NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

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Adoption of an Integrated Library Management System: The Case of Koha at ZIMRA National Training Centre Library

BY

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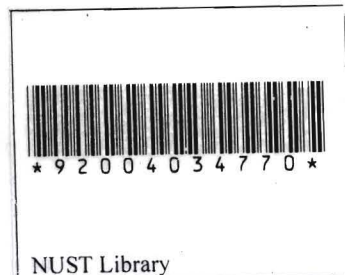
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Abstract

Koha's impressive feature set continues to evolve and expand to meet the needs of its user base. In order to improve service provision, ZIMRA National Training Centre Library (ZNTCL) adopted Koha Integrated Library Management Software (ILMS) to manage books and other items from its collection. This thesis assesses the modules that Koha has and how they function to achieve the goals of ILS, explaining, among others aspects, the process of integration with other existing modules as well as the way they associate information about books with the metadata from Koha. The technology acceptance model (TAM) was used as a theoretical framework to predict users' intention to adopt Koha ILS and demonstrate the effects of critical variables on behaviour intention through perceived ease of use and perceived usefulness. All of the individual differences and system characteristics have significant effects on perceived ease of use of Koha ILS. In addition, relevance had the strongest effect on perceived usefulness of Koha ILS. It explains the functionalities of modules in Koha, and elements responsible for adequate utilisation of Koha ILS. Analysis of data was only done on the typically five standard modules: cataloging, circulation, serials, acquisitions, and an online public access catalog (OPAC), challenges to the implementation programme and strategies for successful implementation of Koha. This research established that there were no major problemsencountered since the adoption of the software at ZNTCL. Library staff and majority of the library users have commended the decision of ZIMRA Library for installing dynamic software such as Koha. Findings revealed that two modules that is, cataloguing and circulation are mostly used. It was also recommended that training on the other three modules be incorporated as a refresher in order to train people who will manage the software.