# Staff assessment of the success of the integrated library system: the case of the University of Ghana Library System



UNIVERSITY OF GHANA

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# Overview of the Presentation Background Research Purpose and Objectives A Review of Literature The Conceptual Framework Methodology Conclusions and Recommendations Implementation Outcome Questions? Comments?





# **Research Purpose and Objectives**

### Research Purpose:

- To determine the success of the UGLS ILS
- This is vital because as a university community, there is the need to assess the UGLS ILS to improve it performance.

### Research Objectives:

1. Identify success criteria to assess library automation using an ILS, assess the applicability of the identified success criteria at the University of Ghana, and assess the UGLS' ILS according to the identified success criteria

2. Make recommendations to improve library automation using an ILS at UGLS

### A Review of Literature & Conceptual Framework

- > Library automation: historical perspective and development
- 1930s-1960: Beginnings of library automation
- 1960s-1970s: Experimental stages and Emergence of the system librarian
- 1970s -date: Turnkey & beginnings of ILS, Internet growth , and transition to LSP.
- ILS success is a key issue in practice for all organizations including libraries.
- Defining success is difficult because it can be viewed from different perspectives (Sauer, 1993)
- But we all can clearly agree that success is a desirable achievement (Goldsmith, 2013)
- Project success is generally measured by: time, budget and ability to satisfy required criteria and is accepted and used by the clients for whom the project is intended (client satisfaction criterion) (Pinto and slavin, 1987)





### The Conceptual Framework

- The conceptual framework is derived from the IS success model, the DeLone and McLean and Gable's model.
- I contend that, the Farajpahlou success criteria satisfies these two models and that
  - "Quality" in the Reconceptualised IS success model relates to Management of the system and Technicalities of the system categories of the Farjpahlou success criteria
    - > "Quality" is defined as the measure of anticipated impacts of the IS within the organisation.
  - "Impact" relates to Usage of the system and Boundary issues categories of the Farajphlou success criteria.
    - "Impact" is defined as the measure of the accrued net benefits experienced and enjoyed from the IS use in the organisation to date.

### Methodology

- The approach used was the mixed method.
- Case study of the University of Ghana (UG) library system
- Research instrument:
  - > Use Farajpahlou (1999) as basis to assess UGLS ILS success
  - Simple Random sampling was used in selecting elements within the population
- Target population:
  - Library Managers and para-professionals
  - Data collection:
    - > 2 questionnaires were deployed and used to collect data, questionnaire 1 and 2.
    - > Qualitative data were collected through interview by supplemented demographic data and an open-ended question regarding most important success criteria in the view of the respondent.
    - Quantitative data were collected through questionnaire that is based on the Farajpahlou

# **Discussions and Results**

- Questionnaire 1 captured and measured responses using the Likert scale arranged on a range from 1 to 5.
- Weighted average and standard deviation of the measure for each criterion is calculated
- Weighted average of responses: Below 3 indicate negative position, 3 but below 4 indicate neutral position, whiles from 4 to 5 indicates agreement.

	Discussions and Results: Impact					
	Category	Success Criterion (indicates number in Farajpahlou questionnaire)	Accepted	Inconclusive	Rejected	
	Usage of the System	(1) A successful automated library system is usually user-friendly in terms of its interactive interface	✓			
		(5) A successful automated library system is usually "self instructive"	~			
		(16) A successful library automated system is usually easy to use		~		
		(23) A successful automated library system should provide good management information	*			
	Category	Success Criterion (indicates number in Farajpahlou questionnaire)	accepted	Inconclusive	Rejected	
	Boundary issues	(2) A successful automated library system can usually increase the library's influence in getting status from other departments in the university	~			
		(4) Demonstration of clear political objectives at the beginning of automation has clear impact on success of resulting automated library system		*		
		(14) The length of time a vendor has been in business should be considered as a measure for the success of the system produced		*		
		(17) A successful automated library system can often increase the library's influence in getting resources from the university	~			
		(19) A successful automated library system usually helps to increase the library's status in the library and information profession	~			
		(21) Overall costs of an automated library system do not usually count in the success of the system			~	
		(25) One factor in the success of an automated library system should be the number of libraries		~		

Category	Success Criterion (indicates number in Farajpahlou questionnaire)	Accepted	Inconclusive	Rejecte
Management of	(3) A successful automated library system should not require extensive teaching of users		√	
the system	(6) Integration of automation planning process into library activities does not usually have impact on the success of resulting automated library system		√	
	(7) A successful automated library system should allow a university library to employ less-qualified staff			~
	(8) A successful automated library system is usually based on a well-prepared automation plan	~		
	(10) A successful automated library system does not depend on carefully considered contractual commitments with the vendor			~
	(13) A successful automated library system should save staff time	~		
	(15) A successful automated library system should not require extensive courses of library staff training programs		✓	
Category	Success Criterion (indicates number in Farajpahlou questionnaire)	Accepted	Inconclusive	Rejected
Technicalities of the system	(9) A successful automated library system will usually allow increase of quality of library services without increase	1		
	in the number of staff	· ·		
	in the number of staff (11) A successful automated library system will usually depend on its technical compatibility with other automated processes in the library	<ul> <li>✓</li> </ul>		
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# Discussions and Results (continued)

### Additional Criteria Suggested by Respondents

IS Impact (Reconceptualised IS success)	Category	Additional success criteria proposed by UGLS staff		
	Management of the system	A successful ILS requires competent staff to manage the ILS		
Quality	Technicalities of the system	A successful ILS should be robust		
		A successful ILS should have good security features		
Impact	Usage of the system	A successful ILS should be accessible everywhere		
	Boundary issues	A successful ILS should enhance staff development		
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# **Conclusions and Recommendations**

- UGLS ILS conclusively satisfies 13 out of the 16 criteria accepted by the research respondents out of the 26 Farajphalou success criteria. The research outcome suggest that the UGLS ILS may not be deemed to be successful.
- Additional criteria need to be added to those reported by Farajpahlou (1999, 2002) to assess ILS success in academic libraries .
- It is recommended that more users of the UGLS ILS should be allowed to receive training on a regular basis from the ILS vendors so they could help colleagues readily when they require support with the UGLS ILS.

### Implementation Outcome

UGLS has subsequently initiated a programme of in-house training for users of the UGLS ILS in the Acquisition and Cataloguing units of Balme Library, the main library of the UGLS to bring about improvements.



# **Questions?** Comments?

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