

Annual Departmental Report 2017 - 2018

Mona Library

HIGHLIGHTS of the YEAR

- Staging of the Library's major outreach event, the second annual *Library Open Week*, October 8-12 & 19, 2017, with its signature event *Celebration of Books* held October 9, 2017. *Celebration of Books* served to celebrate and showcase the scholarship of UWI staff and highlight the value of the Library's resources and services, as well as engage with students and faculty regarding the Library's role in enhancing their teaching, learning and research experience in the academy.
- Donation of the Dudley Thompson Collection was made by his widow Mrs. Cecile Eistrup-Thompson on March 14, 2018 at a Reception held at the University's Regional Headquarters.
- Official handing over of his prized papers by past Prime Minister, the Most Hon PJ Patterson, to the UWI Mona Library, April 24, 2018 at the University's Regional Headquarters.
- Development of key strategic projects as part of the Mona Campus' Strategic Initiative of transforming services and facilities of the Mona Library towards a state-of-the-art academic library.
- Four new databases were added to the Library's subscription. These included Academic Search Ultimate, Medline Complete, CINAHL Complete from EBSCOhost, Justis One and AccessPharmacy.

- Dr Sasekea Harris, Senior Librarian 1 received a Mona Principal's Award as Outstanding Researcher during Research Days 2018
- Revitalization of the Caribbean Disaster Information Network (CARDIN) database and website through partnership and collaboration with the UWI Disaster Risk Reduction Centre, directed by Dr. Barbara Carby
- Increased focus on developing excellent customer service among Library staff with three workshops.
- Mona Library Strategic Plan 2017-2022 developed and rolled out to Library staff
- The UWI, Mona Library is the first winner of the EBSCO Solar Grant outside the U.S. The grant is an annual grant program that funds USD\$100,000 for institutions such as libraries to carry out solar installations.

OVERVIEW

The Mona Library made significant strides with many of its programmes during the academic year 2017- 2018. It embarked on a number of new strategic projects which were aligned with the vision of the UWI Triple 'A' Strategic Plan. These projects were formulated with full engagement by staff who sought to ensure that major aspects of the Library's role were captured for realizing the major Initiative of transforming facilities and services towards a modern, fully equipped state of the art library. Staff worked effectively at meeting targets and timelines.

The Library however continues to grapple with perennial financial challenges but was able to devise effective strategies to overcome some of these and staff were able to satisfy the demands of staff and students. Of note is the decline in the development of print collections as

with limited resources, the Library was able to purchase only books needed to support immediate teaching and learning needs based on recommendations from faculty, as well as new titles/editions on submitted reading lists. Regrettably, the acquisition of West Indiana material was severely affected, resulting in a greater dependency on donations to build the West Indies and Special Collections as well as research based resources. This is untenable as we seek to provide greater access to unique Caribbean resources.

Income generated by the Library such as, the revenue received from the Reprographics Services Unit (RESU), rental from facilities such as the Multifunctional Room, and outreach services provided by the Bindery, as well as special financial provisions made by the Campus to address small projects, assisted the Library to make minor improvements to the facility as well as allow staff training opportunities.

As The UWI rolled out the Triple 'A' Strategic Plan for 2017 – 2022, the Mona Library used it to frame its projects , focusing primarily on the development of facilities, services and staffing.

The Library was tasked with one major initiative, that of transforming the current library to a state-of-the-art modern library. Thirteen projects were selected to accomplish this, which include an overhaul of the dated information technology infrastructure; transforming teaching /learning spaces towards new innovation labs; transforming staff facilities in all libraries including the Technical Services Area in the Main Library; creation of a Digitization Centre; expanding income generating facilities with a new RESU and Café; building of West Indies and Special Collections; creation of a purpose-built Law Library; Research Data Management Programme; identification of sustained funding models, as well as building the capacity of all staff to offer cutting edge services.

Project Teams were formed, timelines and performance indicators developed and work on achieving these is proceeding especially as this relates to planning. Financial challenges resulted in most capital projects being put on hold at the end of the academic year. Despite this, Library staff have focused on ensuring that groundwork is laid to achieve these projects and that non capital projects are on target.

Outreach programmes of the Library continued to be impactful and rewarding, resulting in new and sustained partnerships.

A major outreach activity was the Second Annual Library Open Week - October 8 – 13 and 19, 2017. The Library engaged in a range of events during the week, with the Celebration of Books being the signature event.

The Halls of Residence Librarian Programme continues to be a success with first year students being introduced to the Library and information literacy consultation sessions very early in their university life. The Library also continued its Information Literacy sessions to UWI Franchised Programmes at the Brown's Town and Knox Community Colleges. The Library also facilitated a interns from the Department of Library and Information Studies and Excelsior Community College.

During the period the Library said farewell to Joan Clarke, Gloria Webster, Donna Gentles, Quemar Rhoden, Sammara Reynolds and Damien Cox who tendered resignations. Mervin Martin and Hector Simms retired; and the contract of Lloyd Headad was not renewed.

Benjamin Branch joined the staff May 2018 as Deputy Librarian Public, Outreach Services, and Special Projects, Trevor Alexander as Driver and Flavia Manning as Custodian Attendant.

STRATEGIC PLAN 2017 -2022

As part of the Mona Campus' Initiatives for the UWI Triple A Strategic Plan 2017-2022, the Library was tasked with the responsibility of transforming the existing physical structure into a state-of-the-art modern facility on par with leading academic libraries as well as equipping staff with competencies to deliver cutting-edge services aimed at improving teaching, learning, and research experience of our clients. In order to achieve this mandate, the Library crafted thirteen long, medium and short term projects that would assist in the execution of its major Initiative over a five-year period.

The Mona Library intends to construct a fully equipped and operational Caribbean Digital Centre of Excellence to include a preservation/conservation /digital curation lab and to offer a suite of services relating to digital asset management which is estimated to generate profitable annual income. In order to achieve this there is need for state-of-the-industry IT infrastructure and equipment in all libraries. The Library also has as its focus two state-of-the-art multipurpose computer labs which will facilitate an expanded Information Literacy framework which will enhance students' learning experience.

Attention to the physical infrastructure will also see the expansion and upgrading of the West Indies and Special Collections to accommodate The Caribbean Leaders' Collections / Prime Ministerial Facility. Other projects include the transformation of staff and patron facilities in all libraries a new purpose-built Law Branch Library. Repurposing of spaces with a focus on income generation activities will include a Café in the present location of the Reprographic Services Unit (RESU) and a relocated and expanded RESU.

Other key projects included in the in the Library's major Strategic Initiative include building staff capacity at all levels, to include key competencies in areas such as Project Management, Digital Asset Management, and Research Data Management towards offering new and enhanced services.

The Mona Library also crafted its Strategic Plan 2017-2022 with four major objectives to guide the work of the Library over the next five years.

COLLECTION DEVELOPMENT

Purchases

Continued financial challenges of the Mona Campus resulted in the failure of the Library to have orders filled in a timely manner from our main vendor, the UWI Bookshop. The Library therefore had to take the decision to cancel a total of 280 unfilled orders from the Bookshop to improve goodwill with faculty. Discussions were held with vendor, YBP Library Services, which provides acquisition, collection development, and technical services to academic and research libraries globally. YBP Services has the capacity to be a feasible alternative to the UWI Mona Bookshop. Following further discussions and positive feedback from acquisitions librarians from the other UWI campuses, the Library began placing orders using the platform of YBP Library Services in January 2018. A total of 424 orders were placed with YBP Library Services which included the 280 that were not filled by the Bookshop. To date, the Library has received 319 volumes from this new vendor and is awaiting the supply of 91 volumes from open orders. The following table indicates the purchases for the year:

Table 1 Purchases

Purchases				
Branches	New Titles	Total Volumes	Audio Visuals	
Main	196	235	1	
Science	49	61	6	
Medical	58	77		
WISC	92	103		
Law	19	33		
WJC	28	55		
E-Bks	98	98		
Total	<u>540</u>	<u>662</u>	<u>7</u>	

Gifts

The Library owes a debt of gratitude to the many friends of the Library who donated books during this year. Donations to the Library continue to comprise a fairly large portion of the total number of items added to the collections annually. An application was made to the Nippon Foundation for a donation of texts on Japanese history and culture. To support this application the Library supplied information and photographs about the library and its activities in support of teaching and learning. The faculty in the departments of History and Modern Languages made selections of titles.

Highlighted in the table below are some of the larger donations received during the year and added to the Collection.

Table 2. Major Donors for the Period August 2017 – July 2018

Donor	No. of items added to the Collection	Donor	No. of items added to the Collection
Prof. Barrington Chevannes	200	Nippon Foundation of Japan	67
Dr. Victor Chang	181	Jossette Charlton	36
Prof. Opal Palmer Adisa	111	Prof. Ayotunde Bewaji	30
Prof. Mervyn Morris	94		
Impact Justice	71		

Dudley Thompson Collection

The Collection of the late Jamaican Pan-Africanist, politician, diplomat, and ambassador Dudley Thompson was donated to The University of the West Indies at a ceremony on March 14, 2018 held at the University's Regional Headquarters. The presentation was made by his widow, Mrs. Cecile Eistrup-Thompson. The Collection is currently housed at Mona Library, and will eventually be transferred to The UWI Centre for Reparation Research.

Handing Over of the PJ Patterson Collection

The prized collection of papers belonging to former Prime Minister of Jamaica PJ Patterson was officially handed over to The University of the West Indies, Mona Library at a ceremony on Tuesday April 24, 2018 at the University's Regional Headquarters. The presentation was made by The Most Hon PJ Patterson and the collection will be housed in the West Indies and Special Collections of the Main Library.

Databases

Four new databases were added to the Library's Subscription. These included ***Academic Search Ultimate, Medline Complete, CINAHL Complete*** and ***Justis One***. Academic Search Ultimate is a combination of Academic Search Complete and Omnifile Full text, plus an additional 2600 unique titles. Medline Complete and CINAHL Complete are the full text versions of Medline and CINAHL, which were largely indexes with some full text. This will provide researchers with greater access to full text articles online. Justis One provides full access to CARILAW as well as International Law Reports, the UK Core, Canadian Core and other jurisdictions.

Approximately two years ago the Library had to suspend its subscription to the Science Direct database due to financial constraints. Since this is a database that is in such a high demand by multiple faculties, decisions will have to be taken regarding the resumption of Science Direct subscription.

After much lobbying, the Medical Branch Library finally acquired the EBSCOhost MEDLINE Complete Database, which is a significant achievement as it provides full-text to over 2,300

medical journals. The Library is mindful of the need to enhance its evidence based resources and is examining the possibility of acquiring a point-of-care database.

Collaboration between the Library and the Department of Pharmacology resulted in patrons now being able to obtain resources from AccessPharmacy database via the Library's website.

This is another welcome development as it provides electronic resources for the relatively new Doctor of Pharmacy Programme as well as other long-standing programmes.

Database Trials

Trials for new databases throughout the year included the following:

- Sage Knowledge platform (All Sage books - 2 months trial) March -April
- Sage Premier (All Sage journals - 2 months Trial) March - April
- Ovid (1 month trial)
- Access Engineering (Oct. 2017)
- Psych Articles; Psych Tests (Oct. 2017)

Interesting results from the trial of the Sage Premier Collection showed that for the 2 month period, there were 1,091 successful full text article requests, and 400 selections of e-books across 70 titles in Sage Knowledge. Deeper investigation of these results with a view to acquiring the most heavily requested titles will take place in the 2018/19 academic year.

Journal Subscriptions

The Library's main journal subscriptions for the Main, Medical, Science and Engineering Branch Libraries were paid early in the academic year allowing claims to the vendor EBSCO, for items

not yet received to be made. Processing of the IMF Collection continued during the academic year. These volumes remained in the Main Library, as there is inadequate space in the Law Library to accommodate the Collection. A total of 191 volumes (16 titles) were added to the Library's Collection from the IMF donation for the period under review.

USE OF COLLECTION

Circulation

The continued declining trend in the checkouts of print material continued during the period under review. There was however an upward trend in the use of electronic resources with the two major database platforms, Proquest and EBSCO showing downloads of 117,791 and 455,202 respectively during the period, while electronic book usage amounted to 8177 for the period. The Library is well aware of this trend and has been steadily purchasing electronic resources to meet the needs of users.

Library's Website

The Library's website continues to have steady increase of visits showing the largest number of searches were directed to database pages and examination papers.

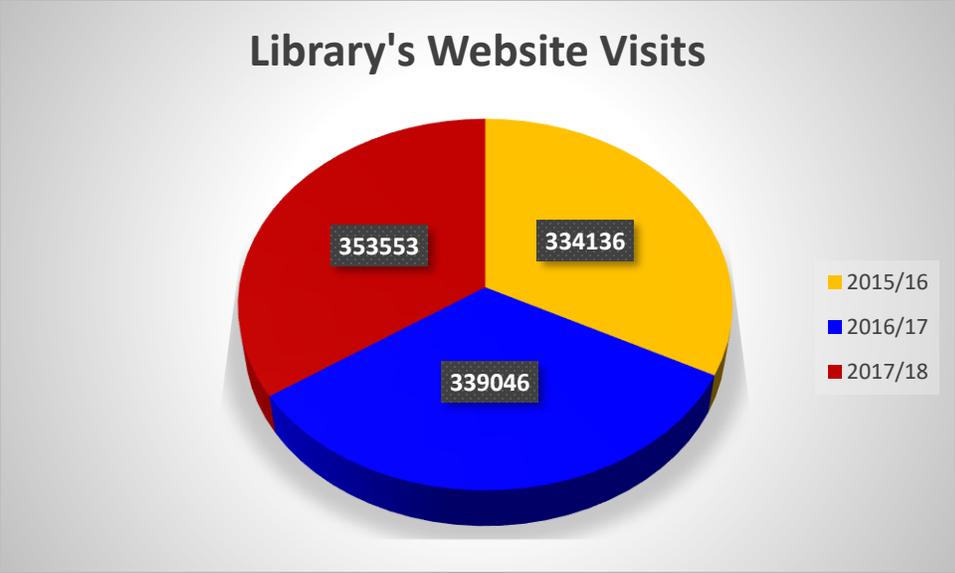


Figure 1. Website Visits indicating Use of Resources

Complaints and Feedback

There has been a significant reduction in complaints from library patrons over the previous year, which may indicate greater effort by staff to satisfy patron needs. However challenges associated with the female restrooms continue to be most-complained about service area. Dirty and dusty shelves is also another critical issue that our users complain about. The Social Sciences Reading Room in the Main Library was identified for deep cleaning and renovation to address some of these complaints. A team of staff engaged in a major cleaning project which helped to alleviate this issue. Additionally electrical outlets were installed under each desk in Reading Room 2 of the Main Library allowing patrons to charge their devices and enhancing their experience at the Library. The following table shows a trending down of complaints made by patrons:

Table 3. Complaints Recorded on Incident/complaint Forms for the Past 3 Years

Type of Complaint	2015-2016	2016-2017	2017-2018
Contesting Fines	4	16	8
Claimed Returned	9	18	11
Did not Borrow	6	5	6
Stolen/Lost	10	34	4
Printing Issues		4	-
Other	2	19	5
Total	31	86	34

Revitalizing of the Caribbean Disaster Information Network (CARDIN)

Caribbean Disaster Information Network (CARDIN) which remained inactive for a number of years received funding to overhaul its website and database. CARDIN, which was formally established in 1999 in collaboration with international and regional partners which included the European Community Humanitarian Office (ECHO), CRID DIPECHO, CEDERA and PAHO, ODPEM and the Geography Department, UWI, Mona and the UWI Mona Library. The objectives of the collaboration were to increase national capacities to capture relevant information and to contribute towards the formalization of a regional disaster and information system in Latin America and the Caribbean. CARDIN’s mission was to “develop a comprehensive database on disaster related information within the English, Spanish, Dutch and French speaking Caribbean”. The Caribbean Disaster Virtual Library contains over one thousand records including full text documents, presentations, maps, audio and video clips related specifically to the Caribbean

region. It was initially funded by ECHO but funding was not sustained and since 2012, CARDIN entered a period of inactivity. A proposal and position paper for the revitalization of CARDIN were prepared by librarian, Mrs. Karlene Nelson and meetings were held with Dr. Barbara Carby, Director of The UWI Disaster Risk Reduction Centre regarding the possibility of a collaboration between CARDIN and the Disaster Risk Reduction Centre (DDRC) on this initiative. This collaboration was very successful resulting in funding to CARDIN through the Enhancing Knowledge & Application of Comprehensive Disaster Management Initiative – EKACDM. Also an application was submitted to Caribbean Catastrophe Risk Insurance Facility (CCRIF) with the objective of obtaining a sponsored Intern. This too bore fruit and work was started on updating the database and restoring the website.

With the increase in number and volatility of disasters impacting the region and its peoples information systems such as CARDIN are especially necessary. Databases such as these work to equip all stakeholders especially managers responsible for the mitigation, preparedness, response and recovery phases of disaster management with access to quality and up to date information resources. The regional disaster management community is reliant on tools such as CARDIN which facilitate access to information at any time and in any location.

The UWI Mona Library is proud to be associated with this network and is happy as it grows and is committed towards its sustainability.

INCOME GENERATION

The Mona Library primarily through the Reprographic Services Unit (RESU), and rental from its Multifunctional Room, generated income for the Library and the campus. Branch Libraries also

assisted in generating income through printing, photocopying and fines. The year under review saw RESU generating \$7,446,173.58 reflecting a slight decrease over the same period last year of \$96,570.00; and the Multifunctional Room rental generated \$1,060,850.00, an increase of \$101,667.

EBSCO Solar Award and Project 2018

The UWI, Mona Library is the first winner of the EBSCO Solar Grant outside the U.S. The grant is an annual grant program that funds USD\$100,000 solar installations on library campuses to offset electricity costs with clean, renewable solar energy. The proposal was developed and submitted as a collaborative project between the Mona Library, the Energy Management Unit, Mona School of Engineering and the Department of Physics. Dr. Sasekea Harris, Mr Kevin Atkinson, and Mr Stanley Smellie were the key collaborators in developing the Proposal. The solar panels will be installed on the roofs of the Science and Engineering Branch Library and the Department of Physics Lab. The project is estimated to save The UWI almost \$2m annually. It will also create a live learning environment for students to observe and interact with the various components of the system.

OUTREACH INITIATIVES

Orientation

The general orientation of undergraduates took place on August 24 and 25 2017. The Library hosted a booth at the Orientation Village and students participated in various activities including,

graffiti boards, scavenger hunts, giveaways as well as an exhibition on *Effective Research and Writing Strategies* in the Main Library.

Orientation of postgraduates on Thursday August 31, 2017 was also effective. The material emphasized at the Booth was Virtual Reference (Ask-A-Librarian), UWILinC and Endnote. A number of tours of the Postgraduate Learning Commons was done, in addition to presentations to students from the Faculty of Social Sciences on the Library's role in assisting graduate students with research.

Library Open Week

The Library hosted "***Library Open Week 2017***" October 8-13 & 19, 2017. The week of activities included several signature events that served to celebrate and showcase the scholarship of UWI staff, highlight the value of the Library's Resources and services, and engage with students and faculty regarding the Library's role in enhancing their teaching, learning and research experience at UWI.

Highlights from the week included:

Celebration of Books Reception and Exhibition Launch | October 9

The 2nd Annual Celebration of Books exhibition showcased the distinguished scholarship of UWI Mona staff members who published books between September 2016 and July 2017.

Twenty eight authors were featured in the exhibit, and their varied backgrounds and research interests created a diverse and interesting catalogue of publications. A reception was held to launch the exhibition where attendees had a chance to interact with the authors who shared their experiences and the inspiration behind their publications.

Seminar: “Research for Publishing & Decision-making in Libraries & Information Units” |

October 11

This forum was designed for current and aspiring information professionals and featured librarians from the UWI Mona Library who received awards for their research publications in 2016. They delivered practical presentations on the research process and offered guidance on choosing reputable publishers. Members of the audience included students and several members of the local library community.

Customer Appreciation Day | October 12

In keeping with the Library’s focus on customer service and satisfaction, “Customer Appreciation Day” activities were held in all branches. Activities included a special amnesty on overdue items, extended loans for items from the Reserve Book Collections and lunch hour movies. All staff members wore their UWI Mona Library t-shirts and name tags with the caption “We Love our Customers”. Several patrons indicated that they felt appreciated by the gesture.

“Futures Conversations” | October 13

The “Futures Conversations” event was held to provide an opportunity for direct dialogue between Library staff and faculty members. Two key objectives were to present the Library as a critical partner in support of teaching, learning and research for all faculty members, and to establish relationships that could lead to greater collaboration between librarians and faculty. The Library shared aspects of its strategic objectives and its vision for an improved Library with attendees, and encouraged them to participate in discussions regarding how the Library could better serve their needs and those of their students.

E-Resources Fair | October 19

The annual E-Resources Fair was held to increase student and faculty awareness about the different types of electronic resources and services available to them through the UWI Mona Library. A key objective was to show how these resources could help with their research and other scholarly activities. The event included presentations from some of the major content providers who instructed students on how to use the Library's databases and the variety of features that could assist with their research. Library staff also delivered presentations on how to use tools such as EndNote and UWILinC. Students received tokens for their participation, most of which were donated by vendors with whom the library had subscription arrangements including EBSCO, Lexis-Nexis, Scifinder, IEEE, and ACS.

Research Days 2018

The Library's Research Day Team led the 2018 Research Days' activities for the Library, under the theme "The UWI, Mona Library Research Fuel Station: The Energy Fueling Your Research" held February 7-9, 2018. In this regard, the team used the concept of a fuel station to showcase how The UWI, Mona Library fuels research on the campus through:

- Research Preparation (Fuel Pump 1)
 - ✓ Metadata Provision; Research Collections; Research Writing Spaces
- Research Production (Fuel Pump 2)
 - ✓ Thesis Consultation and Scrutiny
 - ✓ Information Literacy Training
 - ✓ Research Writing Workshops

✓ Reference Management Seminars

- Research Data Management (Fuel Pump 3)

Additionally, extending the concept of the fuel station the library's booth included a Food Mart, where visitors were fueled physically, through a variety of refreshments, as well as mentally via tours, workshops and demonstrations.

Workshops and demonstrations included: mold cleaning, mold mitigation, EndNote Reference manager, Chicago Manual of Style, identifying predatory journals and conferences, legal research database use, UWILINC use, COS/PIVOT funding database, building an online library, and thesis preparation, in association with Office of Graduate Studies & Research (OGSR).

Halls of Residence Librarian Programme

Through the Library's Halls of Residence Librarian Programme all first year students living on the halls are given information literacy support by having their own go-to-librarian. A liaison librarian is assigned to each of the 9 halls of residences on the campus. The past year saw these librarians giving instructions on how to navigate the Library's information portal, UWILinC to find resources, as late as 10pm in some instances. Guidance was also given in research and writing and referencing to avoid plagiarism. Librarians attended the hall dinners as well as award functions that were planned.

Liaison Librarian Programme

Through its liaison librarian programme the Library has been collaborating with faculty in a number of initiatives providing them with assistance to support learning and teaching at the University. During the Library's signature activity for the year, Open Week, a Library Faculty Event was planned – "Future Conversations", held on October 13, 2017 in which the Library hosted a coffee morning where faculty conversed on issues related to library resources, support for teaching and learning and their research interests with the Campus Librarian, Liaison Librarians and other Library staff

Initiatives aimed at Engaging Students

The Campus Librarian and the Head of Public Service met with outgoing and incoming Guild presidents Oshane Grant and Shevron Williams respectively in May 2018, to get a sense of how the Library can be of service to the students of the Campus and to get from them ideas that could be used to meet the needs of students. The students commended the Library for the wealth of electronic resources available to students especially links to past examination papers. The students suggested that the Guild could assist the Library to promote events, facilities and services through its social media pages and its website. The Library was asked to spearhead the education of our students on the history of the University focusing on the Chancellors, Vice Chancellors, Principals, Registrars and other distinguished icons such as past Prime Ministers who have attended this noble institution.

Preservation Awareness Week (PAW) 2018

The library hosted its 3rd Biennial PAW from April 24th- 26th 2018 under the theme ***Promoting the Longevity of all Materials. "Myth or Reality"***. There was a sub- theme for the opening of the event on day one, which was "**Conservation meets Preservation**". This theme was used to allow the guest speaker Prof James Robertson, presenters Mr. Dunstan Newman Ms. Collene Nattie and the panelist; Ms. Nicole Prawl and Ms. Collene Nattie to connect with the diverse audience on the efforts made in both areas and share their experiences. Other presenters were Dr Stanley Griffin and Dr. Thera Edwards. A team comprising Mr. David Brown, Mr. Chad Roye and Mr. Cedric Palmer engaged the audience in practical demonstrations.

The event was attended by over 100 persons who came to the opening, participated in the various presentation, demonstration and viewed the exhibitions.

Mold Infestation

There were a few reported cases of mold infestation at the Law Branch Library. A comprehensive cleaning of the shelves and books done by the Bindery staff, periodic evaluation the situation resulted in the books and shelves being routinely cleaned. In addition the AC control room was cleaned after mold was found in that area of the Library as well. This process is ongoing and the Library is committed to ensure that the mold is removed and that there is no re-infestation.

Mold abatement exercises

The Preservation and Conservation Unit continues to provide consultation and mold abatement services to several departments on the Campus.

MILU

The Mona Information Literacy Unit, (MILU) sought to sustain engagement with the Campus community during the academic year. Collaborations with the Centre for Excellence in Teaching and Learning (CELT), the Writing Centre, the Office of Graduate Studies and the various faculties remain important outreach avenues. Through the support of liaison and branch librarians; IL sessions, thesis scrutiny and consultations continue to be powerful connection points for the library, students and faculty. The Unit is however challenged by the limited number of directly assigned professional staff.

Theses Scrutiny

The Library through MILU sustained its working relationship with Office of Graduate Studies and was able to aid postgraduate students through face-to-face and email thesis consultations and workshop presentations. Face to face thesis consultations continues to outnumber the number of theses sent directly from Graduate Studies in the period.

Total	Consultations	Scrutiny – Graduate Studies
151	102	49

Information Literacy Sessions

UW*linC* training sessions were held at the beginning of each semester during the period August 29 -September 12, 2017 and January 25- February 2, 2018 – over 1000 students for the year. Over the years attendance at these sessions has steadily increased. This is due to increased marketing and partnership with the FOUN 1014 class for which this session is compulsory. Now issues with overcrowding have arisen in some sessions. Foundation Courses continue to produce the highest number of contact hours/learning events with undergraduates.

UWI Mona Library IL Sessions 2017– 2018

Writer’s Wednesdays

A collaboration between the UWI Writing Centre and The UWI Library (MILU) branded “Writer’s Wednesdays continued to allow UWI student writers to benefit from the feedback and support

Library	Sessions	Number of Attendees
Main	233	6006
Medical		733
Science	15	250
Western Jamaica Campus	16	289

the Writing Centre staff and librarians can provide in a central venue. However, the project was

not without challenges, the uptake for this service has severely waned with only approximately

30 students seen over 4 sessions. This may be due to limited marketing, fee requirement of \$500JMD for use of Writing Centre and competing events in the Main Library.

EXHIBITIONS

The Library hosted a number of exhibitions during the academic year. Three of the exhibitions mounted in the Catalogue Hall were prepared by other departments on campus.

Some of the significant exhibitions mounted for the period are:

1. Belize Week (mounted by Belize Students Association)
2. Celebrating the Republic of Trinidad & Tobago (mounted by the Trinidad & Tobago Students Association)
3. Effective Research and Writing Strategies (24/8/2017 to 31/11/2017)
4. Bible Translations of the World (mounted by the UWI Mona Anglican community)
5. From Ras Tafari to Haile Selassie I: A Focus on the Coverage and Memorabilia Generated by the Coronation Ceremony of Haile Selassie (mounted by Dr. Michael Barnett, Faculty of Social Sciences)
6. Dudley Thompson- Pan Africanist Warrior (1917-2012)
7. Sir George Alleyne – The Champ
8. P.J. Patterson: Nation Builder
9. The West Indian Presence in Guantanamo, Cuba (mounted by the Modern Languages Department)
10. Preservation Awareness
11. World Sepsis Awareness month

Chancellor Emeritus Sir George Alleyne Exhibition – Homecoming 2018

As part of the UWI 70th Anniversary Homecoming Celebrations the Library hosted a major display on the year's honoree, Chancellor Emeritus Sir George Alleyne. A reception was held to launch the opening of the exhibition and Sir Alleyne was in attendance. The display was mounted in the Main Library's Catalogue Hall.

An effort was made to mount internal exhibitions that dealt with Caribbean issues, however there were a number of university activities that warranted serious exhibitions on a number of icons.

STAFFING

During the period members of staff engaged in various professional development programmes. The overall skills and knowledge enhancement of the staff is expected to be advantageous to their role and the strategic direction of the Library.

Some of the training programmes in which staff participated are as follows:

- Mrs. Maureen Kerr-Campbell, Systems Librarian - Transformational Leadership Training Programme hosted by the Mona School of Business Management (MSBM) in April 2018 and also attended an ICT workshop - Teaching and Learning through Desktop Conferencing [ZOOM] and Preparing impactful presentations using various applications, January 16, 2018 at the School of Education, UWI.
- Mrs. Karlene Robinson, Head of Public Services, attended the Digital Pedagogy Conference at Brock University, Canada August 6-13, 2018.

- The Library has a number of projects which it is currently carrying out and will be carrying out in harmony with the Triple 'A' Strategic Plan, 2017-2022 and beyond. Hence it is expected that all staff with project management skills will be able give direction and input into these projects. Thus during the period April to May 2018, Ms Calarine Smith and Ms Karen Levy both attended an intensive programme on Project Management at the MSBM, UWI. Mr. Dunstan Newman and the Campus Librarian also attended project management training at the MSBM.
- Misses Nicole Johnston, Donette Howell, Karen Levy and Calarine Smith attended a two day workshop on "Improving Workplace Effectiveness: Information Literacy and Critical Thinking in the Workplace". The Workshop was hosted by the Library Information Association of Jamaica (LIAJA) March 8-9, 2018.
- A number of staff members completed Bachelors and Masters degrees this year, while others continue to pursue studies in various areas including Business Entrepreneurship, Accounting, Library and Information Studies, and Education among other fields.

Staff who were awarded degrees during the academic year are:

1. Mrs. Mervin Brown Housen – BA, Library and Information Studies (Major
2. Ms. Natalie Williamson – BA, Library and Information Studies
3. Ms. Elaine Saunches – MA, Teaching

Staff Movements and Promotions

Based on continuous dedication to the Library, a high level of performance, and other factors, the following staff members were promoted in the Library during the period of this report

- Ms. Vergie Reid Lawson was confirmed to the post of Library Assistant I effective February 1, 2018.
- Mr. Dennis Gardener was promoted to Senior Library Attendant effective April 1, 2018
- Dr. Sasekea Harris was promoted to Senior Librarian 1, effective August 1 2017

Customer Service

The Library's Customer Service Team implemented a number of key initiatives for the period with the aim of improving the performance of staff in how they treat with the internal and external customers. These include:

- Customer Appreciation Day. As part of Open Week 2017, the library hosted a customer appreciation day in all libraries, October 2017. Highlights of the day included: amnesty, extended loan, "We Love Our Customers" name tags and banners, giveaways, refreshments etc. Photo highlight follows.
- Customer Service Thought for the Week
 - a. The circulation of weekly customer service quotes continued.
- Seminars for General Staff
 - b. June 27, 2018. "Service Excellence in the Workplace" by Mr. Dave Brown, Chief Binder, The UWI, Mona Library. Photo highlight follows.
 - c. April 4, 2018. "Distinctive Customer Service" by Mrs. Yvonne Nicholson, Director of Consumer & Public Affairs, OUR

d. October 31, 2017. "Soft Skills for Excellent Customer Service". Miss Kaydian Martin, Director, Marketing & Communications, The UWI, Mona. Photo highlight follows.

- Recognition

e. The Library Commendation E-Board was introduced to compliment the physical commendation board – a number of staff received "big ups"/comendations for actions viewed through the lens of customer service as "going the extra mile". These included:

- i. Miss Ruth Roomes
- ii. Mr. Franklin Campbell
- iii. Mrs. Rose Marie Sommerville Crosbie
- iv. Mr Mark Wynter
- v. Mrs. Jewel Ann Garvey
- vi. Mr. Besley Mullings
- vii. Mr Trevor Alexander
- viii. Mr Dunstan Newman

f. The UWI, Mona Library Annual Customer Service Award continued, and based on nominations from 10 sections of The UWI, Mona library, certificates for excellence in customer service were presented to 10 employees at the Library's Annual Christmas Dinner, held December 2017; recipients included:

- ✓ Mrs. Donna Gentles-Mullings, Cataloguing
- ✓ Mr. Paul Bogle, Medical Branch Library (MBL)

- ✓ Mrs. Tracey Edwards, Public Services
- ✓ Mrs. Cheryl Folkes, Science & Engineering Branch Library (SEBL)
- ✓ Mr. Donald Taylor, Bindery
- ✓ Mrs Omarsha, Easy Williams, Acquisitions
- ✓ Miss Sasha-Gay Segree, Western Jamaica Campus (WJC)
- ✓ Miss Calarine Smith, Administration
- ✓ Mr. Cedric Palmer, RESU
- ✓ Miss Randia Shaw, WISC

Additionally, the committee nominated Mr. Lynval Curtis Snr., and Mrs. Sonia Stewart as The UWI, Mona Library Customer Service Par Excellence Awardees, which is the library's highest customer service award.

g. The awardees were further recognized and highlighted through the Customer Service Award Plaque, mounted in the Public Service Section, Main Library.

- Customer Service Trivia
 - a. The customer service trivia continued; regrettably there were no winners for October & June
- Challenges
 - b. Continued challenges included: implementing a standard welcome / greeting and exit statement in person and via telephone; non-attendance of a small group of employees; internal customer service excellence

CONFERENCES

The UNESCO Global Media and Information Conference 2017

The UWI Mona Library in collaboration with UNESCO co-hosted The Global Media and Information Literacy, MIL Week 2017 Feature Conference, October 24 - 27, 2017. The conference was held at the Jamaica Conference Centre in Kingston, and assembled close to 200 participants from over 40 countries, including representatives of governments, media, libraries, broadcasting unions, universities, international organizations, and NGOs etc. The Youth Agenda was held at CARIMAC, UWI and included cutting edge programmes by and about youth.

PAPERS PRESENTED AT CONFERENCES AND SEMINARS

Harris, Sasekea. CV Workshop. WIGUT Professional Development Committee “Writing the Self-Statement” March 28, 2018. The UWI, Mona Main Library, Multifunctional Room

Harris, Sasekea. Change Management. College Libraries Network (COLINET) Symposium, February 2018, Holiday Inn, Rose Hall, Montego Bay

Kerr, Paulette and Jessica Lewis. *Research Data Management among Researchers at the University of the West Indies, Mona, Jamaica*. European Conference on Information Literacy, ECIL. St. Malo, France. September 19, 2017.

McKoy-Johnson, F. (2018). *The role of academic libraries in supporting research reproducibility*.

Paper presented at the 3rd International Conference on Education and Humanities, University of Technology, Kingston, Jamaica.

McKoy-Johnson, F. (2017). *Harnessing information literacy (IL) for national development*. Paper presented at the LIAJA/EBSCO Seminar 2017: “Destination 2030: Harnessing Information for National Development”, Kingston, Jamaica.

PUBLICATIONS

Lewis, J. & Tugwell, Y. (2017, December 26). *First Year Experience Spotlight: University of the West Indies, Mona, Library in Kingston, Jamaica*. [Web log interview]. Retrieved from <http://blog.credoreference.com/fye-spotlight-university-of-the-west-indies-mona-library-in-kingston-jamaica>

Lewis, J., Jones- Edman, G. & Rhoden, Q . (2018). #Fresh start: Library orientation at a Caribbean academic library. In *Planning Library Orientations: Case Studies from Around the World* (pp. 283-292). Bailin, K., Jared, B., & Morris, S. (Eds). London: Chandos Publishing –Elsevier.

Richards, T. A., Muehlenbacher, S., Weichert, F., & Wagner, M. (2016). Publication Trends in West Indian Medical Journal: A 12-year Bibliometric Study Populates an Ontology. *West Indian Medical Journal*, 65(3), 486-491. doi: 10.7727/wimj.2014.336

Robinson, K. P., Nelson, K.S., & Lewis, J. C. (2018). Thesis consultation: A review. *Reference Services Review*, 46 (1), 16-28. doi.org/10.1108/RSR-04-2017-0009

Garcia-Febo, L., Kim, J., Lallaisangzuali, Jain, V., & Tugwell, Y. (2017). *Advancing the United Nations Sustainable Development Goals: Experiences of International academic and research libraries*. *College & Research Libraries News*, 78. Retrieved from <https://crln.acrl.org/index.php/crlnews/article/view/16779/18328>

PUBLIC SERVICE

Sasekea Harris

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

Paulette Kerr

- Co- Chair and UWI Representative, UNESCO UNITWIN MILID Group
- Co- Chair LOC, Global MIL Conference 2017
- Member, Standing Committee and Paper Reviewer, European Conference on Information Literacy (ECIL)
- Co- Chair Jean Tague Sutcliffe Doctoral Poster Competition Committee, ALISE
- Member, Editorial Board International Journal of Information, Diversity and Inclusion, IJIDI
- Mona Academic Board Representative to Senate, UWI
- Member, Board of Management, National Library of Jamaica
- Member, Association of Library and Information Science Education (ALISE)
- Member, Library and Information Association of Jamaica (LIAJA)

Faith McKoy-Johnson

- Member of Central Health Research Repository Sub-Committee
- Member of Association for Learning Technology
- Member of Medical Library Association

Dunstan Newman

- University Committee
- Chair- Professional Committee (Blue Book and Career Path)
- WIGUT -Jamaica - Executive member, Professional Development,
- Jamcopy- Business Development Committee
- Editor- Caribbean Library Journal
- Justice of the Peace – St. Andrew

Karlene Robinson

- Chief Examiner for Principles of Business, Caribbean Examination Council
- Member: Library & Information Association of Jamaica (LIAJA)
- Member: Editorial Board, Library & Information Association of Jamaica (LIAJA)
-

Sonia Stewart

- Volunteer CSEC English Language teacher in her community and the Education Sponsor, Johnson Town SDA Church

Karen Tyrell

- Member of the Editorial Board of the New Library World Journal.
- Member: Library & Information Association of Jamaica (LIAJA)
- Member: WIGUT Professional Development Committee

HONORS AND AWARDS

Karen Tyrell

2018 Susan Schnuer Associate Leadership Honor – Professional Leadership Capacity.