

## ABSTRACT

The Effectiveness of the National Library and Information System Authority of Trinidad and Tobago (NALIS) in its Role as a National Library

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Although the NALIS is not a national library in the traditional sense, it aims to provide the services of a national library as well as a national library service to the citizens of Trinidad and Tobago. A primary aim of this research initiative was to determine the extent to which NALIS' responsibilities as a national library service acts as a deterrent to its functions as a national library. The research methodology for this study employed the use of semi-structured interviews with NALIS' management, a review of ISO performance indicators, and the comparative analysis of the strategic plans of the National Library of Jamaica and NALIS, research was undertaken to ascertain this claim. The findings of this study revealed, that despite the fact that NALIS performs all the functions of a national library, key aspects of its services remain unfulfilled due to budgetary constraints, a lack of resources, and ineffective implementation. It was also established that effective quality management is needed to improve the level of service delivery as this form of evaluation is not adequately performed. A Point Score Analysis determined that there are some national library functions which are more important to the management of NALIS than others. However, great effort is placed in having all functions executed. The strategic planning of NALIS is in alignment with the age of the organisation, as it is currently in an early phase of operation where policy formulation is critical. Given the turbulent economic operating environment, and many constraints that NALIS faces, political and otherwise, NALIS has proven itself to be effective in the performance of national library functions, and continues to strive for excellence in service delivery to the citizenry of Trinidad and Tobago.

Keywords: effectiveness; function; NALIS; national library; national library service; performance assessment; point score analysis; strategic plan.