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**AN ASSESSMENT OF THE USABILITY OF MANDARIN AT WOMEN'S UNIVERSITY IN
AFRICA LIBRARY**

BY

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ABSTARCT

In light of few people using the integrated library system at WUA library, this study aimed to assess the usability of Mandarin within the library. Consultation of existing literature on usability evaluation of systems provided a framework for usability assessment based on user criteria for usability such as user friendliness, efficiency, learnability and satisfaction. An evaluation research design was used for the accomplishment of the research objectives. The sample size under study was WUA library staff consisting of 3 members, and 38 library users. Questionnaires and interviews were used to collect data. The results obtained showed that there was general dissatisfaction of users regarding the usability of Mandarin in terms of satisfaction and the system response time. Conclusions indicated that the system was ineffective and the users were not happy with it. The researcher recommended that there was need for intensive training, allow users to contribute and give feedback concerning the ILS and that the librarians should encourage more use of the system.