New Process

Customer

Library

Librarian

Get Requested Book

Find requested book

Book found

Yes — Collect the book

No

Book is missing

Book Collected

Librarian should collect the requested book, it can however be missing, lost or damaged

Prepare book for pick-up

Missing book

Mark book as missing

Missing book is marked in database and customer is notified that his order cannot be completed

Book unavailable at the moment

Book ready

This end does not look like message end. The message was probably sent in Send Confirmation Email. -1

Book Management System

Missing message flow -1

Book Request Received

Verify Customer Request

Incorrect/Incomplete Request

Check Book Availability

Is book available?

Yes

No

Send request for correction

Receive correction

Notify that book is unavailable

More than five times

Receive order cancellation

Order canceled by customer

Unnecessary terminate -1

One week

Canceled order
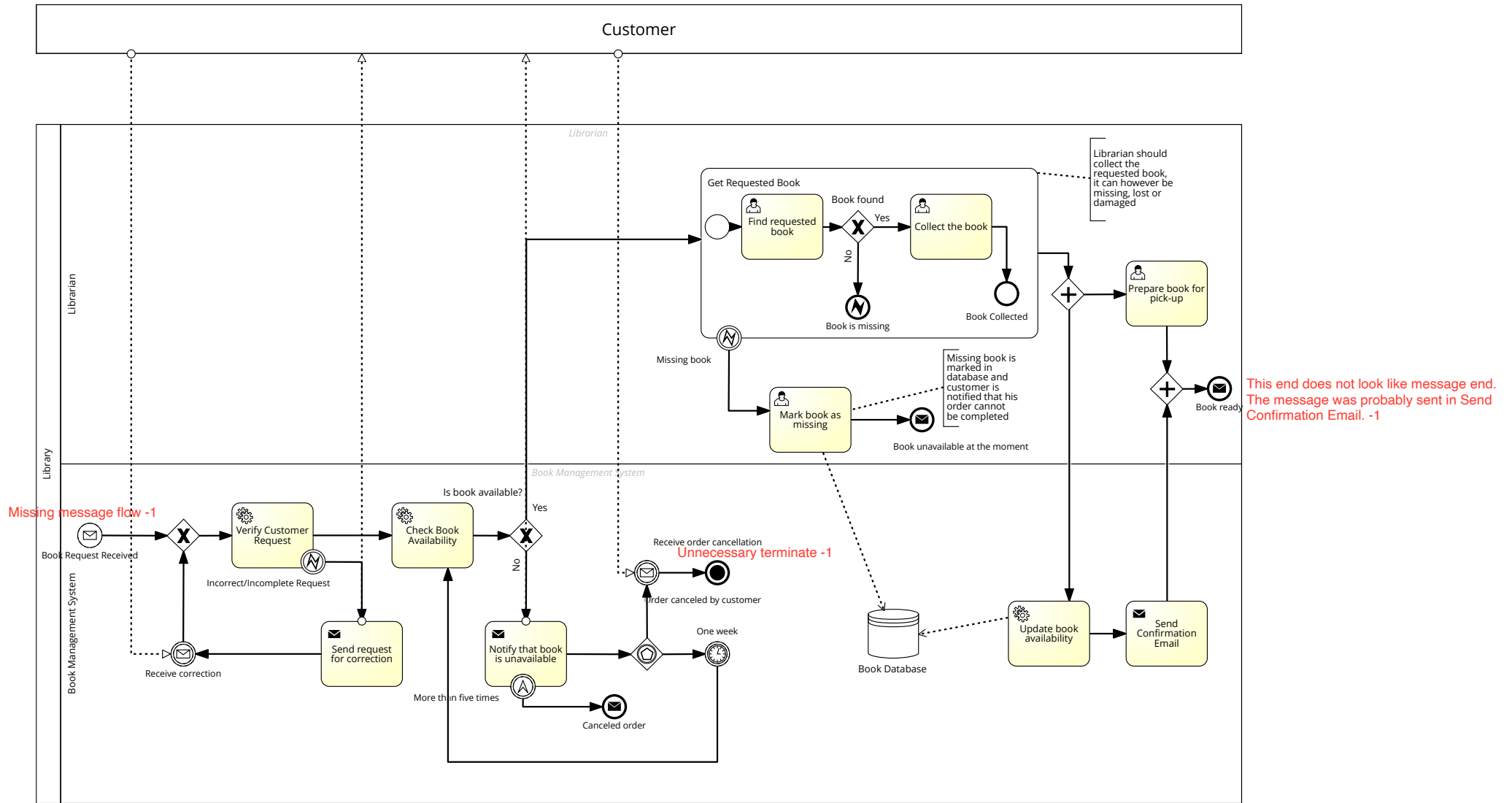
Book Database

Update book availability

Send Confirmation Email

This BPMN diagram describes the process of lending a book from a library through an online reservation system. If a customer provides valid request and requested book is available, librarian will prepare book for pick-up, while system updates its book availability. There is also an option for customer to wait if the book is unavailable or cancel the order. If requested book should be available, but is somehow missing it is noted in the database as such and order is canceled.

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Result: 9