

The use of mobile technologies for Web 2.0 based service delivery to graduate students in Ghanaian Universities: The case of the University for Development Studies (UDS), Ghana
(Digital Disruption Calls For Digital Leaders: Opportunities for Librarians)

A PRESENTATION AT THE UP-CARNEGIE CAPSTONE CONFERENCE IN PRETORIA, SOUTH AFRICA.



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Presentation Outline



- Introduction
- Objectives of previous study
- Summary of findings of previous study
- New projects implemented
- Challenges encountered
- Conclusion
- Future activities
- Acknowledgements



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Introduction

- **Preliminary study** = how mobile technologies could be used to implement Web 2.0 based service delivery to graduate students of the University for Development Studies (UDS) in Ghana.
- UDS is one of the public universities in Ghana = combines academic work with field training (Trimester system)
- Students need remote access to the Library.



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Research Objectives and Methodology

- **Objectives**
 - Web 2.0 applications could be used in academic libraries to enhance their service delivery
 - Which Web 2.0 applications students access and use
 - The types of mobile technologies and devices currently available to students
 - The advantages and disadvantages of using mobile technologies in academic libraries
 - Which library services could be provided through Web 2.0 applications making use of mobile technologies
 - The various services students would like to access through Web 2.0 applications making use of mobile technologies
- **The survey method was used for this study**
 - Population : 265
 - sample size of 155 (simple random sampling)
 - Questionnaires used
 - SPSS used to analyse data



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Major Findings

- Graduate students overall had very good usage abilities of the Web 2.0 applications (89%);
- They owned smart mobile devices that can access Web 2.0 applications (100%)
- Preference for access through the Web 2.0 applications using their mobile devices (100%)
- Web 2.0 applications mostly used; Facebook(99%), Twitter(61%), YouTube(61%)
- Preferred Services: reference services, circulation services, searching the OPAC, accessing library news, e-resources and subject guides
- UDS library did not have any of the technology based services due to:
 - Non automation
 - Poor Internet connectivity
 - Insufficient funding
 - Unskilled staff



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Recommendations

- That the UDS library should:
 - Automate.
 - Commit to the implementation of some Web 2.0 applications
 - Recruit staff with the requisite expertise or retrain current staff
 - Develop a sustainable continuous training programme for its staff
 - Offer training to their users on the effective use of these applications for academic purposes
- Based on these recommendations, some initiatives were taken to try and implement some of them



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Implementation of Innovative Services

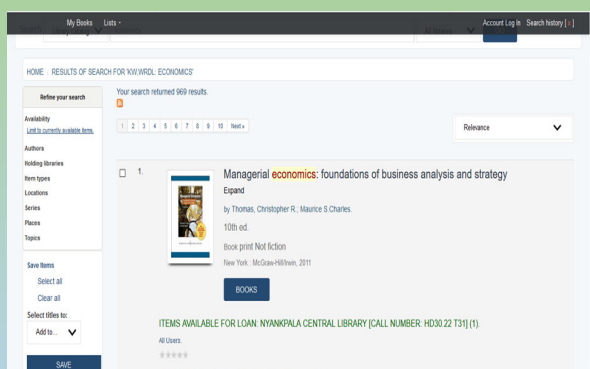
- Library Management set up a Committee to work on the implementation of these projects (policies, equipment, personnel etc)
- Projects include:
 - Library automation,
 - Library website,
 - Institutional Repository,
 - Web 2.0 Applications (Facebook, Twitter and YouTube)
 - Research Commons



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Library Automation (UDS OPAC)



- Use open source software - **KOHA**
- Equipment was acquired (server, computers & accessories)
- KOHA customized to specification by IT unit of the library
- Higher internet bandwidth lobbied from ICT Directorate
- Staff were trained on the use of the KOHA
- Library materials were captured onto the KOHA
- Cleaning of system errors after capture
- The UDS OPAC was then open to the public for use



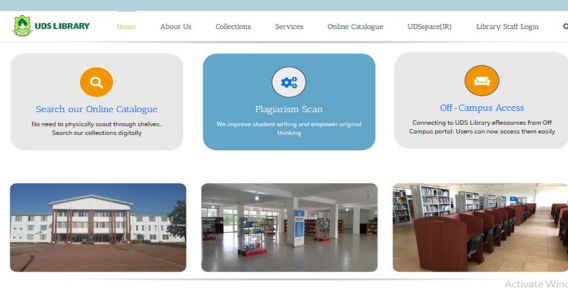
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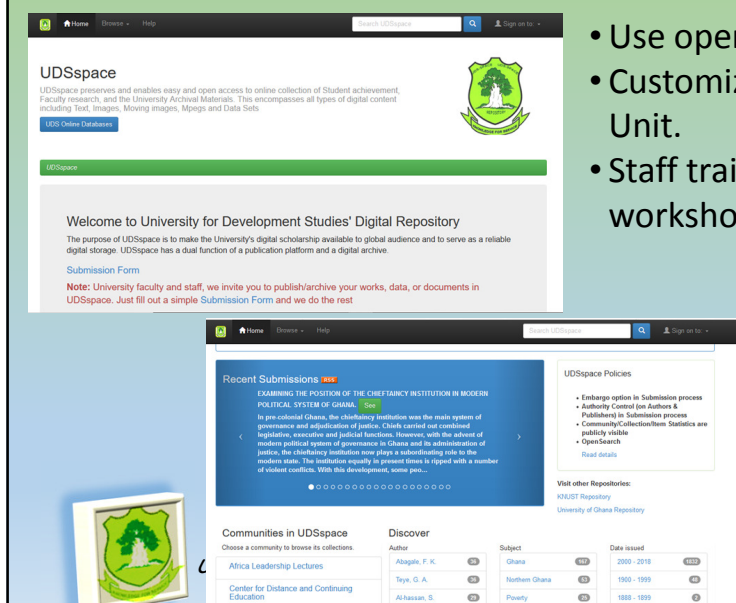
Library Website



- Designed by Library IT dept.
- Information on Resources & Services
- Browse the collection
- Additions to collection
- Off-Campus Access to E-resources
- Anti-Plagiarism scan



Institutional Repository (IR) UDSspace



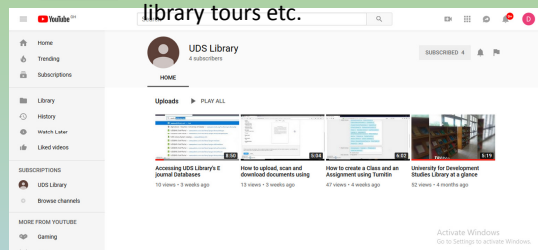
- Use open source software (Dspace)
- Customized to specification by Library IT Unit.
- Staff training, Awareness & Sensitization workshops across campuses

- **1, 908 items** = research publications, graduate theses, reports, conference papers etc. of the entire university community
- Digitization of theses and dissertations
- Ongoing Marketing to Faculty for submissions

Web 2.0



Training videos on how to use resources & services, library tours etc.



https://www.youtube.com/channel/UCL271WwAG9JqOX1jJo43HXA?view_as=subscriber

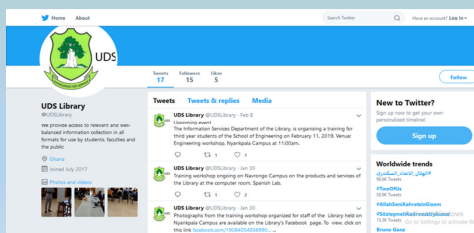


Instant information sharing

<https://twitter.com/UDSLibrary>



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Interact with the Library

<https://www.fac ebook.com/UDS-Library-1908405485899033/>

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Research Commons

- Set up to support research needs of graduate students
- Fully Air-conditioned
- Access to computers
- Internet connectivity
- Facilitates individual research
- Electronic support for accessing online resources



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Challenges during the implementation

- Some challenges encountered included:
- Delays in the procurement process of the equipment
- Issues with ICT Directorate over the increase in bandwidth to the library and control of the LMS
- Inadequate staff with requisite skills and interest to participate in the projects
- Challenges convincing faculty to submit their research output to the IR
- Erratic power supply



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Conclusion

Library users are excited about the projects

- Library automation,
- Library website,
- Institutional Repository,
- Web 2.0 Applications,
- Research Commons)
- All the projects are work in progress and the UDS library management has shown great interest in them
- Sustenance of the system



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Future Activities

- What other services users want introduced in the UDS library?
- Which web 2.0 applications are preferred by users
- Evaluate the library's services based on the use of the Web 2.0 applications
- Encourage the library to continue to support and organize training programmes for their staff
- Develop a policy to guide the use of these technologies e.g. Web 2.0 applications in the library



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THANK YOU



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