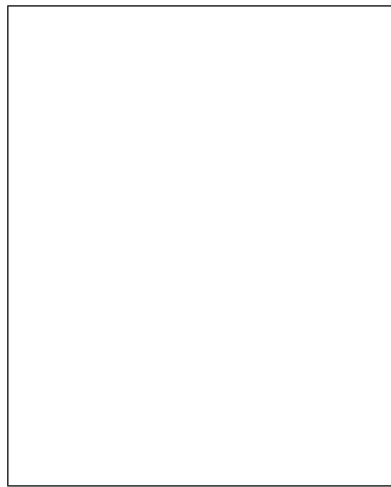


THE LIBRARY

MONA

Year ending July 31, 2002



Stephney Ferguson, JP, OD, BA *UWI*, MLS *Indiana*
– University/Campus Librarian

OVERVIEW

During the year under review, advances were made in setting up structures and devising strategies to achieve a significant number of goals in spite of resource and staff constraints. The Library's Five Year Strategic Plan, developed and formulated in November 2001, facilitated the year's focus on increased and improved quality of services to clientele in several areas and on collection diversification in print, electronic and multimedia formats.

Introduction of a culture of working in teams resulted in participation of a wide cross section of staff in designated library focus areas. Staff made several practical recommendations for performance recognition, web page services development, and indexing of Caribbean material. New facilities were put in place for visually impaired students to access the Internet. An AV Room and a Postgraduate Room were set up.

STUDENT CENTREDNESS

The Loans and Reference Section had yet another busy and challenging, but successful year. Of significance is the continued development and rapid expansion of training within the Mona Information Literacy Unit (MILU) and the Mona Electronic Resources Information Centre (MERIC). These developments have enhanced the awareness of students of the new technology, and encouraged its exploitation and use for research and communication. The extended opening hours of the Overnight Reading Room to include public holidays, Saturday evenings and entire long weekends, though far short of the overall goal of 24 /7 access continued to respond to the University's goal of student centredness. As part of this focus on quality student services, the first in a series of customer care workshops was completed for all full-time and part-time members of the public services staff in the Main and Branch Libraries.

MERIC

The Centre continued its support for the increasing numbers of students wanting to navigate the Library's web-site and the internet, conduct

database searches, use word-processing packages and benefit from online print accounts.

Total usage of MERIC computers continued in the Main and Science Libraries and bookings increased in both areas. In the Main Library, there were well over 16,000 recorded bookings for the period and in the Science Library there was an increase in use from 9,248 last year to 10,216. If the pattern continues, additional space will be needed for the expansion of MERIC, particularly in the Science Library.

The manual booking system with long lines continued but the Library acquired relevant reserve software and is in the process of preparing to move to an online booking system for better management and more efficient and equitable use of these computer resources by students. Statistics and observation during the period under review indicate that compared with the previous year, there was an increase in bookings for research compared to those for social writing.

MILU

The Mona Information Literacy Unit continued to be the leader in promoting Information Literacy (IL) to the University Community, designing and offering sessions to students and academic staff and responding to demands from faculty for collaborative sessions. The Unit's goal stresses the importance of IL to teaching/learning effectiveness and lifelong learning and is reflected in the activities pursued:

- Interactive multimedia presentations to over 500 new full-time Students at the Assembly Hall and over 300 new part-time Students and families at the Inter-Faculty Lecture Theatre (new this year)
- 40 one-hour long Library Orientation Tours offered to incoming students.

The presentation "**Building Bridges of Partnership for Better Students**" at which over 150 staff members representing all Faculties joined the librarians for Lunch and lively discussions on collaborative initiatives for ensuring that higher order critical skills were included in students' education at UWI. Note was made of the expected graduate attributes of UWI students as put forward by the Principal. A lively skit on the "Information Literate Student" was presented by library staff as a response to the question "What skills should our students have?"

This interaction with Faculty resulted in requests for Information Literacy sessions for students at both the undergraduate and graduate levels in a wide range of areas including:

- (a) Academic Writing and Communication,
- (b) Documentation using the Chicago Style,
- (c) Literature Review and Documentation,
- (d) Electronic Resources in Education,
- (e) Research Strategies and
- (f) Strategies for Locating, Evaluating and Using Information Effectively.

Among departments requesting such IL sessions were - Educational Studies, Government, Mathematics and Computer Sciences, Management Studies, Chemistry, Literatures in English, Sociology and Social Work and Advanced Nursing Education. All requests were satisfied and in some instances team teaching with Faculty was undertaken. Over 1500 students were given Information Literacy training via library modules in Foundation Courses UC120 and FD10A. In the Science Library, librarians were called on to introduce postgraduate students to information seeking skills, and to *The Guidelines for the Preparation of Post-graduate Theses*.

Feedback from lecturers and numerous requests for IL support suggest that improved staffing and expansion of MILU activities would be beneficial to students by making IL offerings more readily available to a wider cross section at a faster pace. Implementation of IL outreach activities for pre-university students would also be possible.

New Service Facilities

Modification of existing facilities made it possible to put in place

- (a) A new **AV Facility** to promote the use of library materials in diverse formats,
- (b) A new **Postgraduate Reading Room Area** in the Main Library with an atmosphere conducive to research/study/discussion,
- (c) A specially modified area and workstations to provide equal access to the Internet and other electronic **resources for the visually impaired**, and
- (d) Additional points of connectivity to **extend internet access to the Overnight Reading Room**.

Interlibrary Loan

Statistics from the Medical and Science Libraries indicate a significant increase in use of the Interlibrary Loans Service. Postgraduate students particularly in the Science Faculty utilize this service with payments being deducted from their post-graduate funds.

Total requests made for books decreased by 30% in the Main Library and approximately only a fifth of these requests were filled. The acquisition of the **OCLC subsystem** and **ARIEL** for Inter-library Loan has reduced the level of labour-intensive tasks and the document delivery time and provided easy assessment of the status of requests, there are some difficulties still to be resolved as turn around time is not yet at the desired level.

Reprography and Microfilming Programme

Demand for these services continued to increase and in response the Reprographic Unit commenced opening on Saturday with full service, greatly enhancing student satisfaction and compensating somewhat for the inefficiency of some of the older photocopy machines resulting in less requests for items to be removed from the Library for copying.

The in-house microfilming programme lagged behind due to equipment malfunctioning and staffing difficulties between February and June. Despite this, July 2000 – February 2001 run of the *Observer* newspaper was filmed on 8 reels.

Services to Distance students

Efforts were made to provide Distance Learners with Library services comparable to those provided on-campus. By increased visits to UWIDEC sites staff, local tutors and students were made fully aware of all library services and electronic resources accessible from the sites. Training was given for access and use of these resources and management of UWIDEC site libraries. With speedy resolution of authentication issues it is hoped that these students will be able to access Library databases.

Fieldwork Students

Three students from the Department of Library and Information Studies, UWI and one EXED student were supervised for their fieldwork assignments.

INCREASING ACCESS

DIGITIZATION

Examination Papers

The Library continued to enhance its document delivery service through the use of information technology to improve access. Through a project to digitize examination papers begun in January 2002, 660 undergraduate papers – commencing with Semester 2 of the 1999/2000 academic year – had been made accessible via the Library's OPAC by the end of the academic year. Given staff constraints, papers were scanned on an overtime basis, but as the project continues, provision for staff devoted to this activity will need to be made.

RBC photocopies

A pilot project for digitizing RBC photocopies to widen access to course materials began towards the end of the year. Making this material available online is expected to eliminate frustrations resulting from the inadequate number of paper copies, these few copies being always out on loan and the long waiting periods. The digitized photocopies are available from the online catalogue on the web only. The Library sought and obtained permission from copyright holders prior to having materials digitized.

RESPONSIVENESS

Student Suggestions

Through the years, the library has maintained dialogue with students and has tried to act on suggestions placed in the Library suggestion boxes. In the Science Library, there was a notable reduction in the number of complaints received over the period under review. Installation of Microsoft Office and providing access to the A drive on the computers in the post-graduate carrels resulted from student suggestions. The Library was complimented for the installation of the computers in the Post-Graduate carrels in the Science Library.

Hopwood Center User Survey

A survey to determine the nature of use of this facility observed as being underutilized was carried out in early 2002. Of approximately 720 users who responded the majority were undergraduates and the most frequent suggestion was for faster internet service. Other comments related to dull lighting in the room, installation of anti-virus software, need for a water cooler, zip drives, need for a technical assistant and the placing of

radiation screens on all computers. The Library has addressed some of these.

COLLECTION DEVELOPMENT/ MANAGEMENT

The Library continued its efforts to ensure up-to-dateness and relevance of the collections in all three Libraries by weeding, and acquiring new print and electronic and multimedia resources. Enhanced efforts in this direction resulted in an upward swing in the number of orders placed and a corresponding increase in the number of items accessioned to just over 8000 – a substantial increase over previous years – was recorded. Chronic shortage of shelving and storage space was further highlighted.

Two external assessors assessed the Computer Science Collection in the Library in February 2002. The Library cooperated fully in this exercise and awaits the results as these could impact on collection development.

Liaison Librarians

For the first time, specific sums were allocated to each department and Liaison Librarians working with Departmental Representatives were encouraged to spend these amounts. The Acquisitions Section provided assistance with reports of expenditure for greater accountability. Student assistants were employed to input the data for this project. The work of Liaison Librarians was also made more effective, by the placing of information relating to books on order on the OPAC. This project resulted from the collaboration of the Systems Unit, and the Cataloguing and Acquisitions Sections and benefited lecturers who can now find out whether an item has been ordered without visiting the Library.

ELECTRONIC RESOURCES

Databases

During the year three additional scholarly databases were made available to the academic community: CINAHL, a specialized database for the Nursing Education Programme, FSTA, a database of Food Science Technology for the Department of Chemistry and *Business Source Premier*, a full text database of over 2800 scholarly business journals in cooperation with the Mona School of Business. The subscription to EBSCO's database *Academic Search Elite* was upgraded to the more substantial Premier, with access to approximately 3500 scholarly full text journals. Subscription to the *Bio-One Science* database was also added during the year.

Electronic Journals

The Library has access to approximately 290 e-journals and these are either free or free with print subscriptions. Although there is a demand for journals in electronic format especially from the Pure and Applied Science and Medical Faculties, the library continued to purchase print rather than electronic subscriptions as there remain unresolved issues surrounding their accessibility to users off-campus, availability of back issues if print is not held, and the relatively high cost of most electronic journals.

PERIODICALS AND U N COLLECTIONS

Work continued on the Serials automation project in the Main and Branch Libraries. Holdings have been added to all MARC records found on OCLC. A number of items, mainly, newsletters, annual reports and UWI publications are to be catalogued in house and added. In co-operation with the Cataloguing Section and the Vertical File Team, the Government Serials Section reorganized its vertical files to make this material accessible through the OPAC. Several useful UN web sites were linked to the Library's web page.

GIFTS AND EXCHANGES

Work started on the rationalization and updating of the Exchange Programme with a view to maintaining a balance between what is given to exchange partners and what is received in return. The exchange of material between Mona, St. Augustine, Cave Hill and the University of Guyana continued to work well. Of the books and pamphlets accessioned during the year, gifts accounted for 2,794 of a total of over 8,000.

NOTABLE DONATIONS

During the year, the Japan Foundation through the Embassy of Japan made a presentation of a valuable collection of books on Japanese history and culture. "Condolence Book in Memory of Elsa Goveia 1925 – 1980..." presented by Prof. Sir Roy Augier, is a very special acquisition that has found its home at last. Professor Mervyn Morris presented an important collection of books, pamphlets, periodicals and miscellaneous items such as concert programmes, all dealing with Caribbean creative writing. Frederick Cassidy's Collection of Manuscripts, annotated books and papers and offprints are now in the West Indies and Special Collections Section for incorporation into the Manuscripts, the XF Special Collection and the West Indiana database.

Among other gifts were the following special acquisitions:

- (a) A portion of Austin Clarke's upcoming novel. "The Polished Hoe" presented by the author during a visit to the Campus,
- (b) A collection of personal and family photographs were put on deposit in the Library by Professor Sir Roy Augier,
- (c) Approximately 40 chemistry books donated to the Science Library by Prof. John Vederas, University of Alberta, Canada, through Dr. Paul Reese of the Department of Chemistry.

BINDING AND CONSERVATION

Binding and conservation of the library's collections continue to lag behind. The Bindery staff has been strengthened but productivity gains remain minimal and efforts will need to be made in the coming year to replace some of the outdated equipment. It is hoped that with the training of a Librarian in Preservation/Conservation, greater direction will be given to the programme.

INFORMATION TECHNOLOGY

Integrated Library System

In January 2002 the Library's Integrated System, VTLS, was transferred from the HP9000 machine located in the Library to a Sun 3500 Server located in Mona Information Technology Services (MITS). MITS now becomes totally responsible for the server, the Solaris operating system and Oracle databases while the Library remains responsible for the functionality of Library software.

Network Infrastructure

Resulting from a major upgrade of the network infrastructure and equipment carried out with from the IT Strategic Budget over 100 additional network connections have been added including 22 in the Overnight Reading Room, six in a newly created postgraduate facility and 24 in the Multi-Functional Room.

Plans for acquisition of a New Integrated Library System, spearheaded by the St Augustine Campus are well underway. A projected date of August 2003 has been set for the installation of the new system.

ORGANISATION OF INFORMATION RESOURCES

The ongoing thrust to develop the Online Public Access Catalogue (OPAC) and improve access to the Library's collection continued throughout the year.

Retrospective Conversion

The primary target of the library's Retrospective Conversion Unit established in March 2001 to complete the conversion of 50% of West Indian monographic material was achieved. Work on the conversion of the circulating material for the Main, Medical and Science libraries continued with greater efficiency through the Retrospective Conversion Unit rather than interspersed with the work of the Cataloguing Section. Searching online and on CATCD resulted in 27,780 titles being loaded on the OPAC.

Database Development

Creation and development of local databases in areas or special subject interests continued. One thousand one hundred and sixty items (an increase of 75% over that of the previous year) were entered in the **West Indiana Database** for the year. At the end of the year under review, the database contained a total of 10,270 items. In the Science Library, 1,310 journals were scanned for articles to be included in the **Caribbean Environmental Database (CAREN)**.

SPECIAL PROJECTS AND INITIATIVES

CARDIN

Phase two of the CARDIN (Caribbean Disaster Information Network) Project to facilitate access and dissemination of disaster information in the region was successfully completed and funding for the third phase was provided with a grant of EU 250,000. In anticipation of reduced funding from ECHO and the need for sustainability of the project, CARDIN successfully submitted a proposal to the Canadian University Services Office (CUSO) for an Information Technologist to start in October 2002. Dr. Simeon Batchelor from the UK Department for International Development, (DFID), visited CARDIN to seek information to use the project as a case study in a planned publication for projects which have used IT to achieve sustainable development. The first Project Advisory Committee meeting with representatives from all Caribbean partners, was held on March 17, 2002 at Mona Campus Library.

Virtual Health Library (VHL) Project

Four main stakeholders – Ministry of Health, PAHO/Jamaica, CFNI and the UWI signed the summary of the Memorandum of Understanding Between Participating Partners at the 8th Annual International Conference of the University Diabetes Outreach Project held at Ocho Rios, Jamaica on

March 10, 2002. The VHL Webpage was subsequently worked on by the Medical Library and placed on the Medical Library's page.

OTHER ACTIVITIES

For Research Day 2001 the Library successfully coordinated the production of booklet **Research for Development – Prospects for Economic Growth: Public and Private Sector Perspectives.**

The Library was co-host of the Association of Caribbean University Research and Institutional Libraries (ACURIL XXXII) Conference held in Ocho Rios Jamaica, May 27 – June 1, 2002.

Staff

There were some changes in staff but the overall position remained stable. Miss Stephney Ferguson, University/Campus Librarian proceeded on Sabbatical Leave and Mrs. Norma Amenu-Kpodo was appointed to act as Campus Librarian from January 15, 2002 to January 15, 2003. Mr. Samuel Bandara acted as Deputy Librarian.

Mr. Lewis Racicot who had been with the Library since January 1997, returned to Canada. Mrs. Janet McCallum was appointed Acting Head of the Systems Development Section effective November 1, 2001. Mrs. Joan Vacianna and Mrs. Enid Brown were promoted to the rank of Senior Librarian 1.

The Library employed 78 Student Assistants in the 2001-2002 academic year to perform duties in all areas of the library system and for the first time incorporated Graduate Students in the group.

OBITUARIES

On a sad note, the library community and the Science Library in particular, bade farewell to one of its stalwarts, Mrs. Jacqueline Roberts, former Head, Science Library, who passed away on March 15, 2002, and was interred on March 22, 2002. Her many contributions to the library and the university community, particularly to the UWI (Mona) Community Credit Union will be remembered.

In May, the Library lost one of its highly valued student assistants, Kameisha Grant who worked in the MERIC Section of the Main Library. An exhibition with a tribute from the staff and samples of her writing was mounted in her honour.

RESEARCH IN PROGRESS

Norma Amenu-Kpodo

- “Survival Strategies for Library Associations: a Caribbean view point”

Samuel B. Bandara

- “A Bibliography of Caribbean Fiction”
- “A List of Abbreviations and Acronyms for Caribbean Users”
- “A Bibliography of Theses and Dissertations in Caribbean Literature”.

Patricia Dunn

- Elsa Vesta Goveia 1925-1980: A Bio-bibliography of Her Life and Achievements_(completed).

PAPERS PRESENTED

Gracelyn Cassell

- “Arrow and Soca: Extracting Dollars out of the Music Industry”, Second Conference on Caribbean Culture in Honour of Kamau Brathwaite, UWI, Mona, January 9-12, 2002.

Paulette Kerr

- “Parties for Partnership: getting Faculty aboard an Information Literacy Initiative” with Verna George at the 32nd Annual Conference of the Association of Caribbean University, Research and Institutional Libraries, ACURIL, Ocho Rios, Jamaica, May 2002
- “Partnership in the making: the easy task of getting Faculty on board an IL Initiative” *Poster Session* presented with Verna George at the Annual Conference of the American Library Association, Atlanta Georgia, June 13-19, 2002

Maureen Kerr-Campbell

- “Evolution of a New Species”, Poster/Abstract presentation at ACURIL XXXII Annual Conference, Ocho Rios, Jamaica, May 27 – June 1, 2002.

Beverley Lashley

- “Disaster Preparedness in the Caribbean: the Experiences of the Caribbean Disaster Information Network” at the Conference on “Preservation of Archives in Tropical Climates”. November 5-8. 2001 – Jakarta, Indonesia.

PUBLICATIONS

Jointly produced publication

- * *Research for Development: Prospects for Economic Growth: Public and Private Sector Perspectives*. Compiled by Gracelyn Cassell, Cheryl Kean, Maureen Kerr-Campbell, Judy Rao, Tereza Richards, and Frances C. Salmon. edited by Verna George. Kingston: The Library, UWI, Mona. 2001.

Refereed

Evadne McLean

- * “Rising to the Challenge: A Content Analysis of Articles Published in *Social and Economic Studies* 1953-1997”. with Ian Boxill. *Social and Economic Studies* 51:2. (June 2002): 175-174.

Non-Refereed

Norma Amenu-Kpodo

- * “Retired Librarians: An Untapped Resource?” with Beverley Lashley, *Library and Information Association of Jamaica Bulletin* (2002): 17-23
- * “Library Associations in Developing Countries: The Caribbean Islands as a point of comparison with Micronesia”. In *PIALA 2000 B Libraries and Archives: Where Information and Language Literacy Begin Selected Papers from the 10th Pacific Islands Association of Libraries and Archives Conference and the 13th Annual Regional Language Arts Conference, Guam, South Pacific, November 2000*, p. 21-36.
- * ‘Knowledge Management’ In *Research for Development: Prospects for Economic Growth: Public and Private Sector Perspectives*, (2001) :48-49

Leona Bobb-Semple

- * “Student Workers in Academic Libraries: Comments on Their Use in the University Library at Mona” *Library and Information Association of Jamaica Bulletin* (2002): 24-29.

Enid Brown

- * “Documenting Cultural Heritage: Focusing on the Oral History Collections at the University of the West Indies, Mona Campus, Jamaica, W.I.” *Library and Information Association of Jamaica Bulletin* (2002): 10-14.

Gracelyn Cassell

- * “Library Services in Montserrat: Helping People Realize their Full Potential” *Changing Culture of Libraries*. edited by Renee Feinberg. New York: MacFarland, 2001: 41-50

Beverley Lashley

- * “Creating a Caribbean Disaster Information Network” in *TsuInfo Alert* 4.1 (2002): 25-27.

Ouida Lewis

- * “Exhibitions at the Main Library, University of the West Indies, Mona: A Practitioner's Experience” *Library and Information Association of Jamaica Bulletin* (2002): 40-43.

Margaret Pearce

- * *Essentials of Professional Ethics for Accountants*. with Margaret Mendes. Kingston, Jamaica: CFM Publications, 2002.
- * *Editor Special Libraries in the Caribbean on the Threshold of the New Millennium*. Kingston, Jamaica: Arawak Publications, 2002.

PUBLIC SERVICE

Norma Amenu-Kpodo

- Executive Secretary, Commonwealth Library Association
- Member of the Executive, Library and Information Association of Jamaica (LIAJA)

- Executive Member, International Federation of Library Associations, Round Table for the Management of Library Associations
- Member, University Council of Jamaica Assessment Team
- Member, UNESCO National Commission for Jamaica Committee for Promoting Work Book and Copyright Day,
- Member UNESCO National Commission for Jamaica, Committee on Information for All

Samuel B. Bandara

- Corresponding Member, Standing Committee of the Section on Acquisition and Collection Development, International Federation of Library Associations and Institutions.

Enid Brown

- Member, SALALM

Patricia Dunn

- Member, National Library of Jamaica Collections Development Management Committee

Paulette Kerr

- Executive member, Jamaica Historical Society
- Member, Planning Committee of ACURIL 2002 (Jamaica) Conference
- Representative of Librarians II and III to the Library Assessing Committee

Beverley Lashley

- Chairperson, Education and Training Working Party, LIAJA

Sandra Stubbs

- Chairperson, Membership and Conditions of Service Working Party. LIAJA