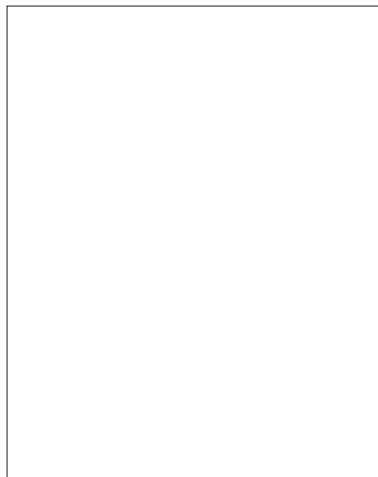


THE LIBRARY

MONA

Year ending July 31, 2003



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

OVERVIEW

SERVICE IMPROVEMENTS

Emphasis on a student centered approach and enhanced client services led to several improvements and achievements.

CLIENT SERVICES

Circulation of Material

Increases were recorded in the number of books loaned throughout the Library system as also in the number of students using the Overnight Reading Room. The total loans from the Social Sciences and Humanities and Education collections of the Main Library increased in 2002/03 over the previous year from 160,198 to 187,167 (16.8 %) and in the West Indies & Special collections from 8409 to 14682 (74.6%). Increases were also recorded in the Medical and Science Branch libraries by 25.63% and 17.5% to (10,069 to 31,086 items) respectively. Despite a minor increase in the material borrowed from the Government Serials Section, a decrease of 14.22% was recorded in the number of periodicals borrowed. This is not a true reflection of usage of material in these areas as the majority of the collection is housed in open stacks where they can be consulted but not borrowed. Increased access to online databases, electronic journals and photocopying facilities have also affected the use of printed journals by borrowing them for reading outside of the Library.

**BOOK LOANS THROUGHOUT THE LIBRARY SYSTEMS
FOR THE ACADEMIC YEAR 2001/02 & 2002/03**

Fig. 1.1

Mona Electronic Reference & Information Centre (MERIC)

Twenty additional work stations were installed in the overnight reading room, not only increasing the MERIC facilities but also enabling the library to offer 24x7 access to the data bases and electronic resources available through its website. In the Science Branch the MERIC services were improved with the installation of 10 new computers.

For more effective control and equitable allocation of the facilities in MERIC at the Main and Science Libraries an automated booking system for use of work stations for internet access or word processing was introduced. In the Medical Library's Hopwood Centre, allocation and control are still being done manually pending a decision on the future of the Centre. Demand for the MERIC and Hopwood facilities continue to be high as the records show not only a high daily occupancy rate particularly in the months of October, November, February, March and April but also increased use of the facility for research. Statistics obtained from the automated booking system shows 54,949 sessions booked for a duration of 2,311,931 minutes in MERIC (Main Library between October 1, 2002 and July 31, 2003) with an average usage level of 54%.

Mona Information Literacy Unit (MILU)

MILU dedicated to the development of UWI students into lifelong learners, offered a variety of courses all well supported by the university community. Over 350 sessions including tours, OPAC training, database and internet search techniques, subject-oriented sessions and foundation-course modules were held. These totaling approximately 500 hours, were delivered to over 5000 users in all faculties. Increased collaboration between faculty and library staff resulted in requests for customized sessions from several Departments, leading to the design and delivery of special library modules within courses. Examples of these were as follows:-

- A 7-hour module delivered to three separate classes of postgraduate students in the course **LG600: Advanced Academic Writing**. This included sessions on plagiarism;
- A 7-hour module on Information Gathering Techniques to undergraduate students in **MC10B: Interviewing Techniques and Information Gathering**.
- Sessions for postgraduates in Economics, Counseling, Sociology, Nursing/Health Information Systems, Physics, Chemistry, Mathematics and Computer Science

In addition to the first semester Orientation tours for freshmen, tours were conducted for the visually impaired, and groups of visiting overseas students. A presentation was also made at the new academic staff orientation programme, highlighting the work of MILU, the electronic reserves project and demonstrating the plagiarism software, "Turn it in" which was available through a trial subscription,

- In response to requests, Seminars were also given to groups of postgraduate students from various faculties on the recommended citation styles.
- Outreach activities of MILU resulted in the delivery of information literacy courses to sixth form students at Hampton High School and Munroe College and through UWIDEC to approximately 60 Caribbean Advanced Proficiency Examination students from Jamaica and other Caribbean territories. Throughout **Research Day**, the Main Library conducted several specially designed tours for high school students.

Post Graduate Facilities

The Post-Graduate Reading Room in the Main Library, with computers for Internet access and word processing, and an area with lounge chairs for reading and relaxation became fully operable during the year. Access to the room is gained by allocation of bar coded keys which are then swiped onto each borrower's ID card. Publications of interest to postgraduates such as the **Thesis Guide** and **Responsibilities of Students and Supervisors' Guide** were placed in the room. The bulletin board in the Room was used to enhance awareness on issues affecting post-graduates including information on the availability of jobs and scholarships. This long overdue facility has proven to be a welcome addition to the 18 fully equipped post graduate carrels located in the Science and Medical branches.

Enhanced Reference Service

To ease congestion at the reference desk in the Main Library a Help Desk staffed by postgraduate student assistants was established as a pilot project to deal with simple directional and non-reference queries. It operated between the peak hours of 10 a.m. and 4 p.m., Mondays to Saturdays from **March 31 to May 23, 2003**. The student assistants were trained in the use of the OPAC and card catalogue, customer service and methods of distinguishing between reference and non-reference queries.

Feedback from patrons obtained through evaluation forms was very positive and it is proposed to institute the Help Desk as a permanent feature during peak periods.

Extension of Opening Hours for Summer School Students

In the summer of 2003, The Campus Library was able for the first time to operate opening hours from 6:30 to 10:00 pm for Summer School students in the faculties of Social Sciences, Medical Sciences and Humanities and Education. This became possible through an agreement reached between employees' Unions, the Campus Administration and the Bursary and approved by the Campus Finance & General Purposes Committee. Special contracts for sessions of 3.5 hours duration were offered to staff in order to operate the extended hours. Although the Science Library did not open for these extended hours special arrangements were made to provide access to material for summer school students in the Faculty of Pure and Applied Sciences at the Mona Library.

Statistics were recorded for the numbers of items issued per session and of users present at the two Libraries each day at 7:00 p.m. and 9:00 p.m. respectively and the means of these number were as follows.

Library	Issues	7:00p.m.	9:00p.m.
Main (31 Sessions)	114.3	77.5	53.5
Medical (45 sessions)	11.8	27.0	18.5

INTERLIBRARY LOAN and DOCUMENT DELIVERY

Through the use of ARIEL, delivery time for articles has been reduced to between one to five days in the Main and Medical Libraries but most articles arrive within a two day period. Efforts are being made to achieve a similar level of service for the delivery of books requested on Interlibrary Loan.

Improvements in Service to Students registered in Distance Education Programmes

Continuing efforts were made to ensure that the services offered to the distance learning community mirror those provided for on-campus students as closely as possible. In furtherance of this, students registered in the MA. Education Programme were provided with password access to selected data bases. Some on-site collections for the Social Sciences and Education programmes were strengthened and document delivery and book loans to staff and students were made in response to the e-mail reference service. Requests for past examination papers have been greatly reduced as students and tutors can now access these directly from the online catalogue.

Throughout the year, the Library actively served three groups of distance learners:-

- Those in the Northern Caribbean Non Campus Countries.
- Students at the 10 intra-Jamaica UWIDEC sites, enrolled in the Social Sciences and Education programmes delivered through UWIDEC
- Students in the Special B.Ed Secondary (Distance) Programme which came on stream in January 2003.

For the latter programme the Library procured text-books as well as established and maintained a special collection for students in its summer programmes. In addition, B.Ed. distance students in the six-week summer programme participated in the training sessions for Library orientation, training to use the Online Public Access Catalogue (OPAC), search strategies for databases and the world wide web, and on Techniques for gathering information and citing sources (UC010).

Strengthening Relationships with Faculty

Recognising the value of strong relationships with Faculty the Annual Faculty day was organized inviting academic and senior administrative staff to visit the Library to learn about its services and programmes. The work of liaison librarians assigned to maintain contact with departments has continued to be useful in strengthening relationships they have ensured that lecturers are made aware of new publications in their disciplines and are encouraged to help in developing the collection to meet their specific needs.

TECHNICAL SERVICES

Collection Development & Management

The work of the liaison librarians has continued to pay dividends as the number of book orders placed exceeded that of the previous year by 400 and 8138 volumes were added to the collection. The virtual library concept is gradually being realized with the growing number of electronic resources added through linkage to the Library's web page. The impetus to diversify the collection with increased emphasis on the acquisition of Multi-media resources is continuing and during the period 459 items were acquired.

A large collection of audiovisual material donated to the Library at the request of the Latin American Caribbean Centre was handed over by the Spanish Ambassador and was added to the collection.

Oral History tapes and transcripts compiled under the History Department's Social History Project were transferred by the Department to the West Indies and Special Collections Section.

Cataloguing

The main focus of the Cataloguing Section during the year was to develop and enhance the Online Public Access Catalogue (OPAC) for improved access to the Library's collection. As part of the digitization project approximately 60 bibliographic records for photocopies were enhanced with the Electronic Location and Access Field (856) in order to be accessible on the web. Bibliographic records in the OPAC increased from 165,723 at the end of July 2002 to 185,974 at the end of July 2003. Cataloguing Internet Resources was resumed and 37 titles were added to the OPAC, affording users with the opportunity of finding information in another format.

Retrospective Conversion Project

11,713 bibliographic records were added to the OPAC through retrospective conversion.

With this continued growth, patrons are offered a larger pool of sources of information as material which was previously hidden in the card catalogues can now be easily found on the OPAC. Work is continuing on the West Indies and Special Collections and is due to commence shortly on the conversion of the Medical collection.

BIBLIOGRAPHIC RECORDS IN OPAC (*Online Public Access catalogue*)

Gifts

The Dr. Bridget Jones collection of mainly French Caribbean material and personal papers donated during the previous year was processed and transferred to the West Indies and Special Collections Section at the end of the year.

Austin Clarke donated the manuscript of his award winning novel *The Polished Hoe* to the Library.

A trailer of books and periodicals was received from the **American Chemical Society**. Initiated by Professor I. Kahwa, Head of the Chemistry Department, this gift of 20,060 books and 338 periodical titles consisting of 2,158 bound volumes and 4,001 unbound parts is being integrated into the collection and has greatly enhanced the Science Library's resources.

Information Technology Applications and Usage

The upgrading of network infrastructure begun in the previous year enabled provision of additional OPACS and workstations in various areas. The total number of workstations in the Main, Science and Medical Libraries now stands at 240 including 138 which are available for student access and another 28 dedicated for accessing the Library OPAC .

The computer reservation system, Pharos Signup, was implemented in Main Library's MERIC in October 2002 and later extended to Postgraduate and Overnight Reading Rooms and MERIC in the Science Library. It allows for workstations to be reserved and controls the length of sessions and number of times students can access workstations, and is functioning well.

The installation of 20 work stations in the Overnight Reading Room now provides access to the Library's databases and other electronic resources during periods when the Library is closed. The acquisition of the new Integrated Library System is still anxiously awaited.

Digitization

A total of 860 undergraduate examination papers were added to the Library's OPAC during the academic year 2002-2003. Holdings now span the period Semester II 1999/2000 to Semester 1 2002/2003. Collection of examination papers on a weekly basis has overcome the long existing problem of gaps in the receipts from the Examination Section. Work also

continued on the pilot project designed to create an electronic reserve collection. Copyright clearances were obtained from staff whose publications have been placed on reserve and this material was digitized and made accessible to students. The project is continuing and as more material is added, the service to our clients will be enhanced as more material will become available on line.

Electronic Journals & Databases

During the year under review the Library spent approximately US\$100,000 on subscriptions to online databases. The many requests for access to additional electronic access emanating from all faculties were far beyond the Library's present financial resources. Current offerings are being assessed to identify overlaps or deficiencies with a view to ensuring that all subject areas are adequately served.

Access to appropriate free electronic journals is provided but this effort is challenging as links have to be monitored regularly to ensure that they are still active. Notwithstanding the challenges, a systematic examination of all current titles is being carried out with a view to maximising our free options. Closer cooperation with the other campuses with a view to obtaining favourable consortium pricing has resulted in savings on the cost of some data bases.

IN-HOUSE DATABASES

Caribbean Environmental Network (CAREN)

Data entry for the CAREN database continues. Over 2,500 entries were scanned to identify relevant articles for the database.

Special Projects.

Virtual Health Library

A VHL Jamaica website has been created. (<http://198.58.0.114:1107/>). There are a number of active links including that of the Ministry of Health. The Medical Library is the designated coordinating centre and its Librarian, Country Coordinator for the Project. The thrust now is to get the various stakeholders to become active participants in the various activities that are required to move the Project forward.

The Electronic Theses and Dissertations (ETD)

A proposal submitted by Mrs. Swarna Bandara, Acting Librarian-in-Charge of the Medical Library for an *Electronic Thesis and Dissertations Project* was accepted and preparatory work is now being done to launch this in the coming academic year. This initiative will involve graduate students presenting their theses and dissertations in electronic format and for existing printed ones to be digitized. Among the many benefits of this project is the empowerment of the University to unlock its information resources to the international community thus gaining further recognition globally. This initiative will allow the University of the West Indies to be a part of the **Networked Digital Library of Theses and Dissertations (NDLTD)** which already involves over 64 universities in the US and 60 others worldwide along with 17 institutional members.

Caribbean Disaster Information Network (CARDIN)

Work on this project was continued with the following activities

1. Delivery of a workshop to 36 participants on Preservation and Disaster Planning for Disaster Information Units. This was organized jointly with CDERA in Barbados from 11th to 14th November 2002.
2. Training of staff at the Meteorological Office in Jamaica and assistance with organization of its Disaster Information Unit.
3. Updating of the CARDIN Website resulting in the creation of a Caribbean Virtual Library of disaster information with direct link to the CARDIN data base, interactive features and discussion groups.
4. Production of various publications designed to promote the activities of CARDIN.

Although funding support from The European Commission Humanitarian Organization (ECHO) came to an end during the year, the project is being continued by the University of the West Indies.

Research Day 2002

Library staff contributed to Research Day 2002 through the successful compilation and publication of *Research for Development, Vol.2; A*

Bibliography of staff publications, 1998-2002 providing information on 2215 items of publications produced by Campus staff.

Exhibitions

Major exhibitions included the following:-

The George Lamming Exhibition: A multi-media exhibition on the life and work of George Lamming mounted to mark the Conference organized by the **Institute for Caribbean Thought** in his honour. His publications were displayed and accompanied by posters and multimedia presentations comprising PowerPoint, video and audiotape presentations.

West Indies Cricket Board: A photographic display mounted at the Jamaica Pegasus Hotel to commemorate the 75th Anniversary of test status for the West Indies and to coincide with the launch of the book – *A Nation imagined* by Prof. Hilary Beckles, Principal of the Cave Hill Campus.

University of the West Indies Hospital 50th Anniversary: In collaboration with the University Hospital Administration, the public service area on the ground floor of the Medical Library was converted into an exhibition area to host the displays of the various departments of the Hospital for the Week February 10-14, 2003, in celebration of their 50 years as an institution. This Exhibition showcased the past, present and future activities of each department.

STAFFING

The year under review was one of change: During the first Semester of the Academic Year, Mrs. Norma Amenu-Kpodo continued to act as Campus Librarian vice Ms Stephney Ferguson who resumed duties when her Sabbatical Leave ended in January 2003.

Ms Patricia Dunn, Senior Librarian I, Head of West Indies and Special Collections and Mrs. Laxmi Mansingh, Senior Librarian II retired effective September 30 2002. The Library said farewell to them at a function at the Visitors' Lodge when their sterling contribution to the development of the Campus Library service was acknowledged.

Mrs. Enid Brown, Senior Librarian I, assumed the position of Librarian-in-charge of the Science Library while Mrs. Swarna Bandara and Mrs. Frances Salmon were appointed to act as Librarians-in-charge of the

Medical Branch and the WISC Section respectively to replace, Mrs. Laxmi Mansingh and Miss Patricia Dunn.

Student Assistants

The Student Assistants continued to provide invaluable service to the Library. The Library is the largest employer of this group on the campus and it is true to say that without their input the work would be seriously compromised. A short training programme has been developed for this category of staff and in conjunction with this a **Student Assistants' Handbook** and a leaflet, "Guidelines for Student Assistants" have been produced to re-inforce the training programme.

Awards

Mrs. Norma Amenu Kpodo, Deputy Campus Librarian was awarded **Librarian of the Year** by the Library and Information Association of Jamaica (LIAJA) and also by ACURIL at the regional level for the English-speaking Caribbean.

Mrs. Verna George and Mrs. Paulette Kerr won the Sherlock-MacMillan ACURIL Award for their Power-Point presentation/paper entitled "*Parties for Partnership: Getting Faculty Aboard an IL Initiative*".

Mrs. Leona Bobb-Semple, Senior Librarian I received a National Endowment for the Humanities Award to pursue training in preservation management and Miss Beverley Lashley, Librarian III was awarded a Fulbright Scholarship under the Central America/Caribbean Special Foreign Researcher Program in support of her work in cooperative disaster recovery strategies for Libraries.

Improvements to the Physical Plant

Improvements to the physical plant contributed to the development of an environment for students conducive to study and reflection and a more comfortable working environment for staff, leading to increased productivity. Included in this effort were:-

- a. the paving and furnishing of the eastern court yard, turning it into an outdoor group study area for students using the Overnight Reading Room.
- b. Partitioning and reorganization of the technical services area to improve workflow and enhance security of materials being processed.

- c. Installation of cellular telephone blocking equipment in the Main Library and the Science Branch to minimize the nuisance caused by cellular telephone users.

PAPERS PRESENTED

Enid Brown

- “The University of the West Indies, Mona Campus Libraries as a Cultural Space” at SALALM XLVIII, Cartagena, Columbia, May 23-27, 2003.

Paulette Kerr

- “Cliff Tyrell: Pioneer Jamaican Cartoonist” Staff/Graduate Seminar, Department of History, UWI, Mona, November 2002
- “IL Alliances: University Library and High School Libraries working together for lifelong learning” with Verna George: IASL Reports 2003: School Libraries Breaking
- Down Barriers: Selected Papers from the 32nd Annual Conference of the International Association of School Librarianship. Durban, South Africa, July 2003.

Margarette Pearce

- “Collection Development: Issues and Strategies for Academic Libraries” 3rd COLINET Symposium: “Academic Libraries in the Digital Age: Issues and Strategies for Development: Kingston, Jamaica, January 15, 2003

PUBLICATIONS

- * *Research for Development Vol II : A Bibliography of Staff Publications 1998-2002*, Leona Bobb-Semple, chief ed., with Gracelyn Cassell, Myrna Douglas, Tereza Richards, Janet McCallum Technical ed., Kingston, The Library, UWI, Mona. 2003
- * “Jamaica Library Association” **Paulette Kerr, June Vernon.** *Encyclopedia of Library and Information Science*, Vol. 2 (2003) 1423-1435.

Stephaney Ferguson

- * “An Overview of Library Cooperation in the Caribbean” in *Models of Cooperation in U.S. Latin American and Caribbean Libraries: The First IFLA/SEFLIN International Summit on Library Cooperation in the Americas*. ed. Bruce Edward Massis. München: K.G. Saur, 2003. 31-36.

Frances Salmon.

- * “A Survey of Internet Use by Faculty at the University of the West Indies, Mona”. *Library & Information Association of Jamaica (LIAJA) Bulletin* 2002: 31-35.

PUBLIC SERVICE

Norma Amenu-Kpodo

- Executive Secretary, Commonwealth Library Association
- Executive Member, Library and Information Association of Jamaica (LIAJA)
- Executive Member, International Federation of Library Associations, Round Table for the Management of Library Associations.
- Member, IFLA National Association Membership Fees Working Group
- Member, University Council of Jamaica Assessment Team
- Member, UNESCO National Commission for Jamaica, Committee for promoting World Book and Copyright Day
- Member, UNESCO National Commission for Jamaica, Committee on Information for All.

Samuel Bandara

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

Enid Brown

- Member, SALALM

Stephney Ferguson

- Justice of the Peace
- Vice Chairman, National Book Development Council of Jamaica
- Chair and Chief Judge, Book Industry Association of Jamaica,
- National Publishing Awards Committee, 1999
- Member, Soroptimist International (Kingston)

Beverley Lashley

- Chairperson, Education and Training Working Party, LIAJA

Evadne McLean

- Member, Jamaica Association of Open & Distance Learning Steering Committee for
- BEd. Secondary (Distance) Programme
- Member, Research and Publications Working Party, LIAJA

Margarette Pearce

- Member, LIAJA Executive representing University Librarians
- Member, Research and Publication Working Party, LIAJA

Sandra Stubbs

- President, Kiwanis International,

