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**MINI –DISSERTATION TITLE**

**AN INVESTIGATION OF THE METHODS USED TO DETERMINE  
USER REQUIREMENTS FOR THE INTEGRATED LIBRARY SYSTEMS  
WITH SPECIFIC REFERENCE TO THE  
UNIVERSITY OF GHANA LIBRARY.**

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UNIVERSITY OF GHANA

## OUTLINE

- Background
- Research Questions
- Literature Review
- Methodology
- Target population/Sample used
- Data collection methods
- Key findings
- Recommendations
- Action undertaken after the Research



## BACKGROUND

- University of Ghana Library System (UGLS): It comprises of all the 58 libraries at University of Ghana campuses.
- Serving over 40,000 users.
- Various campus and there was no connections between the various libraries
- ILS - Millennium System (From 2007)  
SIERRA (From 2014 )



## RESEARCH QUESTIONS

- What are the factors preventing some of the branch libraries at University of Ghana Library System (UGLS) from joining the Integrated Library Systems (ILS) over five years of its implementation.
- Were the librarians from the satellite and branch libraries consulted in the acquisition of the Millennium ILS?
- How come that while some libraries of the UGLS have joined the Millennium ILS others are now beginning the process of joining?
- Lastly, was an opportunity given to other staff of the UGLS to make inputs in the selection of the ILS?



## LITERATURE REVIEW

- According to Standish 2009, implementing ICT projects in organization has a high failure rate.
- Critical success factors (CSF) are techniques that can be used to guide projects successfully (Walsh and Barry, 2010).
- Aziz and Salleh, 2011 identified a number of CSF needed to be considered during IT system projects
- In Ghana, one clear example of user involvement is the KNUST Library automation process where all college librarians were consulted to make them feel part of the selection process (Ahenkorah-Marfo, et al., 2010).



## MAIN FACTORS TO BE EXPLORED

- ❑ **Critical Success Factors (CSF).** (Aziz and Salleh 2011, in their article stated that identifying CSF has become the main agenda for researchers, academicians and practitioners due to the wide number of IT systems failures reported.)

Key among these CSF elements that must be considered during IT projects are :



- a) Top management support
- b) Communication,
- c) User involvement,
- d) IT staff roles and responsibility,
- e) Training/skills,
- f) Leader/IT leader,
- g) Organizational culture,
- h) Knowledge & experience,

- ❑ **User involvement,** *(necessary for the successful acquisition and implementation of ILS in academic libraries in developing countries)*

- a) Assessing user requirements
- b) Users expectations (to makes them feel part of the software selections)

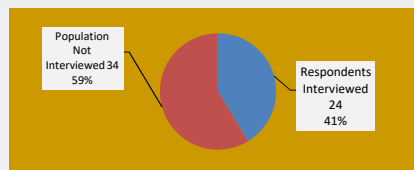
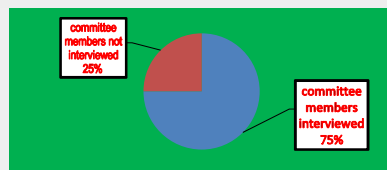
## METHODOLOGY

- ❑ This study was conducted using a
  - ✓ Qualitative research approach and
  - ✓ Case study research technique.
- An in-depth case study approach was selected for this study to help find out the factors preventing some UGLS branch libraries from joining the Millennium ILS installed for all libraries at University of Ghana campus.

## TARGET POPULATION /SAMPLE USED

- ❑ **THE TARGET POPULATION** (Librarians who have worked for at least ten years in their libraries/IT Staff at University of Ghana libraries.) **Two groups were interviewed**

- Automation committee members (3 out of 4)
- Librarians/The IT staff (24 respondents out of 58)



- ❑ **SAMPLING STYLES USED**

- Simple random sampling
- Librarians at these libraries had an equal chance of been selected



## DATA COLLECTION METHODS

- ❑ Data collection instrument used for this study was **face to face interview** method.

- The interviewee were the source of primary data for the study.
- The study used two semi-structured interview questions to guide the researcher to collect the necessary data from the
  - ✓(i) Library automation committee and
  - ✓(ii) Librarians /IT staff using the ILS or were suppose to be using the ILS
- ✓SPSS



## KEY FINDINGS

- Automation committee member stated that others library staff were not consulted.
- In the second group 41.7% said they were not inform at all whiles 95% said they should be consulted when acquiring ILS software.
- The findings above also show that communication to the branch librarians was not adequate and this affected the smooth operation of the ILS software in their libraries.
- Only 60% (35%) had joined to the ILS, 40% (23%) were not connected
- The study concludes that the use of CSF during ILS acquisition and implementation in academic libraries is very important for its success and it can help minimize IT system implementation failure rate in academic library.
- It was also discovered that there is lack of number of ICT usage policies...



## RECOMMENDATIONS

- Library management should initiate and implement various policies. (\* To serve as a guide to all future software and hardware acquisitions and installation).
- Other policies( CCTV use, Data Storage Policy, IR policy)
- Satellite and branch librarians should be involved in the acquisition and implementation of vital library software (to encourage them to be willing and ready to help implement the ILS software acquired). (Ahenkorah-Marfo, et al., 2010).



## ACTIONS UNDERTAKEN AFTER THE RESEARCH

### The two main actions undertaken are:

1. A strong case has been made to top management for the drafting of an IT Acquisition and Implementation policy for University of Ghana libraries.
  - *(Management acknowledged the need for such a policy and its being drafted by the IT and library management committees)*
  - Creations of about 6 new policies committees.
2. Central library should budget for and acquire the computers and IT accessories needed for the branch libraries.
  - *This is yielding a positive results as 15 more libraries have been connected with computers from the central library.*



## MORE ACTIONS

3. The challenge of less top management was raised and discussed at council meetings and convocation, etc to create the awareness of the importance of being part of the ILS for all libraries.
4. Constant visits to various libraries and heads of departments/halls of residence
5. More ILS training/orientation are being organized for staff.



**THANK YOU**

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