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**LIBRARY DEPARTMENT CONTEXT**

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| **CONTEXT** | **ISSUES AFFECTING ATTAINMENT OF OBJECTIVE** | **POSITIVE/ NEGATIVE** | **LEVEL** | **EFFECTS** |
| Governance | Conducive environment | P | Internal | * Enhanced information resources utilization
* Efficient service delivery
 |
| Organization structure | P | Internal  | * Clear flow of communication among staff and students
* Reduced bureaucracy in attending to users’ matters
 |
| Legal Context | Compliance with Regulatory bodies’ Requirements  | P | External | * Standardization of the information resources
* Competitive advantage
 |
| Technological  | Global access | P | External | * Automation of services
* Open access to information
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