

THE POSSIBLE ROLE OF MILLENNIUM INTEGRATED LIBRARY SYSTEM (ILS) IN ENABLING KNOWLEDGE GENERATION AND TRANSFER:

A CASE OF UNISA LIBRARY

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SIGNIFICANCE & BACKGROUND

- **Gap** in KM studies focusing on **SA academic libraries and utilisation** of **ILS** to support **KM processes**,
- **Less research** on IT and knowledge Generation and Transfer (**KG &T**) in **libraries**,
- Focus on **private sector** organisations.

MAIN OBJECTIVES

- Determine **Millennium's possibility** of **enabling** KM processes among Unisa library staff members:
 - Knowledge Generation (**KG**)
 - knowledge Transfer (**KT**)
- Determine the **extent** to which Millennium **enable KG & T**,
- **Recommendations** for enhancing **Millennium** to enable **KG & T**.

MORE ABOUT THE STUDY

- From March 2012 - December 2014
- Main campus library of Unisa – **Pretoria**
 - Highest number of directorates, sections and staff

RESEARCH DESIGN AND METHODOLOGY

- **Mixed method methodology:**
 - Online Questionnaires, Structured Interviews and Observation
- **Two-phased study:**
 - **Phase 1** - Quantitative & Qualitative data collection via online **Questionnaires**
*Aim: To identify employees with vast **experience in KM and Millennium usage***
 - **Phase 2** - Qualitative data collection via **Structured Interviews** and **Observations**
*Aim: To obtain more in-depth **perceptions and views** from **KM and Millennium experts** concerning **KG & T***

TARGET GROUP AND SAMPLING

- **Population:** qualified and non-qualified librarians
- **Phase 1 Sample:**
 - Participants clustered according to **15 sections** from **4 library directorates**
 - Random selection of **1 participant** from **each section** = **15 participants**
- **Phase 2 Sample:**
 - **1 participant** purposefully selected from **each directorate** (based on phase 1 findings) = **4 participants**
 - **7 additional experts** purposefully selected / recommended by the 4 main participants.
 - **Total = 11**

Selection criteria for Phase 2

- KM & KM processes **understanding** and **knowledge**,
- Utilisation of **KM** related **technologies**,
- Involvement in KM **activities** or **programmes**,
- Millennium **knowledge and experience**,
- Millennium **Modules usage**,
- Millennium **usage frequency**,
- Millennium **training**.

Study Findings – Phase 2

KM:

- Difficulties in **differentiating** between **KM and IM**
 - **No full understanding** of KM concepts and its processes

Millennium ILS:

- A good **information management tool** - provides easy access and sharing of information,
- Does **not fully enable** KG & T activities - Require **enhancements**,
- Capable of generating, storing, transferring, and preserving **marginal knowledge** – via specific records fields: **notes, remarks, and messages**,

STUDY FINDINGS...

- Enables essential functions that **complements** and **encourage KM**,
- Provides **processes workflow** and **interconnection** between **modules** which enable **spontaneous flow** of **marginal knowledge**,
- **Independent** tools, systems and technologies available to enhance **Millennium** KG & T capabilities,

RECOMMENDATIONS

- **Staff Training** in **information** and **KM** concepts & processes,
- **Advanced staff training** by Millennium modules and functionalities experts in the library – can lead to **possible KG & T** activities,
- Revising **access restrictions** to allow all staff members to **explore unknown system capabilities**,
- **Exploring Millennium modules and functionalities** thoroughly to ensure that they are utilised to their full potential,
- Improving **notes and messages fields** contents - to be **more meaningful** to reduce confusion & to enhance KG & T,

RECOMMENDATIONS...

- **Request and implement** an additional **Online Collaboration modules** and **functionalities**,
- **Request and implement** an **Automated Problem Management module** to enable staff to **instantly report encountered problems**, and **for others to generate, capture and share information, expertise, and knowledge** concerning **solutions** to encompassed problems,
- **Encouraging** staff members on the creation and sharing of **tacit knowledge**, in addition to the **basic information** captured when cataloguing records,
- **Implementing other systems or tools** to encourage and support **tacit knowledge** generation, storage and transfer,

RECOMMENDATIONS...

- **Integrating** Millennium with other systems/tools: **Institutional repositories**, Social Networking Tools, QuestionPoint, **Intranet**, **Student Relations Management System** and **Communities of Practices** - to **enhance its KG & T capabilities**,
- **Investigating and implementing** either of the following systems: Database Management Systems, **Data Mining Systems**, Enterprise Content Management (**ECM**), and a Research Data Management (**RDM**) System.

PROBLEMS ENCOUNTERED

- **Evolving library technologies**
 - **New system** release – possible **Millennium** future replacement,
 - Unisa Library **investigations** for the **new system** nearing acquisition & implementation stage during field studies
 - ✓ **Solutions** might already **be implemented in the new system.**

POST STUDIES (IMPLEMENTATION)

- **Implementation of suggested systems:**
 - Research Data Management (**RDM**) system – authentication testing & finalisation stage
 - IT **extended** the **Unisa** Enterprise Content Management (**ECM**) to include **a library module** – 2017
- **Integration of with other identified tools/systems** - discussions commenced with **Unisa IT** for provision of **dedicated programmers** to assist the library with **developing** additional apps and functionalities for the current ILS.

SUGGESTIONS FOR FURTHER RESEARCH

- Investigating the possibility of **utilising Millennium for other KM processes,**
- Investigating **other types of libraries** utilising Millennium ILS,
- Investigating KM capabilities of the separate **tools and technologies identified** by the study,
- Investigating **KM capabilities** of **all ILS.**

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