Target

* Find a way for more people to borrow physical books while in this pandemic
* It must have little to no cost.
* It must be a simple and understandable process.
* It must have the option to pick up or deliver the book to supply those people who want to and don’t want to leave the house.

Causes

1. When considering online business, many libraries and bookstores opt to sell or rent out books.
2. Some libraries offer borrowing services, but it is typically required to physically go to the library, which is harder for a lot of people due to COVID-19.
3. Even when some of the proposed services are provided, most libraries offer eBooks through the internet because it is much easier to share digital content.

Problem Background

* With COVID-19, many libraries have closed to the public.
* There are many people who still prefer borrowing physical books, rather than purchasing or renting them.
* Many online libraries will allow the purchase or rental of eBooks. Not many will offer services to borrow physical books.

Act/Standardize

* This service must be regularly updated and/or maintained to keep up with the libraries’ and with the customers’ needs.

Check/Evaluate

* By deploying countermeasures, more people are borrowing books safely without the need to physically approach a library

Countermeasures

1. Create a book-borrowing service that is available to any library that wants to offer distanced book borrowing
2. Offer delivery services on top of physical pickup, which would be helpful for those customers that do not want to leave the house.
3. Make the service exclusive to physical books OR clearly show which books are digital and which books will be physical

Topic: Virtual Library – Domain/Web App

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