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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

- ❑ 1980's to early 1990's Introduction of Integrated Library System.
- ❑ 1992 establishment of ALEPH Integrated Library System by Mellon Foundation.
- ❑ Traditional ILS became redundant and outdated.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

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LITERATURE REVIEW CONTINUED.....

- ❑ High costs and increase in electronic subscriptions
- introduction of the new VAT Act (Act no. 89 of 1991) on electronic resources management Pricing of electronic resources (National Treasury, 2014).
- ❑ 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

- ❑ Aleph ILS contract expire during 2017.
- ❑ 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.



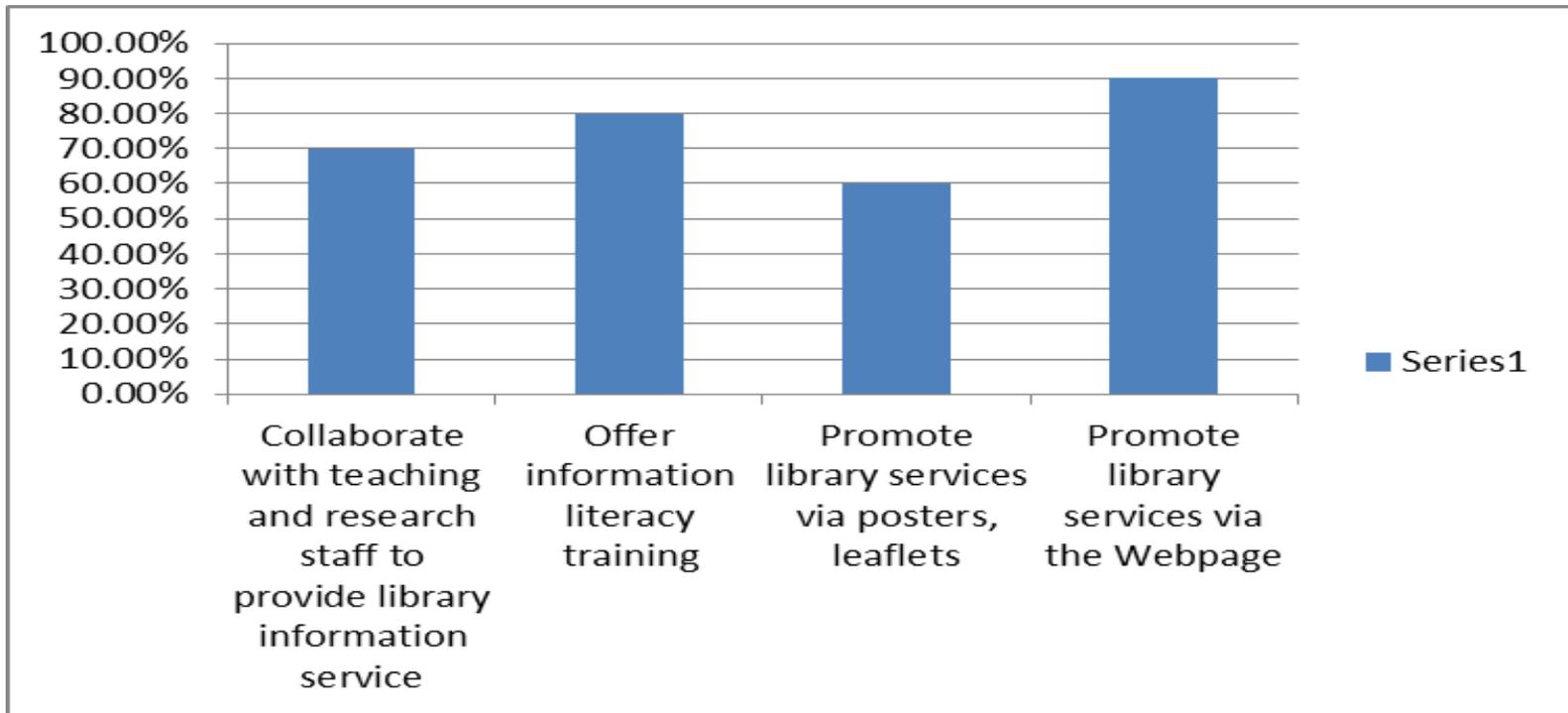
FINDINGS

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....



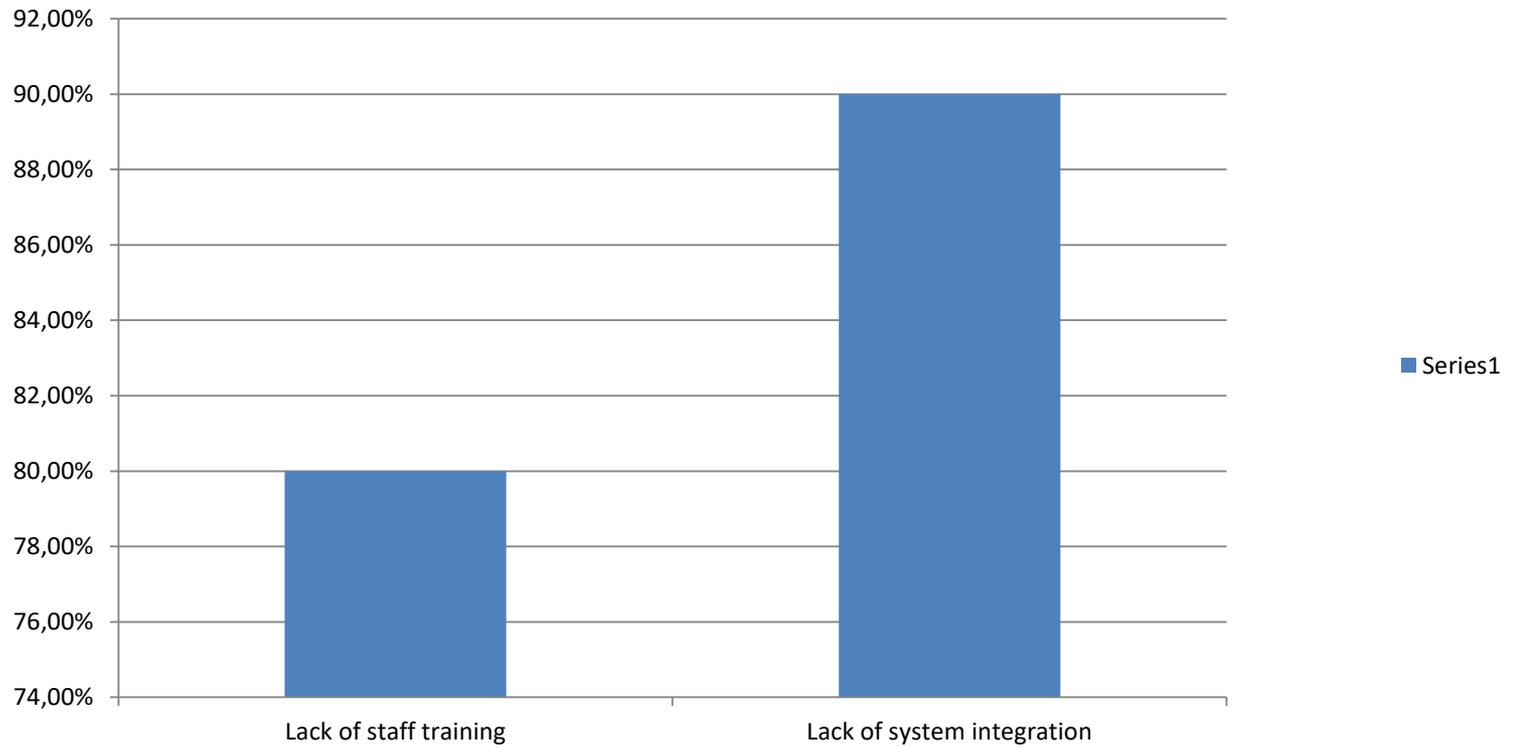
FINDINGS CONTINUED.....

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.....



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 stake holders involved in managing electronic resources.
- ❑ Ensure that proper ICT infrastructure is available in accessing electronic resources both off campus and off campus.



QUESTIONS???



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