USE AND EFFECTIVENESS OF CDS/ISIS FOR WINDOWS (WINISIS) IN
TWO SPECIAL LIBRARIES: CASE STUDY

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ABSTRACT

Use and Effectiveness of CDS/ISIS for Windows (WINISIS) in Two Special
Libraries: A Case Study

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The CDS/ISIS for Windows database management software is used throughout

the library community in Jamaica. The majority of the users are within the

special library environment. Two special libraries were the focus of the study; the

Jamaica Tourist Board Library and the Planning Institute of Jamaica

Documentation Centre.

The aim of the study was to:

> Ascertain the extent to which the choice of database management software
> is related to selection policies in the two special libraries in Kingston.

> Assess the effectiveness of the software in managing activities relating to
> library house-keeping.

> Establish the extent to which the software has made an improvement in the
> provision of service to patrons.

The method used was the case study and the data gathering technique was the

interview which used a structured questionnaire. The intention was also to analyse

DBMS selection policies if they were available. This was not done because of the lack of selection policies within the libraries.

The findings revealed that the software is used for several library operations but that a selection policy was not used as the CDS/ISIS database was free, readily available and technical support was in place. The results also showed that the software is managing the operations quite well but the PIOJ library had some dissatisfaction with some aspects of the software.

Service to patrons has been impacted significantly because of this software. Both libraries are able to provide quicker, more efficient service that is specific to patrons needs.