



Frameworks for Implementation of Performance Management System – Case of University Technical Library

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CONTEXT

Technical Libraries are specialized libraries that provide technical resources and services to support projects and the operation and maintenance of facilities. In the university setting, the technical library plays a critical role in supporting the university's academic and research programs by supporting the delivery of high-quality projects and cost-effective operation and maintenance of its facility. However, despite their importance, Technical Libraries face numerous challenges, including limited resources, changing user needs, availability and accuracy of technical documents, and technological innovations. Technical Libraries must adopt effective management practices, including Performance Management System (PMS), to address these challenges.

PURPOSE

Performance Management System (PMS) is an essential tool for the effective functioning of any organization, including Technical Libraries. However, despite the importance of PMS, there needs to be more research on developing and implementing PMS for technical libraries.

APPROACH

This study highlights the development of PMS for technical libraries using Knowledge-based Management Systems (KBPMS). It proposes a new framework for PMS implementation based on system thinking and system dynamics methods to capture the system's complexity and dynamic behaviour. Variables affecting the Technical Library's performance are analysed, including interdependent causal structures between those variables.

RESULTS

Using knowledge-based management systems (KBPMS), the proposed framework captures the technical library's performance variables through various dimensions, allowing libraries to define their goals. The frameworks suggest further steps to measure the technical library's condition, identify gaps, perform scenario analysis to improve performance, and effectively achieve objectives. Through simulations, the Technical Library manager will be able to evaluate various strategies against various constraints before implementation.

CONCLUSIONS

By adopting this framework, technical libraries can tailor their PMS to their unique needs and ensure they remain relevant and responsive to the evolving needs of their users. Ultimately, this framework has the potential to contribute significantly to the effectiveness of technical libraries, enabling them to make a more significant impact on the universities and communities they serve.

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KEYWORDS

KBPMS, Technical Library, Performance Management System