

## **ANNUAL DEPARTMENTAL REPORT 2019/2020**

### **UWI MONA LIBRARY**

#### **OVERVIEW**

The academic year 2019/2020 for the Mona Library, was one of growth, success, challenges, resilience, and of course, the unimagined impact of the COVID-19 pandemic. We began the year with the usual customary enthusiastic welcome of new and returning students and staff with orientation activities, the teaching of research sessions to undergraduates in Foundation Courses, facilitating external information literacy sessions at various Community Colleges, extending our outreach with Library Open Week, sensitizing the UWI Mona Community of our unique offerings and programmes via a “Did You Know” initiative, and increasing our presence on social media platforms to reach our students.



Celebration of Books 2019 Authors

The Library also focused on realizing aspects of the 2017-2022 Triple A Strategic Initiatives of the Campus with emphasis on outcomes relating to ‘Digital Transformation’; ‘Teaching and Learning’; and the ‘Caring, Accountable, Motivated, and Professional (CAMP)’ Team, while addressing aspects of the Library’s Strategic Plan and remaining true to our core values. Of note is that one of our medical librarians was invited to join the Faculty of Medical Sciences Research Support Group, providing innovative support. Towards providing evidence based services, we developed our Impact Study Instrument for obtaining feedback from faculty and

students. During the year, librarians joined with colleagues across The UWI Libraries in drafting a new Appraisal and Assessment Instrument for Librarians.

Open Week, held October 13 – 18, 2019, included our signature Celebration of Books Exhibition in which we showcased 20 books by 26 Mona authors. We are proud of the launch of a TISC (Technology Innovation Support Centre) and IP Help Desk, in partnership with the Jamaica Intellectual Property Office, (JIPO), and MORI. Based on previous feedback from our patrons, we opened our doors to members of the public and invited them to view aspects of the extensive collection held by the Library.

We are proud of our sterling contribution to the teaching, learning and research directions of the Mona Campus, until March 2020 when the onset of the novel coronavirus COVID-19, drastically changed our directions and physical operations. Library staff pivoted quickly and displayed agility, creativity, and adaptability in their response to the pandemic which followed, with successful re-imagined virtual programmes and services. On March 23, 2020, the Library moved its services and programmes online and allowed a blend of remote and onsite work to facilitate support as the Campus transitioned to emergency remote teaching and learning. While COVID-19 disrupted programmes of the Library, it provided opportunities for enhanced services. Of note is that the Library became the hub of assisting our students across Jamaica to access online learning through the processing and distribution of over 500 tablets and laptops.

The Mona Library's operations continued to be affected by the ongoing financial constraints of the Campus. Challenges associated with the aged physical plant which has suffered from lack of maintenance over the years, plagued all libraries during the year. Multiple leaks from degenerated roofs in the Main Library, as well as flooding in the Medical Branch Library were a few such occurrences which caused much inconvenience to staff. Non-functioning of aged air conditioning units in all libraries has resulted in great discomfort for staff and patrons and

damage to our unique collections of West Indiana. Slow payment for repairing the Bookeye Scanner meant that the Hans Sloane volumes were not digitized as per agreement between the Mona Library and the UWI Press.

Notwithstanding these issues, Library staff demonstrated excellence and high productivity which allowed gains in multiple areas. We negotiated, through our Head of Acquisitions, a major reduction in subscription costs for one of our most expensive databases, SciFinder, resulting in savings of \$43,000 USD to the Campus. Our Systems staff rolled out new initiatives towards digitally transforming our processes, including an internal help desk system, a computer-based gate counter, and realized savings of \$4300 USD from relegating the Pharos Printing System. We repurposed spaces and increased seating capacity in the Main Library, and Science and Engineering Branch Library, and with the continuous closure of the MERIC Computer/Teaching Lab, a Training Room was retrofitted and converted to a computer lab seating 21 students.

Outreach and collaborative engagements continue to be important mantras for the Library. In January 2020, we welcomed a new Outreach Librarian, who moved quickly with realizing aspects of our marketing plan, which included an enhanced website and robust promoting of our services and programmes. A new social media strategy which was developed towards re-engaging with students was also initiated.

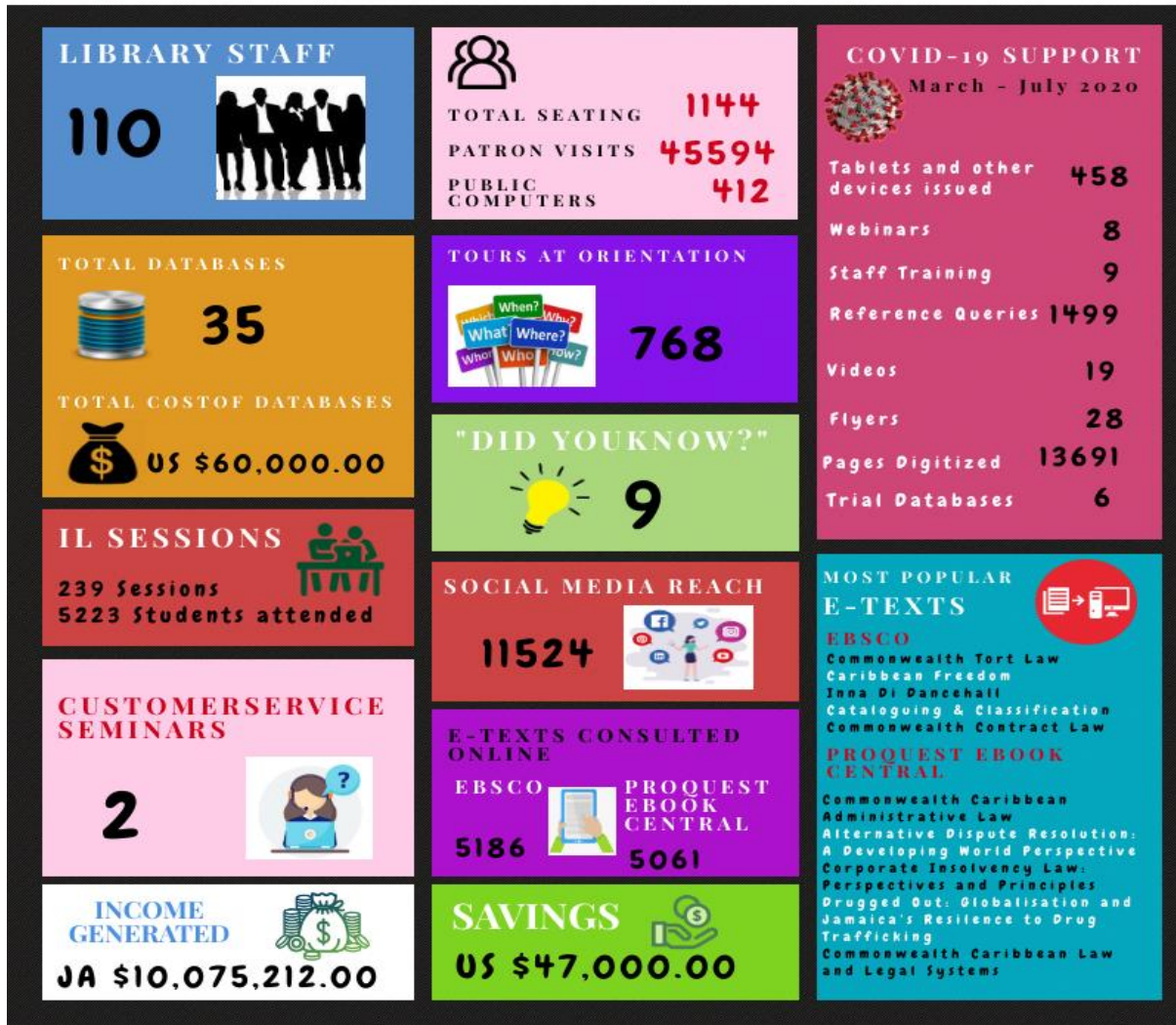
## THE YEAR IN NUMBERS

The following figure summarises other key achievements during the year



**Mona Library**  
access.anytime.anywhere

# Annual Report 2019/2020



While this Report details the work of the Library during the academic year, we begin with highlighting major activities and responses during the COVID 19 period of the year.

## **COVID-19 HIGHLIGHTS – IMPACT AND RESPONSE**

The Mona Library displayed much agility in its response to the onset of the COVID-19 pandemic and went above and beyond the call of duty to support the Campus community. Preparation for operating in the new environment began with an immediate response to the first reported case in Jamaica, with organizing a sensitization session about the coronavirus on March 12 for all Library staff, hosted by the Department of Microbiology. A COVID-19 authoritative subject guide was developed by Mrs Faith McKoy Johnson, medical librarian, in short order and shared on the Library's website. With the subsequent suspension of face-to-face classes, on March 23, 2020, the Library, guided by its mantra of 'Access Anytime Anywhere', and services, shifted operations to provide online support for staff and students. Staff moved into high gear in updating e-resources, developing new schedules for the virtual reference service, as well as contacting faculty through liaison librarians. In addition limited in-person services were provided to faculty and graduate students, especially for print resources which were not available in e-formats. Students including those from our disabled community were engaged on social media to ascertain their immediate Library needs. Detailed work plans were developed to ensure the engagement of as many staff members as possible in various projects while working from home, as well as to safeguard the availability and efficient operating of online platforms to assist patrons as needed. Weekly Zoom meetings were held with staff to maintain contact concerning their wellbeing as well as to provide updates and status on work being pursued.

### ***Challenges***

The process of suddenly adjusting to closed physical facilities, and providing services and programmes remotely, was not without significant challenges. Patron expectations for all resources being online, the disruption of the Library as space, lack of a work-from-home policy,

difficulty in measuring productivity, inadequate technology support, and connectivity issues, as well as health and wellness issues, created disruption for all staff.

Robust support to the Mona Community was provided March 23- July 31, 2020 specifically through:

***Liaison Librarians: Engaging with Faculty***

The role of Liaison/Subject Librarians was foundational in facilitating a smooth transition during the preparation time for emergency remote teaching which began April 14. Librarians reached out to faculty, and provided subject support for teaching and research, whether promoting subject e-resources, Open Education Resources (OERs), or facilitating digital reproduction and supply of needed print resources in keeping with copyright restrictions. Web profiles of liaison librarians were developed to facilitate ease of contact by their assigned departments. Librarians also conducted online thesis consultations and scrutiny, and developed relevant subject guides to support online teaching.

***In- person Services: Digitization, curbside delivery***

The sudden suspension of normal face-to-face classes, and shift to emergency remote teaching was extremely challenging for faculty and students who depended on print resources, especially Caribbeana for which e-formats were not available. So while the Library remained closed to patrons, loan of select print resources remained central, and was facilitated by curb-side delivery to faculty and graduate students.

The Library also expanded access to critical print resources not available in e-format or for loan by digitizing sections as requested by faculty and graduate students to support research and teaching. We filled 140 requests, and digitized approximately 3,000 pages, some of which were curated to course containers. Staff of Public Services and the reprographic services unit - RESU were integral in this process.

### *Pages Requested and Digitized*

<b>Period</b>	<b>Requests Received</b>	<b>Pages Digitized</b>
March 23 – April 27	103	2083
May 4 – June 1	25	531
June 2 – June 30	6	188
July 1 - July 31	6	135

Commendations from faculty members have been encouraging as an example one faculty member expressed “*As we move towards the examination period in these challenging time, I would like to say how grateful and impressed I am with you and the Team of librarians and other staff in rising to the occasion in making reading material accessible to students. thank you very much. I sincerely appreciate the tremendous efforts made*”.

### ***In-person Services: Laptop/Tablet Project***

The Library moved with alacrity to partner with the Mona Campus’ initiative to support students who were without devices for remote learning. An initial gift of 516 tablets and 30 laptops from various donors was catalogued via the Aleph Library System for loan to students, from names received through Faculties, Office of Student Services and the Guild of Students. The Library partnered with the Jamaica Library Service for island wide distribution to students via parish libraries. The Main Library facilitated students in Kingston and St. Andrew. Approximately 458 devices (443 tablets and 15 laptops) were issued during the period.

**Commendation from a student** “*the tablet service was extremely helpful ... submitted essays on time, edit and everything*”

### ***Online/Remote Services and Resources: Promotion and Provision***

The provision and promotion of new and enhanced e-services was a priority for the Library during the period and especially with the closure of physical spaces. A Quick Link Guide directing patrons to services offered, and access points, was created and communicated quickly and widely to all stakeholders via Mona Messenger, the Library’s enhanced

website, our social media platforms, and with the assistance of the Guild of Students, and Deans of Faculties . Critical services for graduate students, such as thesis consultation and thesis scrutiny were moved for remote access. Our virtual reference service, via a live chat platform, in which librarians and paraprofessionals engage in chat sessions with students to answer research and other questions in real time, was enhanced with expanded hours and staffing, to support students between 9:00am – 7:00pm Monday - Friday . Questions and general library queries were also answered through offline messages, emails, and WhatsApp messages.

Greater access to e-resources was critical during closure of the physical plant.

The Library negotiated with service providers, including ProQuest and EBSCO, and access to all purchased e books was upgraded from single to unlimited user access during the period (June 30 for EBSCO and mid-July for ProQuest). This meant that patrons could use all e-resources simultaneously. In addition many publishers offered access to their e-platforms of Open Education Resources. The UWI Press opened its e-platform to the University via the Library's portal. In addition the School of Education made 2 journals available to our patrons. The Mona Information Literacy Unit (MILU) developed a suite of online tutorials and videos to assist students to navigate the Library's online platforms.

The Library's outreach and social media platforms were enhanced with increased activities towards promoting resources and services to patrons. Multiple outreach flyers and videos were produced, and the Library's website, as well as Instagram and Facebook pages remained current with frequent updates, while a YouTube channel was created to host instructional and promotional videos.

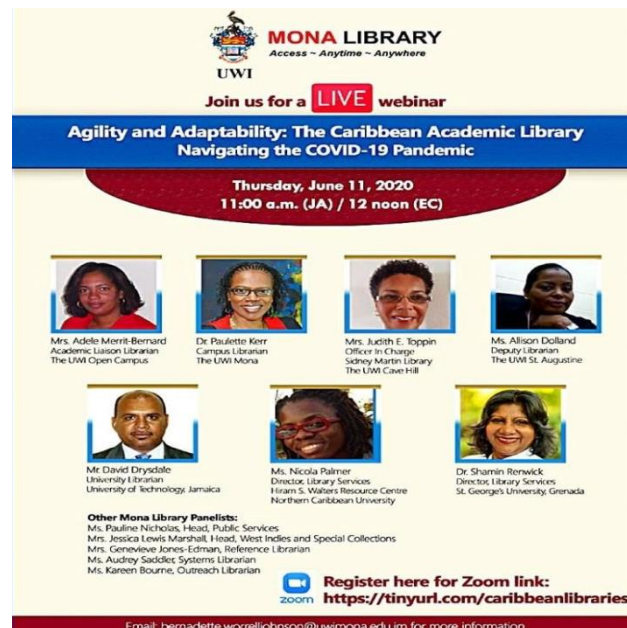


***Staff Engagement: Webinars/Training Sessions/Publications***

As part of our staff engagement plan, and efforts towards retraining of staff members with new skills, a number of in-person training sessions and webinars were convened.

<b>TRAINING SESSIONS</b>	<b>DATES</b>	<b>TARGET AUDIENCE</b>
Kayako (Virtual Reference)	May 4	Professional & Clerical Staff
Technology Innovative Support Centre /IP Help Desk Training Sessions	June 25, July 09 & 23	Selected Library Staff
Digital Imaging and Quality Control	July 3	Selected Library Staff
Using the features of Zoom	Jul 07	All staff
Preparing for teaching online UWILINC Sessions	Jul 08, Aug 13	Librarians & Para-professionals
Preparing for Teaching Foundation Session	Jul 09, Aug 14	Librarians
Endnote Training	Jul 14, Aug 13	Librarians
Protocols for Cleaning During the Pandemic"	July 17	Custodians
Workshop on Shelving using the LC Classification Scheme	July 24	Staff members who are involved in shelving
<b>WEBINARS</b>	<b>DATES</b>	<b>TARGET AUDIENCE</b>
How to Publish	May 26	All Librarians
Creating a New Normal Life	June 1	All Staff
Copyright & Academia in the Covid Era	June 11	Persons from the Caribbean, North America and South Africa
Agility and Adaptability: Caribbean Academic Libraries and COVID-19	June 11	LIS Professionals from the Caribbean North America and South Africa.
DEMO: ALMA Library Services Platform	June 17	Librarians and Senior Clericals
Citing work using the APA System	July 14	B. Worrell-Johnson
"Your Health is your Wealth" – Eat well and stay fit	July 15	All Staff
The Socially Distanced Library	July 29	Y. Lindsay

A Signature webinar organized by the Mona Library was “Agility and Adaptability: The Caribbean Academic Library navigating the COVID 19 Pandemic” which was successful in engaging discussion among 170 participants from the Caribbean (including Suriname), USA and the UK. It was the first Caribbean webinar organised for library and information professionals, in response to the COVID-19 pandemic.



“Agility and Adaptability” webinar poster

Of note were webinars organized by the energetic Library Health and Wellness Committee , (LHWC) including “Creating a New Normal Life” which focused on the physical, mental and spiritual aspects of wellness and “Eat well and stay fit” . Individual staff also participated in webinars and training offered by external organizations.

A special COVID-19 edition of the Library’s newsletter, *Librations* was published in June 2020.

### ***Imagine September/Reopening Initiative***

In an effort to generate plans towards fulfilling its mission, while operating more as service, and less as space, and also to put necessary protocols in place for Semester 1 2020/2021, the Library adopted the Campus Principal’s ‘Imagine September’ initiative. A team-based/working group approach was used to cover planning for strategic areas such as *Staff Health and*

*Wellness, Collection Development, Remote Teaching and Learning, Outreach, Technology, Research and Environmental Safety* aimed at implementing measures on how the Library would deliver services and programmes beginning September 2020, while protecting the health and safety of staff and patrons. The implementation plan was proposed in three phases.

- **Phase 1 (April – July):** Focus on expanding online access to resources, strengthening virtual reference service, and ensuring staff well-being; enhancing services for remote teaching, learning and research, and establishing safe workflows for handling print collections, and the use of services and public spaces for the new academic year. A space audit was conducted with the assistance of the HRMD and the Safety and Emergency Unit to ensure that available reduced patron spaces were utilized in a safe and efficient way in compliance with national and Campus protocols.
- **Phase 2 (August 1- 24, 2020):** Continue and expand activities of Phase 1, and resume additional activities supporting access to physical collections and spaces. Commence messaging to new and returning users regarding amended physical and online services.
- **Phase 3 (August 24, 2020 - ):** Full on Campus services to support the delivery of hybrid classes. Return of students and community users and anticipation of greater density through limited user access to physical libraries. The Mona Library continued to limit opening hours to protect staff and users. Extended shifts were suspended.

The initially scheduled physical reopening of libraries for August 2020, required preparation in many ways, including installation of sneeze guards and hand sanitizer dispensers, new signage, shifting and storage of furniture, closure of all Bag Check Counters and staff orientation. It also required liaising with the Campus COVID -19 Task Force and ensuring alignment with the Guidelines of Ministry of Health and Wellness.

## **WORK OF THE DEPARTMENT 2019/2020**

Accomplishments of the Library are presented under the three pillars of the UWI 2017-2022 Strategic Plan

### **ACCESS**

#### **Initiatives to enhance the quality of Teaching, Learning and Student Development**

##### ***Information Literacy Sessions to improve Research Skills: Foundation and Subject Courses***

The Mona Information Literacy Unit, the teaching arm of the Mona Library supported the UWI's initiative of enhancing teaching and learning through the teaching research competencies in Foundation courses FOUN 1013, 1014, 1016, and 1019. Subject and course specific sessions were also delivered in all Branch Libraries. In addition, external sessions were held for UWI students at Excelsior and Browns Town Community Colleges.

##### Foundation Courses

<b>Semester</b>	<b>Sessions Taught</b>	<b># of Hours</b>	<b># of Students</b>
I	128	182	2436
II	111	191	2787
<b>Total</b>	<b>239</b>	<b>373</b>	<b>5223</b>

##### ***Orientation Sessions***

Library orientation remains essential to students transitioning to the requirements of higher education. The Library participated in both the Undergraduate and Postgraduate orientation exercises and students were engaged at the booths respectively as team members sought to promote the resources available and the value of the Library in their university experience. Approximately 768 students visited the Library during the main orientation days. This included hosted Hall Tours from seven (7) Halls, Commuting and Weekend Students. Rap sessions were held with each group prior to the Library Tours as a way of engaging the students and promoting the Library's services and resources.

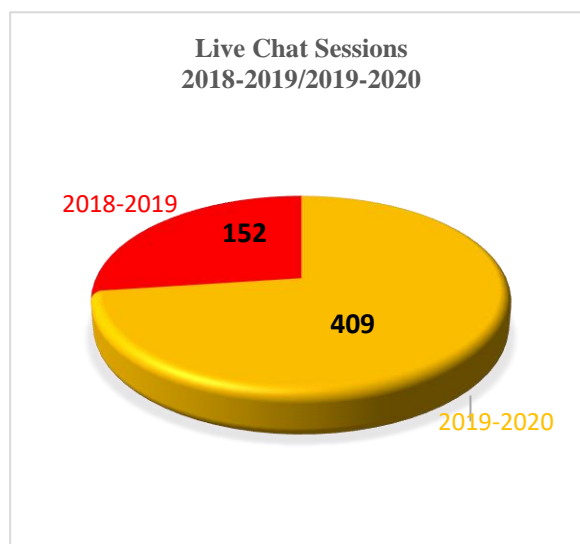
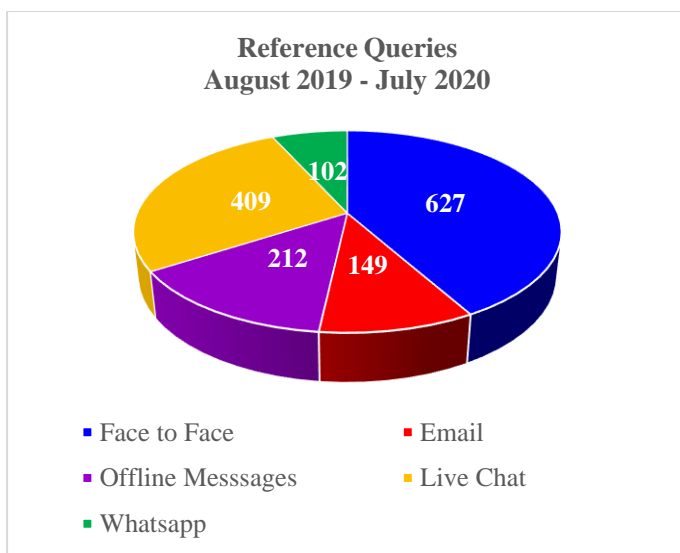
### ***Efforts made to provide financial assistance to deserving students***

The Library is one of the largest recruiters of student employees for both undergraduates and postgraduates. Students were recruited to assist with the execution of various services at the Library and work at all branches including our Branch Library in WJC. For the reporting period approximately two hundred (200) students were employed. Two Fulbright scholars - Damali Britton and Taylor Prescott were initially engaged to create Digital Humanities Projects on Elsa Goveia - her contribution to the development of the Department of History, her collection housed at the WISC and her own research, as well as The Archibald Cooper Papers (which focuses on Maroon communities) - the creation of a website with visual, audio and written information. With the onset of the COVID-19 pandemic both projects were put on hold as the Fulbright scholars were immediately called home to the United States.

### **Initiatives to improve the quality, quantity and impact of research, and publications**

#### ***Reference and Research Services***

This service was offered through traditional in-person or face-to-face consultations at Reference Desks in all libraries, as well as via an online platform Ask a Librarian, and general queries were carried out through offline messages, email, Whatsapp, and phone. “Ask A Librarian”, was aggressively promoted, and this resulted in a 169% increase over the corresponding period for the previous year. While face-to-face interactions were suspended with the onset of the pandemic, increase in virtual reference and research services resulted in 1,499 reference queries recorded. WhatsApp service for the Library was officially introduced to our patrons as a communication channel and over 100 WhatsApp queries were satisfied.



### ***Halls of Residence Librarians Programme***

The Halls of Residence Programme, an outreach initiative of the Library is geared towards minimizing anxiety for first year students as they transition to university life. The programme went into full gear during the Semester I of the 2019/2020 academic year, and librarians conducted information sessions in their respective halls. With the onset of the pandemic, and reduced student numbers on the Halls of residence, this programme will be moved to an online mode in semester I 2020/2021 academic year.

### ***Research Rescue***

In preparation for Research Rescue activities that were to commence in the 2<sup>nd</sup> semester, a soft re-launch of the programme was sponsored by Taylor Hall. This was held on February 20, 2020. Unfortunately, the COVID-19 pandemic thwarted all the plans that were in place for the remainder of the year.

### ***Thesis Scrutiny and Consultation***

Assistance was provided to postgraduate students in the formatting and style- referencing of their theses. Thesis consultations and scrutinies were facilitated online during semester 2 with the onset of emergency remote teaching learning. One hundred and thirty four (134)

Thesis Scrutinies and Consultations were completed during the year along with preparation of Thesis Certificates to the Office of Graduate Studies and Research.

### ***Postgraduate Seminars***

Workshops were conducted to assist graduate students with thesis related research. Of note is a seminar presented by JIPO in association with The Mona Association of Postgraduate Students (MAPS) on January 23, 2020, 2:30 p.m. – 4:30 p.m. A total of 43 persons were in attendance, including the presenters, librarians, faculty members, postgraduate students, and MAPS Executive members.

### ***Liaison Librarians: Supporting Teaching and Research***

Liaison/Subject Librarians provided ongoing support to faculty towards excellence in teaching and research through various collaborative and consultative activities. These include research presentations including “Search Strategies for conducting Systematic Reviews” , “Effective Use of e-resources for Research and Projects, and “Thesis Writing: Best Practices” ; research consultations e.g. Journal selection for publishing; accreditation and Quality Review visits; checking CVs towards verification of publications ; conference, journal and publisher verification (especially for avoiding predatory publications and publishers); and research collaborations.



Librarian, Bernadette Worrell-Johnson engaging students of “West Indian Literature Special Author Louise Bennett” course in interrogating WI&SC holdings on Miss Lou, September 9, 2019.

### ***UWI Scholar Sessions***

The Library was pleased to support faculty with the process of communicating their research output through UWI Scholar sensitizing and training sessions. The UWI Scholar platform is a unified Institutional Repository which has been designed to showcase the breadth and diversity of the institution's research, from research biographies and research groups to project details and research outputs such as innovative processes and solutions, peer-reviewed articles and published books. A series of UWI Scholar sessions were planned in collaboration with WIGUT to sensitize and familiarize faculty/researchers with the UWI Scholar platform and three (3) sessions were held. Other sessions targeted specific groups of academics including librarians, SALISES, and the School of Education. Covid-19 brought to a halt other training sessions which had been planned in collaboration with WIGUT. These will be held via Zoom in the 2020/2021 academic year.

### **Collection Development and Management**

#### ***Collection Development***

The development of the Library's collections, geared towards supporting teaching, learning and research endeavours, continued with creative approaches despite the stringent financial climate during the year which severely impacted collection building initiatives.

#### ***Purchases***

The Library purchased 181 printed books and 41 e-books. E-books purchased from EBSCO and Proquest, are shared by all 4 UWI Campus Libraries. So Mona benefited from an additional 417e-books purchased by these libraries. This is facilitated with the vigilant work of the Cataloguing Section in harvesting from OCLC, bibliographic records which indicate purchases made by other Campuses.



## *Gifts*

The generosity of donors including alumni, current and past faculty, institutions, and well wishers, allows us to enhance our collections each year. In January 2020 the Library received the Chris Smiley CD-ROM Collection of 876 CDs via the Institute of Caribbean Studies which have been catalogued for access and housed in the West Indies & Special Collections for the development of ICS Reggae Archives. In July 2020, former Governor General of Jamaica, and former Principal of the Mona Campus, Sir Kenneth Hall gifted a collection of books as well as access to the Integrationist Website, to the WJC Branch Library. The Library continued to receive and process print serials for the collection. Most were received as gifts from various donors including the IMF. A total of 1,854 journal issues were added to the Library's collection for access.

<b>Total Gifts and Purchases</b>						
<b>Branches</b>	<b>New Titles</b>	<b>Total Volumes</b>	<b>Audio Visuals</b>	<b>Theses</b>	<b>Serials</b>	<b>CDs</b>
<b>Main</b>	521	694	71	23		
<b>Science</b>	68	97	10	6		
<b>Medical</b>	47	52	1			
<b>WISC</b>	149	178	58	32		876
<b>Law</b>	9	13				
<b>WJC</b>	16	39	3	1		
<b>Bahamas</b>	<u>11</u>	<u>11</u>				
<b>E-Books</b>	<u>43</u>	<u>43</u>				
<b>Total</b>	<b><u>864</u></b>	<b><u>1127</u></b>	<b><u>143</u></b>	<b><u>62</u></b>	<b><u>1854</u></b>	<b><u>876</u></b>

## *Databases*

Two new databases were added to the library's suite of databases during the period under review. These were **Cabells Black List** and **Sage Video: Counselling and Psychotherapy Collection**. Both titles were added to the Electronic Resources list of databases on the Library's home page.

### ***Reading Lists – Course Readings***

A total of 51 reading lists were submitted to and processed by the Acquisitions Section with the aim of purchasing adequate copies of new titles, and new editions of existing titles that appear as **required** or **highly recommended** to support teaching and learning.

### ***Collection Management***

Close shelf reading of the open collections in the Library began in March and moved into full gear over the period of online only services. The goal was to remove outdated items, ensure that items were correctly shelved, for ease of locating. Of special note was the weeding of the print periodicals in the Main Library and the Basement in the Science and Engineering Branch Library. At the close of the academic year, the project in the Main Library was approximately 90% completed. The process resulted in approximately 1,100 periodical titles being discarded. As a result of the extensive weeding the areas were repurposed to provide additional seating spaces for patrons.

### ***Preservation and Conservation***

In October 2019 the Library successfully acquired a new Guillotine machine however due to logistical challenges, the machine was not commissioned until January 2020, this allowed for the clearing of backlogged items which were to be trimmed and delivered to various Sections. A total of approximately 2165 items were repaired by the Preservation and Conservation Unit.

### ***Efforts to Enhance Access to Collections and Resources***

Enhancing access to information resources which is a critical aspect of supporting teaching and learning is done through varied means including updating the online portal, processing of special collections with finding aids, digital curation, as well as the maintenance of the integrated library system. During the period under review 3583 new titles were uploaded to the OPAC. This is inclusive of various discrete collections including electronic resources, theses and research papers, West Indies and Special Collections monographs,

audiovisuals, older items being converted retrospectively, and the general Main and Branch Libraries collections. Metadata was added to 18 digitized collections in Contentdm, thereby providing access to them via the Library’s Webpage. The West Indies and Special Collections began the processing of three major collections, Rex Nettleford, Olive Lewin and Albert Hines, with the preparation of extensive lists, and work continued on processing the Lucille Mathurin Mair Collection and the Elsa Goveia Collection. A draft Finding Aid was developed for the Peter Abrahams Collection which will allow researchers to identify specific areas of the Collection.

<b>Items /Collections</b>	<b>Numbers</b>
E-resources	460
Theses and Research papers	76
Cherrell Shelley Robinson Collection (Children’s Books)	721
WISC Rare books and periodicals	550
Tablets and laptops	546
Retrospective conversion	600
Other items (monographs for the Main & Branch libraries, audio-visuals, CD-ROMs, DVDs)	630
<b>Total new items</b>	<b>3583</b>

### ***Promotion of Resources***

Varied methods were employed to promote resources to all stakeholders of the Library including digital flyers,

A total of 12 “Did You Knows” were published over the reporting period. These include:

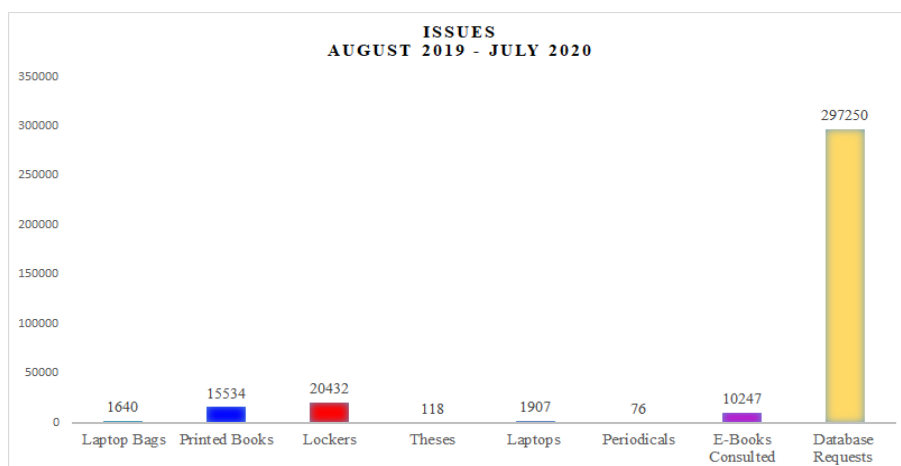
- British Broadcasting Corporation Reports
- Hinari Database
- DynaMed
- Printing in the Library
- Cabells

- List of Predatory Publications
- COVID-19 E-Resources
- Electronic Resources
- Trial Databases
- Live Online Help
- Mona Library Online Collection
- Erna Brodber Collection
- Pepperpot Magazine Collection

## Use of Collections

### *Circulation*

The academic year ended with the Library issuing just under 40,000 physical print items and over 300,000 electronic resources to patrons.



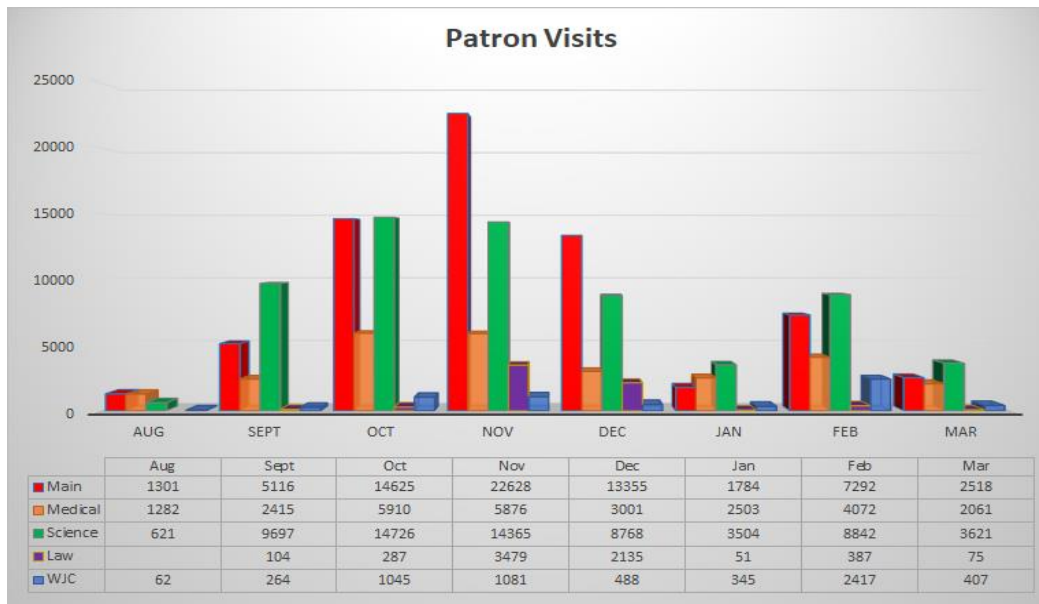
### *Interlibrary Loans*

The interlibrary loan service between the Library and international partners was negatively impacted after March 2020 due to technical issues with the Worldshare ILL platform, and the Library was unable to respond to international requests. This led to a significant decrease in the number of interlibrary loans. This is being addressed.

Year	2019-2020	2018-2019	2017-2018
Total ILL requests	19	91	142

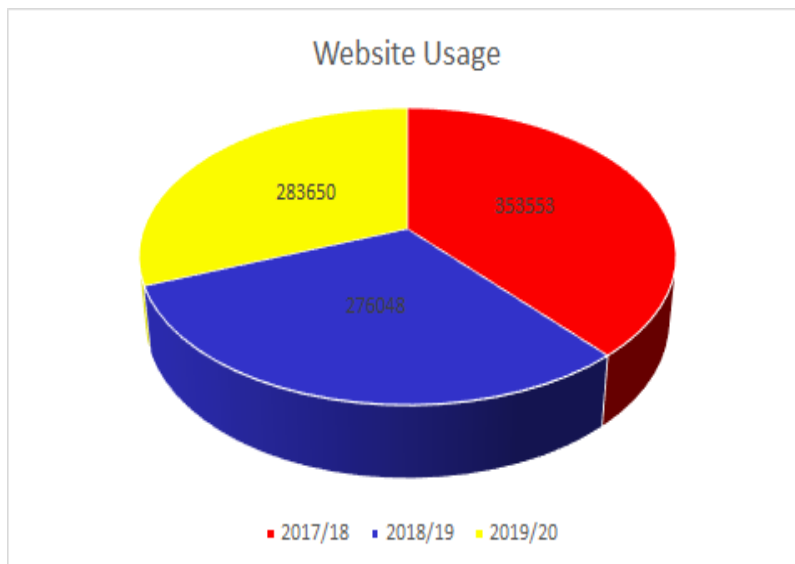
### Patron Visits

For the period August 2019 - March 2020 the Library's gate count exceeded 160,000 visits.



### Website Usage

The Library's website saw a marginal improvement in the number of visitors to the page for the academic year, compared to 2018-2019 with the largest number of searches being concentrated on accessing databases and examination papers.



## **ALIGNMENT**

### **Initiatives Aimed at Increasing and Improving Academic / Industry Research Partnerships**

#### *Outreach and Collaborations*

##### ***EBSCO Solar Project.***

The UWI Mona Library was invited to make a presentation on The UWI/EBSCO Solar Project to the EBSCO Academic Advisory Board Meeting, Boston, Massachusetts, August 5 - 6, 2019. Dr. Paulette Kerr and Dr. Sasekea Harris presented on the topic: “The University of the West Indies (UWI) Mona Library Leading in Academic Strategic Projects”

##### ***JIPO Collaboration: TISC/IP Help Desk***

The Mona Library launched the TISC/IP Help Desk on October 16, 2019 as part of an Intellectual Property Initiative to the Campus community during the Library’s Open Week. This follows months of engagement with the Jamaica Intellectual Property Office (JIPO), towards a Technical Innovation Support Centre (TISC) at UWI Mona. TISCs are supported by the World Intellectual Property Organization by the World Intellectual Property Organization (WIPO) which provides training and support for staff, students and members of the community. This TISC at Mona represents the first in the Caribbean. The IP Help Desk also satisfies a request from Professor Stephan Gift, PVC for Research, IP Help Desks at UWI Campus Libraries to support intellectual property needs as the UWI is placing greater emphasis on innovation and entrepreneurship. JIPO agreed to provide technical support in the initial phase of the IP Help Desk. Eight (8) members of staff are participating in online training facilitated by the World Intellectual Property Organization (WIPO), as part of the preparatory work towards offering assistance at the TISC/ IP Help Desk. The Library collaborated with JIPO in offering a robust programme of copyright and intellectual property training sessions to ICS and PSCCA students as well as four IP related workshops to Library staff.

### ***Grant Submissions***

The Library submitted 2 grants during the period:

- Endangered Archives Programme (British Library)– Deans Valley Dry Works Estate – Nov. 2019
- USAID ASHA Programme – Caribbean Centre for Digital Excellence with Howard University Jan.- Feb- 2020

### ***Library Open Week***

The Mona Library celebrated Open Week with a series of activities to showcase various services, resources and talents resident within The UWI Mona Library. The 4th staging of Open week took place October 13-18, 2019. The Week began with a Church Service on Sunday, October 13, at the University Chapel facilitated by the United Church in Jamaica and the Cayman Islands. The Celebration of Books Reception & Exhibition Launch, took place Monday October 14, 2019. The signature event showcased the distinguished scholarship of The UWI Mona staff who published books within the period August 2018 to August 2019. Twenty six (26) The UWI/ UTCWI authors and twenty (20) monographs were recognized. Dr. Leith Dunn chaired the evening's proceedings with guest speaker Poet Laureate of Jamaica and Writer-in- Residence in the Department of Literatures in English, Professor Lorna Goodison. Dr. Canute Thompson responded on behalf of the authors. The exhibition of 20 works remained in the Catalogue Hall until November 30, 2019.

Sections of the Library's Art collection were on display to the wider community for scheduled Art in the Library Tours during the week. Visitors participated in a guided walking tour of select art pieces from the Library's collection. Most participants were thrilled by the collection and its diversity. Post cards and notelets of art from the collection were also on sale in aid of the Library's art restoration project. On Wednesday, October 16, The Mona Library partnered with Jamaica Intellectual Property Office (JIPO) and Mona Office for Research and Innovation (MORI) for an Intellectual Property Workshop, and the launch of a Technology Innovation Support Centre (TISC) & Intellectual Property (IP) Help Desk. This TISC/IP Help Desk will

be available to the UWI community and beyond, to provide ease of access to education, information, training and advisory services in the area of Intellectual Property.

### ***Exhibitions***

Exhibitions remain a popular and effective way to showcase different selections from the library collection. Various departments have also used the Library's space to highlight their work. Exhibitions mounted during the year included:

- A Class Act: Celebrating Louise Bennett Coverley
- Celebrating Seacole Week
- Celebration of Books
- Edward Kamau Brathwaite
- Language Linguistics & Philosophy
- Plastic & Micro-Plastic in the Environment
- Quality Assurance Day
- Sepsis Awareness 2019
- Welcome Exhibition for new and returning students (included introduction to E-resources).

The Edward Seaga exhibition was remounted twice in September 2019 as follows:

- Edward Seaga Seminar and Exhibition put on by the Department of Sociology, Psychology and Social Work was held at The UWI Regional Headquarters on September 26, 2019
- Campion College Library on September 30, 2019.

### ***Social Media Pages***

The Library's overall social media presence has improved significantly over the period, with additional patrons following all social media pages. One member of the public donated three tablets to the UWI Tablet Project after seeing a post on Instagram of a staff member delivering a tablet in Clarendon. A Library Youtube channel was also created during the year to host instructional videos.

### ***Volunteers and Community Service***

Students from other institutions were placed at the Library to complete community service and voluntary hours during the year. A number of JAMVAT students also worked in the Library with the hours going towards a reduction in their tuition fees.



### ***Mould Abatement***

The Library continued to play a vital role in the mould abatement exercise on the Campus. For the period under review assist was offered to the Law Branch Library, Campus Projects Office, UWI School of Nursing and Campus Records Office with challenges associated with mould.

### ***Services to External Visitors***

Researchers pursuing private scholarly work and students from international universities were among the external visitors accommodated up to March 20. Despite the COVID-19 physical closure, the number of visitors to the Library for 2019-2020 increased by 12% over the previous year

#### *External Visitors to the Library 2017-2020*

	<b>2019/2020 Aug. to Feb.</b>	<b>2018/2019</b>	<b>2017/2018</b>
<b>Total Visitors</b>	<b>92</b>	<b>79</b>	<b>124</b>

### ***Library Tours to Visitors***

Library tours were conducted for prospective UWI students and other visitors to the Campus. This included sixth form students visiting the Campus for CAPE workshops. There were also guided educational tours of the installed solar system in the Science and Engineering Branch Library. In partnership with Solar Buzz Jamaica, the installing company, tours are customised to meet the level of participating institution. During the period under review tours were conducted for 18 Renewable Energy students and their lecturer, from Excelsior Community College, as well as a group of 66 students and 3 teachers from the Stella Maris Preparatory School, studying Energy, as a module in their curriculum.



Students from the Stella Maris Preparatory School

## **AGILITY**

### **Efforts made to diversify the revenue base of The UWI**

#### ***Income Generation***

The Mona Library primarily through intake of the Reprographic Services Unit (RESU), and rental from its Multifunctional Room, generated income for the Library and the Campus. Branch Libraries also contributed to generating income through printing, photocopying and fines collected. With financial intake drastically reduced since March – July 2020 the Library generated income of \$10,075,212 compared to \$10,011,621 last year.

#### ***Cost Savings: Reduction in Cost of Database***

In August 2019 the Acquisitions Librarian successfully negotiated for a reduction in the subscription cost of the Library's most expensive database, **SciFinder**. Annual subscription now stands at US\$ 60,000.00 compared to a 2018 cost of US\$103,000.00. The negotiation also resulted in an upgrade in the capabilities of this this database and a subsequent migration - to **Scifinder-n**.

### ***Cost Savings: Solar Energy Project***

The solar system installed at the Science and Engineering Branch Library continued to effect energy savings for the Library and by extension, the Mona Campus, which consumes excess energy produced.

### ***Cost Savings: Relegation of the Pharos Print System***

The Library realized annual savings of 4300 USD with the relegation of the Pharos Printing System and employed more efficient printing processes.

### **Efforts at Fostering Digital Transformation**

Significant gains were made in digital transformation initiatives in the Library. The Head of Systems in the Library is ‘focal point’ for the Mona Library in the Library and Taxonomy Stream of the Knowledge Resource Domain on the UWI Digital Transformation Programme. Within the Library our Systems Unit rolled out a number of initiatives towards transforming internal processes for greater economies of scale and elimination of inefficient processes. These include a revamping of workflow for printing in the Library which led to a reduction of print- related help desk requests by 200%; the development of metrics for measuring ‘Estimated time of Completion’ of static media digitization projects in the Digitization Unit; using the opportunity of a new Vendor for Printing Services on the Campus, to revamp processes, and the installation of a computerized Gate Counter which will now determine the number of distinct patrons who enter the Main Library. It is hoped that the Gate Counter will be rolled out in the branch libraries in the 2020/21 academic year.

### ***Digitization Service***

Quality Assurance has now been embedded in each step of the Digitization workflow to ensure high quality throughout the cycle and faster completion. During the period a total of 178 items including were digitized, totalling 10,691 pages was done by the Digitization Lab of note was

the digitization of the Nurses Association of Jamaica Journal, *Jamaican Nurse*. In addition RESU digitized approximately 3,000 pages during the period.

### **Efforts to foster A CAMP Team**

#### ***Training***

Staff members were trained throughout the year in a number of areas: Virtual Reference, Shelving Workshop, Business Etiquette, Technology Innovative Support Centre /IP Help Desk Training Sessions, Digital Imaging and Quality Control, Using the features of Zoom, Preparing for teaching online UWILINC Sessions, Endnote, Protocols for Cleaning During the Pandemic. The HRMD sponsored Staff from the Library to attend the Jamaica Employment Federation leadership Training programmes held November 2019.

#### ***Brown Bag Sessions***

The Library facilitated one Brown Bag session for Librarians “A Career Advancement @ UWI, Mona on October 31, 2019.

#### ***Customer Service***

The Library’s Customer Service Team continued its initiative aiming at improving the customer service and implemented a number of initiatives during the year. These included: Customer Appreciation Day, Customer Service Thought for the Week sent to all staff, Customer Service Seminars, Customer Service Employee of the Year – 2019 recipient Audrey Saddler, Customer Service Section/Team/Unit/Branch of the Year – 2019 recipient Reprographic Services Unit (RESU)

#### **Staffing**

##### ***New Appointments***

The following members of staff were appointed to the post on the dates indicated:

- a. Mr. Mourice Thompson, Library Assistant I, April 1, 2020

- b. Ms. Kareen Bourne, Librarian II, February 1, 2020
- c. Ms. Yulande Lindsay, Librarian II, was temporarily appointed December 2, 2019,
- d. Dr. Alicia Palmer, Instructional Design Specialist, December 1, 2019
- e. Ms. Seanna Campbell, Clerical Assistant III, October 1, 2019

### ***Secondment***

Ms. Simone Harrison was seconded from the School of Physical Therapy for two periods of 6 months from May 20 to November 30, 2019 and from December 1, 2019 to May 31, 2020.

Ms. Simone Harrison was appointed as a member of staff of the Library effective June 1, 2020, based on the recommendation of the Library and approval from the School of Physical Therapy, FMS.

### ***Outgoing Staff***

The following staff resigned during the period under review:

- Mr. Noel Young, Library Attendant retired May 2020.
- Mr. Devon Johnson, Library Assistant I, Extended Shift, effective July 26, 2020
- Ms. Maxine Pusey, Custodian, Science and Engineering Branch Library, May 2020.
- Mrs. Jewel Ann Garvey-Miller, Clerical Assistant III, Acquisitions, November 22, 2019
- Mrs. Omarsha Williams, Administrative Assistant II, Acquisitions, October 31, 2019
- Mrs. Shawnette Allen, Clerical Assistant III, Acquisitions, September 20, 2019
- Miss Tanya Manassi, Librarian, West Indies and Special Collection, August 1, 2019
- Miss Cherry Ann Smart, Librarian, West Indies and Special Collection, August 1, 2019

## **PUBLICATIONS**

### **Book Chapter**

- **Kerr, P. and Lewis, J.** “The Framework and the Context: Refocusing Information Literacy at a Caribbean University.” In *The information literacy framework: case studies of successful implementation*. Eds. By Julien, Heidi, Melissa Gross, and Don Latham: Rowman & Littlefield Publishers, 2020. 149-161.

### Referred Journal Articles

- **Harris, S., C. Folkes, K. Tyrell, and D. Brown.** “Nurturing Customer Service Culture in an Experience Economy: Employees’ Assessment of The UWI, Mona Library Service Model.” *Library Management* 41 (4/5), (2020): 193-220. DOI: <https://doi.org/10.1108/LM-05-2020-0080>
- Hambleton, I., Jeyaseelan, S., Collins, B., Anglin, P., Davis, K., **Harris, S,** and Gittens, C. “A Practical Guide to Protecting your Research Data (with Limited Resources).” *CANREC Bulletin* 1(2), (2019): 6-12.
- **Jones-Edman, G., J. Lewis, & B. Worrell-Johnson,** “Keeping up with best practices: Library exhibitions at a university in a Small Island Developing State.” *Alexandria: The Journal of National & International Library and Information Issues*, 29(1/2) (2019):59-76.

### Conference Proceedings

- **Kerr, Paulette and Stewart, Paulette.** “(Re) Shaping and Expanding LIS Education in the Caribbean: An Examination of Strategic and Transformative Responses of DLIS, University of the West Indies, Mona”. Proceedings of the Association for Library and Information Science Education Annual Conference, Tennessee (2019). Compiled by Hannah Gunderman, pp 168 – 173. <https://www.ideals.illinois.edu/handle/2142/104679>

### PAPERS PRESENTED AT CONFERENCES

#### Conferences

- **Jessica C. Lewis and Bernadette Worrell-Johnson.** “Unpacking the Peter Abrahams Collection. Unlocking Caribbean Memory”. An Academic Interdisciplinary Symposium on Archives and Records, The UWI Mona Campus, October 20, 2019.
- **Robinson, Karlene, Maureen Kerr-Campbell and Sonia Patrickson-Stewart.** “Identifying, discovering and marketing grey literature in Science in the English-speaking Caribbean: A Case Study of Jamaica’s Scientific Information Units.” International Federation of Library Association, Athens, August 2019.

### PUBLIC SERVICES

#### Sasekea Harris

- Member, Library & Information Association of Jamaica (LIAJA)
- Americas Regional Council (ARC) **Delegate** to Online Computer Library Center (OCLC) Global Council (2019-2022)
- Online Computer Library Center (OCLC) Community Engagement Award Selection Committee (2020)
- United Church in Jamaica & The Cayman Islands Board of Elders

**Paulette Kerr**

- Member, Board of Management of National Library of Jamaica
- Member, UNESCO-UNAOC UNITWIN Chair on MILID for The UWI
- Member, Editorial Board, International Journal of Information, Diversity and Inclusion
- Member, Editorial Board, Quality Education Forum
- Member, Standing Committee, European conference on Information Literacy (ECIL)

**Jessica Lewis Marshall**

- Exec Member, Library & Information Association of Jamaica (LIAJA)
- Member, American Library Association

**Faith McKoy-Johnson**

- Member, Association for Learning Technology
- Member, Medical Library Association

**Sandra Stubbs**

- National Judge for the Jamaica Library Service, National Reading Competition.

**Karen Tyrell**

- Member, Library & Information Association of Jamaica (LIAJA)