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Utilization and access of electronic resources in libraries at selected tertiary institutions in the Western Cape, South Africa

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OUTLINE

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INTRODUCTION

- Traditional ILS became redundant and outdated.
- Early 2000’s Electronic Resources Management System emerged.
- Prior Electronic Resources Managed stored information in traditional platforms (Ballard & Lang, 2007).
- Libraries are at a tipping point for a dramatic change of library automation system (Wang & Dawes, 2012).
THE ROLE OF CONSORTIA

- The three libraries form part of CALICO.
- Single ILS (Integrated Library System) called ALEPH 500.
- Merger of higher education institutions.
- Two libraries merged 2005.
- Current ILS (ALEPH) contract expires during 2017.
- Libraries are investigating the Next Generation Library System.

Role of SANLIC

- Libraries are still operating in silos on the purchasing of electronic resources within CALICO libraries” (Coetzee & Weiner, 2013).
RESEARCH METHODOLOGY AND DESIGN

- Purpose
  - Investigate the current use of the process of electronic resources.
  - by investigating the current level of use of electronic resources.
  - and impact of the staff managing electronic resources.

- Aim
  - to explore the management of electronic resources in libraries.

- Problem statement
  - Libraries do not use appropriate technology to manage electronic resources.
RESEARCH METHODOLOGY AND DESIGN CONTINUED

- **Implications of the study**
  - guidelines that can be used by the institutions for management and utilization of electronic resources.

- **Value**
  - provides basic data of the future developments of electronic resources.

- **Research Methodology**
  - Qualitative method – Multiple case study.
  - Unit of analysis Library - ILS with library employees.
  - Unit of observation – library employees (14).
  - Sampling technique used – non random purposive sampling.
RESEARCH METHODOLOGY AND DESIGN CONTINUED

- Interviews
  - Semi-structured questionnaires.

- Main Questions
  - Challenges are library facing in the managing and utilization of electronic resources.

- Two research questions
  - Impact staff workflow in managing and accessing electronic resources.
  - Challenges of access and utilization of electronic resources in libraries.
LITERATURE REVIEW

Utilization and access of electronic resources in libraries

- Socio-economic and political conditions affecting utilization and access of electronic resources.
- Fostering information literacy.
- Communication pattern and user behavior in the research environment.
- Faculty collaboration and increasing information literacy, teaching and learning, and research support.

- Complexities of managing electronic resources
  - Lack of skills and expertise.
LITERATURE REVIEW

Utilization and access of electronic resources in libraries

- Socio-economic and political conditions affecting utilization and access of electronic resources.
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- Complexities of managing electronic resources.
  - Lack of skills and expertise.
High costs and increase in electronic subscriptions


Pricing of electronic resources

- electronic resources pricing are not fixed as printed resources (Chandel & Saika, 2012)

Return on investment

- “evaluating return on investment on online resources is still in its relative initial stages in most institutions (White Paper Taylor & Francis, 2013).
INTEGRATED LIBRARY SYSTEM AND ERMS

- Migration of ILS and investigation of the next generation library system.
- Library users get confused with the many interfaces and complexities of library applications and systems (Wang & Dawes 2012).
- Library staff becomes frustrated with the ILS, noting its inadequacy dealing with the daily tasks.
- ERM system have addressed functionalities including workflow.
- Libraries need system that provides greater interoperability and flexibility.
FINDINGS

Accessibility and utilization and access of electronic resources

- Libraries do not have their own IT infrastructure.
- There is currently low usage in the access and utilization of electronic resources.
- 80% of library staff interviewed are providing information literacy training program.
- 70% of library staff interviewed collaborates with teaching and research staff.
- 60% indicated that they promote library services via library promotional material and the web page.
FINDINGS CONTINUED....

- Collaborate with teaching and research staff to provide library information service
- Offer information literacy training
- Promote library services via posters, leaflets
- Promote library services via the Webpage
Impact staff workflow in managing and accessing electronic resources

- Libraries have not yet adapted to ERM system and use traditional platforms.
- Lack of staff training and expertise.
  - 80% of staff interviewed indicated that there is lack of training and skills required by staff to manage electronic resources.
- Lack of system integration.
  - 90% of library staff interviewed indicated that there is lack of integration between Aleph Integrated system and ERM System.
FINDINGS CONTINUED…..

Lack of staff training

Lack of system integration

Series1
DISCUSSION

- The fluctuations in the exchange rates has negatively impacted the subscription budget of the libraries electronic resources.
- Libraries are slow in adapting to the ERMS implemented not only because of the lack of acceptance of the product.
- ERM system were designed to address the issues of workflow efficiency
- Lack of interoperability of ILS with ERM systems.
- Investigation of the Next Generation library systems.
CONCLUSIONS

- Investigate the next generation library system with and ERM module available in national and international vendors to better manage electronic resources.
- Develop a training plan of staff managing electronic resources.
- Identify promotion and marketing programmes in creating awareness and use of electronic resources.
- Establish relationship with National and International Consortium involved in electronic resources management.
- Establish relationship with institutional ICT, IT department and other stakeholders involved in managing electronic resources.
- Ensure that proper ICT infrastructure is available in accessing electronic resources both off campus and off campus.
QUESTIONS???
REFERENCES


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