THE LIBRARY

MONA

Year ending July, 31, 2009

Norma Amenu-Kpodo, BA *Sask,* **BLS** *Tor* **– Campus Librarian**

Overview

The year 2008/2009 saw advances in several directions in the Library as many of the set targets based on the Library's Strategic Plan for the period 2007-2012 were accomplished. Economic challenges resulted in the deferment of some planned renovations and extensions to the building that would have further enhanced the development of specialized collections and services, the provision of collection storage area, the expansion seating capacity, and creation of new spaces for students and the refurbishing of the Medical Branch Library. The institution said farewell to two librarians, Mrs. Enid Brown, Head of the Science Branch Library, and Mrs. Ouida Lewis, Periodicals Reference Librarian. Both retired from the Library after 32 years and 12 years of excellent service to the institution respectively.

Among the achievements for the year were the:

- Establishment of the Western Jamaica Campus in Montego Bay
- Setting up of a new management structure to include three deputy librarians
- Increase by 58% of acquisitions of varied materials including e-books and AV resources.
- Consolidation of the dispersed class K (Law) collections, in one place in preparation for the new Law programmes at the Mona and WCJ Campuses at the start of 2009/2010.
- Implementation of Aleph Course Reserve Module
- Increased movement in the switch from print journals to electronic access as the Virtual Library develops
- Digitizing and making web accessible two special collections – Roger Mais Short Stories and the Cousins Hereward Postcard Collection

Western Jamaica Campus (WJC) Library

The WJC Library became fully operational on August 25, 2008 serving a small cohort of users. In anticipation of the expected growth in student intake for the academic year 2009/2010 some developments such as increasing the size of the collection have been focused on throughout the year. Of note is that even though the print collection is quite small, users of the Library have access to all online and electronic material available at the Mona Campus. Staffing and space have been challenges. A full time Librarian is assigned to the Library and during the year a relief staff member from the Mona Campus has been sent to assist as necessary. Service has been maintained with the support of a core group of student assistants who have helped to keep the Library open for a total of 65 hours each week during the semester.

New Organizational Structure

Restructuring of the management of the library which took place in March 2009, saw the creation of leadership positions at the level of deputy librarians in three critical areas: Public and Outreach Services headed by Mrs. Verna George, Technical Services by Mrs. Joan Vacianna, and Support Services by Mrs. Leona Bobb-Semple, the former deputy librarian to the Campus Librarian. The exercise sought to establish a management structure that would address the urgent need for a more structured method to succession planning and to broaden the organization structure base to more effectively deliver in parallel, the varied streams of activity in which the modern successful university library must be engaged.

Increased Acquisitions

The Acquisitions Section placed 3002 orders in 2008/2009 as opposed to 1,756 in 2007/08 - an increase of 58%. A total of 4,602 new titles (6,751 volumes)were processed in 2008/09, registering an increase of 69% over the five year period 2004/2005 – 2008/2009. 312 audio-visual items were acquired including DVDs and Video Cassettes mostly with West Indian content. 133 e-books were purchased.

Law Collection Development

Efforts were made to fill gaps in holdings and acquire several new law publications to support the law programme. Miss Jean Slowe, Law librarian from the Norman Manley Law School was seconded to the Library to assess any gaps in holdings and to work on a draft module for information literacy training for the law students. A post of Law/Government Documents Librarian was approved and it is expected that early in the 2009/2010 academic year he/she should be in place.

Course Reserves

With the collaboration of Acquisitions, Systems, Cataloguing and Loans and Reference, the **Course Reserve Module** of Aleph has been implemented. To date, 1376 items and 22 courses have been added to the module. Information on the items in Course Reserves can be retrieved using lecturers' names, course codes or course names.

Switch from print journals to electronic

Serials Technical Services worked assiduously with the other two campuses to identify duplicate titles in the Elsevier, Ebsco and Swets databases in preparation for the switch from print journals to electronic access. The offers from the 3 subscription agencies will result in an increase in access, for Mona, from 156 to 362 titles at very little additional charge while at the same time providing all the advantages of electronic access.

Digitization of Special Collections

Mona Geoinformatics Institute hosted members of the Library staff who were engaged in the scanning and digitization projects. By the end of the year under review, a total of 8,113 pages of monographs and pamphlets, examination papers and other files were scanned of which 5,352 were edited; 552 pages of examination papers have been linked.

In collaboration with WISC, expanded digital access was provided to the Cousins Hereward Postcard Collection, the Roger Mais Short Stories and plays, and other miscellaneous items. These are now accessible via the Library's webpage:

http://www.mona.uwi.edu/library/DigitalCollectionsMainPage.html

Upgrade of staff computers, the OPACs and printers

During the year, the Systems Unit acquired and installed the following hardware: 20 computers for MONATS staff, 20 workstations for the Postgraduate Learning Commons, two Dell computers for the Library's digitization project (installed at Mona Geoinformatics Unit), 1 scanner, 1 printer, and 3 3M x 90 projectors.

UWI-MINET

The first UWI Libraries Network (UWI-MINET) Forum was hosted by the Mona Campus Librarian on March 31, 2009. Librarians from UWI libraries on and off campus were in attendance. Professor Gordon Shirley, Campus Principal and Professor Fay Durrant, Head of the Department of Library and Information Studies addressed the group. UWI-MINET comprises all the Libraries within the Campus Community. These are the UWI Library (Focal point), Western Jamaica Campus Library, Department of Library and Information Studies, Education Documentation Centre, SALISES Documentation Centre, Mona School of Business Documentation Centre, Caribbean Child Development Resource Centre, Public Health Documentation Centre, United Theological College of the West Indies Library, Norman Manley Law School, Derrick B. Jelliffe Library (Caribbean Food and Nutrition Institute) and Library of the Spoken Word. These Libraries are a sub-network within the National Information System (NATIS) for which the National Library of Jamaica is the focal point. Key objectives of the UWI-MINET are: Economies of Scale, Development of Human and Physical Resources, and Partnerships.

Human Resources Management Development

A draft workforce survey of the Library had been completed and submitted for review by the Human Resources Management Division. The survey sought to identify core competencies needed by the Library in order to achieve its strategic objectives. It reviewed the profile of the current staff with the view of identifying areas for staff training and development, and also to place the right people in the right jobs. Activities related to the implementation of a workforce plan will take place in the coming academic year.

During the year under review, various staff members were sent to be trained in a number of areas. Opportunities for training provided by the Human Resources Management Division were utilized. Several members of staff participated in the training course on email competencies organized by MITS and the UWI Archives. Other training initiatives centred around more focused staff orientation and para-professional training.

Marketing and Branding

This is not an area which the Library has utilized consistently in the past but in keeping with the University's Strategic Focus efforts to market the Library's services were undertaken. Advertisements were placed in national newspaper supplements relevant to the field of library science and for the first time in the Library's history advertisements were also placed in the student newspaper publicizing library services.

Cash Card Implementation

Preparation for full implementation of the cash card system has been completed and the collection of fines and other payments previously handled by the circulation desk were smoothly transferred to RESU. This relieved the circulation desk staff of the onerous task of undertaking accounting procedures while manning the desk during the busiest periods of opening. Challenges experienced have been resolved on an ongoing basis and the Library looks forward to a smoother transition in the coming year.

Branch Libraries

All the branch libraries placed a heavy focus on Information Literacy Training that was discipline-specific for the Science and Medical Libraries and more general for the Western Jamaica Campus Library. They recorded a growth in numbers and offered training in the traditional as well as in new areas. The Science and the Medical Libraries also placed some emphasis on increasing access to electronic resources by identifying electronic books for the collections and publicizing access to electronic databases. The Medical Library created Subject Guides (using the WordPress.com platform) for the

following disciplines: MB BS; BSc Nursing; BSc Physical Therapy; BSc Diagnostic Imaging. In addition, 116 e-books for the Biomedical Sciences were submitted for addition to the library's OPAC. Extended opening hours were introduced in the Science Library on September 1, 2008 thus standardizing the service in the three libraries on the Mona Campus. Work began on the construction of a 41 seat MERIC computer laboratory in the Science Library and plans are afoot for the construction of a Postgraduate Learning Commons.

Institutional Repository

In collaboration with the Office of Graduate Studies and Research, Mrs. Swarna Bandara, Head, Medical Library, set up an institutional repository using DSpace. Postgraduate students can now upload theses that are born digital. Faculty and other postgraduate research papers and University documents can also be archived in the repository. A policy statement on what should be deposited will need to be formulated in the new academic year.

Virtual Reference

The Library's virtual reference service, powered by the software QuestionPoint, was launched in April 2009. It offers chat sessions between the reference librarian and the client as well as co-browsing of electronic resources. The "soft launch" allowed staff to develop competence with the service.

Database Usage

The overall decrease of 20% in loans from the Main Library was offset by an increase in database use. Usage statistics for EBSCO database show 179,998 more searches performed and 2596 (or 5%) more full text articles accessed, as compared to the previous year.

Orientation and Information Literacy Training

As part of the orientation activities planned by the Office of Student Services, the Library participated in the "Tent City Orientation of New Undergraduates" from August 19-22, 2008. The Library

organised an orientation quiz competition, and three winners received Bookshop Vouchers totalling $15,000.

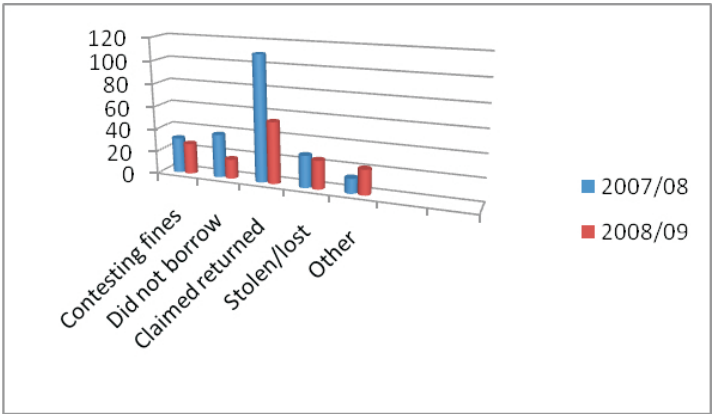
MILU expanded the number of face-to-face sessions with undergraduate and postgraduate students. Figures below show an increase of 190 sessions from 264 to 454 sessions, an increase of 72% over the previous period. The Unit continues to provide support for foundation courses FD10A and FD14A for Semesters I and II and for FD14A offered in the summer. In addition, MILU developed three electronic resources for FD14A on OurVLE.

As part of New Initiatives research grant, the Mona Information Literacy Unit developed a questionnaire in preparation for a baseline survey on information literacy competencies of incoming undergraduates.

Students Complaints

During the year under review, sustained efforts at greater care in the carrying out of the circulation process by staff resulted in a 42% reduction in the total number of complaints. This included a near 50% decline in the usual contentious "Claimed Returned" and "Claimed did not Borrow " categories. Other categories-(stolen/lost, contesting fines, other) all recorded slight declines. The chart below compares complaints received in 2007/08 and 2008/09.

Complaints received 2007/2008 and 2008/2009



Library SandBox

The "Library Sandbox" was launched on May 28th by the Periodicals Reference Librarian, Ms Cheryl Kean. This is an initiative designed to keep Librarians abreast of emerging technologies that are impacting academic libraries worldwide. Topics presented so far "Next generation library catalogues" and "Cool tools for the academic world".

3M Library Security System

THE UWI Development and Endowment Fund, UWI and 3M have signed an agreement whereby the Library will benefit from the funding provided by these groups to install a 3M Security System in phases over the next few years. It is expected that installation will take place at the Main Library in December of this year.

Modification to Student Bathrooms

Male and female student bathrooms in the Main Library were refurbished resulting in a more comfortable environment for students using the Main Library. Similar facilities in the Medical and Science Branches will be attended to in the new academic year.

Student Employment

The Library continued to provide financial support to students with the employment of some 150 student assistants during the academic year 2008-9 in various areas of the Library, thus providing strong support to the existing staff. Student employees were exposed to on-the-job training which not only equipped them for immediate duties in the library but also provided them with preparation for the world of work. Many of them were taught valuable team-building skills which were illustrated in their involvement in the extended opening hours, where student workers outnumbered staff members, and the Western Jamaica Campus Library which depended heavily on a core team of student workers. A number of them were also involved in a variety of Library projects undertaken during the year. The library staff has become more accepting of support that student employees provide. Training sessions in general orientation and in specific areas

such as customer service, ICT skills, and knowledge skills, better equipped them for work in the Library. The Student Assistants' Handbook which guides employment practices of students was revised in August 2008.

Postgraduate Learning Commons

The Mona Library opened its new space for postgraduates on February 5, 2009, to provide quality support to students. Facilities and services include a computer lab with 32 computers equipped with a wide range of software, wireless connectivity, laptop loan service, a small conference room and six group seminar/study rooms with white boards and computers.

The PGLC is accessible to all UWI postgraduates and will foster collaboration among librarians, faculty members, IT personnel and other learning commons partners to enhance writing, research, and information literacy skills in a single location. From a "Quick Poll" in May 2009, postgraduates rated seminar rooms, lounge seating and staffing highly. Data collected show that the group study rooms are in great demand, especially after 4:30 p.m.

Electronic Resources

The Library's e-books collection as at July 2009 was 4,460. One hundred and thirty three e-books were added during the academic year (56 from the University Press). Three e-audio Language Studies books were received. Between the start of the project in 2006 and 2009, e-books were accessed a total of 4,117 times. Usage has increased steadily since 2006. The first half of 2009 recorded usage of 1,543 (surpassing that for the twelve months of 2008). A subject breakdown shows that Arts and Social Science e-books were more frequently accessed.

Exhibitions

Staff members were integrally involved in the preparation and mounting of the following major exhibitions: Walter Rodney; Professor Elsa Leo Rhynie; Dr Anthony Chen; UWI Research Day. In addition, smaller exhibitions were mounted in the WI&SC link way

on: Christmas cards; President Barack Obama; The Post Graduate Learning Commons.

The Edward Seaga Collection

145 files were digitized; 93 files have been catalogued, and 92 files have been edited in preparation for cataloguing. The WISC Section prepared and demonstrated a proposed integrated database of the Edward Seaga Collection for the review of the Distinguished Fellow's tenure, which took place April 2009. This involved selection of records, preparation of metadata and creation of the demonstration database, PowerPoint presentation, and collaboration with Systems in design of a web page.

The Angela King Collection was added to the Caribbean Leaders Collection. Ms King was Chief of the United Nations Observer Mission in South Africa at the time of the country's first democratic, non-racial elections, and the former Secretary-General Special Advisor on Gender Issues and Advancement of Women. The Collection chronicles Ms King's tenure at the United Nations.

Staff Awards/Fellowships

Mrs. Pauline Nicholas was awarded the 2008 Fulbright Visiting Researcher Scholar Fellowship. She will be hosted at the Information Institute of Syracruse, School of Information Studies from September 1 – November 15, 2009.

Ms Sasekea Harris was awarded the Jay Jordan IFLA/OCLC Early Career Development Fellowship for 2010. The programme provides advanced continuing education and exposure to a broad range of issues in information technologies, library operations and global cooperative librarianship.

For the 2009/2010 year, renewed focus will continue in strategic areas and special emphasis will be placed on the development of a Faculty of Law Library, acquisition of papers of Caribbean icons in all fields of activity, the extension of a new wing for the Caribbean Leaders Collection, continuing improvement in the strategic areas of HRMD, national engagement, widening access, enhancing the regional and

international standing and visibility of the UWI by participating fully in the University-Wide Research Database.

PAPERS PRESENTED

- **Bandara, Swarna**. 'Open Access: Latin-American Caribbean Style' ETD 2009: Bridging the Knowledge Divide, University of Pittsburgh, June, 10-13, 2009

- **Bandara, Swarna.** 'Research Information Barriers in Science, Technology and Medicine for Less Developed Countries' ETD 2009: Bridging the Knowledge Divide, University of Pittsburgh, June, 10-13, 2009

- **George, Verna**. "Plagiarism – What is it? What to do about it?" Instructional Development Unit workshops on plagiarism January 15, 2009; and November 5, 2008.

- **Lashley, Beverley** and **Newman, Dunstan.** "Disaster Management in School Libraries: Guidelines for Creating and Maintaining a Plan for Library Collections." Seminars for The School Library Network, Jamaica Library Service. 2008-2009.

- **Lashley, Beverley.** "Risk management in Libraries: Guidelines in identifying risks in the collections and buildings" and the "Experiences of the Caribbean Disaster Information Network". Workshop on the Exchange of Experiences, Ciego de Avila, Cuba. June 22-26, 2009

- **Newman, Dunstan.** "Establishing a Book Repair Programme" Book Repair Workshop for Library Personnel. UWI, Main Library, August 26-27, 2008.

- **Runcie, Rosemarie**. "The Use of Contentdm in Two Collections at the UWI Mona Library" and "NACO: The Name Authority Cooperative Program OF the PCC". UWI Department of Library & Information Studies /UWI Library Summer Institute, June 24, 2009.

- Thomas, Claudette and **Thelma White**. "E-government: facilitating increased demand for access to government

information". 1st Caribbean Regional ITS Conference 2009. Montego Bay, Jamaica. June 23-26, 2009.

PUBLICATIONS

Peer-Reviewed Journal Articles

* **George, Verna.** "Childhood"; "In Heroes' Circle". [Poems] *Calabash: A Journal of Caribbean Arts and Letters* 5.1 (Summer-Fall 2008): 40 & 41, http://www.nyu.edu/calabash/vol15no1/0501041.pdf

* **George, Verna.** "1960"; "The Water Tank"; "C."; "Dumb Things"; "The Newspapermen" [5 Poems]. *Journal of Caribbean Literatures.*

* **Kean Cheryl**, and Faith **McKoy-Johnson,** 2009. Patron aggression in the academic library: A study of the Main Library at the University of the West Indies, Mona, Kingston, Jamaica, New Library World 110 (7/8): 373-384

* **Lashley, Beverley**. 2008. Validating in-house databases in a web 2.0 world. *International multi-conference on engineering and technological innovation,* edited by H.-W. Chu, M. Savoie, J. Ferrer and C. D. Zinn. Orlando, Florida: International Institute of Informatics and Systemics.

* Wagner, M. Breiner, T. Betz, I. Bernhardt, N. Pütz, F. Weichert, A. Shamaa, M. Brochhausen, Awad, S. **Richards, Tereza.** A. Groh, R. Linder und C.A. Landes. *Virtuelles Gewebe : Quaoaring* = Virtual tissue : Quaoaring. In : Der Pathologe Vol. 29, Suppl. 2, Nov. 2008. p 123-128.

* Weichert, F. , Groh, A. Shamaa, A, **Richards, Tereza,** Awad, S, Linder, R., Landes C.A. und Wagner,M. *Signaltheoretische Analyse histologischer Daten im Ortsfrequenzraum = Analysis of histological datasets by signal processing methods* In : Der Pathologe Vol. 29, Suppl. 2, Nov. 2008. p. 129-134.

* Groh A, Louis, A.K. , Weichert, F, **Richards, Tereza**, und M. Wagner. Mathematische Modellierung in der

Systembiologie Beispiel einer Simulation der desmoplastischen Stromareaktion = Mathematical modelling in systems biology Simulation of the desmoplastic stromal reaction as an example. In : Der Pathologe Vol 29, Suppl. 2, Nov. 2008. p. 135-140.

Databases

Salmon, Frances. Dutty tough: Integrated Database of Louise Bennett's Miss Lou's Views. Launched Kingston, October 2008.

Peer-Reviewed Conference Proceedings

Douglas, Myrna. Computer Applications: Managing Serials Workflow at the University of the West Indies Library. Proceedings of the International Multi-Conference on Engineering and Technological Innovation (IMETI) June 29 – July 2, 2008. Orlando, Florida: IIIS, Dec. 2008

Kerr-Campbell, Maureen. "Using Technology to Increase Access to Valuable Resources: Experience with Digitization at the University of the West Indies Library, Mona, Jamaica." International Multi-Conference on Engineering and Technological Innovation June 29th – July 2, 2008: Proceedings, Vol. 1. Ed. Freddy Malpica…et al. Orlando, Fl.: International Institute of Informatics and Systemics, 2008. pp.370 -375.

PUBLIC SERVICE

Norma Amenu-Kpodo

- Executive Secretary, Commonwealth Library Association (COMLA)

Myrna Douglas

- Member, Lions Club International
- Chairperson, Community Direct and Outreach Services, Mona Lion's Club

- Member, Health Services and Geriatrics Committee
- Assistant Editor, Mona Lions Club Bulletin
- Liaison Officer, UWI (Mona) & Community Co-operative Credit Union Limited
- Volunteer, Red Cross Society of Jamaica

Verna George

- UWI Library Representative, National Information Literacy Committee.

Beverley Lashley

- Member, Library and Information Association of Jamaica (LIAJA)
- Chair, Activities Committee, Jamaica Fulbright Alumni Association
- Member of the American Council of Learned Societies/Social Science Research Council working group in Cuba
- Member Caribbean Disaster Emergency and Response Agency's (CDERA) Virtual Library Advisory Committee

Pauline Nicholas

- Executive Member, Library and Information Association of Jamaica
- Member, American Library Association
- Member, Association of Records Managers and Administrators
- Member, Jamaica Association of Records Managers and Administrators

Rosemarie Runcie

- National Library of Jamaica (NLJ) National Union Catalogue Committee.

- Membership in LIAJA and the Jamaica Historical Society

Sandra Stubbs

- Judge, National Reading Competition, Jamaica Library Service
- Executive Member, Steering Committee, Jamaica Library Service Retirees' Association
- Assistant General Secretary, WIGUT
- Distinguished President, Kiwanis Club of St. Andrew and Member of Fundraising Committee

Joan Vacianna

- Secretary, Jamaica Historical Society
- Representative for the English-Speaking Caribbean, International Federation of Library Associations Regional Committee for Latin America and the Caribbean (IFLA LAC)
- Member, Library and Information Association of Jamaica