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Stroom: Study Room Reservation System

# Background

A few years ago, the Fort Bend County Library System (FBCL) changed its mission statement. One of the three major areas of service FBCL has identified is serving as independent learning center by functioning as a hub of community and cultural activities. The FBCL realizes this goal by providing study rooms in eight of its twelve branches (including Sienna Branch Library).

With the new access of study rooms, the library’s policy and procedures were updated and a spreadsheet was created. This spreadsheet keeps tracks of the rooms being used, how many people used them, and the duration of the room usage. Study rooms are provided by the Adult Reference staff and can be used by anyone whether they are member or not of the library.

# Issues with the Current System

As mentioned before, an Excel spreadsheet was created to keep track of the study room usage. This spreadsheet can only be managed by one staff member since the spreadsheet is stored in a flash drive. This condition raises a problem when the reference desk is swamped with multiple patrons asking for a study room and only one person can provide information.

In addition of keeping data of the study rooms’ usage, the spreadsheet is also used to keep track of a room called Distance Learning Room. This room is used for proctored tests. Only the Department Manager can check-in/check-out people from this room, which can cause some inconvenience if the manager is not present at the reference desk.

Because study rooms are limited, implementing a first-come, first-serve system was essential (see Study Room Policy in **Appendix B**). This policy prevents patrons from hoarding a study room. As stated by the Study Room Policy, patrons have two hours guaranteed per day, which means they can only use a study room once per day. Since we only keep first names in the spreadsheet, it is hard to identify if a patron has already used their two hours when

# Purpose

# Stakeholders

# Cost

# Appendix A

## Glossary

Fort Bend County Library System (FBCL):

Sienna Branch Library:

# Appendix B