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The Use of Liberty Library Management System by Students at the Institute of Chartered
Accountants of Zimbabwe Library

BY

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ABSTRACT

This study was carried out to investigate on the underutilisation of the Liberty Library Management System (LLMS) at the Institute of Chartered Accountants of Zimbabwe (ICAZ). Literature gathered showed that the use of Library Information Systems is influenced by a variety of factors which include user friendliness of the system, relevance to users, efficiency and effectiveness as well as user awareness about the system functions and roles. The study employed the mixed method approach where the case study method was used. Research instruments that were used in data collection include questionnaires, interviews and observation. The targeted population was 125 accounting students, the librarian and his assistant. The sample size used for the total number of students was 30 students who were selected using convenience sampling. Findings of the research revealed that the system was not reliable and efficient. Students also thought that the system was irrelevant as they could access the same information directly from the librarian. Findings also revealed that the system was not user friendly and that students did not access e-journals as well as e-books from the system. Students generally did not accept the system hence its underutilisation. The majority of the students did not use the system because they were not satisfied with the system. The research also showed that the catalogue on the Information System was not reliable and accurate as it was not up to date all the time. Weaknesses such as dependability of the system on the Internet, inability of the system to interact with other systems as well as unfriendliness of the system were discovered through the research. Data gathered showed that students generally had a negative attitude towards the system. Recommendations that were made include the library coming up with strategies for raising awareness of new developments on the system, orientation of library users on the system, constant and regular updating of the information on the system especially the catalogue, customisation of the system so that many unnecessary modules are avoided and the formulation of a specifically designed manual of the system for the students so that those who miss orientation can use the document in familiarising their selves with the system.