

THE LIBRARY MONA

Year ending July 31, 2001



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– University/Campus Librarian**

THE LIBRARY, MONA

MAJOR ACCOMPLISHMENTS

Highlights of the year included the following:-

- The reintroduction and reopening of the **Academic Staff Reading Room** in the Main Library after several years of closure. This comprises a 540 sq. ft. facility equipped with 4 work stations, carrels, chairs and tables for individual or group work by Faculty who wish to conduct research in the Library away from their offices.
- Introduction of a Library Lunch Hour Get-together with Faculty as an annual activity. The inaugural session was designed to familiarize academic staff with the range of services provided by the Library including the commercial databases to which the Library subscribes.
- Introduction of Liaison Librarians for each Teaching Department. This was designed to improve communication and strengthen links between academic staff and the Library.
- Introduction of a **Bibliographic Instruction/Information Literacy Unit** to co-ordinate and structure the delivery of training courses to the Library's clients. The training courses are designed to equip participants with the skills required to access and effectively exploit electronic information resources provided through the Library's databases and other digital resources available on the Internet.
- Successful coordination and publication of the booklet **Research for Development: Strengthening our Tourism Product** prepared for Research Day 2000.
- Increased opening hours of the Overnight Reading Room to include Public Holidays, Saturday Nights, long weekends and the Summer School period.
- Initiation of the introduction and delivery of **“Using Information Sources”** Seminars in the Foundation Course FD 10A, **English for Academic Purposes** to all first year students in the Faculties of Pure and Applied Sciences and Social Sciences during regular semester sessions as well as in the Summer School session. Altogether, 2,300 students from the UC 120 and FD 10A courses participated in the information skills training modules offered by the Library in collaboration with the Department of Language, Linguistics and Philosophy.

Upgrading of the physical facilities continued with refurbishing work in the following areas:

- The Elsa Goveia Reading Room where dusty worn carpets were replaced with tiles, and the stack area which houses the ‘**Westindiana**’ research collection was partitioned and air-conditioned in order to preserve this valuable material.
- The Science Library’s basement which was completed by installing compact shelving, lighting and air-conditioning
- The 3rd floor of the Science Library which was tiled thus completing the renovation in the building
- The Catalogue Hall of the Main Library where the cabinets were polished.

CORE ACTIVITIES

Core activities performed by the Library comprise Service to Clients, Collection Development and Management and Organization of Information Resources to facilitate efficient retrieval of information.

CLIENT SERVICES

Emphasis was placed on strengthening service to clients. This was achieved in the following ways:-

Bibliographic Instruction/Information Skills Unit

Recognizing the paradigm shift in the way information is produced, stored and made accessible, emphasis was placed on training clients in effective ways of accessing electronic databases in order to fully exploit information resources in support of teaching, learning and research. To this end a fledgling Bibliographic Instruction/Information Skills Unit was established. Training sessions were offered to all librarians and para-professionals resulting in the development of a cadre of librarians who now offer a variety of training courses to users. It also helped to develop more confident para-professional staff able to help students more effectively.

Training courses were organized for Faculty members in order to encourage them to use electronic databases for research and to influence their students to make use of the digital resources that can be accessed through the Library. The results have been very encouraging.

Orientation sessions attracted over 1000 students who participated in Library tours and a general introduction to the Library. In addition to the regular introductory courses on using the On Line Public Access Catalogue

(OPAC), the following courses were organised and delivered to undergraduate and postgraduate students:-

- Introduction to the World Wide Web
- Internet Search Strategies
- Web Data Bases
- Citing and Evaluating Internet Resources

The Unit now co-ordinates a variety of training courses offered to special groups of undergraduate and postgraduate students at the request of faculty as well as to students who sign up voluntarily for the courses offered.

Liaison Librarians

Liaison librarians were assigned to each department with the intention of strengthening communication links. These librarians distribute information concerning new publications in the discipline, solicit suggestions for collection building, liaise with library representatives from the departments and in general provide feedback in order to help to improve the service offered.

Lending and Reference Services

Lending and reference services were well used with service points at the Main Library as well as at the Science and Medical branches showing increased usage. Worthy of note is the high level of usage recorded for MERIC in the Main Library and Science Branch and the Hopwood Medical Education Centre in the Medical Library. MERIC in the Science and Main Libraries operated at full capacity during the period under review when over 30,000 bookings were recorded during the first and second semesters. Usage in the Hopwood Centre was also at near full capacity and in addition it was used to offer training workshops to students by several departments.

It was particularly pleasing to note the shift from usage for e-mail purposes to usage for research purposes. Now approximately 50% of the usage recorded is in support of research compared to approximately 10 % during the previous year. This shift in usage can be directly attributed to the training offered in exploiting electronic resources.

Inter-library Loan and Document delivery

Inter-library loan requests exceeded that of the previous year by 50%. Improvements have been achieved in document delivery services particularly in the Medical Library, as a result of the acquisition of ARIEL, a special software package that allows transmission of documents as e-mail attachments. However there is still dissatisfaction with the response rates and turn-around time in the processing of interlibrary loan requests and

efforts are being made to make improvements in this area in the coming year.

Reprographic Services

Reprographic Services were enhanced with the introduction of an automated pay-for print service. The new service enables students to deposit funds to an account which is debited automatically when they print from workstations in the Campus Library system.

Library Service to Distance Students

Service to tutors and students in the University's Distance Education Programme was continued and enhanced through additions to the small core collections established in each centre and promotional/fact finding/training visits made to eight of the ten Intra-Jamaica Distance sites by the Distance Library Services Coordinator. All requests for material were satisfied and orientation sessions for students and tutors were offered in the general orientation session organized by UWIDEC.

COLLECTION DEVELOPMENT AND MANAGEMENT

Acquisitions, Gifts and Exchanges

Continuing efforts were directed towards building the collection to ensure that it remained relevant and up to date in support of teaching, learning and research needs. Efforts were made to strengthen communication links and solicit cooperation of faculty members with building the collection. Efforts were also concentrated on diversifying the collection from being primarily print oriented to include video, multimedia and other digital materials. It is hoped that these efforts will begin to bear fruit in the coming year.

Significant increases were recorded in the number of books ordered, acquired and processed. It is expected that closer relationship with faculty members through the liaison librarians will encourage faculty to play a more active role in filling gaps and assisting to update the print collection. The collection was augmented by many valuable donations. Notable among these were the regular donation of books from the Japanese Embassy, a complete set of papers from the 2001 Conference of Caribbean Historians donated by Sir Roy Augier and the collection of the late Professor Frederick Cassidy donated by his family. This collection includes a number of valuable manuscripts including that of *The Dictionary of Jamaican English*. The Library also continued to benefit from very fruitful exchange agreements with the other campuses and the University of Guyana.

Electronic Resources

The Library was successful in increasing access to electronic resources and full text of online journals by adding several databases from the suite of OCLC's First Search Database which provides access to several important data bases in the fields of Economics, Arts and Humanities and Education. Participation in OCLC's Electronic Collections Online (ECO) service also ensures that on line access is available to many of the periodicals for which the library has print subscriptions. Efforts were made to ensure that all disciplines are adequately represented in the range of databases to which the library subscribes.

Serials and UN Collections

Fair progress was achieved in adding the records and holdings of the general periodical collection as well as the Government Serials and UN collections to the OPAC.

Binding and Conservation

Staffing in the bindery was strengthened and conservation work carried out on the valuable collection of historical periodicals, *Gentleman's Magazine* (1734-1814). The conservation-microfilming programme was also continued but lagged behind the target set as a result of the increasing demands made on the Technician due to the increased workload in the photocopying unit. Partitioning and air-conditioning of the stacks in the West Indian Section has contributed significantly to improved environmental conditions for the preservation of the West Indies Collection and plans are being made to have the area fumigated to prevent the spread of insect infestation which is evident in some material.

ORGANIZATION OF INFORMATION RESOURCES

Cataloguing and Indexing

There was improvement in the number of titles catalogued particularly in materials requiring original cataloguing and online resources dealing with the Caribbean are now being catalogued and linked to the Library's Web Site. A retrospective conversion project is now underway with two staff members assigned to work full time on the conversion of records in the card catalogue for inclusion in the OPAC. Emphasis has been placed on converting the card catalogue of the West Indies Collection.

Work continued on building the West Indiana database with the main thrust being the inclusion of papers produced by faculty members. In the Science Library, work was also continued on the development and rationalization of the CAREN database.

Listings were prepared and physical organization done where needed for three collections, which had been acquired over time. These were papers of *Ann Spackman*, former lecturer in the Department of Government, *Richard Hart*, political historian and *George and Gloria Cumper*. Sociologist and Lawyer respectively. Similar work was also begun on the *Frederick Cassidy Collection* that contains published as well as unpublished material.

SPECIAL PROJECTS AND INITIATIVES

Caribbean Disaster Information Network

Phase 2 of the **CARDIN** (Caribbean Disaster Information Network) Project was successfully continued. This **ECHO (European Community Humanitarian Office)** funded network is designed to:

- Provide wider access to and coverage of disaster information in the region
- Facilitate the dissemination of disaster related information to the general Caribbean public on the World Wide Web, through the Newsletter and document delivery services.
- Create a database of disaster related information available on Internet, CD's and in print format which will provide an essential resource for policymakers, practitioners, researchers and the general public.

Phase 1 of the Project was evaluated by ECHO and received an excellent assessment report on its achievements. Based on this, Phase 2 which is now nearing completion was funded with a grant of EU200, 000.

Virtual Health Library

The Medical Library was named coordinator of the Virtual Health Library and the ground work has already begun on this project which is designed to improve access to health related literature and information to health and allied professionals and workers.

Information Technology

The deployment of a pay-for print service was successfully achieved using the Pharos UniPrint Reserve IT Systems and it is envisaged that in the coming year the implementation of the module to facilitate booking of the Library's work stations and other resources in all three branches will be achieved.

Work was commenced on the refurbishing of a section on the third floor of the Main Library to accommodate the systems staff and on the recruitment procedures for staff in the section. Work was also commenced

on the pilot project to digitize the heavily used past examinations papers collection and it is expected that this will be accessible in time for the first semester examination during the coming academic year.

As a result of approval on a University-wide basis to migrate to a newer-generation library system with enhanced capability and ease of use, a needs assessment survey was conducted in anticipation of the Request for Proposal stage. Work will be continued on this project in the hope that the upgraded system will be available for the 2002/2003 academic year.

The Library benefited somewhat from funds approved in the IT Strategy Budget by way of new equipment which facilitated the phasing out of obsolete workstations and NT Servers. Expected provisions for staffing and the move to the Sun 3500 Server have not yet been fully realised.

CONTRIBUTION TO OVERALL EFFICIENCY OF THE UNIVERSITY

Emphasis was placed on improving customer service in the delivery of library service at all service points. Feedback was solicited from clients and every effort made to address concerns that were expressed. Continued attention was focussed on improving the physical environment to provide pleasant working surroundings and an atmosphere conducive to study and research. Incremental improvements were achieved in the performance of the Library's core functions relating to Client Services, Collection Development and Management and Organization of Information Resources and the foundation laid for significant improvements in the future.

STAFFING

The Library continues to be a significant employer of students on the Mona Campus. They are employed in all three branches and are deployed in a variety of jobs. During the period under review **Mr. Samuel Bandara** was appointed to act as Deputy Campus Librarian vice **Mrs. Norma Amenu-Kpodo** who was granted Sabbatical /Study Leave from October 2, 2000 to January 2, 2002. **Mrs. Laxmi Mansingh** was promoted to Senior Librarian 111 (Professorial Grade).

Professional Staff have continued to serve on various University Committees including Gender and Development, Steering Committee on Human Resource Development, Staff Matters, Electronic Records Management and Academic Quality Assurance Committee.

RESEARCH IN PROGRESS

Samuel Bandara

- Bibliography of Caribbean Fiction
- Bibliography of Theses on Caribbean Literature

Swarna Bandara

- Virtual Health Library for Jamaica
- Electronic Publication and its impact on the Publishers and users

Gracelyn Cassell

- Arrow and Soca: Extracting Dollars out of the Music Industry
- Tourism in the Caribbean: Contemporary Research

Myrna Douglas

- Print Versus Electronic Journals: The Perception of Users in Pure and Applied Science

Patricia Dunn

- Elsa Vesta Goveia, Caribbean Historian: Her Life and Achievements.

Stephney Ferguson

- **Feasibility Study:** Caribbean Consortium of Academic Libraries

Jacqueline Roberts

- The Status of Information Literacy Skills Among Undergraduates Entering the UWI

Joan Vacianna

- Sources for the History of the Chinese in the Caribbean
- William Dampier – Pirate of Bybrook Estate, St. Thomas-in-the-Vale.

PAPERS PRESENTED

Stephney Ferguson

- “Then, Now and When: A look at Library and Information work yesterday, today and tomorrow.” Keynote address, 40th Anniversary Celebration of the Library Association of Trinidad and Tobago. 2nd December, 2000. Port of Spain, Trinidad and Tobago.

Paulette Kerr

- “Bibliographic Instruction, Information Literacy: Two Sides of the Same Coin of User Education?” COMLA 2000 Seminar, New Zealand, October 2000.

PUBLICATIONS

Refereed

Gracelyn Cassell

- * “Changing Culture of Libraries” Renee Feinberg Ed. New York: MacFarland, 2001. P41-50. **Library Services in Montserrat: Helping People Realize their full Potential.**

Judith Rao

- * “Select Bibliography of the Literature of the English-speaking Caribbean 1999” *JWIL* 9.2 (2001): 102-125

Non-Refereed

Enid Brown

- * Rouse Jones, Margaret and Enid Brown. “Documenting Cultural heritage: Focusing on the Oral History Collections at the University of the West Indies” **Documenting Movements, Identity and Popular Culture in Latin America. Papers of the Forty-fourth Annual Meeting of the Seminar of the Acquisition of Latin American Library Materials, Nashville, Tennessee, May 30 – June 3, 1999.** Ed. Richard F. Phillips, Texas: SALALM Secretariat, University of Texas, Austin 2000. 12-26.

Gracelyn Cassell, Verna George, Judith Rao, Tereza Richards

- * **Research for Development: Strengthening Our Tourism Product.** Jamaica: the Library, University of the West Indies, 2000

Beverley Lashley

- * “A Directory of Caribbean Disaster Agencies” edited by Samuel B. Bandara and Beverley Lashley. CARDIN, Jamaica. 2001
- * “Bibliography on Natural Hazards in the Caribbean” edited by Beverley Lashley and Samuel B. Bandara. CARDIN, Jamaica. 2001

* “**CARDIN Newsletter**” edited by Beverley Lashley and Houple Henry

PUBLIC SERVICE

Gracelyn Cassell

- Coordinator, Montserrat Students’ Society

Patricia Dunn

- Member, National Library of Jamaica Collections Development Management Committee

Stephney Ferguson

- Justice of the Peace
- Immediate Past President, Association of Caribbean University, Research & Institutional Libraries (ACURIL)
- Vice Chairman, National Book Development Council of Jamaica
- Chair and Chief Judge, Book Industry Association of Jamaica, National Publishing Awards Committee, 1999
- Member, Jamaica Committee for Children’s Literature
- Member of the following Editorial Advisory Committees: ***LIBRI International Library Review***; ***ALEXANDRIA: The Journal of National and International Library and Information Issues***
- Member, IFLA Standing Committee on Education and Training.

Paulette Kerr

- Member, Library and Information Association of Jamaica, (LIAJA) Advocacy Committee
- Member, Planning Committee of ACURIL 2002 (Jamaica) Conference

Ouida Lewis

- Chairperson, Research and Publications Working Party, LIAJA

Rosemarie Runcie