

THE LIBRARY

MONA

Year ending July 31, 2005



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

Overview

Gains made in the Library System during the 2004/2005 academic year were particularly satisfying, as these were attained despite the serious flooding of collections on the ground floor in the aftermath of Hurricane Ivan in September, 2004. The consequent focus on restoration activities for some four months of the year also caused diversion from regular activities. Notwithstanding these events, the Library continued to align its activities with the goals of the Strategic Plan 2002-2007 and the Strategic Repositioning thrust of the University, and experienced considerable success in moving forward in several areas. This was largely accomplished through the concerted efforts of dedicated staff members committed to excellence in the delivery of service.

The retirement and departure of the former Campus and University Librarian, Ms Stephney Ferguson in September 2004, after 7 years of service to the University Library, and the appointment of a new Campus Librarian, Norma Amenu-Kpodo, former Deputy Librarian, in October 2004, took second stage to the flooding at the start of the year. Mention must be made of the donations of books or cheques that were given by academic staff, alumni, and well wishers. Special mention must also be made of the generous contribution of the Caribbean Foundation – its first to the Mona Restoration Fund, all of which assisted in the recovery process.

Highlights:

Among the highlights were the:

- Quick recovery from the damage sustained during Hurricane Ivan
- Residency in the Library of Distinguished Fellow of the School of Graduate Studies & Research
- Enhancement of Special Collections
- Successful Workshop on

Preservation Management for Librarians, Archivists & Records Managers in the Caribbean

- Approval of additional budgetary allocations for four major projects
- Attachment of Bindery Staff to Cornell University Bindery, and restructuring for effectiveness.
- Award of UNESCO funding to organize a training workshop on

Preservation of Caribbean Cultural Heritage.

Budgetary constraints necessitated cutbacks in collection development and reduced work hours for some members of staff, and this resulted in some tension for a greater part of the period. By the end of the year, many of the difficulties had been resolved and the Library ended the year very positively. However, challenges presented by leaking roofs, faulty drainage systems, shelving and storage space, remained problematic.

Targets

Emphasis in the coming year will be placed on . • Extending the income generating opportunities for on-going development of facilities and services . • Enrichment of Library collections, with focus on the West Indiana . • The launch of a University Web-based Research Data-base . • Installation of the New Integrated Library System in all sections of the Library and training of staff in its use . • Acquisition of major electronic databases critical for research and back issues of periodicals in microform . • Expansion of its out-reach activity to pre-University students through offerings in Information Literacy . • Provision of a CD on Information Literacy for Distance Students . • Site

visits to select non-campus territories in the northern Caribbean

WORK OF THE DEPARTMENT

Work within Sections of the Main Library and the Science and Medical Branch Libraries continues to revolve around the Strategic Plan 2005-2007, with the more technical units focusing on widening access to resources using technology to advantage, while the public service areas focus on quality and variety of services to satisfy and, where possible, exceed user expectations.

LOAN AND REFERENCE

Efforts to adopt a more student-centred approach to the Reference Services continued and a *ReferenceQueriesDatabase* was mounted at the Reference Desk. This database has for consultation over 400 queries previously answered by Librarians. There was also a noticeable increase in the use of email for reference.

Circulation

The total circulation count for both the Reserved Book Collection and the Open Shelf Collection decreased this review period from 200,300 to 186,183. Noticeable were reductions in RBC statistics for September when compared to those of the previous year (**5934:2004/5, 11621:2003/4** approx **51%**) and Open Shelf (**858:2004/5, 5563:2003/4** approximately 15%) are a reflection of the disruption in the aftermath of Hurricane Ivan. External borrowers were down to 28 from 35 in the previous year. This is the first full year that statistics were collected for students entering the Library and these showed a high of 71,330 in November and a low of 6,340 in August. In the Overnight Reading Room, the figures ranged from 732 for the month of September 2004, to a high of 6,430 for the month of March, 2005.

Orientation

The Library's Orientation presentation to new students was revamped and a booth with a looped orientation presentation was set up in the Catalogue Hall (Main Library) for students who may have missed the general orientation session. Special efforts were made to revise the brochure on *ServicesandFacilities* and improve its access to students. Procedures to facilitate limited access to students not yet in receipt of ID Cards were introduced to minimize the uncertainties experienced by new incoming students. Guided library tours were offered to help in speedily familiarizing students with the Library environment.

Mona Electronic Reference Information Centre (MERIC)

In support of the University's teaching and research goals, the centre continued to provide students, faculty and other researchers with access to the Internet, the Library's Online Public Access Catalogue (OPAC), electronic access to Past Papers as well as to print copies, databases, electronic journals, CD ROM products, and to electronic reserves (digitized collection). Other services included orientation of new students to resources, activation of UWI accounts in order to access electronic reserves, and printing services.

Visually Impaired Students Technology Assisted Services (VISTAS)

Reports from students registered for the academic year 2004/2005, indicate that VISTAS continued to provide a quiet area where visually impaired students meet with their readers and use the Kurzweil Reader and JAWS. VISTAS was also used to facilitate examinations in December 2004. Introduction of a service which allowed the visually impaired to request loans in advance and hence reduce the waiting time, was considered particularly useful for borrowers who depend on readers whose contact times are often short.

Inter-Library Loan

Two new features were added to the Interlibrary Loan Service: Grouping of Lenders to improve the flow of information to users which has resulted in quick and inexpensive responses, and Interlibrary Lending Financial Management. The Section handled 316 requests compared to 544 during the previous academic year.

Mona Information Literacy Unit (MILU)

As part of objectives for the year, MILU focused on amending IL presentations for online delivery. An online module on "Searching the Library's Catalogue" was designed and mounted on the Library's Website to supplement in-house OPAC Training Sessions. Work on two other tutorials was started and should be accessible on the Library's Webpage in the coming year. A session on Thesis Writing for graduate students was also offered.

MILU offered over 184 sessions (tours, subject-oriented sessions, and foundation-course modules, open courses) totaling approximately 268 hours, to over 2,707 students. There were some 34 collaborative sessions with Faculty – including a new request from Mona Institute of Business – PhD in Information Systems, and subject-oriented sessions in the Departments of Literatures in English, CARIMAC, Economics, Sociology and Social Work, Government, Education, Management and Psychology. A UWIDEC session on APA style was conducted and a summary poster for APA citation style prepared. MILU was involved in significant outreach activities during the year. Sessions were conducted for Preston Hall students and the "Generating Genius" programme.

DISTANCE LIBRARY SERVICES

Through this unit the Library extended its outreach activity to ensure that off-campus students like their face to face counterparts, had the opportunity to access a variety of library services and resources. To promote effective use of electronic resources by distance students, the Distance Librarian made site visits to eight of ten sites within Jamaica, to provide students and staff with training on accessing the Library's full text bibliographic databases.

WEST INDIES AND SPECIAL COLLECTIONS Damage to Collections

The West Indies Collection and the Microform Collection, both stored at ground level were two of the collections which suffered heavy flood damage from Hurricane Ivan. Approximately 4,000 books that were on the bottom shelves suffered damage and the subject areas affected were literatures of the region from, Cuba, Puerto Rico, and the French Antilles. In the English speaking areas, there were losses in the areas of Caribbean music, arts and artists of the region, cookbooks, indigenous religion, Caribbean economic conditions, history and description of Antigua and Grenada. Quick response by the Library's technical team and the priority given to restoration of West Indian Collection helped to restore some of the books and by the end of the year, most of the damaged material are back on the shelves.

Despite efforts to focus on continued acquisition of West Indian print and audiovisual material during times of budget constraints, there was a downward trend in titles purchased, but this was compensated for, in part, with gifts. The Most Honourable Edward Seaga, former Prime Minister of Jamaica, and Distinguished Fellow, SGSR, donated his Collection to the UWI Library. This collection is comprised of books, journals, scrap books, paintings, memorabilia and furniture.

The total number of users fell marginally due to the closure of the Section for recovery after Hurricane Ivan. Use of the Special Collections increased by 12%, while the issues for West Indies Collection declined by 22%.

Microfilming of UWI Theses

After a break of five years, microfilming began in May 2005 with 22 theses for 1991 being completed.

Exhibitions

"The Thought of the New World – The Quest for Decolonization" was mounted in June 2005 to accompany the conference of the same title sponsored by the Institute of Caribbean Thought. Another exhibition on Sir Roy Augier, undertaken for the School of Continuing Studies, was mounted in St Lucia to coincide with the "*Beyond the Wall*" conference. It was subsequently mounted in the
Main
Library.

ACQUISITIONS

During the year under review, the Section was hard hit by financial constraints and the disruptions caused by Hurricane Ivan, as a result there was a marked decrease in all formats of materials accessioned for all collection.

Many of the targets set for the year were achieved. A noteworthy addition to the Collection is the microfilm edition of the **Blue Books of Jamaica**; and negotiations are at an advanced stage for the acquisition of West Indian theses from eight British Universities.

CATALOGUING

Cataloguing and OPAC Enhancement

A total of 3,670 volumes were catalogued during the year under review, a reduction of nearly 50% over the previous year. Statistics provided by the Systems Section revealed that 205,502 bibliographical records are presently on OPAC, up from 197,789 at the end of July 2004. Data entry for 639 bibliographic records was completed compared to 1,279 in 2003-2004. Four hundred and seventeen photocopied articles were processed, and bibliographic records were added to OPAC to satisfy the reading list requirements.

The enhancement of the OPAC continued in a number of areas. Authority control, which is an important feature of online catalogues, required ongoing attention. Standardization of names and subject headings and the creation of references in order to improve access, adding electronic resources and contents notes to West Indian material, continued. Work also begun on cataloguing the Edward Seaga Collection, and adding books and files to the OPAC.

Due to the impact of Hurricane Ivan on the Library, hundreds of rebound books had to be relabeled and prepared for re-shelving.

Computer Upgrades and Training

Technical upgrades were done to all the computers in the Section to facilitate the use of OCLC Connexion Client between May and July. As the Section moved from and CATCD and OCLC Passport software which the Library had used for the last decade to OCLC Connexion Client, all staff members had to be retrained in the use of these OCLC products, thus significantly reducing normal cataloguing activity during this period.

Retrospective Conversion

Retrospective conversion continued on West Indian Literary Works in the XX and West Indies Collections as well as on data-entry for pamphlets in the University Collection. Work continued simultaneously with “on the fly” conversion of the circulating material, and 3,898 items were created for these. In June 2005, the barcoding and conversion of the Medical Library’s collection started. Barcoding of the Science Library’s pamphlets was completed in July in preparation for retrospective conversion. Conversion of monographs in the Science Library is almost complete.

BINDERY

Several strategies were implemented in the Bindery to make it more efficient in its operations. Professor John Dean from Cornell University visited the University Library Bindery for five weeks in February/ March 2005, providing training in modern binding techniques for the staff.

Professor Dean also conducted several sessions in a very successful *Workshop on Preservation Management for Librarians, Record Managers and Archivists in the Caribbean* organized by the Library in collaboration with the Department of Library and Information Studies and the National Library of Jamaica.

PERIODICALS

The Section continued to provide assistance and instruction to students in the use of indexes and databases. The newly created Periodicals Cataloguing Unit catalogued 107 titles, as well as 53 *Course/Lecturer Evaluations*, thereby improving access to these resources. One thousand and thirteen Marc Holdings records were added. The addition of holdings to the current serials records loaded into the OPAC by the Science Library has also been completed. Much of this was achieved despite the increased responsibilities of the Head of Section and the shortage of staff.

As the print collection expands, the Section is faced with severe space problems and it is hoped that some temporary storage facility can be identified to alleviate the problem.

The Library acquired two subscriptions to the **Gleaner on line** and this will impact positively on storage space and ease of access.

SYSTEM S

During the year under review, the Library was finally able to move to the UWI-Mona domain and thus benefit from closer integration with MITS. The Systems Section continued to provide IT support for all Library services and projects. This year was especially challenging as the Section had to continue supporting numerous computers, especially the OPACs and workstations in Hopwood which are obsolete, no longer on warranty and which, due to the budget cut, have not been replaced.

Much of the year was spent in negotiation for a New Integrated Library System which is the main target for the 2005/6 academic year.

SCIENCE LIBRARY

Of significance during the year, is the impact of the flooding in September, caused by Hurricane Ivan. Much of the collections housed in the basement were flooded. These consisted of older scientific journal issues covering 1790-1989, some stored periodical items which belonged to the Main Library, and science book collection in storage. Approximately 7,700 bound and unbound volumes/issues as well as several books, all covering a wide cross-section of subject areas, were affected. Most of the damaged journal issues were between the years 1984-1989, replacements for which will be difficult in the printed format. The estimated cost for the total damaged journals is US\$146,300.00. Fifty-seven boxes of soaked items were sent to outside storage to be freeze-dried. The target of assessment and discard or reabsorption of the materials affected by flooding was substantially met.

There has been growth in the use of all Library materials both print and non-print; and clients now have access to reading the CD ROMS.

Strong relationships continued with the Faculty of Pure and Applied Sciences through participation at Faculty Board meetings, exhibitions highlighting faculty work and achievements, and liaison relationships.

Presentations were made on Preservation and Disaster Preparedness to four local workshops. Three covered **Writing Disaster Preparedness Plans** and one dealt with the **Preservation of Paper Records and Books**. A successful proposal made to CUSO resulted in agreement that a co-operant, Mr. Robert Routh, would be based in CARDIN for six months from September 2005, working to

improve the CARDIN (Caribbean Disaster Information Network) website and further develop the **Caribbean Virtual Disaster Library**.

Exhibitions

Seven exhibitions were mounted in the Science Branch Library this year, five were prepared by the Library staff. The exhibitions on “Faculty in the News” and “Stem Cells” were particularly well received by students.

Information Literacy

The target of increasing the number of departments in the Faculty to which Information Literacy sessions were offered, was met. Four new courses (including an undergraduate course) were added to the IL Programme. Of significance among the new IL offerings, are the **Masters in Telecommunication Regulation and Policy** (MRP) Programme offered by distance through the St. Augustine Engineering Faculty, **The Literature Review** BL60D and GT20R **Geographical Thought and Research**. The Library component of the Literature Review (BL60D) course incorporated research strategy, abstracting and indexing services (print and online), library based electronic resources, and documenting sources of information using the Chicago Manual of Style. The Library played a more significant role in the learning process, as students were given an assignment by the Library that constituted 5% of their final grade. A total of 241 students attended IL, an increase of 72 over the last academic year. An increase in the number of departments served will again be a target for the forthcoming year, the mission being to eventually expose the entire community of the Faculty of Pure and Applied Science to Information Literacy.

West Indian Science Data base

Significant development of the West Indian Science database was a target for the year under review, but this was not met. There were only 287 new database entries although there was a significant increase in the number of journals scanned for new entries. With the assignment of additional staff this year, significant development of the West Indian Science database will again be a target for the forthcoming year. During this academic year, efforts will be made to make the data base accessible from UWI Library's webpage.

The objective of the acquisition of Faculty publications for development of a comprehensive “U” collection was only minimally achieved, and will again be pursued.

Medical Library

The Medical Library continued to serve the needs of the Faculty and the students through the following activities:

◆.— Linking of the Faculty of Medical Sciences curriculum outline available on the faculty's website to Internet resources from health institutions such as National Health Institutes and universities to improve the quality of information provided to the students. ◆.— Listing over 1,000 free journals available on the Internet in medical sciences and related areas, and this will be made available at the beginning of the 2005/2006 academic year. This will be useful not only to the academics and the

residents of the Faculty of Medical Sciences, but also to the global communities. ♦.— **MEDCARIB** – the bibliographic database of health science information in the Caribbean, is being linked to full-text articles giving ‘anytime anywhere access’ to health science information produced in the Caribbean.

The increasing number of students in the nursing programmes without a parallel increase in facilities and resources presented a challenge. The Hopwood Laboratory housed in the Medical Library, continued to be a challenge. Originally, under the management of the Library but transferred in 2003 to the Faculty of Medicine, it now needs to be upgraded to provide the necessary support for the growing number of students.

Staff

Given the dislocation caused by Hurricane Ivan and the fact that no Deputy Campus Librarian was appointed during the year, the staff awards ceremony was not held in 2004/2005. Nevertheless, two staff members who led key initiatives should be mentioned, Samuel Bandara who led the negotiations for return to normal contracts for some temporary members of staff and Leona Bobb-Semple who led the restoration activities. Other staff members who have made their mark during the year are:

♦.— Dave Brown and Pamela Barnes who visited Cornell University Bindery on a two week attachment. ♦.— Paulette Kerr, who was awarded a Fellowship to attend Rutgers University to pursue PhD studies ♦.— Mervin Brown-Housen, awarded a Certificate in Business Studies from the School of Continuing Studies ♦.— Frances Salmon/UWI Library, received a UNESCO Project Award to organize a workshop in Antigua ♦.— Norma-Amenu-Kpodo/Charles Batambuze/Common-wealth Library Association, received a UNESCO project award to organize a *Workshop on Information Literacy for Public Librarians in Jamaica*. ♦.— Verna George who was awarded 2nd place in the Observer Literary Competition.

Two staff members completed their first degrees:

- ♦.— Carron Edwards: BSc in International Relations with Public Administration
- ♦.— Stacey Allen-Brown: BSc in Accounting and Management Studies

PAPERS PRESENTED

Enid Brown

- “Support for Latin American Studies at the University of the West Indies, Mona” as part of the panel “Support for Latin American Studies at the University of the West Indies.” At SALALM @50, Gainesville, Florida., April 16 -19,2005.

Gracelyn Cassell

- “Milking the Cash Cows of the Caribbean Music Industry: Arrow’s Story.” Soundscapes: Reflections On Caribbean Oral And Aural Traditions. The University of the West Indies, Cave Hill, Barbados, July 25 – July 29, 2005.

Beverley Lashley

. • “Writing a Disaster Preparedness Plan” Organized by the UWI Library in collaboration with Department of Library and Information Studies, UWI and the National Library of Jamaica. Workshop on “Preservation Management for Librarians, Archivists and Record Managers in the Caribbean”. Multifunctional Room, Main Library, UWI March 9 -10, 2005. . • “Preservation of Paper Records and Books” Office of Disaster Preparedness and Emergency Management Workshop on “Information Management Planning for Optimum Post Disaster Recovery”. Jamaica Pegasus, April 22, 2005. . • “Guidelines for Writing a Disaster Preparedness Plan” Organized by the Jamaica Archives and Records Department and the Government Records and Information Managers Network (G-RIM) under the theme “Disaster Mitigation: Protecting our Information Assets” Ministry of Transport and Works. April 28, 2005. . • “Preparing a Disaster Preparedness Plan” HEART Trust/ NTA Workshop, June 16, 2005. Medallion Hall. Workshop facilitator and guest speaker.

PUBLICATIONS

Refereed Journal Article

- * Gracelyn Cassell “Library Experiences with Natural Disasters: Hurricanes and Volcanoes (Montserrat).” *International Preservation News* 34 (December 2004):4-11.

Books and Monographs

E-Book

- * **“Natural Hazards and Disaster”**. Prepared for Research Day 2005, by Samuel B. Bandara, Myrna Douglas, Beverley Lashley, Dunstan Newman, Karlene Robinson, and Sandra Stubbs. UWI Library. Available on line at:

<http://mona.uwi.edu/library/research%20day%202005/Introduction.doc>

Book Chapter

- * **Myrna Douglas** and Tameca Thelwell. “Making Sense of the Electronic Resources Maven: A Tale of Two Caribbean Academic Librarians.” Shamin Renwick and Jaishree Kochar, eds. *Electronic Information Resources in the Caribbean: Trends and Issues*. Proceedings of the ACURIL XXXIV Conference held in Trinidad and Tobago, May 23 -29, 2004. St.

INCOME GENERATION

Bindery

The UWI Library Bindery's operations and its income generating potential were revisited during the year and various changes are being implemented to make it a more viable concern. Revenue from external sources posted for the period August 2004 to July 2005 was over \$390,000.00 while another \$90,000.00 is committed from the binding of University thesis. The total output of the Bindery in this area was 4,602.

Distance Library Services Unit

The Library and the BEd. Secondary (Distance) Project which is enabling non-degree teachers in secondary schools to access a university education are in partnership. For its part the Library has been providing the project with requested services and managing some of its resources. In the process it is earning much needed funds.

CARDIN

A statement of final payment advice of 17,144.17 euros was received from the European Community Humanitarian Office in May 2005. This will be used to continue with the distribution of published works by the CARDIN Secretariat, and to purchase necessary software for the future development of the Virtual Library.

The Multifunctional Room

Income from this increased significantly but not at the level desired due to a need to upgrade the room with telephone and wireless facilities and the constraints imposed by the non-availability of parking facilities for off-Campus personnel expressing interest in that facility. Despite these drawbacks, during the period July 2004 to August 2005, it generated an income of \$359,300.

PROJECT FUNDING

The Library competed successfully for funding to support six proposals designed to further the University's Repositioning Agenda, and over J\$23 million dollars was received to fund the following initiatives:

Pre-University Literacy Programme J\$ 330,000

Infrastructure 1,600,000

Citation Index 2,620,000

Creation of a Central Web-base of Research 1,800,000

Compilation of Staff Research (03-05) 1,330,000

Acquisition of New Integrated Library System 18,300,000 Additionally, it received an award of US\$ 35,000 from UNESCO to organize a regional workshop on Preservation and Conservation of the Region's Cultural Heritage.

PUBLIC SERVICE Amenu-Kpodo

- ◆.– Executive Secretary, Commonwealth Library Association (COMLA)
- ◆.– Executive Committee Member, IFLA Management of Library Association (MLAS)
- ◆.– Executive Committee Member, Library and Information Association of Jamaica (LIAJA)
- ◆.– Library Assessor, University Council of Jamaica Assessment Team, Tertiary Institutions
- ◆.– Deputy Chair, UNESCO Information for All Committee, Jamaica

Beverley Lashley

– Chairperson, LIAJA, Fund Raising Working Party

Joan Vacianna

- ◆.– Secretary, Jamaican Historical Society
- ◆.– Member, UNESCO World Book and Copyright Day Committee