

Design Thinking Process: 360° Research

- Most other competitors had a rich suite of features
- However, several competitors were difficult to research due to either being a paid service, needing a trial to find out the features of, or both
- Either way, competitors made it clear that SAPBookshelf needs new features to measure up as an efficient, comparable library system



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Features	SAPBookshelf	Eloquent	ResourceMate	LRMS Genesis G4
Auto fill (from remote)	No			Yes
Free Software?	Yes	No	No	No
Overdue/Fines?	No	Yes	Yes	Yes
Circulation History?	Yes	Yes	Yes	Yes
Book Extensions?	Yes		Yes	
Reservation Notifications?	No	Yes	Yes	Yes
Search Catalog?	Yes	Yes	Yes	Yes
E-book capable?	No	Yes	Yes	Yes