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Information Audit in Organization: A Library Perspective

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ABSTRACT

The purpose of this academic writing is to identify the important of Information Audit in Library. Because, when we talk about audit, people always think that it more relevance and will relate it with finance and something that involve financial account in organization. But they don't realise that in Information Audit is playing an important roles to make sure the information that they received are genuine and true. Besides that, we also trying to identify any tools or processes for Information Audit.

KEYWORDS: information audit, Malaysia, local organization, information, auditor, library

1. INTRODUCTION

Information has played an important roles in increasingly expectations and create wide awareness of what information can be or could be available to anyone. It helps people in deliver something or telling the true story based on the information that they received. As mentioned by David L. Ritchie (1991) information has long been understood as a concept appropriate for discussion in the humanities and social sciences. We use information in our daily conversation with other people. And we will understand and recognise the delivered message by filtering the information.
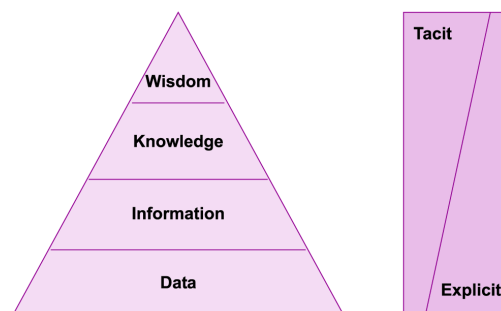
Understanding: The basis of the conversion process

Fig 1. Conversion process

By understanding the diagram above we can say that the information is the collective data that compiled and become information in support the knowledge activity.

1.1 Roles of Library in Managing the Information Audit.

Most of library in Malaysia has their own team in managing the information that they received from other sources. The information will come in different types of medium of information such as book, online information and audio recording information, printed or non-printed information.

During these day, library in Malaysia are currently implementing the digital library. By doing the digital project all the document and information will converted into the digital collections. When all the physical information were upgrade and save into database technology, these reference librarian will using the information or matching a question to information from the website @ database. It shows a distinction between a user perspectives and information without educate and problem-solving is essentially a technology - entered perspective one that becoming increasingly common. This technology give an impact to librarianship roles that they are no longer acceptable as the person who dealing with users in searching the information, identify the problems of information and help users in solving the problems.

As an information centre, library need to fulfil users demand for fast, accurate and relevant information as to assists users in doing their tasks. They need to audit the information in identifying the quality of the information. According to Pickett (2005) an audit is a methodical examination or review of a condition or situation, an inspection of the procedures and records. In context of library, those librarian need to audit the information that they received either relevance and accurate with the users request before they provide it to users.

According to Institute Internal Audit (1999) internal auditing is "an independent, objective assurance and consulting activity designed to add value and improve organization's operation. It helps the organization achieving their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

1.2 Information based Technology

According to what Peter Drucker (1993) has pointed out to the fact that productivity is no longer exclusively associated with manufacturing and distribution when he catch up the different awareness of people from 1980 which by making and moving things it help them in achieving productive works. In the 1990s productivity is as likely to be the result of the output of "knowledge workers" who process information rather than raw materials.

2. LITERATURE REVIEW

Núria Balagué, (2009) in her article mentioned that the aims of the audits in library services project are to analyze the library activity and also the organizations that underpin them. Another aims is to appraise the relevant value of libraries in terms of how do they provide activities in strengthening student learning and what has been contributed for the betterment of research. There are procedures have been carried out where a library services evaluation guide is prepared in order to make sure that the same procedures was used at all the libraries. This was proposed as "The effective academic library" (1995). This methodology was produced

by the academic libraries of the UK in a few years before that for the audit. The cross assessment and audit of library's services was performed back then and had prepared a final statement as a result of this mutual initiative. Base from the research shows that in year 2006, Catalan University libraries have been associated in a second assessment process and as a result, many new final proceedings, of the cross-evaluation has been produced for user references in year 2008. The full process for this lead time of this second evaluation was abridged and simplified. The verb audit can bring several meanings such as to investigate, or explore with the objective to verify. (Pickett, 2005) describe an audit is a systematic examination or evaluation of a condition or situation, an observation of the procedures and records in order to make improvement on it.

Silvia Romero, (2010), has came out with her own thought whereby in order to ensure independence, the only relationship between the company and the auditor has to be the audit task. As an information service provider, libraries have been the most evaluated organizations. This fact shows in the research articles that from 1998 until 2006, out of 50 Spanish university libraries were subjected and take place in a formal audit process and this is about 75 per cent of all Spanish university libraries. There is a program established in year 2003 to nurture the interest in quality of the evaluation process. In order to encourage persist evaluation and improvement of library services, the certification of the Quality of Library Services has been introduced widely. There was an annual time frame in which either both public or private universities could apply for these Certifications of quality that being issued by the Ministry of Education in order to make sure that they could fully comply with this evaluation. A public remembrance and application is required in encouraging continuous assessment and improvement of the university's libraries certifications efforts in putting quality issues as their main evaluation subject. Francis (2011), has provides an extensive discussion about the audit quality literature, including the evidence on a positive association between use of a Big 4 auditor and high audit quality. The audit referred to the overall of the library services, activities and there must have been a previous formal audit evaluation process that included an internal evaluation process as the benchmarking.

Information audit in library is important in improving the current practises. Basware (2012) summarises the main benefits of the audit is to reduced processing costs and a reduction in invoice errors. His point of view is by providing invoice data electronically and in a format offers a number of other potential advantages, including shorter payment delays, fewer errors and lower printing and postage costs. It goes the same to the library management of the records, books, articles and all the references material could be simplified to reduce the searching time and improve effectiveness. Information audit is also important as the audit provides a bonding and monitoring mechanism among the agencies that can reduces agency conflict by assuring stakeholders that their interests are protected (Niskanen et al., 2011). Dubois (1995), in his article expressed that the undocumented formal and informal communication flows may be revealed which can contribute to the development of the organization as well as giving optimal management structures. This is also the important of information audit to the development of organization management system. In library perspective, the successful of the audit is directly related to the way it is considers effective and

efficient to the specificities of the library current management process, which can concentrated to the implementation of the quality system on its own terms.

2.1 Idea or Opinion Based On Literature Review:

There are several ideas or opinions can be generated base from the literature review. When it comes to the term information audit, it can be explained in several categories such as the quality of the information audit, the benefits from the information audit for the improvement of the organization especially in library perspective, the important of information audit for the development of the organization and so on. Different libraries might perform different way of practices but sometime they might perform fairly similar activities from each other. Internal auditing is "an independent, objective assurance and consulting activity designed to add value and improve an organization's operation. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. Base from the literature review, what we can see is the auditor herself of himself must have a good skill of communication, must have sufficient and relevant knowledge and understanding about the items to be audited and also must have strategy and perceive the culture of the library itself. To audit about the library process and management systems, it is required from library background so that they can fully understand the actual situation. By going through the library's quality manual and the quality procedures they are considered to know more about the library's nature. The auditors themselves don't have to bother on the "intimidated" by the library's parlance and they apparently have to make a mental cross reference between library jargon and their own meanings for the same concepts when requesting information regarding the library's operating flows from the staffs.

There are advantages and the important of information audit that has been discussed in the literature review. However, from our opinion, thread and barriers also must be put into consideration before undertaking audit activities. The deficiency of a training program and civil administrator might be one of the causes that can contribute to the unsuccessful of the audit program. The lack of motivation and incentives also become as an obstacle to develop an internal auditing program and very hard to meet their target. The involvement of the civil administrator is absolutely required in implementing the quality system of the library. All these barriers must be overcome prior conducting the audit activities. An auditor must be capable of understanding the effectiveness and the efficiency of the library quality system. The attachment to procedures inevitably results in preferable performance. It is just an action that rules are followed. Besides that, the auditors themselves must have fundamental technical skills such as auditing skill, computing and statistics, other analytical techniques, such as database and spreadsheet use, communication skills and good interviewing techniques to enable them to carry out the audit activity smoothly. Besides that an internal auditor also must be able to ask the right questions at the right time to the right person so that can and meet the objective and be an excellent diplomat. It is extremely useful for detecting initial problems whereby the occurrence is detected earlier otherwise it may only be located for the first time in an external audit, which could be a substantially inappropriate situation for the librarian.

Generally, an audit activities will helps to monitor the library's activities that senior managers themselves have constraint to monitor for different purpose and so presents the chance to investigate some areas. So, we can look for evidence of enhancement needed and prepare an action plan. To make it short, an internal audit is a tool that can provides information, challenges and support for future decision-making. It helps to ensure more effective system management take place and to achieve excellence through quality control. Information audit basically cover the entire process of the library management system. It is required in order to ensure the process and procedures that followed by the organization is relevant and effective enough to be implemented. The information must be valid and crucial to the development and enhancement of the library. This is also to avoid unnecessarily process and to eliminate consumption of time.

3. CONCLUSION

As an overall, it can be concluded that information audit in library is about to make improvement and enhancement on the current library management process. This is to make sure that the process flow is exactly following the standard guideline that has been highlighted. Information audit in library should be conducted by the people who are from the same background so that the audit process will be more effective and resulting in a good output. This is also important in order to ensure that the result from the audit will give quality impact to the library process. In order to conduct good audit activities in the library, a quality management system is required. This system is the output of the implementation that structured the processes which can helps to accumulate, arrange and distribute satisfactory information to the correct people, in most conducive to a favourable outcome in terms of the costs and time in order to delegate them to take the most appropriate decisions. This system develops some features such as quality in terms of policies and objectives to establish the functions and authority among the group members. It is also to define products and services, identify working processes and the necessary resources to carry them out. The system is expected to fix mechanisms of superintendence, control, prevention, correction and continuous enhancement. Quality has become as undisputed value and the ability to move forward and adjust the offer to the changing needs and expectations of customers or user from the library itself. In order to carry out audit activity, they should follow the ISO 9001 standard as the management instruments that have been applied in most of the libraries over the last few years. By follow this ISO standard might give lots of advantages and recognized throughout the world. Its adaptation has been widely accepted and well proved in the organizations. In short, whatever strategy or actions being chosen, the audit activity must concentrate on the clear objective of the activity which will reflect the mission of the institution, leadership management and an open commitment in order to nurture the culture of the quality and to provide user's satisfactory. A clear targeted objective must be set before conducting the audit activity as this will lead to the real improvement and development of the library management process.

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