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BITEC Bangna, Bangkok, Thailand

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Digital Library Operating Management System by North Bangkok University

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ABSTRACT

Research was to develop a digital library management practice. North Bangkok University to facilitate and troubleshoot problems library services. North Bangkok University. Have to set permissions to access the system consists of three permission levels. As 1) Administrators can manage the access privileges on the system. 2) Authorities can manage requesting repair devices information .Can manage basic to fix information that frequent from use and can answer problems use the device the information in the library. 3) Consumer inform the car repair information can browse the problem and how to fix a common devices information. And can ask any problems the developed system is a web application functions use database MySQL and use PHP language in development. After completing a evaluating the effectiveness system development by specialist software and general user with questionnaires estimation scale (Rating Scale) 5 degree from the measuring performance in various fields. Then bring it statistical analysis arithmetic mean, standard deviation, assessment results found. The experts were satisfied to a very good level use.

($\bar{X} = 4.15$, S.D. = 0.26) and user were satisfied a good level ($\bar{X} = 4.07$, S.D. = 0.96). Which was concluded that the system can be used practically.

Keywords

digital Library, operation management system

1) INTRODUCTION

The North Bangkok University is the institution of higher education private sector is located at the Bangkok Thailand with the library to Service 3. The campus consists of a Sapanmai library, Rangsit library and Education Center Nonthaburi library. The library of The North Bangkok University is a collection of information resources all categories. By focusing on a library is a modern use of information technology as a tool (UNESCO, 2006) to manage the development of a heating digital book, Faculty, Personnel, Students University, External personnel to the service to the Study to the unique opportunity news to research to the To maintain a pleasant and relaxing stay or complimentary .

The study found that the official service provider is low, your device information within the library has a large number of A device such as a computer and The device audiovisual equipment. (Pasquinelli, 2002) By the device such information when it is damaged library officials must perform repairs with information but with the Official library has a limited number of it is not able to provide the services in a timely manner. The Research is the concept in the development of the system to manage performance digital library The North Bangkok University to use of information technology in the management of the benefits to the authorities and Service Provider.

1.1) The purpose of the research

- Digital Library management system development practitioners North Bangkok University.
- To assess the performance management systems of digital library North Bangkok University.

1.2) Research Scope

Research, development, performance management systems, digital library North Bangkok University. Have scoping as follows

1.2.1 Aspects workpiece

- The data in the study and development of this work is acquired from the library. Bureau of library and information North Bangkok University Thailand .
- The system is being developed to look like a web applications on the Internet. Which will have work the in feature Client-Server

1.2.2 Aspects licensing system

- System administrator can manage access to the system.
- Authorities can manage requesting repair devices information .Can manage basic to fix information that frequent from use and can answer problems use the device the information in the library.
- Consumer inform the car repair information can browse the problem and how to fix a common devices information. And can ask any problems

2) RESEARCH METHODOLOGY

The design and the development a digital library management practice. North Bangkok University . Has operations comprising the steps bring theory and research relevant applied as appropriate. In order to make the performance is properly. Also can be divided into the following topics:

2.1) To analyze the legacy system

This process is to collect data and the needs of the Library Staff and User Service. To apply to use in the Analysis is

designed to develop the system to manage performance digital library in North Bangkok University to use the how to store the data from a query related to the system directly. Collected from the document to work in the current and stores the data from the needs of the Library Staff and User Service. This is to be used as the basic information in the analysis and design the system that is developed to solve the problem and meet the needs of your use of the services the library in digital.

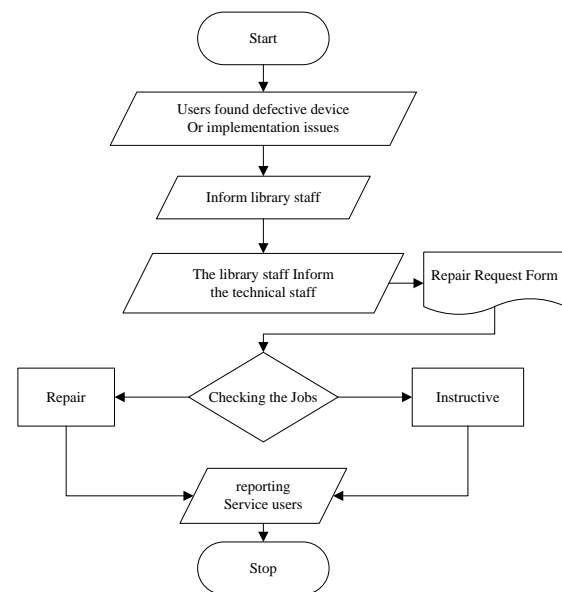


Figure 1: Show Flowchart Legacy system

From the Illustration 1 shows the flowchart legacy system. To display the work that occurs between the User Service and the service provider in this. The Service Provider is the official of the Library and the official information by the research summary of work that were found as follows:

- Starts the process to repair and recommend the use of the device information.
- User Service find device is damaged in the library while in use or need help using the device.
- User Service must notify authorities the library.

- Authorities Library acknowledges the case the device is damaged or problems using the device must notify the authorities of information.
- Information Officer acknowledged by to check if the device is damaged, it must be repaired if there is a problem using the instructions to the Official Library or the user service
- Report on the results of operations for the user service to acknowledge.
- To finish the procedure to repair and recommend the use of the device information.

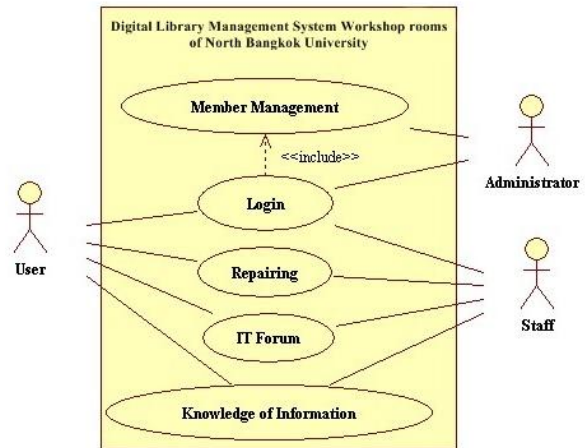


Figure 2: Use Case Diagram

2.2) The analysis and design of the system

The development of the system will this new technique for analysis and design of the object that uses the language UML (Unified Modeling Language) to help you design it offers two sections: 1. Architecture Design 2. Detail Design

2.2.1 Architecture Design

The design of the Architecture contains 1. (Use Case Diagram) Displays the page that the operation of the system. 2. (Class Diagram) Display the relationships and structure all that is in the system. 3. (Sequence Diagram) Show the page and the relationship of the Use Case and Axter by the time axis is important. And 4. (Activity Diagram) Show the details of the event that occurred in Use Case by offering the following order.

2.2.1.1 Use Case Diagram

Displays the page that the operation of the system that contains the action (Actor) This will be the user or the action with the system and Use Case displays the page that the operation of the system by both this section is a line connecting the relationships that in the illustration 2 will find that the use of the system. 3. The permission level: the System Administrator, User, staff where each one of the parts will have the work that vary according to the type of work schedule.

- Administrator to login the system can to manage the member
- User to login to access the system can notify service the device information of the library that use the service to retrieve the unique opportunity about the problem and how to solve the problem of information introduction to ask the problem with the information the official.
- staff to login to access the system to be able to manage the unique opportunity about the problem and how to solve the problem of Information Basic to be able to manage information service the device information can answer the Problem Information.

2.2.1.2 Class Diagram

Class Diagram to display the relationships and all the structure that is already in the system that will enable them to learn that the class is a component in the manner of a diagram to understand the program will display a preview of the class diagrams as shown in the Illustration 3

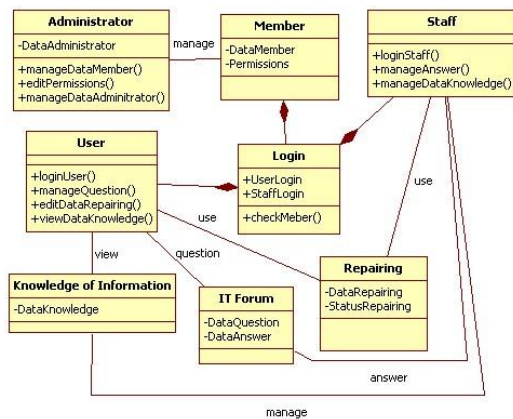


Figure 3: Class Diagram

From the Illustration 3 shows the class diagram of the system consists of 8 class can be described as follows:

- Class Administrator has Attribute as DataAdministrator is information of administrators which has methods as following; manageData Member manage member information in the system. editPermissions is the permissions for user to change information. manageDataAdministrator manage administrator's personal data..
- Class members have Attribute as follows: DataMember is location where personal information of members is kept. Permissions store access/usage data of the members.
- Class Staff have Methods as follows: loginStaff actions login the right to access the pitching staff. manageAnswer the data management answers questions about the problems in the system. manageDataKnowledge database management problems and solutions using information contained in a digital library., manageStatusRepairing to correct the operational status equipment repair information.
- ClassLogin has the following attributes: UserLogin for user identification, StaffLogin for staff identification. The function also has the following methods: checkMember which check the system login information.

- Class Knowledge of Information has the following attribute: DataKnowledge which is the data for knowledge about the problem and the corresponding solutions.
- Class IT Forum has these following attributes: DataQuestion which is the data about answers about the problems on the use of IT equipments.
- ClassRepairing has these following attributes: DataRepairing which keep the data about the repair details, StatusRepairing which keep information about the repair status.

2.2.1.3 Sequence Diagram

The sequence diagram shows the function of the system with the object and time controlling the sequence of the work and focuses on the instant of Object Sequence Diagram, which is a diagram that shows the interaction between object in sequence of the occurrence at a specific time. The message that happens between class would lead to the building of method in the relevant class. The researcher would present the instance as an example as in figure 4.

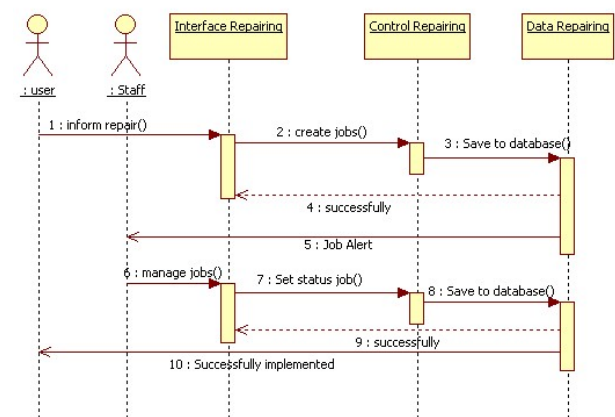


Figure 4: Sequence Diagram Repairing

Figure 4 shows the incident of requesting repair of Library IT equipment which has 2 actors with different access rights and has the following steps of work:

- User input the information about the request of repairing IT equipment on the Repairing Interface
- Control Repairing create 1 repair notification job.
- Data Repairing record the data
- The system reply to user of the complete record
- The system send the repair worksheet to the official
- The official conduct the repair work on the Interface Repairing
- The official input the work status by Control Repairing
- Data Repairing record the completed work
- The system replies the official about the complete record.
- The system notifies the user in case of complete repair job.

2.2.1.4 Activity Diagram

The activity diagram shows the details of each activity that happen in each use case and show the component of each use case, the object or relevant department. The design by using Activity Diagram would be used to show the presentation of essential activity with selections or options, as shown in figure 5.

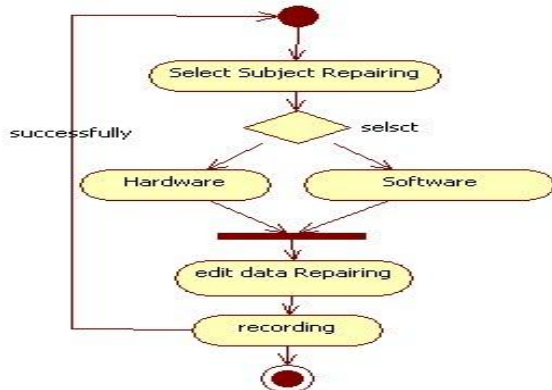


Figure 5: Activity Diagram

Figure 5 shows the function of the system – especially the notification of the repair of Library IT equipment with the following steps:

- Start log in the equipment notification system

- Select the type of repair notification – 1)Hardware, 2)Software
- When selecting the type of repair then input the data about the repair job.
- After that, save the information, the saved information would lead to the system replying that the record had been completed.

2.2.2 Detail Design

This topic discuss the detail of the system design, in term of the database, the user interface, and the flow of input and output data so that the system can be seen in a more tangible way.

2.2.2.1 Data Design

The data design is the design of the structure in the keeping all the data used in the system, by saving in the Relation model – as the information in the system changes constantly. The researcher use ER-Diagram to present the relation of the data keeping so that the user can see the data in the system in a more comprehensive manner – the ER-Diagram can help explain this system, as shown in figure 6

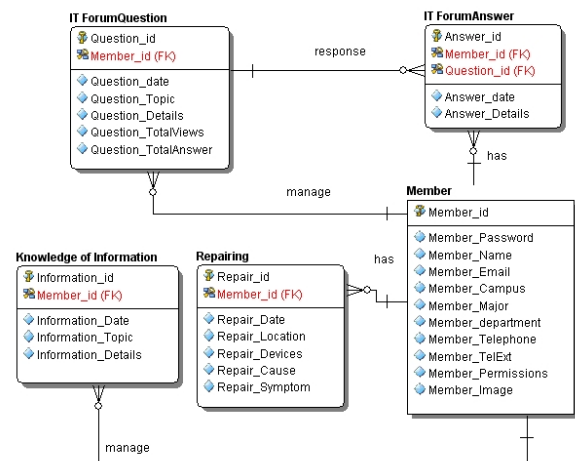


Figure 6: ER-Diagram

- From figure 6, the system ER-Diagram can be explained as follows:
- Table Member collecting member information which consist of Password, Name, E-mail, Tel-Exit, Permissions,

and link image, and has the Member id as the Primary Key

- Table Repairing collecting repair request for the Library IT Equipment, consist of these following: Repair Data, Repair Logical, Repair Device, Repair Case, and Repair Symptom, and has the Repair id as Primary Key and Member id as Foreign Key.
- Table Knowledge of Information collecting information about the problem and solution of frequent technical problems and consist of Information data, Information topic, and Information details, and has Information id as Primary Key and Member id as Foreign Key.
- Table IT Forum Question collecting question about the user of the library and consist of Question data, Question topic, Question details, Question total view, and Question total Answer, and has Question id as Primary Key and Member is as Foreign Key
- Table Forum Answer collection answers about IT problems and consist of Answer data, and Answer details, and has Answer id as Primary key and Member id and Question id as Foreign Key.

2.2.2.2 System Sitemap

The sitemap shows the function of the system and explain the entire system, as shown in figure 7

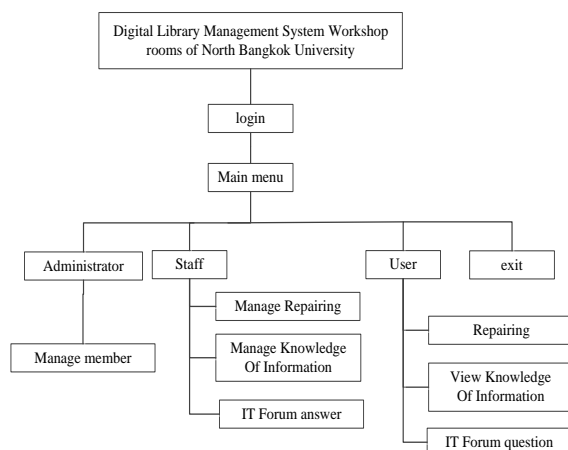


Figure 7: System Sitemap

Figure 7 shows the entire system and can be explained as follows:

- After log in the system will lead to the different main menu, according to the rights of user.
- Administrator would have the Manage member menu
- Staff would have the Manage repairing, Manage knowledge of information and IT Forum answer menu
- User would have the Repairing, View Knowledge of information and IT Forum question menu.

2.3 The evaluation of the system effectiveness

The evaluation of the system effectiveness is conducted in order to check the correctness of the development of the program. The procedure for evaluation is as follows:

2.3.1 The building of the evaluation tool for program

In order to evaluate the effectiveness of the developed system, the developer used Black Box testing method to test the correctness of Input and Output of the system. The main method of evaluating the effectiveness of the system is the use of questionnaire to evaluate the effectiveness of the program. The steps in building the evaluation tools are 1) study the information about designing the questionnaire 2) selecting questions that are appropriate to the situation.

2.3.2 Evaluating the effectiveness of the program

The evaluation of the effectiveness of the program is done by software experts and potential users. The software experts are 3 programmers who had experiences in programming, users are 5 support staff and 5 teaching staff. The steps in conducting evaluation are 1) invite the evaluators to trial out the program and test the evaluation form and schedule the testing date 2) start using the system and test the various aspects as outlined in the evaluation form 3) if there is mistake in the

system, make suggestions to the developer and make improvements.

2.3.3 Program Effectiveness Evaluation Criteria

There are 5 criteria for program effectiveness evaluation conducted by the software experts:

- Evaluation of system function from user experiences
- Evaluation of user's demand
- Evaluation of program function
- Evaluation of program result
- Evaluation of program safety

3) OPERATION PERFORMANCE

From the study of the program, the system design, and the development of the Digital Library Management system, North Bangkok University, a summary of the process can be summarized as follows: Use PHP language in the writing of Web Application, and use MySQL as a tool to manage database. (Henry, 2012) After that there is the evaluation of the system effectiveness which can be presented in 2 aspects:

3.1 System Development

The research and development of the North Bangkok University Digital Library Management System divides the user into 3 levels, based on the roles of different users:

- System Administrator can manage access rights as shown in figure 8

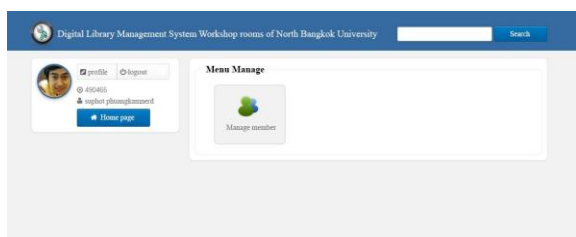


Figure 8: Administrator interface

- Staff can manage repair job notification, can manage basic data in frequent IT repair job and can answer problems about Library IT Equipment usage as shown in figure 9

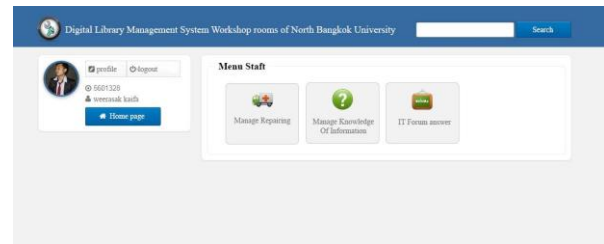


Figure 9: Staff interfaces

- User can submit request for IT equipment repair, can recall problems and solutions on frequent IT issues and can submit IT related questions as shown in figure 10

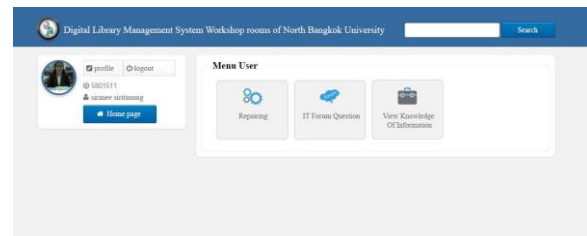


Figure 10: User interfaces

3.2 Evaluation of the system effectiveness

The evaluation of system effectiveness based on 2 groups of evaluators: 1) 5 Software experts who are experienced programmers and 2) 3 staff, 2 students and 5 teaching staff, the result of the evaluation can be summarized as shown in table 1 and 2

Table 1: Evaluation of effectiveness by Software experts

Evaluation Criteria	\bar{X}	SD	Level
1. Evaluation of system function	4.38	0.30	Good
2. Evaluation of user's demand	3.96	0.43	Good
3. Evaluation of program function	4.24	0.14	Good
4. Evaluation of program result	4.02	0.50	Good
5. Evaluation of program safety	4.05	0.32	Good
Average	4.15	0.26	Good

The evaluation of the system effectiveness by software experts show that the overall effective is at the good level ($\bar{X} = 4.15$,

S.D. = 0.26), and the effectiveness in each of the evaluation criteria are at good level as follows: Evaluation of system function ($\bar{X} = 4.38$, S.D. = 0.30) Evaluation of user's demand ($\bar{X} = 3.96$, S.D. = 0.43) Evaluation of program function ($\bar{X} = 4.24$, S.D. = 0.14) Evaluation of program result ($\bar{X} = 4.02$, S.D. = 0.50) and Evaluation of program safety ($\bar{X} = 4.05$, S.D. = 0.32) respectively.

Table 2: Evaluation of effectiveness by users

Evaluation Criteria	\bar{X}	SD	Level
1. Evaluation of system function	4.18	0.63	Good
2. Evaluation of user's demand	3.85	0.84	Good
3. Evaluation of program function	3.85	0.74	Good
4. Evaluation of program result	4.44	0.19	Good
5. Evaluation of program safety	3.70	0.82	Good
Average	4.07	0.96	Good

The evaluation of the system effectiveness by users show that the overall effective is at the good level ($\bar{X} = 4.07$, S.D. = 0.96), and the effectiveness in each of the evaluation criteria are at good level as follows: Evaluation of system function ($\bar{X} = 4.18$, S.D. = 0.63) Evaluation of user's demand ($\bar{X} = 3.85$, S.D. = 0.74) Evaluation of program function ($\bar{X} = 3.85$, S.D. = 0.74) Evaluation of program result ($\bar{X} = 4.44$, S.D. = 0.19) and Evaluation of program safety ($\bar{X} = 3.70$, S.D. = 0.82) respectively.

4) CONCLUSION

The research and development of the North Bangkok University Digital Library Management system has the goals to develop the system to manage information in a quick manner, reduce workload and expedite work procedures for a fast service of the library. (Grant, 2012) The development of this system use the analysis and design of object system with

UML language in the system design, PHP language in the development of system by writing web application, and MySQL program to as database management tools. The result shows that the system help for a quick management of data, reduce workload and expedite work procedure for a quick service of the library.

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2. ประสานงานกับหน่วยงานที่เกี่ยวข้องให้สามารถดำเนินงานได้ตามวัตถุประสงค์
ทั้งนี้ ตั้งแต่บัดนี้เป็นต้นไป

สั่ง ณ วันที่ พฤษภาคม พ.ศ. 2558



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