):	The user enters the site and scrolls down to the bottom and finds our phone number and our business hours at the bottom of the page in the footer.
Alternate flow:	-
Postcondition:	The user has now found our phone number and can call during business hours.
Source (Requirements):	6
Actors:	User
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	A user deletes a book from his cart
Number:	13
Priority:	A
Precondition:	A user is signed in
Description (base flow):	A user clicks the Cart icon in the top left of the navigation bar. There the cart will be visible with a list of books. The user can click a red 'X' by the book to remove the book from the cart. The book is then removed from the cart.
Alternate flow:	<ul style="list-style-type: none"> • The cart is empty. No books are available to be removed.
Postcondition:	The book is removed from the cart. The cart now has one less book.
Source (Requirements):	10
Actors:	User
Author:	Atli Gislason

Name:	An employee adds a book to the catalogue
Number:	14
Priority:	A
Precondition:	The user has logged in as an employee
Description (base flow):	The employee clicks on “add a book” and is taken to a form where he must fill out information about the book for example the title, author, genre and details about the book and its price. Finally they click “submit book”.
Alternate flow:	<ul style="list-style-type: none"> • The employee has not filled in every form when he presses “submit” and is notified and asked to fill out every form before submitting
Postcondition:	Now the book has been added to the catalogue and is available for sale
Source (Requirements):	17
Actors:	Employee
Author:	Nökkvi Karlsson, Sigurður Kalman Oddsson

Name:	An employee deletes a book from the catalogue
Number:	15
Priority:	A
Precondition:	The user has signed in as an employee
Description (base flow):	The employee finds a book in the catalogue either by searching for it or finding by going through the list of books and clicks on it and clicks the “delete book” button.
Alternate flow:	<ul style="list-style-type: none"> There are no books in the catalogue and available for deletion
Postcondition:	Now the book has been deleted from the catalogue and is unavailable for sale.
Source (Requirements):	18
Actors:	Employee
Author:	Nökkvi Karlsson, Sigurður Kalmann Oddsson

Name:	A user signs in as an employee
Number:	16
Priority:	A
Precondition:	-
Description (base flow):	A user clicks the “sign in” button at the top-left corner of the navigation bar. In the login screen, there is another button which reads “sign in as employee” where they are brought to the employee screen. There they log in with their Employee-ID and password.
Alternate flow:	<ul style="list-style-type: none"> • The user is not an employee. When in the employee screen, there is also a button called “sign in as Customer”. • User forgets the password. They click the “forgot password” button and are taken to use case 11.
Postcondition:	They are now logged in as an Employee which gives them access to all the features employees have.
Source (Requirements):	5 , 19
Actors:	Employee
Author:	Atli Gíslason

7. Scenarios

In this section we depict five scenarios that we believe are likely to occur to each user group. These scenarios try to cover most of the features and operations that the users will need.

7.1 Scenario 1: Employee

Bruce works in Book Cave's storage management and is in charge of restocking the shelves of the warehouse and updating the database of the website accordingly. He is a college dropout and therefore lacks computer knowledge and prefers the interface to be simple and user friendly. He wants to be able to take care of a shipment and then quickly update the database with a few mouse-clicks without much effort. Alternatively, when a small shipment arrives, he wants to be able to update the database via his phone.

7.2 Scenario 2: Regular Book Buyer

Billy wants to keep up with Game of Thrones series. He has finished book nr. 4 and wants to buy the fifth installment. As he has often ordered here, Billy is a premium member. Billy wants to use the most of his order and order a birthday gift for his aunt as well. He knows his aunt loves Romance-Fiction and would love a New York best-seller in that category. As he is pretty clumsy with wrapping paper, he wishes for it to be wrapped for him.

7.3 Scenario 3: One-time Book Buyer

Samantha wants to buy a book, she doesn't read much so she has not decided what kind of book she wants. She wants to be able to see the top rated books on the site and pick one from there. When she has found a book to order she want to know how much it will cost with shipping and when it will arrive. She wants to confirm the purchase with a credit card and get a receipt.

7.4 Scenario 4: Student

Ashley's semester has just started and she needs to buy the books from the school-provided book list. She wants to buy all of the books in one go. She is ordering the books on friday and needs them to arrive before wednesday. When she has found all of her books, she wants to be able to order them all at once, as well as using her debit card and receive a receipt.

7.5 Scenario 5: Corporation

Harvey is the head of Purchasing for a kindergarten which provides the children with free books. He has to buy 150 copies of “The Very Hungry Caterpillar” for next semester.

Harvey wants to know if he is capable to buy all 150 books with a single purchase or if he has to split it into multiple purchases.

He will be paying with a company credit card and is curious how much the cost of the books and the shipping would cost in total.

8. Interviews

We interviewed 5 people from different user groups (see user groups in section 3) and asked them questions from a predefined list that can be found in the attachments section (Section 10). The interview was semi-structured so we used the question list mostly as a guideline for the interview and listened when the interviewee went off the questions to give us a greater understanding of the needs of each user group. The interviews were conducted in Icelandic, and these were then summarized here in English.

8.1 Interview 1: Employee

(23, male): He has a high school education and uses the computer more than 5 hours per day. He works in the company warehouse and uses our system for inventory management. He uses a computer mostly at work but also indulges at home. He doesn't read any books currently for entertainment. He claims to enjoy light reading but doesn't feel the urge to go out and buy them. The only books he owns are not the ones he purchased, but rather received as gifts. If he were to buy a book for himself he says that it must be easy and accessible.

8.2 Interview 2: Regular book buyer

(28, female): She has an associate's degree and uses the computer 2 hours a day usually in the evening. She works as a barista in her family's coffee shop. She reads about 2 books per month. Her favorite genre is fantasy and loves series such as Harry Potter, and Game of Thrones. She buys all of her books online because she loves the convenience of it. She uses a variety of sites

but mostly uses amazon because of the the amount of books available, as well as the well-made “recommended for you” page they have. She hopes that The Book Cave has similar features, and hopes they have a platform that can support her style of purchases.

8.3 Interview 3: One-time Book Buyer

(43, male): He has a master’s in architecture and works at an architecture firm and uses the computer 8 hours a day during work hours. He reads about 1 book every 3 months and usually buys his books in a book store near his work. He mostly reads books based on world war 2 and history related topics. He never buys books online currently but has been looking at e-books because he is tired of the space books take in his apartment. He says that a site must be easy to use and welcoming to new users in order for him to have an interest in it and try it out. He was excited about our website and is open to trying to buy books online.

8.4 Interview 4: Student

(20, female): She is currently working to get her Bachelor’s degree in Psychology. She works part-time at a swimming pool on the weekends. Her education requires vigorous reading and at the start of each semester she must purchase 4-6 large books. She uses the computer every day mostly for school(writing reports and such). She has little free time to go scouting for books at the beginning of the semester, and currently must go through several book stores and carry multitude of heavy books. For her it would be perfect if she could look up all her books by name or ISBN, and make one simple and large purchase to make things easy for her.

8.5 Interview 5: Corporation

(50, female): She is the office manager of an Icelandic prosthetic company. She has an MBA, and has been managing the office since pretty much the inception of the company. As her company has many employees and customers, she bulk buys books for the employees at her company. It is not reasonable to buy such a magnitude of books in a bookstore, therefore she goes to an online bookstore. Currently she holds her business with amazon.com, but is not particularly happy, and would like to see a cheaper or faster alternative. She shows great interest in this website and hopes it can fulfill her wishes.

9. Conclusion

We have gathered useful information about the system in various ways and have gained insight in to the required features the system should possess. Now we have a set requirement list and we are ready to move on to the next step of the software making process.

10. Appendix

The questions that were used in the interviews in Section 8 are shown below.

1. What is your gender?
2. What is your Age
3. What is your highest attained education level
4. What is your employment?
5. What is your daily computer usage?
6. What is your regular computer environment?
7. How many books do you read per month?
8. What kind of books do you read?
9. From where do you buy your books currently?
10. Do you buy books often online?
11. For what purpose do you buy books?
12. For what purpose would you use our system?