The contribution of broadband Internet initiatives in academic libraries in provision of web-based information services to users.

The case of Dar es Salaam University College of Education (DUCE)

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1

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The Content

- ❖ Introduction
- ❖ The past experience at DUCE
- ❖ What was investigated?
- ❖ Literature sources reviewed
- ❖ A pilot study conducted
- ❖ The findings obtained from the study
- ❖ Robust measures suggested
- ❖ Various projects & activities implemented at DUCE
- ❖ The current situation has improved

2

Introduction

❖ The Internet has gained prominence in various fields, such as communication, information, education, e-commerce and entertainment.

❖ At the Dar es Salaam University College of Education (DUCE), the broadband Internet has been used at the library mostly to provide information services to users.

3

The past experience at DUCE

● However, at DUCE library the speed of the internet in the past was often not sufficient to meet the demands of the users and staff at large.

● This is because the slow broadband Internet speed hindered the library from providing web based information services to users.

4

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What was investigated?

The extent to which slow broadband Internet hindered the provision of web based information services to users with a view to giving insights on what could be done to manage the situation in the prevailing environment.

5

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Literature sources reviewed

- Various literature sources related to broadband Internet at the national and global levels and, in particular, focused on the factors that influence downloading and internet speed.
- Of particular interest, the challenges and benefits of broadband Internet use within academic libraries have also been discussed.

6

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A pilot study conducted

- Involving 49 students and academic staff using questionnaires as the data collection tool.
- The closed-ended questions in the questionnaires were then manipulated through the use of the Spreadsheet package Microsoft Excel to represent data in form of frequency tables, histograms, graphs and pie charts.
- The open-ended questions were analysed through simple content analysis.

7

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The findings obtained from the study

- The low use of the library's OPAC and other web based resources mainly web based information services correlates with the slow broadband Internet at DUCE.
- Most users are (were) not satisfied with the speed of the broadband Internet at DUCE.
- This hinders (hindered) effective usage of web based information services through the broadband Internet.

8

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Robust measures suggested

In order to improve provision of web based information to users through the broadband Internet available at DUCE:

- Strengthening IL Training Program;
- Enhancing the use of wireless broadband;
- Providing sufficient ICT budget to support broadband internet;
- Increasing and regulating bandwidth speed, to mention a few.

9

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Various projects & activities implemented at DUCE

- A functional wireless based network has been designed and developed (Currently DUCE Library has 10 access point Unify UBIQUTW, Previously 3 access point)
- Entire broadband internet has been upgraded & improved at DUCE (Fibre installed, old network switches and hubs have been replaced (Both manageable and access switches)
- ICT hardware and software have been increased

Lab with 125 PC

10

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Various projects & activities implemented at DUCE...

- IL training program has been strengthened to some extent;
  - In the past - 1 training session per semester for students/staff
  - Currently – 2 training sessions per semester (NOT enough)

11

Various projects & activities implemented at DUCE...

12

Various projects & activities implemented at DUCE...

- ICT budget to support broadband internet has been increased significantly;
  - ➢ The budget has increased by 55% since 2013 (NOT ENOUGH)

- Bandwidth speed has been increased and regulated
  - ➢ Currently DUCE has 55Mbps dedicated – population is 7018
  - ➢ Previous DUCE had 24Mbps dedicated – population was 6055

13

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Various projects & activities implemented at DUCE......

- DUCE ICT Policy & Master Plan have been established
  - ➢ DUCE ICT policy developed in 2014 but now is on review
  - ➢ DUCE ICT Master Plan developed in 2015
  - ➢ DUCE Library Annual ICT Procurement Plan
- Automatic power standby generator has been installed and works properly.
  - ➢ Library has installed standby generator (5KVA)
  - ➢ Previous the library had NOT generator
  - ➢ Solar panels shall be installed in the Library

14

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The current situation has improved

- More library users are somehow satisfied with the speed of broadband internet at DUCE unlike in the past;
- The current situation allows the effective usage of web based information services through the broadband internet;
- Similarly, DUCE users use more web based tools as compared to the situation before the implemented initiatives i.e search engines, reference tools, databases, e-journals etc.

15

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The current situation has improved….

- However, it is found that IL training is still inadequate, and this calls for more IL training in order to enhance effective usage of other available web based information services on the Internet i.e undergraduate.
- It is expected that the increased number of web based information services usage will reflect the value for money in respect of the resources invested in the improvement of broadband Internet infrastructure and services at DUCE.

16

Other initiative I have done

Partnership between DUCE and other universities from around the world:

Exchange of staff between DUCE Library and Henan university Library

17

Other initiative I have done…

- Benefits of various partnership in the library:
- Knowledge and skills sharing;
- Technology/ICT transfer and sharing;
- Capacity building for library staff i.e. short seminars, workshops and some conference.
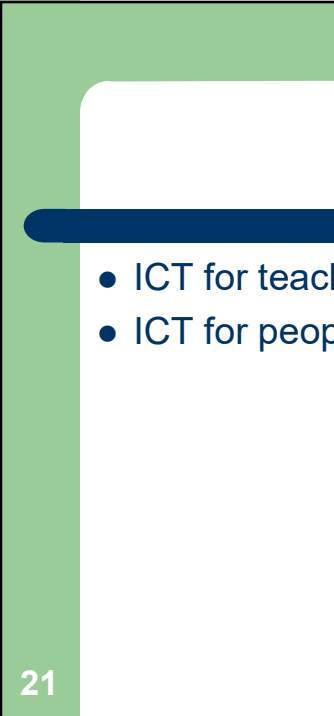
18

Open Data and Innovation project i.e CODATA

19

Community engagement

Promoting ICT, Science and Technology in Education, Health , Climate Change and Gender

20

- ICT for teachers in secondary schools
- ICT for people with disabilites

21

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THE END

Thank You

22