

ANNUAL DEPARTMENTAL REPORT 2020/2021

UWI MONA LIBRARY

OVERVIEW

The Mona Library continued to adapt to the constantly changing, and uncertain environment of the 2020/2021 academic year, while remaining true to its mission of being a key partner in teaching, learning and research, and actively engaged with students, staff, and faculty of The UWI Mona Campus. The Library is proud of its many achievements and successes as we strengthened our digital core, and offered a range of services, and innovative programmes virtually, in response to limited in person presence of staff and patrons. Our extraordinary Library staff remained adaptive and professional, finding creative ways to continuously engage patrons. We provide an overview of key accomplishments and challenges.

The academic year began on a strong and positive note as we rolled out our “Imagine September” plans with reconfigured spaces, doors open with robust COVID 19 protocols, and safety measures in place to welcome students and staff and provide a suite of blended programmes. With doors again closed after March 2021 due to the second wave of the COVID 19 pandemic nationally, we ably reverted to balancing online and in person support services, albeit with significantly reduced opening hours, and adhered to The UWI instituted *Work from Home Policy* towards promoting and preserving the health of Library staff.

Highlights and innovative activities of the year include the Library’s participation in the University’s virtual Orientation Exercises under the theme: “*Pop in to the Mona Library*”. The

critical role of the Library in developing research competencies in students was realized through a suite of workshops, and sessions in Foundation Courses, all offered online, via Zoom.

The Library continued the excellent Tablet/Laptop Project which ensured that students remained connected to remote teaching. We engaged the UWI and wider community with the 5th, and 1st virtual staging of Open Week, in which among others, we celebrated with 17 authors at the signature Celebration of Books (COB).

The Library, and our rich, and evolving resources were showcased with the continuation of the popular “Did You Know” promotional series, and we reached a record number of patrons through our social media pages. Of note was our successful *Library Impact Study* in which we reached out to all stakeholders towards improving practice through our programmes and services. We also began the process of revamping and redesigning our website for greater access, and during the year we experienced the roll out of a new interface to *UWIlInC*, the gateway to the rich resources of The UWI Libraries.

Librarians were very proactive in providing support to faculty with the provision of workshops, the creation of subject guides, and assistance with detailed reviews of new programmes and courses, as well as detailed checking of CVs for promotion purposes.

With a significant increase in demand for reference and research services to our patrons, we expanded and used different methods to respond to students’ queries including email, WhatsApp, web chat and telephones. Students and faculty were able to access print resources through curbside pickup, and scan and document delivery services.

We are proud of the successful hosting of the UWI inaugural Three Minute Thesis (3MT®) Competition in collaboration with the Office of Graduate Studies and Research, in which we showcased and celebrated the research of graduate students. Our partnership with JIPO in

support of intellectual property matters continued successfully with workshops and training of staff.

The year under review marked the penultimate year of the UWI 2017 – 2022 Triple A Strategic Plan, and the Library used the year to continue focusing on campus wide agreed areas of ‘Teaching and Learning’; Digital Transformation’; and ‘Caring, Accountable, Motivated, and Professional’ (CAMP). Highlights of achievements in select areas include the creation of a Staff Training Schedule as part of the Staff Development Programme, and the wide range of training sessions offered to staff during the year. The Mona Library Health and Wellness Team assisted with ensuring that staff were in the know as they presented webinars and updates.

Transformation of internal work processes continued, and the Library’s role in the Digital Transformation Programme of The UWI was noteworthy. Of signal note was the long awaited completion of the electrical grounding project in the Main Library which allowed needed ICT network upgrades by MITS.

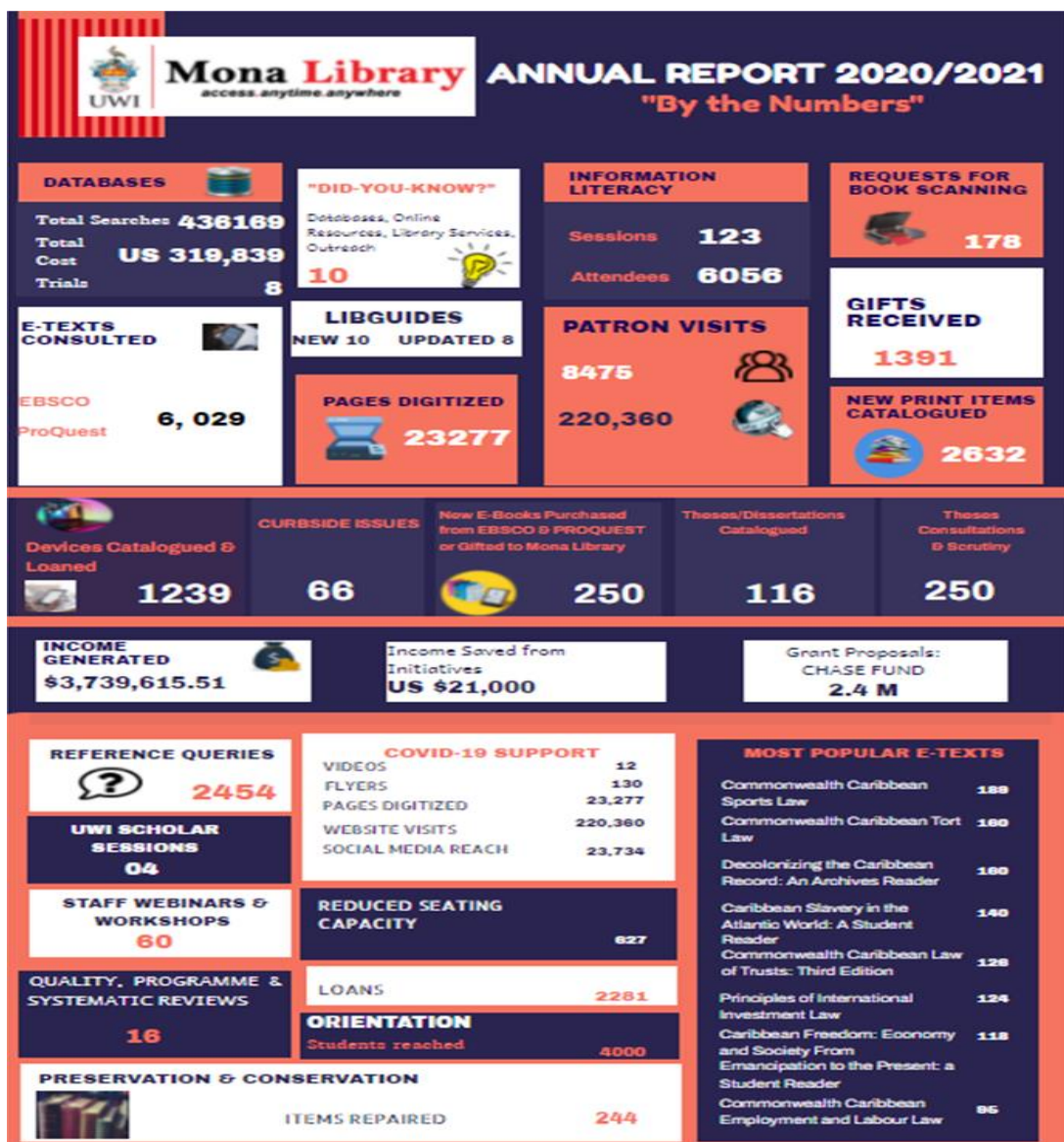
We are extremely proud of the reinstatement of the Mona Library Committee after a hiatus of almost 30 years. We look forward to this as another channel of communication between the Library and all stakeholders.

While we celebrate our successes, the year was not without obstacles, some recurring and some new. The grave financial position of the Campus continued to negatively impact the Library, including the physical plant, and our programmes and services. Of note is the untenable situation of the MERIC Computer/Teaching Lab, and the Postgraduate Learning Commons which have been closed since December 2018, and the deplorable condition of staff areas, which have led to low staff morale. The Library however accomplished financial gains, despite these challenges. Our strategic Acquisitions Team negotiated a 35% discount on the SciFinder

database subscription, resulting in savings of US\$21,000. A successful proposal by the WISC Team to the CHASE Fund resulted in acquisition of a Digital Microfilm Reader at a cost of JMD \$2.4M. The Library contributed over \$3 million to the Campus from income generated by RESU, albeit a significant decrease over the previous year.

THE YEAR IN NUMBERS

The following figure summarizes other key achievements during the year



WORK OF THE DEPARTMENT 2020/2021

ACCESS

Initiatives to enhance the Quality of Teaching, Learning and Student Development. AC1

Through the work of the Mona Information Literacy Unit (MILU), the Library expanded its teaching/learning portfolio to virtual platforms, and engaged with students and faculty in workshops, IL sessions, Foundation Courses, and innovative orientation sessions. Librarians expanded their skills to developing instructional videos, flyers and populated the Library's OurVLE Container, UWIML1. Student development is at the core of what the Library does and so varied and intentional approaches were employed as detailed below.

Information Literacy Sessions to Improve Research Skills: Foundation and Subject Courses

Along with the MILU Team, librarians and para-professionals leveraged their expertise to empower students for lifelong learning. 5618 students were reached via 122 sessions during approximately 116 hours. The teaching and learning sessions include *UWILinC*, where students are empowered in using the Library's portal; the teaching of research competencies in Foundation Courses (FOUN 1013, FOUN 1014, FOUN 1016, FOUN1019); discipline specific requested sessions by faculty, and sessions in areas of citations and plagiarism. Foundation courses focused on competencies in information gathering, synthesis and analysis as well as retrieval of information tools and resources for academic success.

Information Literacy Sessions to Faculty and Students

Title	Dates	Participants	Sessions	Persons attended
Faculty of Engineering Orientation	Sept 4	UG	1	150
Academic Integrity in Research	Sept 11	UG & PG	1	10
IGDS IL Sessions	Sept 16 & 17	Undergraduates	2	52
Teaching with Zoom Webinar	Sept 24	PG, Staff, LIAJA	1	62
Nursing IL Sessions at WJC/Mona	Sept 18 & 25	UG Mona & WJC	2	220
PSY6001 IL Session	Oct 1	PG	1	8
LITS 3504 IL Session	Oct 7	UG	1	12
Plagiarism & Citing & Referencing	Oct 9	UG and PG	1	6
MAPS- UWISpace & Endnote	Oct 15	PG	1	122
EDRS – Education IL	Oct 15	PG	1	85
APA Training Webinar	Oct 22	PG, Faculty & Staff	1	197
UWI Scholar Webinar	Oct 27	Faculty and Staff	1	34
Advanced UWIlInC @ E-Resources Fair	Oct 27	Students and Staff	1	18
UWIlInC SESSIONS	Sept 7- 12	UG and PG	8	797
Main, Law, Medical, & Science & Engineering Branch Library FOUN(IL) English Sessions	Sept 28 – Oct 16	UG	20	1033
UWIlInC	Jan 25-30	UG	8	431
Foundation Library Sessions	Feb 8-26	UG	31	980
APA Citation Style	Mar 25	PG & Professionals	1	119
Chicago Manual Style	Mar 26	PG	1	115
Cabells	Apr 27	Professionals & Researchers	1	21
Preparing your Thesis for Submission	May 4	PG & Faculty	1	104
Integrating the ACRL Framework	May 26	UWI Librarians	1	27
3MT® Competition	May 27	PG	1	42

Online Learning Object Repository (UWIML1)

We continued with supporting and enhancing teaching and learning with the creation of a range of Online Learning Objects (OLO). These are made accessible through the Library's Container, UWIML1 on the OurVLE course management system, and on the Library's YouTube Channel. Students and faculty have anywhere anytime access to digital content of information literacy tutorials and videos. During the year 6 new videos were created, and links also provided to resources from other academic libraries.

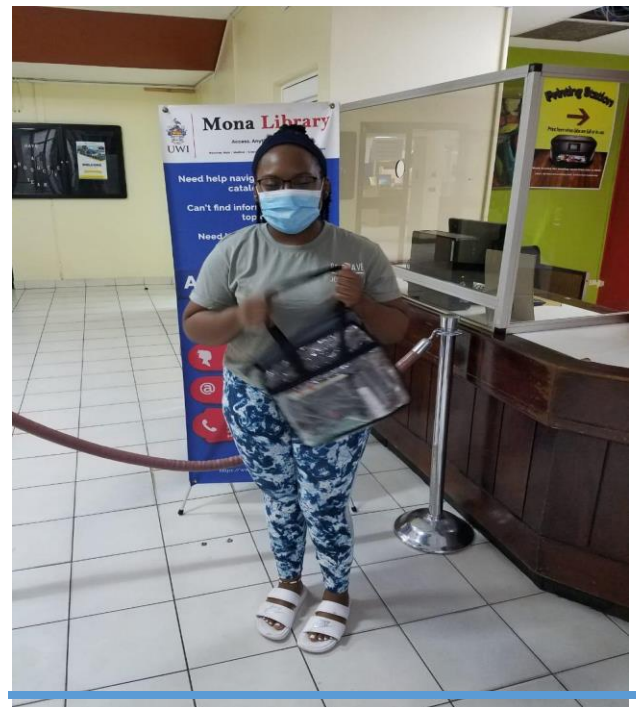
Orientation Activities

Orientation 2020/2021 while void of in person tours, and exciting activities, was quite engaging as the Library found innovative ways to raise awareness of resources and programmes, especially in light of the online environment. The Library participated in all aspects of the Campus Wide Orientation Programme, including a virtual Orientation Session for parents and family of first year students which saw approximately 4,000 students and family members introduced to the Mona Library System and programmes. Librarians pivoted and provided revised events to reflect changing needs and the online learning environment of our patrons. Orientation activities included a virtual interactive library scavenger hunt, video tutorials, and library quizzes. Different social media platforms were engaged to draw traction to the Library's website and resources. Collaboration between faculty and Library staff at the Faculty of Law facilitated the Library's participation in the exciting and educational radio show *Funtastic Friday* aired on Newstalk 93 FM. Each Friday during September 2020 a librarian was on air, sensitizing listeners to resources and services of the Mona Library.

Another interesting feature was a Library Trivia Competition in which first year students faced off answering Library related questions. Library staff were also requested to present during faculty orientation sessions.



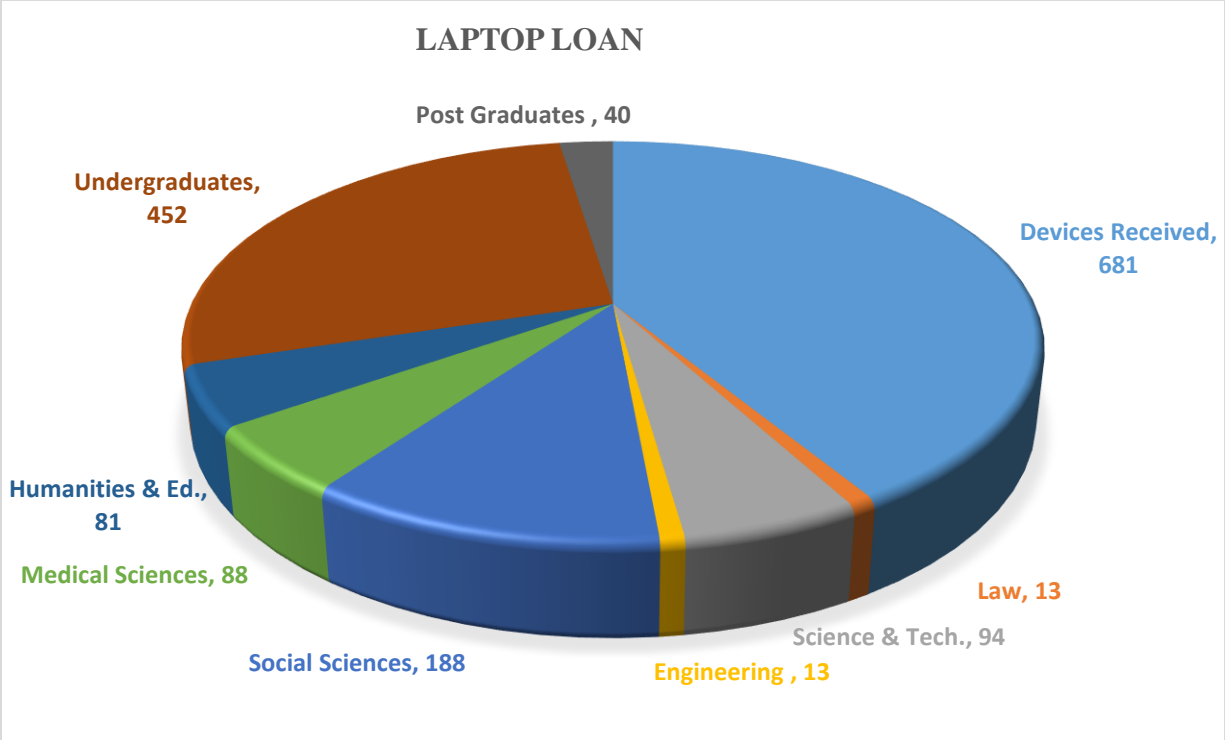
Funtastic Friday Poster



First year Student with her prize during orientation

Loan of Tablets and Laptops

Intentional support with the provision of devices for online and remote learning remained a top priority for the Library and this was realized through the continuation of loan of laptops and tablets. While there was reduced uptake of these devices over the last AY, the demand was still significant, and so we extended our partnerships with Faculties and other donors to satisfy patrons.



Halls of Residence Librarians Programme

With significantly reduced incoming First Year students in Halls of Residence for the 2020/2021 AY, there was a decline in activities and contacts made by librarians. Of note however was the extraordinary work done with students in Taylor Hall through HRL librarian Mr. Adrian Duncan who went above and beyond and facilitated five presentations, using Google Meets and WebEx platforms, in which he engaged with students about new services, library resources as well as research skills. Additionally, Mr. Duncan was invited as a panelist in a discussion on Mental Health and COVID-19 hosted by the Hall. In addition, the “Onsite and Online 2 Hours, 2 Days” service continues to impact students.

Internship Programme

Postgraduate student Ms. Karene Banton of the Department of Library and Information Studies, enjoyed a productive Internship at the Library, June 14 to July 23, 2021 to gain essential exposure to practice as part of the Master in Library and Information Studies. The adaptability of Library staff in facilitating this internship, during the pandemic especially as doors were closed, is noteworthy. During this period Ms. Banton was introduced to the work of all Branches and Units of the Library, excepting WJC.

Initiatives to Improve the Quality, Quantity and Impact of Research, and Publications. AC4

Reference and Research Services

Library support is critical to maintain high levels of research output from faculty, researchers and students. The collaborative role of the librarian in the academy is expanding out of the context of the traditional library and has been accelerated in the COVID 19 pandemic. Librarians now enable closer coordination and collaboration with researchers and teaching faculty with systematic reviews which lay the foundation for faculty research, to workshops on using UWI Scholar to promote research, workshops on using Cabells' Reports towards protecting research output, and a suite of services provided by Liaison Librarians.

Liaison Librarians: Supporting Teaching and Research

The key role of Liaison Librarians in the academy is exemplified in the range of services which are provided to faculty including:

- Specialised research/resource sessions courses
- Subject/ Libguides
- Research collaboration/consultations/systematic reviews
- New programme/course reviews; Quality Reviews
- Faculty Board/Department Meetings

- Verification of Journal Publications
- Updates on Library programmes/services, new acquisitions, relevant resources.

To enhance the work of Liaison Librarians during the 2020/2021 AY, emphasis was placed on restructuring the programme to include and develop competencies in embedded librarianship.

The process involved overhauling the current programme and developing a draft Policy to supplement the 2013 *Liaison Librarian Guidelines*. Of note was a presentation by Associate Director of Public Services at the McKillop Library at Salve Regina University in the USA, which sensitized staff to the role and functions of embedded librarians. This offers the possibility for greater collaboration between librarians and faculty towards integrated research competencies in teaching programmes.

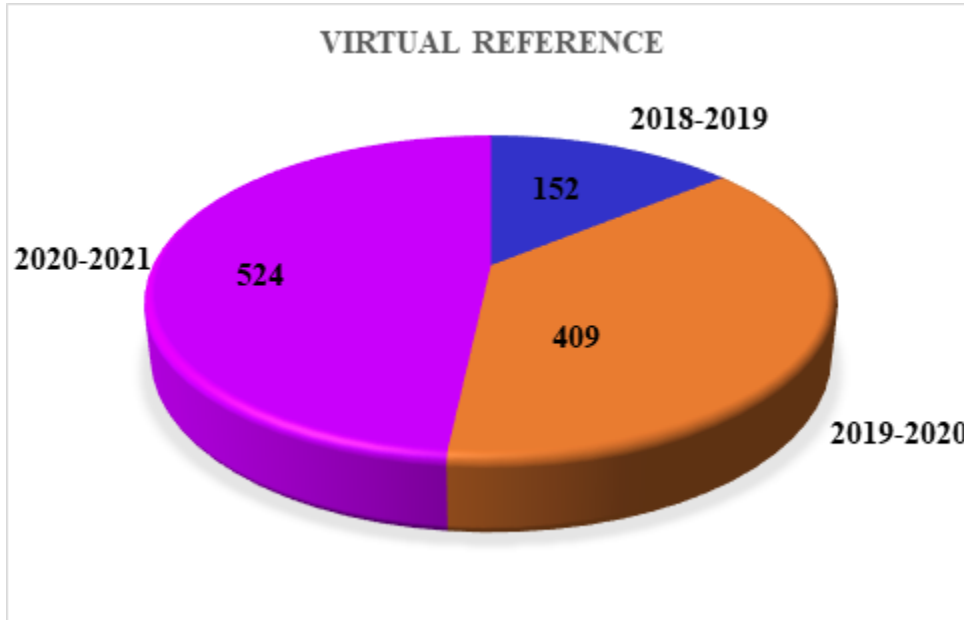
New Programme/Course Reviews; Quality Reviews

Librarians provide excellent contribution to teaching and research through their participation in the Quality Review Process, and review of resources for new programmes and courses. Of note during the year were quality reviews of Departments of Literatures in English, Economics, Physics and Chemistry. Programmatic reviews were done of a range of new programmes including the BSc Biomedical Radiation Science, BSc Diagnostic Imaging, Doctor of Pharmacy and Physical Therapy, and Comm Core and Film Programmes from CARIMAC. Additionally, a suite of courses from the Department of History and Archaeology were reviewed.

Virtual Reference Services

Recognizing the critical need for a range of reference services to support the online environment, the Library expanded coverage which led to a significant increase in interaction with patrons.

During the year, Library staff responded to 2031 queries through email and WhatsApp messages, in addition to over 500 online chat encounters.

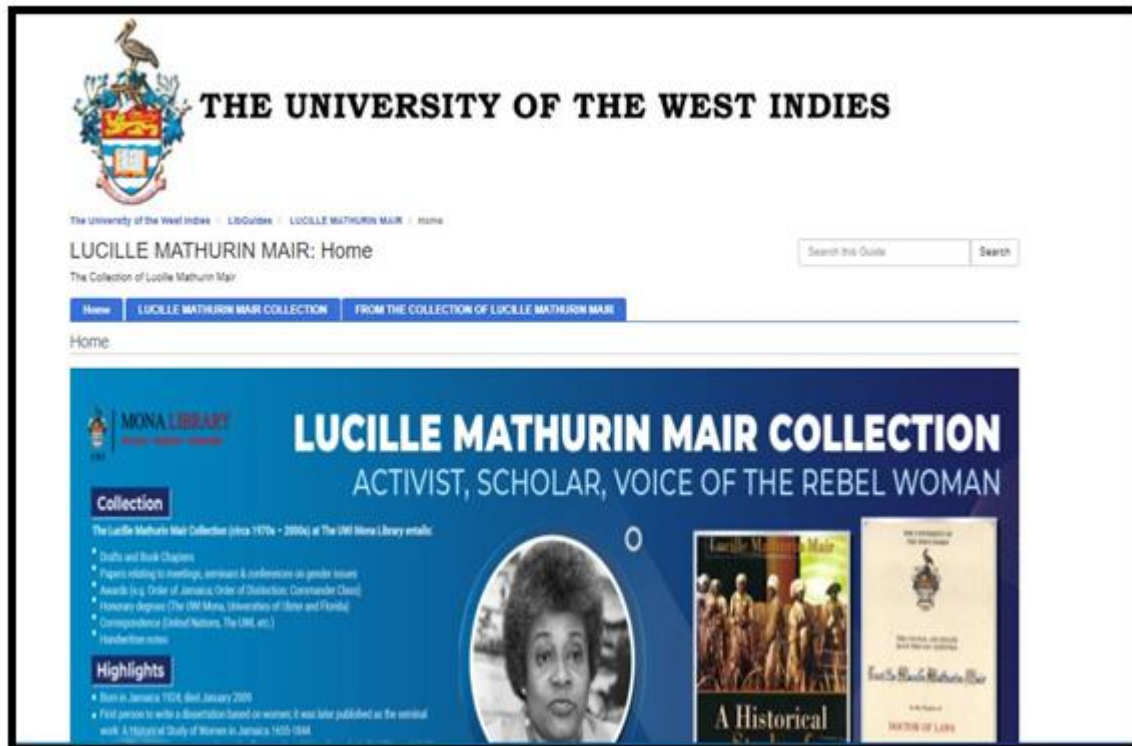


Research Consultations; Systematic Reviews: Foundation of Faculty Research

The Medical Branch Library currently provides a range of research consultation services, including evaluation of journals, publication reviews of faculty CVs, and systematic review support to faculty and researchers which involves conducting literature searches, and participation in systematic review projects. Currently, librarian Faith McKoy-Johnson is part of a team investigating the relationship between physical activity and social and community networks and social networking platforms/technologies in the Caribbean and Africa.

LibGuides

Librarians published 9 new LibGuides, while 8 were updated on subjects including COVID-19 Resources, Evidence-based Medicine, Dentistry, Sports Management, Plagiarism, Orientation, Virtual Relaxation, Citation styles, and the Lucille Mathurin Mair Collection. These are accessible via the Library's website.



Lucille Mathurin Mair LibGuide

UWI Scholar: Promoting Faculty Research

The Library was pleased to support faculty with the process of communicating their research output through UWI Scholar sensitizing and training sessions, as well as assistance in building profiles. Of note was a session held in “Open Week 2020”. Following the Workshop, Scholar profiles of researchers were verified and activated. In addition, CARIMAC, requested a sensitization session for faculty in December 2020, with a follow-up hands-on workshop in

January 2021. A presentation on UWIScholar was also made to members of Mona Academic Board on June 17, 2021.

Thesis Scrutiny and Consultation

Supporting the research process of graduate students with the unique service of thesis consultation and scrutiny, is foundational to their success. With the process now fully online, two hundred and fifty (250) scrutinies and consultations were completed during the academic year, compared to one hundred and thirty-four (134) for the previous year.

Library Impact Study

The Library created a survey to garner feedback from patrons on its services, programmes and facilities to see how we may best serve the needs of our clients. The Library Impact Brief Survey (STUDENTS) was open from September 15 – November 5, 2020. The Library Impact Brief Survey (FACULTY) was open from September 15 to October 9, 2020. Limited responses were received from the cohorts (approximately 300 in total); nonetheless we were able to garner some actionable insights from responses. Users indicated that they had increased their use of the Library's online resources and were in need of additional instruction on how to use them. Also, there is a need for a more impactful communications campaign as many had never interacted with the Library's social media and website.

Collection Development and Management

Collection Development

With the shift to online modes of teaching and learning, the Library continued to focus on creating collections that are available and accessible to faculty and students wherever they are, and whenever they need them, and so emphasized the acquisition of electronic and open resources, despite the financial challenges.

Purchases ad Gifts

Providing access to information resources in support of teaching and learning remains core to the Library's practice, and so a total of **84** Reading Lists were processed, with the aim of purchasing adequate copies of required texts. The Library also continued to benefit from large and small donations, and this year's donations represented 86% of items added to the collection this year. Of note were donations from Cherrell Shelley Robinson, 700 children's books; Austin Ezenne, 486 books and journals; and G. Morris 57 DVDs and accompanying booklets published by GreatCourses.com.

Total Additions to the Collection: Gifts and Purchases-Books

Branches	New Titles	Total Volumes	Audio Visuals	Theses
Main	333	423	39	49
Science	38	59		
Medical	142	166		
WISC	32	32		
Law	394	768		
WJC	14	31		
E-books	250	250		
Total	<u>1203</u>	<u>1729</u>	<u>39</u>	<u>49</u>

Serials, Databases, Database Trials

Despite major challenges with payment of serial and database subscriptions, a total of **1,391** serials were added to the collection during the period under review mainly through gifts from donors. Notable acquisition was a new database, ***EBSCO eBooks™ Open Access Monograph Collection*** which offers an evolving collection of over 2,700 open access books from some of the world's trusted university presses and scholarly publishers including CRC Press, Routledge, and De Gruyter. It was offered at no additional cost to the Library by EBSCO.

Further discussions and negotiations were held with the vendor for SciFinder-n at the end of which, a further 35% discount (US\$21,000 in savings) was offered to the UWI Library.

In addition, the Head of the Acquisitions Unit successfully negotiated with database vendors Wolters Kluwer, EBSCO Information Services, and ITMS Group for subscriptions to be held at the previous year's cost.

Access to new information resources was further realized, albeit for a limited time period, from database trials which the Library requested and received during the period under review. In a few instances database trials were offered in response to requests from faculty members towards enhancing resources for teaching and research.

Database Trials

Name of resource	Vendor	Length of trial
PAIS Index; PAIS International	ProQuest	60 days
Political Science Complete (EBSCO)	EBSCO	90 days
LWW Health Library;	Wolters Kluwer – Ovid	60 days
Acland's Video Atlas of Human Anatomy	Wolters Kluwer – Ovid	60 days
Bates' Video Guides	Wolters Kluwer – Ovid	60 days
5 Minute Consult	Wolters Kluwer – Ovid	60 days
Emerald e-Cases Collection	Emerald Insight	
Sage Knowledge E-Books (5,500 titles)	Sage	90 days

Collection Management

Preservation and Conversation

Staff from the Preservation and Conservation Unit participated in training sessions in response to the new demands associated with the COVID 19 pandemic. The Unit also assisted the Digitization Unit and the Public Services Unit with scanning of requested material with the closure of the Library in March 2021. 2344 print items were repaired by the Unit.

The WISC enlisted the use of an archival data logger monitoring system to observe the relative humidity in the Rare Books and West Indies Collection stacks as well as in the Microfilm Room.

The Section was adversely affected by the passing of Tropical Storm Elsa in July 2021. A vulnerable area of roof became inundated with water which seeped into the WISC flooding a portion of the West Indies Collection stacks and Personal Collections.



Members of the WISC and the Preservation units evaluating the condition of collections affected by Tropical Storm Elsa, July 2021

Efforts to Enhance Access to Collections and Resources

Providing access to our rich collections continued with creating metadata for resources acquired during the 2020/2021 academic year. **2,880** print and electronic items, inclusive of **119** laptops, **137** tablets, and **5** newly digitized collections, were uploaded to the online catalogue,

Items uploaded to the online catalogue

2019-2020		2020-2021	
Items /Collections	Numbers	Items /Collections	Numbers
Electronic resources	460	Electronic resources	257
Theses and Research Papers	76	Theses and Research papers	116
WISC Special Collection	721	Special Digitized collection	5
WISC Rare books and periodicals	550	WISC Rare books and periodicals	32
Tablets and Laptops	546	Tablets and Laptops	256
New items (print and non-print)	630	New items (print and non-print)	2632
Retrospective Conversion	600	Retrospective Conversion	1195
Total items	3583	Total items	4493

Finding Aids

A Finding Aid is a document that describes an archival or special collection and helps guide researchers in using it. The West Indies and Special Collections (WISC) continued the physical processing of the following collections - Rex Nettleford, Olive Lewin, Peter Abrahams, Lucille Mathurin Mair and Elsa Goveia. The level of hands on collection processing was negatively impacted by the Library's work from home schedule. Though some adjustments were made by scanning items for listing; for work from home listing, progress was indeed hampered. The Section has also embarked on the creation of The University of the West Indies Mona Campus repository via ArchivesSpace, an archival management software, which is hosted through The UWI St.

Augustine Campus. The repository will initially comprise the finding aids and digital objects from WISC collections such as John Hearne, Vic Reid (previously Mona only), and P. J. Patterson.

UWIlInC

For the period under review, activities in UWIlInC/Aleph and Connexion Client were given priority and required extensive attention. Priority was also given to work being done on the New User Interface of UWIlInC. The New User Interface was launched on May 18, 2021, representing the first major change since 2011. Among the benefits of the new interface are improved tools to search, discover and reference resources, voice search and increased visibility of eBooks, eJournals, and Databases. A major Cross Campus sensitization session was held on 29 June 2021, which saw 163 participants drawn from all four campus libraries. The Mona Library also offered sensitization sessions to all staff.

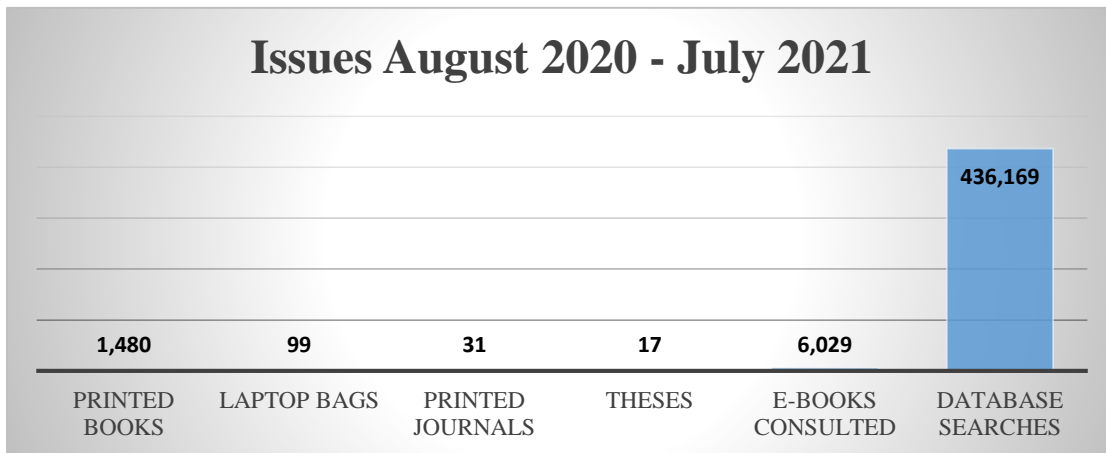
UWISpace; Institutional Repository

During the academic year work continued with the uploading of full text and abstract of theses to UWISpace. A total of 10 full texts and 12 abstracts were checked and uploaded. In support of requests from the Faculty of Science and Technology, there is now a Research Dataset Community in UWISpace.

Use of Collections

Circulations

In keeping with global trends in academic libraries, and impact of the COVID 19 pandemic, there was a significant increase in demand for e-resources, especially full text databases.



Curb-side pickup; Extended Loan; and Scan and Document Delivery

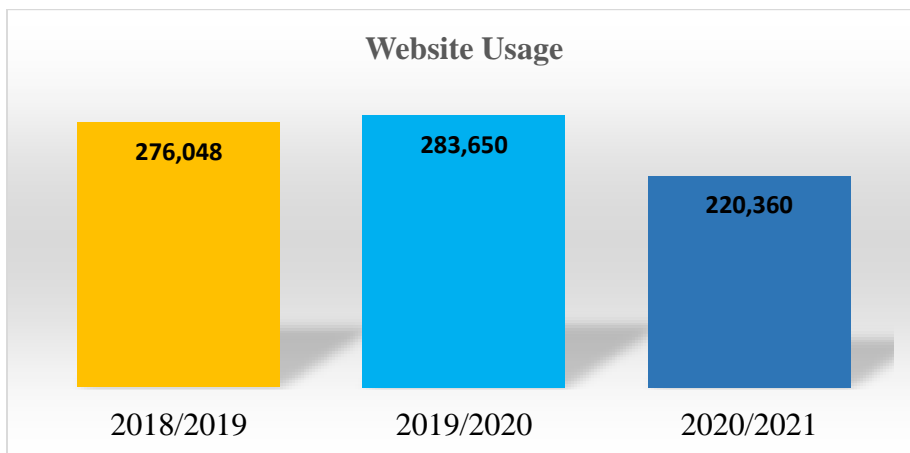
Provision of services to assist users who needed access to print only resources was essential especially with reduced hours, closure after March 2021 and demand for items in the Reserve Book Collections. Curbside pickup, extended loan and document delivery were offered. Through email, faculty, staff, and students request materials, select preferred pickup locations, and are notified. 178 items were requested, and guided by copyright regulations, of which 4157 pages were scanned and delivered to the faculty.



Curbside delivery to a faculty member, MBL

Website Upgrade and Usage

A revamping and reorganizing of the Library’s website, towards improved access and useability, began with the assistance of MITS. The updated website will be launched in the 2021/2022 academic year.



ALIGNMENT

Initiatives Aimed at Increasing and Improving Academic / Industry Research Partnerships. AL2

Outreach and Collaborations

Three Minute Thesis (3MT®) Competition

The Library, in collaboration with the Office of Graduate Studies and Research created history with the hosting of the inaugural The UWI Mona Edition of the prestigious Three Minute Thesis (3MT®) Competition between April and May, 2021. Six PhD students from the Faculties of Medical Sciences, Science and Technology, Engineering, and Humanities & Education, participated in the UWI Mona Campus Edition. Presenting at the 3MT competition provides an opportunity for graduate students to effectively explain their research in three minutes.

In addition, students benefited from cash awards and gift vouchers ranging from \$10,000.00 - \$100,000.00 through sponsorship. Today, The UWI is among 900 universities across more than 85 countries worldwide that stage this competition. It is our goal to expand the competition to the other campuses in 2022 and then to the wider English-speaking Caribbean in 2023. A project of this nature will ensure that The UWI remains ranked among the best in the World.

2021 Awardees

Jordan Freeman Faculty of Science & Technology	1st Place \$100,000.00	Office of Graduate Studies & Research: \$50,000 Dunn, Pierre and Barnett Company: \$50,000
Kemmy Lattibeaudiere Faculty of Medical Sciences	2 nd Place \$50,000.00	EBSCOHost Publishing:\$50,000
Andre Bernard Faculty of Humanities	People's Choice \$20,000.00	Dunn, Pierre and Barnett: \$20,000



From left to right: Kemmoy Lattibeaudiere (Runner Up - Faculty of Medical Sciences); Jordan Freeman (Winner- Faculty of Science and Technology); Andre Bernard (People's Choice - Faculty of Humanities and Education)

Library Open Week

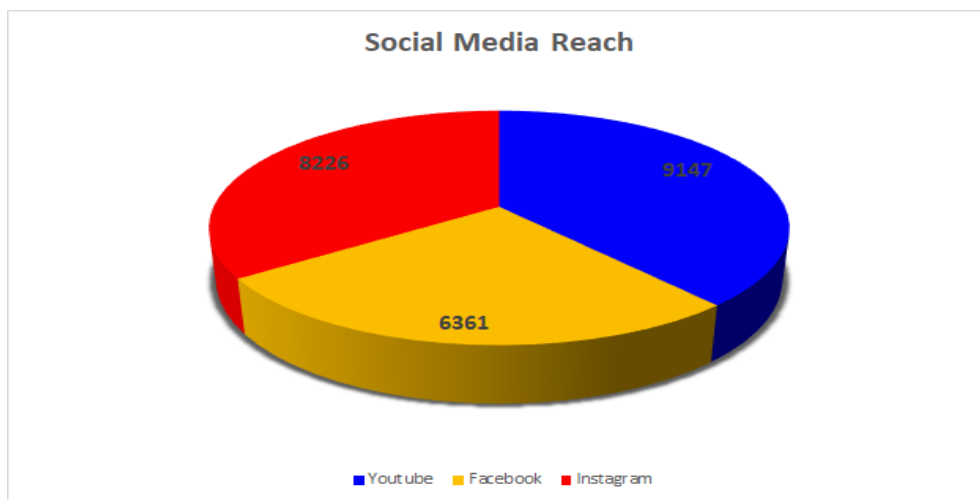
We are proud of the successful first virtual staging of Open Week during October 26-30, 2020. The week displayed the power of adaptability among Library staff as we showcased resources, services and programmes of the Mona Library. We celebrated through five virtual events, ***TISC&IP Help Desk 1st Anniversary celebrations & Webinar; UWIScholar workshop; E-Resources Fair; WI&SC Webinar: Advancing your research using the WI&SC: Elsa Goveia Collection***, and the signature ***Celebration of Books Exhibition*** which showcased 17 books by UWI, Mona faculty. We also provided a virtual Relaxation Room which included soothing music, exercises and tips for self-care, for members of our community.

Marketing Library Resources

Intentional promotion of our evolving resources and programmes was done to ensure that our stakeholders are kept in the know. We had specific opportunities such as Orientation, and Open Week, but also showcased our resources to faculty, students and the wider community throughout the year. To enhance the Orientation process, 5 library tour videos, 6 general library information videos were created. In addition a Libguide was created with current information and links to new videos. In October 2020, the 5th staging of Open Week virtually, provided another opportunity to showcase. Throughout the year, the Library published 130 online flyers and 10 “Did You Knows” to the UWI Mona Community. Continuous engagement with stakeholders on social media platforms was also a means of marketing our resources. *Librations*, the newsletter of the Library was published January 2021.

Social Media Reach

The Library’s social media reach significantly improved to over 23,000 persons and engagement with 3,000 patrons. Strategies utilized include collaboration with the Guild of Students and First Year Experience Programme as well intentional tagging of UWI Mona Faculties.



JIPO Collaboration: TISC/IP Help Desk

The UWI Mona Library in partnership with the Jamaica Intellectual Property Office (JIPO) organized training for library staff including librarians and paraprofessionals to gain the requisite knowledge and skills to assist patrons of our Technology and Innovation Support Centre (TISC) and Intellectual Property (IP) Help Desk. Of note was the very successful and informative collaborative TISC 1st Anniversary Webinar, “Improving the UWI IP Ecosystem”, which was offered as part of Open Week Celebrations on October 29, 2020. The webinar included presentations from JIPO, WIPO and TISCs globally INCLUDING UWI Mona TISC, and engaged over one hundred participants including librarians, researchers, entrepreneurs and innovators from Jamaica, Barbados, Belize, Canada, and USA. The TISC & IP Help Desk webpage was finalized and launched in December 2020, providing access to useful IP resources.

AGILITY

Efforts Made to Diversify the Revenue Base of The UWI. AG2

Income Generating and Cost Savings Strategies

The Library through its Reprographic Services Unit generated under 4 million dollars for the Campus. This represented a significant decrease over the previous academic year when the Library generated over \$10 million. For the second consecutive year, our Acquisitions Librarian successfully negotiated a reduction in subscription costs, this year with the SciFinder database, resulting in savings of US\$21,000.

Efforts at Fostering Digital Transformation AG5

Digital Transformation Initiatives

During the period under review the Library continued its focus on digital transformation activities, and made significant gains in initiatives towards enhancing workflow processes and efficiencies, including a fully digitized Helpdesk, and the implementation of an electronic gate counter. By leveraging The UWI's existing Helpdesk Platform, Kayako, and the email address helpdesk.library@uwimona.edu.jm, the Library for the first time, looks through a single window for all IT related issues. Besides its core duty of creating tickets to represent issues, Kayako allows the Library's IT team to deploy, categorize, and prioritize issues, as well as track performance metrics of Helpdesk staff, among other advantages. We successfully implemented the Electronic Gate Counter System which is used to arrive at total distinct entrants to the Library over a specific period. This allows the library to be able to check patron financial status for authentication, recognize patrons without physical IDs card using ID picture, request override from Public Services librarians for patron entry, and archive datasets.

Digitization; Digital Collections

A focus on improving digitization workflow resulted in a significant increase in output in the Digitization Unit during the year. Twenty three thousand, two hundred and seventy seven (23,277) completed pages were digitized. This represents an increase of **218%** over the 2019/2020 academic year. Of note was that over 5040 pages were digitized from rare volumes including the unique publication by Sir Hans Sloane "A Voyage to the islands of Madeira, Barbados...and Jamaica" published in the 1700's, and the Collection of Speeches from former Prime Minister of Jamaica Rt. Hon. P. J. Patterson. This year also saw the start of the Microfilm Digitization Pilot Project titled "Assessment and Digitization of the Microfilm Collection of The

University of the West Indies”. The WISC acquired a ST ViewScan 4 Microfilm Scanner, through a grant of \$2.4M from the CHASE Fund. A list of twenty-one (21) titles including manuscripts and newspapers on microfilm have been chosen to be scanned for the Pilot Project.

	2018/2019	2019/2020	2020/2021
Pages Scanned <i>and</i> Quality Control Completed	3,470	10,691	23, 277

Efforts to Foster A CAMP Team AG4

Training Schedule

In response to the Training Needs Assessment Survey done in AY 2019-2020, a Training Schedule was created for the year 2020-21 towards focusing the Library’s target areas for knowledge and skills development for staff. The Schedule is being used to guide Heads of Sections/Units/Branches and their staff in the selection of training and development programmes. Steps were taken to ensure that all levels of staff would have opportunities to participate in training and development during the period under review. Several of the programmes were selected from the UWI Mona HRMD Training Catalogue for 2019-2020, but unfortunately, due to various issues, most of the HRMD Programmes were not realized. Members of the professional staff were also earmarked to attend the Harvard Graduate School of Education, Leadership Institute of Academic Librarians Program, and the Mortenson Center for International Library Programs, but these were cancelled for 2020-2021.

Training Sessions/Webinars

Also, in keeping with our focus on staff development, a variety of webinars and training sessions were conducted. Staff were exposed to areas such as *Digitization, Quality Control, Citation Styles, Kayako, and Intellectual Property*. Staff also participated in sessions conducted by the Human Resources Management Division, as well as other webinars, and virtual conferences and seminars. Of note were webinars offered by the Library’s Health and Wellness Team.

Training Sessions	Dates	Target Audience	Host
Digitization and Quality Control	Sept	Library Attendants and Binders	RESU/Bindery
APA 7th Edition	Oct. 22	Staff	MILU
UWIScholar - Library Open Week	Oct 28	UWI Staff	Mona Library
Virtual Reference Service (Kayako)	Jan 15	Professional Staff	Mona Library
Infusing Intellectual Property into the Curriculum	Jan 28	All Staff	JIPO
JIPO Series on Understanding Patents: <i>“Introduction to Patents”</i> ,	Jan. 29	All Staff	JIPO
Digitization training : (Scanning and Quality Control 1	Feb 8, 9, 10, 11	Library Attendants	RESU/Bindery
Professional Staff Retreat <i>Responsiveness to Change, Mind-Set Collaboration and Innovation”</i> .	Feb 26	Professional Staff	Mona Library
Setting Performance Objectives	Mar 30	Heads & Sups	HRMD
Intro to Basic IT fundamentals	Apr. 8- 20	Service Staff	HRMD
Vacancies Monitoring Committee and Staff Matters Committee	Apr 23	Supervisors	HRMD
Minute Taking	Apr 27	Admin. Staff	HRMD
JIPO IP Valuation Training Course	Jun 28 - Jul 7	All Staff	JIPO

Webinars	Dates	Target Audience	Host
“The Emotional Roller Coaster of the Covid-19 Pandemic	Sept.15	All Staff	LHEWCO
Breast and Prostate Cancer in the Covid-19 Pandemic Era	Oct 23	All Staff	LHEWCO
Advancing Your Research Using WI&SC	Oct 28	Post Graduate Students	WI & SC
TISC 1-year Anniversary Webinar	Oct 29	All staff & UWI Community	<i>TISC/IP Help Desk</i>
Copyright concerns - Learning in a virtual environment	Nov 3	All staff & UWI Community	<i>JIPO</i>
Covid 19 & 2020 “Your Story Being Told”	Jan 7	All Staff	LHEWCO
Understanding Patents: “Features of the New Patent Act”	Feb 18	All staff & UWI Community	JIPO
Navigating through Financial Crisis – There is still hope	Mar 24	All Staff	LHEWCO
UNESCO World Book & Copyright Day	Apr 23	All Staff	TISC/IP
Navigating Through Financial Crisis	Apr 24	All Staff	LHEWCO
IP Enforcement	Apr 29	All Staff	TISC/IP JIPO
Creating a New Normal Life	Jun 1	All Staff	LHEWCO
“The Care and Preservation of the Microfilm Collection”	May 27	WISC Staff	RESU
“Offering excellent service despite the pandemic.”	May 28	All Staff	Customer Service Team
“The Use of the ST ViewScan 4 Microfilm Scanner”	June 18	All Staff	Ja Microfilm
"Coping with Zoom Fatigue"	Jul 14& 21	All Staff	MILU
The Mona Library the Teaching Year in Review- next steps-2021/2022	Jul 22	All Staff	MILU
“Nutrition for a Better You"	Jul 22	All Staff	LHEWCO
Infusing Intellectual Property into the Curriculum Part 3:	Jul 26	All Staff	JIPO

Customer Service Focus

Excellence in customer service remains a core value of the Mona Library and so our hard-working Customer Service Team successfully conducted various initiatives including Customer Service Thought of the Week, a Customer Service Seminar, under the theme “***Offering Excellent Service Despite the Pandemic***” presented by Kaydian Martin, Director Marketing and Communications, Mona, and the signature Customer Service Staff Event to honour customer service excellence among staff. Employee of the Year – 2020, and Customer Section/Team/Branch of the Year, were Calarine Smith Rance and the Law Branch Library respectively.

Health and Wellness Committee

The Library’s Health and Wellness Committee continued to engage staff with health initiatives and activities. During the year, 6 webinars were hosted, and staff also participated in weekly aerobic workout sessions, which are uploaded to its YouTube channel. Health and wellness information flyers on varied topics were communicated to staff throughout the year.

Professional Staff Retreat

The Mona Library hosted its annual Staff Retreat under the theme *Responsiveness to Change: Mindset, Collaboration and Innovation* on February 26, 2021 for Professional Staff and key Paraprofessionals. A half day workshop on Design Thinking was facilitated by Michael Bonnick of MELB Design Ideation Studio. Design Thinking for Libraries is an approach to improving libraries through creative problem-solving. This introduction to design thinking was aimed at transforming the way the Library develops its products and services in an effort to gain the

desired outcome. The training segments in the retreat focused on an overview of the steps in the Design Thinking process – *Empathize, Define, Ideate, Prototype and Test, Innovation as a Mindset, and Innovation as a Process*. Seven staff groups worked through some of the “pain points” in the Library. Staff were also updated with an overview of the Digital Transformation Programme at The UWI by the Campus CIO, Mr. Jeremy Whyte. Head of the Systems Unit in the Library, Mr. Kevin Bushay, provided possible strategies for the Mona Library. Feedback from staff indicated that the Retreat was interesting and useful, and will be followed up with addressing specific initiatives.

Staffing

New Appointments

The following members of staff were regularized

- Ms. Krystal Miller, Clerical Assistant III, effective August 1 2020.
- Ms. Sara Wiggan, Clerical Assistant III, effective November 1, 2020.
- Ms Latoya Johnson-Phillips, Custodian, effective November 1, 2020.

Outgoing Staff

The services of the following staff came to an end during the period under review.

- Mrs. Audrey White retired May 4, 2021
- Ms. Sherylee Smith resigned April 23, 2021
- Mrs. Latiesha Millwood, resigned November 4, 2020
- Mr. Mark Wynter, resigned March 1, 2021

Publications

Harris, Sasekea 2021. Covid- 19 Impact on the Caribbean Academic Library: Jamaica's Preliminary Response to People, Place, Product & Services.

Harris, Sasekea 2021. The Coronavirus Pandemic in the Caribbean Academic Library: Jamaica's Initial Interpretation of Strengths, Biggest Impact, Lessons & Plans.

Kerr-Campbell, Maureen. Identifying, discovering and marketing grey literature in Science in the English-speaking Caribbean: A case study of Jamaica's Scientific Information Units. *The Grey Journal: An International Journal on Grey Literature* 16(3): 206-217.

Kerr-Campbell, Maureen. Data from Identifying, discovering and marketing grey literature in Science in the English-speaking Caribbean: A Case Study of Jamaica's Scientific Information Units. *The Grey Journal: An International Journal on Grey Literature* 16(3): 218-219.

Robinson, K., Saddler, A., Kerr-Campbell, M., Patrickson-Stewart, S., Walker, G. (2021) Digital Accessibility: Overcoming the challenges of managing grey literatures in Jamaica: The Case study of The University of the West Indies Mona Library. *The Serials Librarian* 79:3-4, 326-348,

Robinson, Karlene, Saddler, Audrey, Kerr-Campbell, Maureen, **Patrickson-Stewart, Sonia**, Walker, G. (2021). "Digital Accessibility: Overcoming the challenges of managing grey literatures in Jamaica: The Case study of The University of the West Indies Mona Library." *The Serials Librarian* 79:3-4, 326-348.

Newman, Nadine, and **Dunstan Newman**. 2021. "Leadership Behind Masked Faces: From Uncertainty to Resilience at a Jamaican Academic Library." *Journal of Academic Librarianship*. Vol. 47, Issue 5

Saddler, A. (2021) Collaborative Relationships in E-resource Acquisition and Delivery: An Examination of Select Academic Libraries in Jamaica. *Technical Services Quarterly*, 38:2, 123-149

Robinson, K., Saddler, A., Kerr-Campbell, M., Patrickson-Stewart, S., & Walker, G. (2020). Digital Accessibility: Overcoming the Challenges of Managing Grey Literature in Jamaica: The Case of the University of the West Indies Mona Library. *The Serials Librarian*, 79(3-4), 326-348.

Presentations - Conferences, Workshops and Seminars

Kerr, Paulette

- *COVID 19: The Caribbean and Latin American Information Professionals and Academic Library Directors Speak.* (Webinar Panel Presentation). Caribbean and Latin American Studies Collections at UC Berkeley, California. September 17, 2020.
- *Multiple Ways of Knowing: Global Perspectives on Academic Libraries Reimagining Systems of Knowledge.* (Respondent). Webinar in the Chai Wai Series: Race, Social Justice, and Ways of Knowing. International and Area Studies Library and the Mortenson Center for International Programs, University of Illinois, Urbana Champaign. September 15, 2020.

Lewis Marshall, Jessica

- *Mitigating Copyright Challenges affecting Teaching & Learning During a Pandemic.* Jamcopy Seminar. October 8, 2020.

Stubbs, Sandra

- *Repurposing Caribbean Library Spaces in the Digital Era: The Space & Place Dialectic.* May 12, 2021. Department of Library & Information Studies Seminar.
- *Caribbean library and archival spaces in the 21st Century” as part of the Panel entitled: Archival Voices from the Caribbean,* Archival Education Research Institute 2021 on July 13, 2021.

Worrell-Johnson, Bernadette.

- *Challenges and Opportunities for Special Collections Librarianship in a Small Island Developing State (Conference presentation).* Rare Books and Manuscripts Section (RBMS) Virtual Conference, June 7 – 9, 2021.

Public Service

Kevin Bushay

- Member of recruiting panel for ICT staff - Ministry of Science, Energy and Technology
- Member of recruiting panel for ICT staff - Ministry of Justice

Sasekea Harris

- Member: Library & Information Association of Jamaica (LIAJA)
- Member: WIGUT Professional Development Committee
- 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)

Paulette Kerr

- Member, DMIL Skills Framework Oversight Committee, Jamaica
- Member, Communication and Information Advisory Committee, Jamaica National Commission for UNESCO
- 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

- Member: Library & Information Association of Jamaica (LIAJA)
- Member: American Library Association (ALA)
- Member: Chartered Institute of Library and Information Professionals (CILIP)
- Accreditation Assessor (Library): University Council of Jamaica

Yulande Lindsay

- Member: Library & Information Association of Jamaica (LIAJA)
- Member: Jamaican Historical Society (JHS)
- Member: American Library Association (ALA)
- Member: International Association of Sound and Audio-Visual Archives (IASA)

Faith McKoy-Johnson

- Faculty of Medical Sciences Research Support Group

Teresa Richards

- Member, West Indian Medical Journal (WIMJ) Editorial Board

Audrey Saddler

- Accreditation Assessor, University Council of Jamaica
- Participated in the Accreditation Review of a Post Diploma Programme.

Sandra Stubbs

- Judge, Jamaica Library Service, National Reading Competition.

Karen Tyrell

- Member: Library & Information Association of Jamaica (LIAJA)
- Member: WIGUT (Professional Development Committee)

Bernadette Worrell-Johnson

- Member: Library & Information Association of Jamaica (LIAJA)
- Member: American Library Association (ALA)
- Honorary Secretary: Jamaican Historical Society (JHS)