UNISWA Library Management System: A Case Study
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ABSTRACT
Management takes the lead in setting strategic directions for all aspects of the Library's services and operations. To achieve its overall goals it is necessary to meet regularly to discuss the business of the library. The primary purpose of library is to support the teaching, research, and other academic programs of its parent organization. As a part of a service organization which delivers products personally to the customer, the libraries develop systems, philosophies, and strategies for managing quality. In a manufacturing concern, the customer is remote, whereas in a service organization like an academic library, producers and consumer meet face to face. The complexity of managing service organizations is typically compounded by the existence of multiple interfaces. Librarians should find out what readers want and concentrate upon providing it. The primary purpose of this study is to identify the management problems of the library. It will also examine the existing management environment, outline user expectations and offer suggestions for enhanced control of the Information. It mentions the modules and process of management and discusses the technique. It also gives a bird's eye view of the present conditions and prospective options and offer librarians practical suggestions for dealing with system.

Keywords: Management, UNISWA, Management technique.

INTRODUCTION
Higher educations are increasing under pressure to produce graduates who can effectively function in the Information and Knowledge Society. Library has to play an important role in making pertinent information resources and services to accomplish the mission. The developments in computers, microelectronics, and communication technologies have radically changed the library and information environment. The Kingdom of Swaziland has only one University (University of Swaziland), so the University library has been playing a great role in providing access to various resources in the higher education system in the country. The University library is increasingly under pressure to prove its worth and indeed to account for the expenditure it incurs. The shrinking government subventions force University library to introduce cutbacks, especially the streamlining of journals subscriptions in order to cope up with the dwindling resources. Introduction of new programmes increased enrolment and the astronomical increase in the cost of information resources are one of the main problems faced by the library today. We are surrounded by automated, digital, and virtual libraries as well as by networked data, specialized networks, and library networks. Multimedia and the Internet have further made the job of library and information professionals more challenging. Changes in the information environment threaten to relegate traditional library services into automation. The Library automation of the University of Swaziland started very lately in 2000 by using software URICA, but now it is upgraded to SirsiDynix from 2009. The library started digitization of the past exam papers to make them available to the student. However the modernization of library services was slowed down by numerous challenges like Information technology, physical infrastructure, policies and procedure, collaboration, funding, management, human resource development, preservation, marketing and Information delivery services. The inadequate funding, limited local content on the web, inadequate information and communication technology infrastructure, scarce professional skills, and restrictive policies and procedures were recurring challenges. The impact of computerized information in libraries affects almost every aspect of the library, and of librarianship. But the Library is trying its best to fulfill the
The acquisition department collects the requests for books from the faculty and check with the catalogues (Blackwell) enters in the system (SirsiDynix). The books from the faculty and check with the catalogues to purchase of the book, requisition form and send it to acquisition department for purchase of the book, instead of manual catalogue where OPAC terminals have been provided. Instead of manual catalogue where OPAC terminals have been provided.

UNIVERSITY OF SWAZILAND LIBRARY

The UNISWA library started along with its parent body the University of Swaziland in the year 1982. Since its inception the Library supports the educational, research and learning functions of the University and a number of services are directed to these efforts. It also caters to the needs of the students and teachers of the University at large. The Mission of the Library is to "efficiently provide services and access to quality academic information resources, irrespective of format and location, to University staff, students, and associates in support of the instructional, learning, research and administrative functions of the University" but the Library is not able to fulfill the mission entirely due to lack of inadequate funding, budgets cut, the fluctuation of currency and the continued escalation of the costs of journals. The rising cost of journal subscriptions compelled the UNISWA Library to reduce the total number of subscriptions but still the Library has motivated to build an innovative institutional digital repository to collect, preserve, and enable distribution of research, teaching and learning material generated by UNISWA scholars, teachers and researchers and make the repository globally and openly accessible.

DEPARTMENTS OF SWAZILAND LIBRARY

The University of Swaziland Library has the following departments

- **Acquisition**
  It is an administrative service operation, supporting the primary mission of the library. It is concerned with selection and purchase of reading materials in what so ever from it may be. Books are purchase keeping in view the requirements of the faculty, students and the research scholar. This department accumulates all the information resources for the acquisition of the library materials from all over through a variety of methods including purchase, lease (for electronic products), gifts from donors and institutions. The department purchases materials in many formats ranging from print materials to manuscripts to microforms to electronic products. Steps in procurement the book in UNISWA library:

  - **Selection**
    - The head of the departments or the faculty filled in the requisition form and send it to acquisition department for purchase of the book,
    - The acquisition department collects the requests for books from the faculty and check with the catalogues (Blackwell) enters in the system (SirsiDynix). The system automatically generate a BRN (Bibliographic reference Number) and placed orders with the selected suppliers. A list of books ordered along with discipline and faculty are also prepared.

  - **Receiving**
    - Checking (bill wise & order wise)
    - Once the book is received check in the system and update the record and write the BRN number and P.O (Purchase order number) in the book,

  - **Stamping**
    - Then we put the stamp, bar code, accession no. and the 3M, due date slip,
    - A slip with a bibliographic record prepared before ordered is attached with the book,
    - Once it is done with the acquisition section they are dispatch to cataloguing section for further processing.

  - **Cataloguing**

    The Cataloguing Department is responsible for the cataloguing and classification of monographic library materials and for ensuring appropriate access. It also maintains quality control for monographic records. Staff in the Department specialise in particular subject areas. The Department handles publications in all formats. It plays a key role to function the library. It makes a bridge between the acquisitions of documents to the Circulation. The technical processing section of UNISWA Library plays a vital role in functioning of the library services smoothly.

    The Cataloguing section started its automation in early 2000 and now most library material which includes text books, general books, reference books, theses, Swaziana collection, United Nations reports, World Bank, Govt. Reports and special collection have been entered. All new books are being computerized. However computer catalogue entries for some older material are incomplete so we are in the process of retrospective cataloguing.

    From 2009 our URICA system has been transferred to SirsyDynix where we can connect to smart port and download the record form OCLC. Readers can consult the computerized catalogue for up-to-date information instead of manual catalogue where OPAC terminals have been provided.

  - **Steps in cataloguing**

    Once the book from the acquisition is dispatch to the cataloguing department. The department take care of the processing so that the books will go to the proper place in the library irrespective of its discipline.

    In the cataloguing process the main thing we focus is to add the call number and the subject headings which is a very much for a book to get access by a user apart from
that we need to add all the necessary fields in which a user might come up with. The cataloguing department carried out their function as:

- Check our database.
- Modify the record in the system with the BRN/Item ID/Title etc.
- Classification following DDC 22nd edition.
- AACR-II rules are followed in cataloguing.
- Library of Congress Subject Heading is followed in preparing the Subject Headings.
- Classify books as General, Textbooks, Reference, Thesis, World Bank, UN, Swaziana, Reference etc. with a notation.
- Update database for the classified books for Binding, Lost Books etc.

Labelling: Stamping and labelling barcode, spine-label.
- Slip place in on the books are assigned the call number and are send to the respective department.
- Preparation for circulation:
- Final inspection: New arrivals are displayed into display board.
- Stacks maintenance: Send the books for Circulation to the users.

There are two ways where we can modify it:

- Complete the required field manually;
- Download from smart port and replace the record; Downloading from the smart port also need to modify since there are field which we don't need.

A workflow of the cataloguing module is shown below:

Fig. 1: Adding a New Title
Fig. 2: Item Search and Display

Fig. 3: Record with Full Bibliographical Details
Reader's services

The reader's services main objective is to fulfill the library's mission by meeting the users' information needs as much as possible. It oversees the operation of all the programs, services and facilities that concern the delivery or accessibility of information to the library users. It develops, governs and implements the policies of the circulation and maintenance of the general reference and circulation collection of the library material. It also deals with shelf management which involves shelving of library material by stack assistants and shelf reading of such to ensure that materials are in the right places for easy retrieval.

It also deals with circulation of material, inter library loan, advising readers and researchers on information use and referral, conducts user education, gives database search assistance and information and deals with current awareness of information to user as well as managing the reference section.

Circulation

The circulation section is the backbone of the library. It plays a major role in any library and information system. The circulation desk staff are the front line staff that play a critical role in an academic library because they represent the library; first deal with inquiries/crises; manage the reader interface. As such, the circulation staff has to be armed with a lot of information about the library because this is the gateway between users and documents or information available in the library. Staff here has to even know what programs are taking place in the whole university on any given day and know where information for such can be located.

The circulation performs issue, renewal and return of books. Apart from these basic tasks many other jobs like membership registration, issues of over-dues, inter library loan, overdue fine collection, book reservation, various e-mail alert generation, etc. and all kind of queries by the users are being performed by this section.

When books have gone the whole process of acquisition and cataloguing, they are received at the circulation desk into the circulation mode. This is where the book is entered into the circulation mode for checkout, receive or discharge to and fro the reserve, fining in case of over dues, holds by users or transit in case of inter library loan, as well as requests by users.

Books selected by faculty staff members assigned as reading materials for their classes are put under the reserve or short loan. They are entered into the system and shelved in a special section inside the Circulation Counter together with past exam papers and the students are allowed to borrow them for 2 hours only.

Once the period of reserve for that particular material is up, the circulation mode is updated by discharging that material from reserve and putting it into the open shelf section. A work flow of the circulation is shown below:

Fig. 4: Registration of Library Users
New members of the library are registered in to the library system using their university identity cards. The registration comprises the name and surname of the user, his or her identity number, program he or she is pursing, status of the program pursued, and contacts information thereof. As soon as the user is registered, he or she can be able to check out material using the identity card which has a barcode connected to the system.

The user's register in the system is updated every academic year whereby returning students or users are activated since their membership expires when they clear out during the end of the academic year.

- **Procedure for borrowing materials**

The library has different categories of users and these have different rules of borrowing materials. There are full time students, part time students, full time academic staff, part time academic staff, non-academic staff, external members and Institutional members. They are categorized as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of items</th>
<th>Loan period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time Student</td>
<td>6</td>
<td>14 days</td>
</tr>
<tr>
<td>Part time students</td>
<td>4</td>
<td>14 days</td>
</tr>
<tr>
<td>Full time Academic Staff</td>
<td>10</td>
<td>1 semester</td>
</tr>
<tr>
<td>Part time Academic Staff</td>
<td>4</td>
<td>30 days</td>
</tr>
<tr>
<td>Non Academic Staff</td>
<td>10</td>
<td>14 days</td>
</tr>
<tr>
<td>External members</td>
<td>4</td>
<td>14 days</td>
</tr>
<tr>
<td>Institutional members</td>
<td>25</td>
<td>30 days</td>
</tr>
</tbody>
</table>

The materials may be renewed once only provided that they are not required by other users and those that are out on loan can be reserved on request at the circulation desk.

- **Inter Library loan**

The inter library loan desk helps with providing access to required materials that are not held in the library. Materials can be requested from the other campuses' libraries and made available to users through forms filled by the users via the inter library loan desk. Materials that are not available in any of the local campuses can also be requested from other libraries outside Swaziland. Such material can be made available to the users electronically or on hard copy.

- **Reference Section**

This section contains the library's collection of reference books such as dictionaries, encyclopedias, almanacs, directories, bibliographies, maps, atlases and yearbooks. The reference collection is separated from the rest of the library collection because the reference materials are for use in the library only.

The information found in reference books are organized for quick and easy use, arranged in an alphabetical or chronological arrangement or accessed through the use of detailed indexes and cross references. The materials are intended to be referred to for pieces of information, not to be read from beginning to end. As a result, these materials are not available for being checked out of the library, but are used within the library premises and left there.

- **The Law Collection**

This section contains all legal materials available in the library. The Law collection has been developed and is still being developed so as to satisfy the curricular and research needs of the University of Swaziland law department and other users. It consists of books available in the open shelf, loose leafs, law journals and reference works that include, case law and legislation which are not meant to be checked out. It provides reference services to law students and researchers. The law collection currently subscribes to approximately 21 law journals and a few gifts.

- **Reserve Books Section**

Books selected by faculty members as assigned reading for their classes are shelved in a special section inside the Circulation Counter. Past exam papers are also kept in the reserve desk and the students are allowed to borrow for 2 hours only.

- **Serials**

Serials section is the source of current and the latest published information in which is very useful in research work. It acquires journals of almost all the subjects. Periodicals include newspapers, magazines and professional journals in print, microform, and electronic formats. Current issues of selected periodicals, magazines and journals of print copies are arranged subject wise on shelves.

Back issues of local newspapers are available on microfilm while some selected journals are available on microfiche. Microfiche reader/printer is provided in this section for reading and printing the articles from this collection. Indexes to newspaper, magazine and journal articles help users identify and locate the articles they need.

The library also subscribes to online periodical databases which give the citation, abstract, and full text of the articles in over 3,000 selected foreign journals.

Periodicals do not circulate because they are hard to replace. A photocopier is provided for those who need copies of articles.

The Electronic Resources Section is responsible for the acquisition of electronic materials which includes the license negotiations, the placement of orders, and the monitoring of access to these resources.

- **Bound Journals Section**

Bound Journals Volumes are the most valuable treasure of any academic library. The UNISWA Library has more than 1,00,000 bound journals volumes. The bound journals are classified according to the Dewey Decimal Classification System. All the bound volumes of the journals, having the year of publication up to and including the year 1980 are considered as archives collections. The Bound Journals Volumes having the year of publications from the year 1981 onwards are arranged alphanumerically according to Dewey Decimal Classification Number.
Special Collection

The Special Collections of UNISWA library comprising of Swaziana, SADC, World Bank, IMF, African Development Bank and UN materials. UNISWA library is a depository of UN publications. Under an agreement a nominal annual subscription is paid by the library and in response we received the publications of U.N.O. They are arranged in classified order and can be used as a reference book.

Computer Room

This room contains computers for accessing the Internet and online databases for use by administrators, faculty, students and staff. Library staff assists users and provide instruction in the use of the computers on how to access the Internet and online databases.

Discussion Room

This room is a venue for students to discuss group research projects so they can develop critical analyses and learn to share ideas. Each group is allowed to use this room for one (1) hour only but may be granted an extension if there are no other requests. Reservations for the use of this room should be made with the reader service.

Binding

Binding is a preventative measure that preserves materials and reduces cost by protecting vulnerable materials in a cost efficient manner. Library binding is a way to increase the life of books and periodicals used in libraries. The goal of library binding is long-term preservation. The binding section deals with damaged books from users, bind past exam papers, journals and reference books. The bindery unit of the University of Swaziland is central. It binds library materials from all the three campuses, i.e. Mbabane, Luyengo and Kwaluseni. The binding department also binds theses and projects for library users on request. The circulation staffs collect books which are ready for binding and deposit them in the cataloguing department. The cataloguing staff checks for such mutilations and damage then mark them into the system as a book meant for repairs in order to remove it from circulation module. The cataloguer ensures that pages of the book are complete, pages are in perfect sequence, and that the title and content pages are present and handed to the bindery unit. On receipt of the books to be bound, the Head of serials allocate the binding schedule in consultation with the binder. On completion, the books are dispatched back to the cataloguing department to be returned into the system and taken to the circulation desk. The circulation staffs then receives them again into circulation mode.

Bag Counter

Library users should deposit their bags in the depository counter upon entering the library. However, cash or any valuables should be removed, for the library shall not be held liable for whatever is lost in the bags when deposited.

CONCLUSION

The expectations that the customers bring to a library have a critical effect upon their perceptions of quality. It is better to acquire a reputation for one or two factors which are important to customers and to concentrate upon developing those. It is now an established fact that MIS in library and information sciences through automation has become inevitable. The environments in which libraries operate are under the constant pressure of change. Libraries have to create an environments that enable successful assessment and the implementation of results based on these assessments. Considering the above requirements, the present study attempted to make the library operations measurable, improvable and thus effective. It also reveals that libraries with higher automation level will show more effectiveness than libraries with lower level of automation.

REFERENCES


