

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**AN INVESTIGATION OF THE IMPACT OF INTEGRATED INFORMATION  
SYSTEM (MANDARIN M3) ON INFORMATION MANAGEMENT AT  
CHINHOYI UNIVERSITY OF TECHNOLOGY LIBRARY**

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## **Abstract**

The main purpose of this research was to evaluate the impact of the Integrated Information System (IIS) at Chinhoyi University of Technology Library on information management. Chinhoyi University of Technology had introduced IIS in order to improve information management and this study therefore looked at the effectiveness of this software. In this study literature review was therefore carried out in order to assess what other authors have, suggested and recommended during their respective studies. The research was qualitative in nature and quantitative techniques were used in data gathering. The major data collection tools that were used were participant observation, questionnaires and interviews. Data presentation of the results of the research was done. The results showed that librarians were making use of IIS packages and it had improved organisational performance. The software brought in new products and services such as online cataloguing, report tools; bulletin boards, web based OPAC, self online services and remote access to library services. The system also added value to library services and functions. Recommendations were therefore made for the consolidation of the current IIS system in place. There was need for the University library to keep on employing the use of Integrated Information System (Mandarin M3) as they have a significant bearing on their day-to-day operations and ultimate performance. Library management needed to spearhead the development of information infrastructure that supports the full utilisation of IIS software. It was recommended that training should be continuously provided to library staff to empower them with necessary skills and knowledge on how to use IIS products.