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Implementation of mobile technology based library service: a case study of University of Cape Coast

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OUTLINE OF PRESENTATION

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INTRODUCTION

- Current trends in libraries especially in the academic libraries require remote and boundary-less access to library services.

- Mobile technology has been recognised as the single most embraced technology in the world.

- Implementing this technological innovation will bring a lot of relief to students in University of Cape Coast and the University community in general.

PURPOSE OF THE STUDY

- To investigate the preparedness of University of Cape Coast Library to implement mobile technology-based library service

Research Questions

1. What library service is the UCC library considering implementing on mobile platforms?
2. How trained are library staff in the design and implementation of mobile technology-based library services?
3. How proficient are students in the use of smartphones?
4. What kind of library services do students expect on the mobile devices?
5. What challenges confront libraries in implementing mobile technology-based library services?

METHODOLOGY (Research Approach & Design

- Qualitative research approach was used for the study
  - ➤ Because it ensures a holistic picture is built about a phenomenon whereby the researcher analyses words, reports detailed views of informants in a natural setting (Creswell, 1998).

- A case study research design was employed
  - ➤ This provides for the construction of an in-depth description of the features or attributes of a particular phenomenon (Hamel, Dufour & Fortin, 1993; Sarantakos, 2005).

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METHODOLOGY (Population)

	Library staff	Undergraduates	Postgraduates	Total
Population	230	18,913	1,068	20, 211

Source: UCC Library Guide (2011) and the UCC- SRIMS, Record Guide (2016)

METHODOLOGY (Sampling/sampling procedure)

• Purposive sampling was used to select 6 key library management members

• Convenience sampling was also used to select 5 post graduate and 10 undergraduate students of the university who patronise the university library.

• Total Sample size: 21

METHODOLOGY (Instrumentation)

- Semi-structured interviews and observation were used to elicit data from respondents

- Interview guide was used as a tool for data collection

FINDINGS

- 1. The study revealed that UCC library wants their e-resources, OPAC and institutional repository accessed through mobile platforms.

- 2. The library staff had some level of training but require additional training in the design and implementation of mobile technology-based library services.

FINDINGS – CONT.

3. The student respondents were proficient and had a practical knowledge of smartphones; and were aware of most of the features and the applications on smartphones.

4. Student respondents disclosed that they wish to access journals, digitized thesis and relevant e-books related to their subject area on their mobile devices.

5. Major challenges that would be anticipated by University of Cape Coast library in implementation of mobile technology-based library services were unreliability of internet connectivity and lack of funds for designing and implementation of mobile technology-based library services

CONCLUSION

- The University of Cape Coast library showed a greater level of preparedness in the implementation of mobile-technology based library services.

RECOMMENDATIONS

- Continuous training should be given to library staff with regards to mobile technology and its use for library services.

- The Management of University of Cape Coast should allocate significant amount of money for the implementation of mobile technology-based library services.

- Library Management should also develop strategy for the marketing of the mobile technology-based library services.

IMPLEMENTATION OUTCOMES

- SMS alert service, this enable the library to send SMS to collect a requested materials, remind users of overdue books

- Instant messaging for reference services through live chat

- Ezproxy registration of library users for off-campus access to e-resources

THANK YOU