

## Section A

### Question 1

Q	Answer	Q	Answer	Q	Answer
1	C	16	B	31	B
2	D	17	B	32	B
3	B	18	C	33	A
4	A	19	C	34	C
5	D	20	A	35	B
6	B	21	C	36	B
7	C	22	B	37	C
8	A	23	B	38	B
9	B	24	A	39	A
10	C	25	B	40	B
11	C	26	B	41	B
12	C	27	B	42	D
13	C	28	A	43	B
14	B	29	C	44	A
15	C	30	C	45	C

Total correct: \_\_\_\_\_

Marks for question 1: \_\_\_\_\_

## Section B

### Question 2

2.1 Designs how users interact with a system to ensure usability and a positive user experience. Collaborates with users, developers, and stakeholders to define and refine interactions.

2.2 **Discovering requirements** - Interviewing librarians and students about their needs and frustrations with the current excel system.

**Evaluating prototypes** - Usability testing of a prototype interface that simulates book borrowing and return workflows.

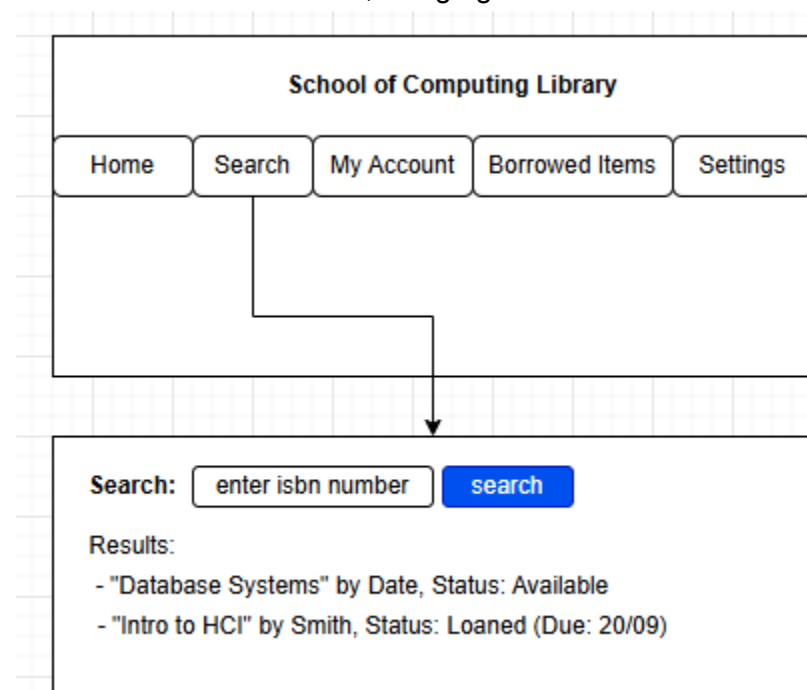
2.3 Improves system relevance and usability by ensuring the design reflects users actual needs.

Reduces development risks by identifying potential usability issues early before full scale.

2.4 Librarians and Students/Staff borrowers

2.5 **Discover:** understand the current system, conduct interviews and identify technical limitations

**Define:** Problem statement, design goals



## Question 3

3.1 Interviews, Questions/Surveys and Observation.

3.2 Search catalog, track overdue items and send automated reminders

3.3

Element	Details
<b>Requirement #:</b>	FR-003
<b>Description:</b>	The system shall send an automated email and SMS reminder to users when a book's return due date is within 2 days.
<b>Rationale:</b>	To reduce the number of late returns and improve book availability for other users.
<b>Fit Criterion:</b>	The system must generate reminders for all loans with a due date within the next 48 hours, tested using a simulated loan database.
<b>Originator:</b>	School of Computing librarian
<b>Priority:</b>	High
<b>Type:</b>	Functional
<b>Supporting Materials:</b>	Library loan policy document

3.4 As a library user, I want to receive a reminder two days before a book is due, so that I can return or renew it on time and avoid penalties.

## Question 4

4.1 The primary users were students and academic staff of the institution.

4.2 Identify usability problems with library academic website.

4.3 The evaluation was done on the current website.

4.4 I think a controlled laboratory setting was used, simulating the user tasks.

4.5 Moderate to high.

4.6 Task observation, Think-aloud, post test questions, Error analysis and Time on task measurement

4.7 Yes, It reveals real problems users face when they interact with the site.