

## Annual Departmental Report 2016 - 2017

### Library

#### OVERVIEW

The academic year 2016 – 2017 was a year of transition, triumphs and recurring challenges for the Mona Library. It was the final year of the UWI Strategic Plan 2012 – 2017, and the period of preliminary planning of the *Triple A 2017 – 2022 Strategic Plan*. We were successful in a number of areas and achieved aspects of the final year of our Operational Plan; there was an increase in revenue generated by the Library, and we were able to recover valuable print resources through a fines amnesty. The state of the outdated physical plant led to continued discussions with the Campus Projects Office with the aim of repurposing and renovating existing spaces and finalizing architectural designs/drawings for new spaces. The financial challenge hampered the provision of services as the Library continued to be indebted to vendors and suppliers resulting in orders not being filled. However, the creativity and resourcefulness of staff, and continued beneficial collaborations with our partners, made it possible for the Library to provide exceptional customer service, and support the University in its mandate of teaching, learning, student development, and research.

The Library engaged in a number of collaborative initiatives during the period. Of note, is the submission of a joint proposal between UWI and Howard University in May 2017, to ASHA/USAID for funding a state-of-the-art digitization facility, the *Caribbean Digital Centre of Excellence* (CDCE) at Mona. This partnership with Howard University also resulted in a visit from the President, Dr. Wayne Frederick, and a small delegation, to the Main Library on April 21, 2017.

Their tour of the Library included viewing of archival resources in the West Indies and Special Collections, the Bindery, Systems Unit, and the Post Graduate Learning Commons (PGLC) during which Dr. Frederick engaged with staff and students. The Mona Library also collaborated with Jamaica National (JN) resulting in an accepted proposal for Corporate Access and Research Services to Jamaica National Executives, with an aim of fostering greater partnership and income generation.

The Radical Collaboration Programme aimed at building strong and effective working relationships within the Library, was introduced to staff in August 2016.

The Library continued its vibrant outreach programme during the period. It hosted its inaugural “Library Open Week” from October 9 to 14, 2016. The week was part of broader outreach activities to improve the visibility of the Library and better communicate its value, especially to UWI stakeholders. In addition, the Library continued its outreach Information Literacy sessions at the Brown Town’s Community College, and accommodated students for internship from the Department of Library and Information Studies and Excelsior Community College. EndNote training sessions were offered to students and staff of the Faculty of Medical Sciences. Collaboration between the Mona Library and Office of Graduate Studies and Research resulted in a number of writing workshops for graduate students.

A major highlight for the period was the partial renovation of the Science Branch Library (SBL) and the hosting of an official ceremony to mark the re-branding and dedication of the SBL as the

Science & Engineering Branch Library (SEBL), at which the Minister of Science, Energy and Technology, Dr. the Honourable Andrew Wheatley, brought remarks.

The Library said farewell to four long-serving members of staff during the year. Mr. Arthur McBean, Senior Library Assistant, retired after 42 years of service; Mr. Derek Garrick, Accounting Clerk, retired after 39 years; Mrs. Vaunette Neil after 10 years of service, and Mr. Kensworth Shambo after 11 years. Ms Beverley Lashley, Deputy Librarian and Ms Rochelle Davis Librarian at the Law Library resigned in October 2016; and Ms Mellisa Bailey resigned in February 2017. Ms Audrey Saddler joined the staff as Systems Librarian. In addition, eleven support staff were employed during the year. We were extremely saddened with the passing of two staff members, Mr. Anthony Walden on December 12, 2016, and Ms Antonette Harriott on May 22, 2017.

## **COLLECTION DEVELOPMENT**

The recurring financial challenges facing the University hindered the projected development of the Library's collections during the period. However, a number of gifts were received and purchases made in key subject areas.

### **Purchases and Gifts**

The Library continued to fulfill its mandate of purchasing highly recommended or prescribed reading material for all courses offered on the Campus. Where available, electronic copies of

these texts are also purchased. However, due to delays in payments the timely supply of key texts from our main vendor, the University Bookshop remained a problem throughout the year.

Large and small donations from various individuals and groups including faculty, past students, and well-wishers, continue to benefit the Library's collections. Major donors included, The UWI Bookshop, UWI Press, Ambassador Sergio Morriera Lima on behalf of the Ministry of Foreign Affairs of Brazil, Professor John Bewaji, Mr Anthony Gambrill, Ms Kay Dunkley, Ms Abigail Harrison, Ms Shala Alert, Mr Andrew Robinson, and Professor Franklyn Knight. The estimated value of gifts for the reporting period is US **\$97,774.09**. The Most Honourable P J Patterson was generous to the Mona Library again when he donated two boxes of his special newspaper clippings to be added to his invaluable collection currently housed in the West Indies and Special Collections. The Library also benefitted from donations from the family of the late Peter Abrahams. The Western Jamaica Branch Library received a large donation of law books and other texts from the Estate of the late Gaba and Sandra Bright valued at over US\$21,000.



*Professor Roy Augier receiving a copy of Dictionary of Caribbean Afro-Latin American Biography from Professor Knight, on behalf of the Library.*

## **Databases**

The Library maintained subscription to all its databases with the exception of *Science Direct* provided by Elsevier. As a result of exorbitant costs, a decision was taken across all campus libraries of the UWI to suspend the subscription to Science Direct database for a period of two calendar years, 2017 and 2018. The library will continue to receive access to all subscribed journals titles published within the years 2002 and 2016.

## **Database Trials**

In its ongoing efforts to add value in offerings to stakeholders, the Library negotiated with a number of database providers for trials of their products to faculty. Trials were arranged for:

- Bates' Visual Guide to Physical Examination - a database which features a comprehensive collection of 18 volumes of clinical assessment videos ; 7 hours of clips; and 5 supplemental learning modules that span a diverse set of patient types.
- Lippincott Advisor, a collection of more than 16,000 evidence-based entries and patient teaching hand-outs.

## **Reserved Book Collection**

There was a fifty percent (50%) reduction in the number of new print titles added to the Reserved Book Collection (RBC) when compared to the previous year. Similarly, additional copies of titles that were already in the collection also fell by seventy seven percent (77%). However, there was an effort to engage in the purchase of additional e-books, which could account for the fall in print RBC titles, as students gravitated towards using e-books due to their accessibility.

*Gifts and purchases 2016-2017*

<b>Gifts and Purchases 2016 – 2017</b>				
	<b>New Titles</b>	<b>Total Volumes</b>	<b>Audio Visuals</b>	<b>Theses</b>
<b>Main</b>	<b>304</b>	<b>508</b>	<b>5</b>	
<b>SCI</b>	<b>83</b>	<b>133</b>	<b>1</b>	
<b>Med</b>	<b>140</b>	<b>169</b>	<b>7</b>	
<b>WISC</b>	<b>428</b>	<b>483</b>	<b>48</b>	<b>61</b>
<b>WJC</b>	<b>57</b>	<b>169</b>	<b>1</b>	
<b>LAW</b>	<b>861</b>	<b>959</b>		
<b>E-Books</b>	<b>66</b>	<b>66</b>		
	<b><u>1939</u></b>	<b><u>2487</u></b>	<b>62</b>	<b>61</b>

**Fines Amnesty**

Attempts were made to aggressively recover long overdue materials in all libraries. One initiative was a fines amnesty that ran from May 1 to May 19, for all books due on or before April 21, 2017. The initiative was fairly successful. All students with overdue materials from the Library between 2015 and 2017 were individually called or emailed. A general notice of the fine amnesty was also sent out through ALEPH to all students with overdue books. While there were challenges in reaching library patrons, over one hundred books were returned and over two million dollars in fines waived. The Library will renew efforts to reach patrons and recoup overdue books, in the upcoming academic year. The Head of Public Services has mandated the Systems Unit to work with Student Administration System (SAS) and MITS to ensure that the student records transferred to the Library will have all the necessary contact details. This will empower the Library to be able to make the necessary contacts in a timely way.

### Total Materials Recovered in Fine Amnesty

<b>Library</b>	<b>No. of Items Overdue</b>	<b>No. of Items Returned</b>	<b>Fines Waived</b>
Main Library	660	126	\$304,790
Law Library	56	25	\$353,190
Science & Engineering Branch	181	24	\$875,410
Medical Library	131	6	\$503,320
WJC	18	4	\$3,000
<b>Total</b>	<b>1046</b>	<b>185</b>	<b>\$2,039,710</b>

### ACCESS TO COLLECTIONS

The Library continued its aggressive efforts to improve access to its collections during the year under review. Through the Cataloguing Section, over 527 original cataloguing records inclusive of West Indian monographs and audiovisual materials were created. A total of 8770 new titles were uploaded to the OPAC. This is inclusive of electronic resources, theses and research papers, West Indies and Special Collections monographs, journals and audiovisual material, as well as the Law Library Special Collection.

Three thousand, three hundred and twenty-six (3326) electronic texts were edited and exported to the OPAC. Over 160 items from the Rex Nettleford collection are now accessible by Library patrons after they were catalogued during the period and returned to the West Indies and Special Collections Section. The Law Library acquired just over 900 new books, and of this amount, 814 were catalogued during the period. The students benefited from the addition of 5471 records of examination past papers to the OPAC during the period under review. Approximately 424 items

(inclusive of monographs, periodicals and audio-visuals) were processed and added to the Library at the Western Jamaica Campus.

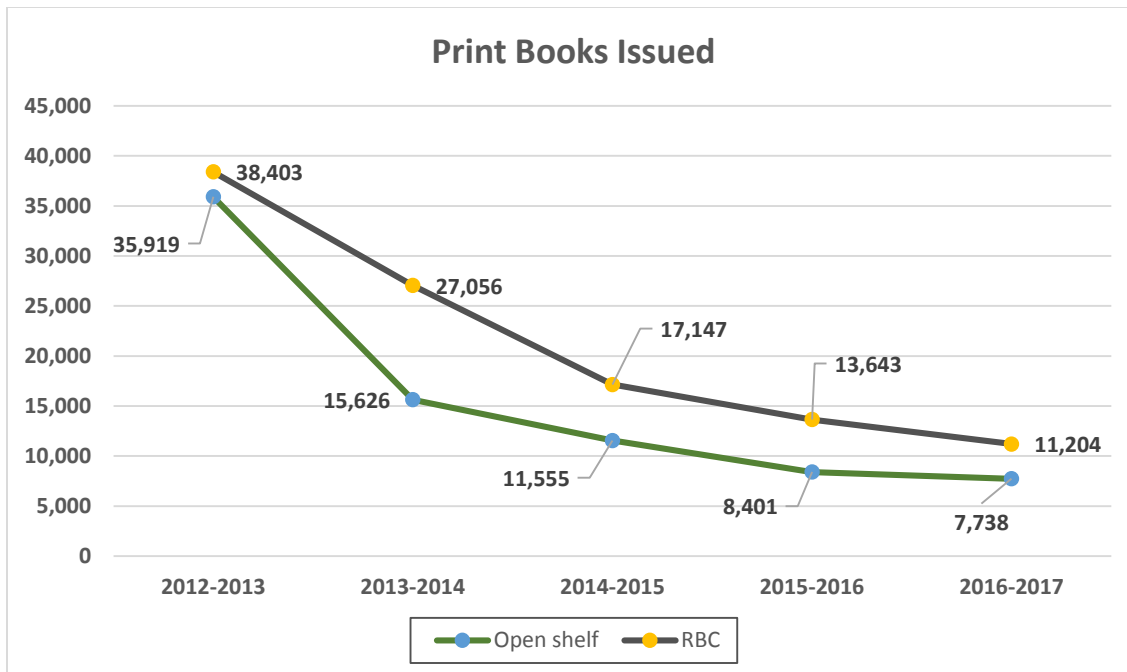
### **Retrospective Conversion**

There was a decrease in the number of retrospective conversion items uploaded to the system, this was due to the retirement of the staff member who was fully dedicated to this project. Over 3300 items were uploaded and linked to the OPAC giving Library users fully access to these items.

### **USE OF COLLECTIONS**

The gradual decrease in the use of the print collections continued during the year under review which is indicative of trends in academic libraries worldwide. There was a twenty percentage decrease of print issues from the Reserved Book Collection compared with the same period last year, with issues totalling 11,204. There was a slight decrease of material issued from the Open Shelf.





Database usage continues to be robust. There were over 500,000 full text downloads from the Library’s databases, and 8,484 full text requests for e-books for the period.

### **New Virtual Reference Platform, *Kayako* (Ask A Librarian)**

The UWI Mona Library ceased its subscription to QuestionPoint in January 2017 and enlisted the services of Mona Information Technology Services (MITS) to provide a chat software, Kayako as a replacement. Staff were trained and Kayako Chat went live March 23, 2017. The service is offered from 9:00 am to 9:00 pm on weekdays, and patrons can submit their queries via email when the service is not available. Between March and July 2017, the Library chatted with 30 patrons. Increased usage is expected as Kayako is currently advertised on the Library’s website and social media pages.

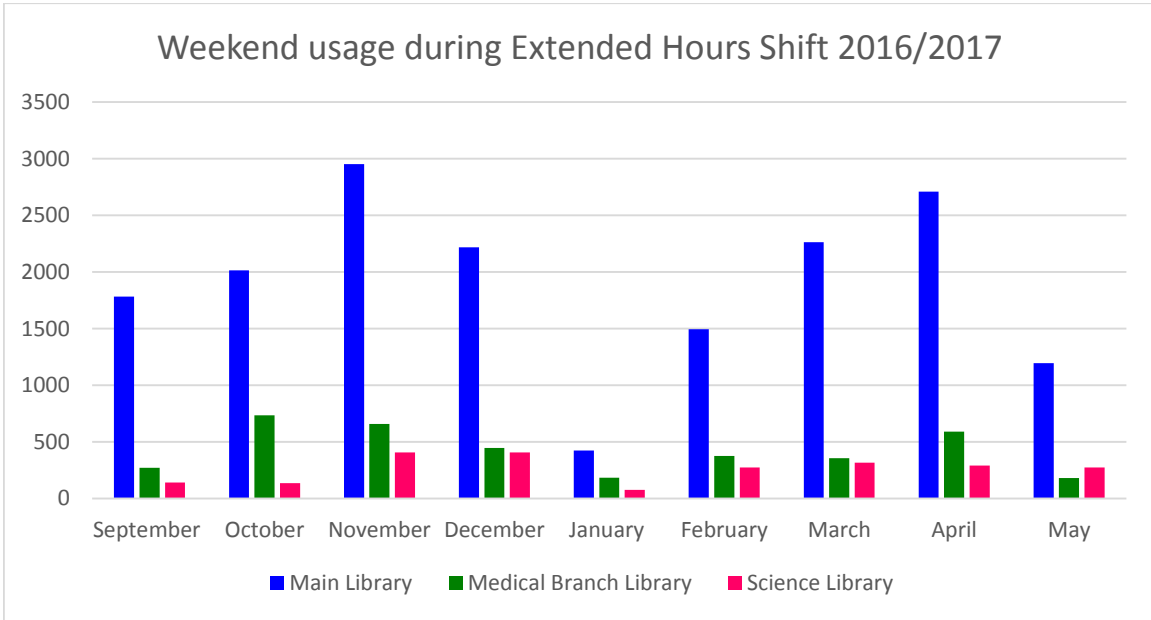
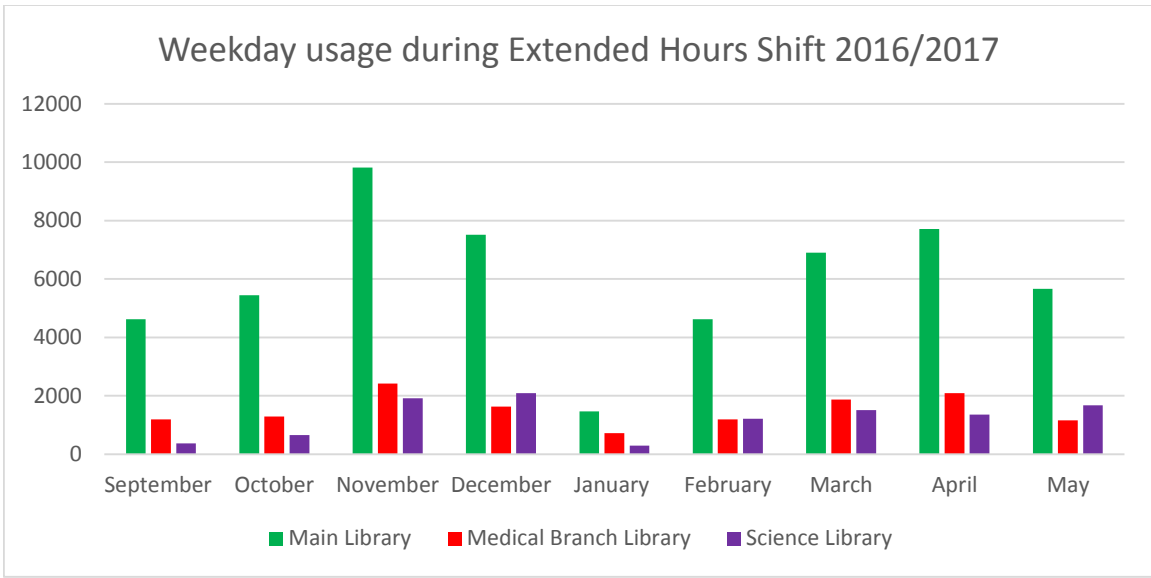
### Inter-Library Loan

Library patrons continued to benefit from the inter-library loan service offered by the Library. During the review period, over 80% of the requests received were satisfied. However, 80% of the incoming requests were not met because the material requested was from the West Indies and Special Collections which is a non-circulating collection.

	2016 - 2017			2015 - 2016		
<b>OUTGOING REQUESTS</b>	<b>SENT</b>	<b>FILLED</b>	<b>UNFILLED</b>	<b>SENT</b>	<b>FILLED</b>	<b>UNFILLED</b>
LOCAL (WJC)	4	4	0	-	-	-
REGIONAL	46	38	8	70	55	15
INTERNATIONAL	7	5	2	10	8	2
<b>TOTAL</b>	<b>57</b>	<b>47</b>	<b>10</b>	<b>80</b>	<b>63</b>	<b>17</b>
<b>INCOMING REQUESTS</b>	<b>RECEIVED</b>	<b>FILLED</b>	<b>UNFILLED</b>	<b>RECEIVED</b>	<b>FILLED</b>	<b>UNFILLED</b>
LOCAL (WJC)	29	25	4	28	22	6
REGIONAL	40	33	7	35	26	9
INTERNATIONAL	172	36	140	115	25	95
<b>TOTAL</b>	<b>241</b>	<b>94</b>	<b>15</b>	<b>178</b>	<b>73</b>	<b>110</b>

### Extended Hours

There were also notable fluctuations in the usage of the Library during the extended hours shift. Usage rose sharply during the months leading up to examinations, reached a peak during examination periods, and declined sharply thereafter until the end of each semester.



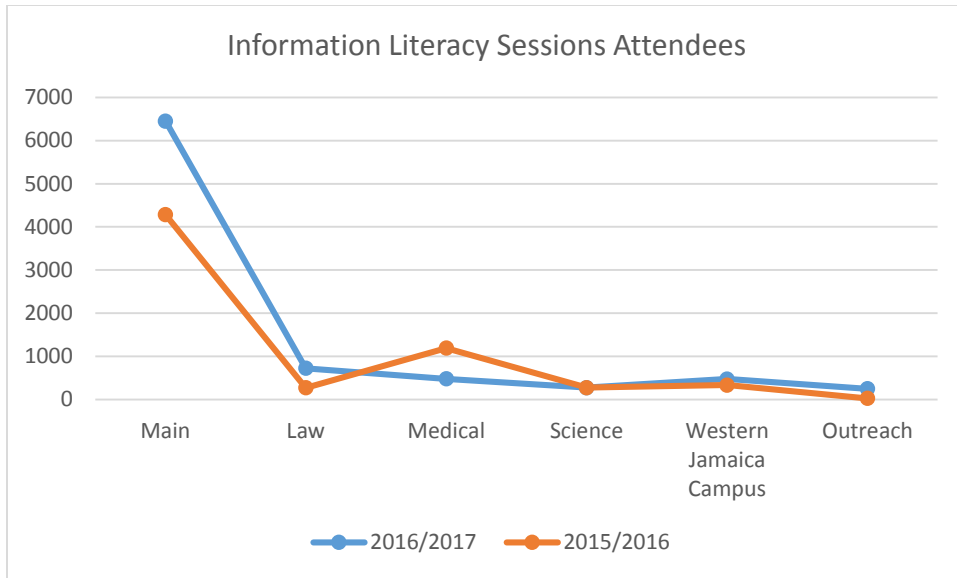
## External Visitors

The Library was visited by one hundred and twenty four external persons. The majority of the visitors were students of local secondary schools, followed closely by students/faculty of regional and international universities.

<b>Types of Visitors</b>	<b>2016/2017</b>	<b>2015/2016</b>
Students of secondary schools	39	60
Visiting students/faculty of regional and international universities	31	22
Non-UWI researchers working with faculty	27	-
Private researchers	21	14
Students of local non-affiliated tertiary institutions	6	-
<b>Total Visitors</b>	<b>124</b>	<b>96</b>

## INFORMATION LITERACY

There was a significant increase in the number of sessions and attendees at Information Literacy training this year. A total of 310 sessions were conducted which was attended by 8,660 students.



## GRADUATE STUDIES

### Thesis Scrutiny

Mona Information Literacy Unit (MILU) sustained its working relationship with the Office of Graduate Studies and Research to provide assistance to postgraduate students through face-to-face and email thesis consultations and workshop presentations. Face-to-face thesis consultations continued to outnumber theses sent directly from the Office of Graduate Studies and Research, in the period.

*UWI Mona Theses Examined for the Period August 2016 – July 2017*

<b>Total</b>	<b>Consultation</b>	<b>Scrutiny</b>
123	73	50

## RESEARCH DAYS 2017

The Mona Library played an integral role in the University's 18th staging of Research Days. The Library's interactive display, themed: "*Facilitating Innovation for Development through Research Support Services*" was given energy through the unique movie theatre booth set-up, which attracted mention in the *Sunday Observer* of February 5, 2017 as an "attention-grabbing feature" of Research Days. The display highlighted the ways in which The UWI Mona Library is a key contributor to initiatives which facilitate innovation for development through research support services, namely - metadata and digital curation, discovery and access, data organization and management, preservation, space, outreach, and embedded services. Highpoints of the Library's contribution were:

- *The Movie Theatre*. Select movies and documentaries from the West Indies and Special Collections (WISC), were aired. Movies and documentaries included *Third World Cop*, *Shottas*, *The Harder They Come*, *Smile Orange*, *Bad Friday*, and *Rastafari after Coral Gardens*. This was complemented by surround sound and freshly popped popcorn. Visitors to the booth articulated that they were not aware of the contents, formats (particularly videos) and the richness of our WISC, and encouraged us to showcase our collection.
- Conservation/preservation demonstrations such as book repair, basic book care, and mold cleaning. Visitors expressed particular interest in mold cleaning.
- Workshops: Thesis preparation, EndNote reference manager, referencing using Chicago Manual of Style (CMS), referencing using American Chemical Society (ACS) style, UWILINC, Lexis, Building an Online Library, and COS/PIVOT Funding Database

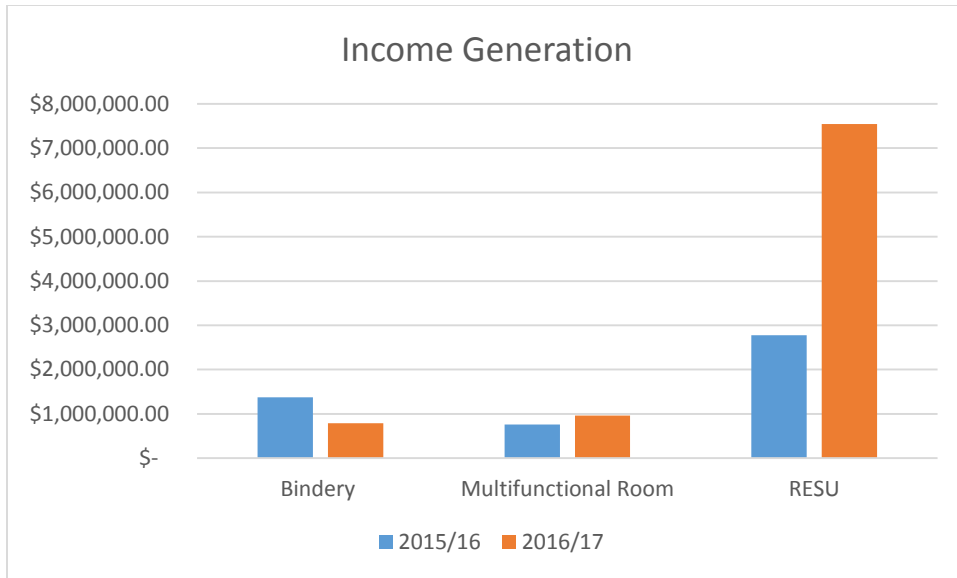
- Guided Library Tours



*Library's Booth at Research Days 2017*

## **INCOME GENERATION**

The Mona Library continued its initiatives to generate income for the Library and by extension the Mona Campus. The Reprographic Services Unit (RESU), the Multifunctional Room, and the Preservation and Conservation Unit, continue to be the main income generating sources. Branch Libraries also assisted in generating income through printing, photocopying and fines. The year under review saw the relocated RESU generating \$7,542,743, an increase of 83% over the previous year; Multifunctional Room rental generated \$959,183; and the Bindery realized \$789,771 in income. The Bindery's impact was stymied by long turnaround time to purchase needed resources



## OUTREACH INITIATIVES

### Halls of Residence Librarians (HRL)

Librarians assigned to the Halls of Residences on the campus had a very active year and were engaged in a range of activities. While there were initial challenges in making contact with Hall Managers and Resident Advisors, most librarians had success throughout the year. Many sought and succeeded in being included in the First Year Experience programme. A new thrust during the year was the intense promotion of the HRL programme to engender greater visibility. Promotion strategies included social media marketing, large posters in all libraries featuring the librarians, coordinator of the programme and their contact information.

Librarians engaged in the programme provided quality assistance to students. This involved individual and group sessions at which students were shown the advantages of using the Library's e-resources in relation to *Google Scholar*. In order to boost their confidence in conducting research, they were guided in their use of the UWILinc interface to search databases, and to avoid



plagiarism through proper referencing and citations. Towards the end of the academic year students were shown how to locate e-past examination papers towards effective preparation.



*Mrs. Jones-Edman engaging with a student during her visit to the Leslie Robinson Hall of Residence*

### **Library Open Week**

The Library's inaugural Library Open Week was held October 9-14, 2017. The overarching objective was to reemphasize the Library's position as a key partner, contributor, and facilitator in the continued growth and success of the Mona Campus. Several signature events were held to celebrate and showcase the scholarship of UWI staff, highlight the value of the Library's resources and services including its Special Collections, as well as to engage with students and faculty regarding the Library's role in enhancing their teaching, learning and research experiences.

Highpoints of the week were:

- *Celebration of Books Reception and Exhibition Launch | October 10*

The Celebration of Books exhibition showcased the distinguished scholarship of UWI Mona staff members with book-length works published between August 2015 and August 2016. Twenty nine 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 were able to interact with the authors who shared experiences and the inspiration behind their publications. Professor Carl Campbell, guest speaker, and Professor Paulette Ramsay who responded on behalf of the authors, were presented with tokens from the Library. The exhibition was mounted in the Catalogue Hall of the Main Library for the month of October.



*Celebration of Books Exhibition*

- *Panel Discussion | October 11*

“From Idea to Publication” Reflections by Award-winning Librarians

This activity featured librarians who received awards for research publications in 2016. The objective was to highlight the intellectual contribution and scholarship of UWI Mona librarians, and create a forum through which they could share with the audience their motivation and the research process they engaged in which led to them attaining award-worthy publications.

- *Hand-over Ceremony to mark the inscription of the Roger Mais Collection into the UNESCO Memory of the World Latin American & the Caribbean Register | Wednesday, October 12*

The Roger Mais Collection, held at the Main Library was officially inscribed in the UNESCO Memory of the World Latin America and Caribbean Regional Register. In recognition of the significance of this prestigious award, the Library in partnership with the UNESCO Cluster Office for the Caribbean, hosted a ceremony at which the Advisor for Communication and Information, UNESCO Cluster Office for the Caribbean, Mrs Isabel Viera-Bermudez, formally presented the official certificate acknowledging the inscription of the work of the late Jamaican journalist, novelist, poet, and playwright in the Register. Professor Ishenkumba Kahwa, Deputy Principal of the Mona Campus, accepted the award on behalf of the University.



**I-r** Mrs. Frances Salmon, Head, WI&SC; Professor Ishenkumba Kahwa, Deputy Principal; Dr. Paulette Kerr, Campus Librarian; and Mrs Isabel Viera-Bermudez, Adviser for Communication and Information, UNESCO Cluster Office for the Caribbean.

- *E-Resources Fair | Thursday, October 13*

The E-Resources Fair was held to increase students' awareness of the range of electronic resources and services available to them through the UWI Mona Library. The fair exposed students to the usefulness of these important resources and services in the hope that it will eventually result in increased usage by library patrons. The event featured presentations and exhibits by presenters from various e-resource providers including EBSCO, Lexis-Nexis, Scifinder, IEEE, and ACS.

- *Campus Librarian's Meeting with Student Groups | Thursday October 13*

The Campus Librarian and a team of librarians met with representatives from the Guild of Students and the Mona Association of Postgraduate Students (MAPS) to discuss a range of issues including the Library's role in improving students' learning and research experience through the variety of services it offers. The meeting afforded the students the opportunity to share their opinions about the Library's services, what they would like to see improved, and some of the ways in which all parties could collaborate on initiatives of mutual benefit.

- *Coffee Conversations | Friday, October 14*

The "Coffee Conversations" event was held to provide an opportunity for direct dialogue between Library staff and faculty members. The primary objectives were to present the Library as a critical partner in support of teaching, learning and research for all faculty members, and to build better relationships between the Library and faculty. A wide range of issues was discussed as the Campus Librarian, faculty, Liaison Librarians and Library support staff engaged in open conversations about the Library's resources and services, and the possibilities for working together for improved and enhanced resources and services.

### **Internship Placements /Volunteer Programme**

During the period under review, students from the Department of Library and Information Studies, and Excelsior Community College, were accommodated in their fieldwork/internship attachment at the Library. Several JAMVAT students also volunteered their services, and provided valuable assistance in various areas within the Library system.

### **Mould Abatement Support to the Campus by the Preservation Unit**

Members of staff from the Preservation and Conservation Unit provided much needed consultation and mould abatement services to the Faculty of Social Sciences.

### **Quality Assurance Review**

As part of its ongoing support to teaching, learning and research, the Medical Branch Library participated in a quality assurance review visit from the Fertility Management Unit during which the visiting team was afforded a presentation on the Branch's services; the coverage of print and other materials in the area of fertility management; a demonstration of access to databases and other e-resources; and a tour of the facilities.

### **Tours**

In addition to the usual tours done during Orientation, the Library also facilitated tours to the following institutions:

- Charlemont High School Reading Club
- Luther College

- Colgate University
- Bellefield High School

In addition it is estimated that over 400 students toured the Library with the campus tours during new students and general orientation.

### **Care to Share Team**

The Library's Care to Share Team continued outreach activities during the year with a number of projects. The team repainted the Grace Duncan Block at the Randolph Lopez School of Hope on August 20, 2016; solicited school supplies from Library staff and made a second donation to the Shady Grove Basic School on February 24, 2017; a wheelchair donated by a staff member was presented to the Mustard Seed Children's Home on July 7, 2017.



*Painting of the Grace Duncan Block at the Randolph Lopez School of Hope*

## UWI/CB Chicken Run Walk

A team of 15 staff members from the Library participated in the 5<sup>th</sup> annual *UWI/CB Chicken Run Walk*.



Participants in the UWI/CB Chicken Run Walk

## Exhibitions

The Library collaborated with departments, clubs and societies on the campus to host a number of exhibitions during the period under review. The Library also collaborated with the Office of the Pro Vice Chancellor for Graduate Studies and Research to mount *Investigating Climate, Inspiring Change* to coincide with the meeting of the Intergovernmental Panel on Climate Change (IPCC). Selected exhibitions were mounted on the Library's website.

The following were the exhibitions mounted:

1. Work of Librarians at Mona Library (Library)
2. A Celebration of Books – (Library)

3. Photographic Exhibitions of Black Mexicans (Department of Modern Languages and the Mexican Embassy)
4. The Commuting Lifestyle (Commuting Students Office)
5. In Honour of Derek Walcott (Library)
6. International Men's Day (Library & Institute of Gender Studies)
7. Stuart Hall (Library)
8. Stimulating Scholarship... (Department of Library & Information Studies)
9. Now Showing at the UWI Mona Library (Research Days exhibition done by the Library)
10. Investigating Climate, Inspiring Change (Library in association with Office of the Pro Vice Chancellor). This exhibit formed part of a larger display mounted at the UWI Regional Headquarters, for the meeting of the Intergovernmental Panel on Climate Change (IPCC).
11. Sepsis Awareness Month - World Sepsis Day (Library)
12. World Health Day (April 7, 2017) - Theme "Depression : Let's talk" (Library)
13. The JAMSA SCORE\* Exhibition highlighting the International Journal of Medical Students (Medical students)
14. Earthquake Strikes! - Commemorating of the occurrence of the 1907 Earthquake in Jamaica (Library)
15. Bush Medicine - Highlighting the Natural Product's Institute and one of its' recent publications mounted March 2017.





*Professor Paulette Ramsay (left) and Ms Mathra Jaba, Mexican Ambassador (2<sup>nd</sup> left), with patrons viewing the Photographic Exhibitions of Black Mexicans.*

## **STAFFING**

During the year under review the Library employed a total of 28 professional staff; 90 Administrative, Technical and Support staff; and 130 student assistants.

## **Promotions**

The following members of staff were promoted during the period under review:

Mark Wynter to Accounting Clerk, Devon Johnson to Clerical Assistant, Donald Taylor to Binder, Elaine Saunches and Stacie Young to Library Assistant III, Allison Walder and Calarine Smith promoted to Senior Administrative Assistant, and Mrs Frances Salmon was promoted to Senior Librarian II.

## **Retirements**

Mr. Arthur McBean, Senior Library Assistant retired after 42 years of service to the University; Mr Derek Garrick, Accounting Clerk, retired after 39 years of service; Mrs. Vaunette Neil after 10 years, and Mr. Kensworth Shambo after 11 years.

## **Post-Retirement Contract**

Mrs. Frances Salmon, Head West Indies and Special Collections Section, was offered a one-year post retirement contract.

## **New Staff**

The Library welcomed eleven new members of staff. Systems Librarian Ms Audrey Saddler; Library Attendants, Franklin Campbell, Lynval Curtis Jr., Suzette Brown Shaquille Gumbs and Kajeel Hyde; Binders, Nicole Johnston and Rashidi Francis; Clerical Assistants Sasha-Gaye Segree, Annette Smith and Karoyan Tyrell.

## **Customer Service Awards**

The Library's Annual Customer Service Award continued, and based on nominations from eight Sections, certificates for excellence in customer service were presented to each nominee at the Library's Annual Christmas Dinner. Recipients included:

- ✓ Mrs Donna Gentles-Mullings, Cataloguing Section
- ✓ Mr Kenard Cox, Medical Branch Library (MBL)
- ✓ Miss Marcia Dunkley, Science & Engineering Branch Library (SEBL)
- ✓ Miss Amainia Walters, Bindery

- ✓ Mrs Allison Walder, Acquisitions Section
- ✓ Miss Samantha Earle, Western Jamaica Campus (WJC)
- ✓ Mrs Shomar Beckford-Harvey, Administration
- ✓ Mr Cedric Palmer, Reprographic Services Unit (RESU)

The committee selected Mr. Cedric Palmer, and Mrs. Shomar Beckford-Harvey to be the recipients of the *UWI Mona Library's Customer Service Par Excellence Award*, which is the library's highest customer service award.

## **STAFF DEVELOPMENT**

### **Radical Collaboration**

The Library invited Dr. Marina Ramkissoon, Associate Dean in the Department of Sociology, Psychology and Social Work, to engage Library staff with a shortened version of the Radical Collaboration Programme. The programme which is aimed at developing effective collaborative skills within organizations, was identified to address organizational culture in the Library. Several initiatives formed Phase I of Radical Collaboration. These included, a two-day workshop in August 2016 with 32 Heads of Sections/Units and other key leaders from the ATS staff; follow-up interviews with staff; a presentation at the bi-annual General Staff Meeting; and a relaxing dance session at the end of the Semester. Leadership training will follow for Phase II.

## **Training**

As part of the Library's initiative to provide job enrichment and to strengthen staff competencies a number of staff members participated in training sessions, seminars and workshops during the year under review.

Two Librarians, Cheryl Kean, Head of Acquisitions, and Tereza Richards, Head of the Medical Branch Library, were funded by the Library to participate in the annual *Leadership Institute for Academic Librarians* at Harvard University. This is part of the overall plan to develop leadership competencies.

Yolanda Tugwell, Librarian in the Technical Services Section, was selected as a 2017 Mortenson Associate by the Mortenson Center for International Programs, University of Illinois- Champaign. This program focused on leadership and communication training to international librarian. Ms. Tugwell also received a scholarship to attend the Ohio Valley River Group of Technical Services Librarians Conference, Xavier University, Cincinnati, Ohio.

Mrs Karen Tyrell attended the Mixed Methods International Research Association Regional Conference titled: "Looking Backward and Forward: The Evolution of Mixed Methods Research Communities, Jamaica, and the Association of College and Research Libraries (ACRL) Biannual Conference under the theme "At the Helm: Leading Transformation".

Mrs. Karlene Robinson and Mrs. Genevieve Jones-Edman attended a training session at CETL concerning the use of the software **Quizalize** to be used in conducting assessment during teaching.

Karlene Robinson, Jessica Lewis, Genevieve Jones-Edman and Jacqueline Howell Nash attended a webinar on ***Targeting the Librarian's Role in Research Services***. This webinar saw a number of presenters speaking on how librarians can engage faculty in opportunities for collaboration.

Dr Sasekea Harris completed the Certificate in *Transformational Leadership and Management*, at the Mona School of Business and Management.

Miss Jessica Lewis attended and completed a six-week project management course at the UWI Mona School of Business entitled *Principles and Practices of Project Management*.

### **Customer Service Training Sessions**

The Customer Service Team led the Library's 2016-2017 customer service initiatives aimed at improving overall employee engagement and development, with specific emphasis on internal and external client relations within the entire UWI Mona Library. The initiatives engaged in during the year included *Customer Service Thought for the Week*, which is geared at enhancing awareness of quality customer service and keeping customer service in the minds of all staff through the circulation of weekly customer service quotes. In addition, a number of seminars and workshops were held during the year.

- December 1, 2016, *Ubuntu*, Dr Dave Gosse, Lecturer, Institute of Caribbean Studies, UWI Mona. Dr Gosse delivered a memorable presentation on the Southern African concept *Ubuntu* and its nexus with customer service.
- *Stress Management* seminar by Dr. Lester Shields, Counsellor, UWI Health Centre – February 9, 2017
- *Managing the Stressful Customer*, April 18, 2017, by Mrs. Sharon Williams Brown, Senior Counsellor, UWI Health Centre
- *Conflict/Relationship Management*, May 30, 2017, Mrs. Sharon Williams Brown, Senior Counsellor, UWI Health
- *Kindness and Customer Service Care*, presented to staff of the WISC (due to the passing of a colleague), by Dr. Angela Gordon Stair, Head, Counselling Services, UWI Health Centre;

In addition, staff also participated in training offered by the Human Resources Management Division.

#### **PAPERS PRESENTED AT CONFERENCES AND SEMINARS**

- **Harriott, Antonette.** “Putting up Resistance: Using Technology, Activity, Meaningfulness, Rewards and Collaboration (TAM-RC) to Combat Apathy and Resistance in the Information Literacy Classroom”. International Association of School Librarianship Regional Conference, Kingston. July 12-15.

- **Harris, Sasekea.** “Enhancing Awareness of STEM in Academic Libraries: A Jamaican Case Study - From Idea to Publication”. UWI Mona Library Multifunctional Room. Panel Discussion - “From Idea to Publication: Reflections of Award Winning Librarians”. October 11, 2016.
- **Harris, Sasekea.** “Four Truths that will make your Journey a Success”. Montego Bay Community College Convocation, Alice Eldemire Drive, Montego Bay, September 5, 2016.
- **Harris, Sasekea.** “Top Trends and Issues in Jamaican Academic Libraries”. DLIS 4<sup>th</sup> Research Forum. “Stimulating Scholarship: Exploring the Relationship between Research and Practice in Library and Information Science”. Kingston, Jamaica. February 2, 2017.
- **Jones-Edman, G.** “Memory boxes: Exploring the collections of some early Jamaican writers”. *35th West Indian Literature Conference*. Holiday Inn Resorts, Montego Bay, Jamaica. October 2016.
- **Kerr, Paulette, Frances Salmon, and Maureen Kerr Campbell.** “Rich Collections, Scarce Resources: Conundrum of Digital Curation in the Caribbean.” *Libraries in the Digital Age (LIDA)* Zadar, Croatia. 2016.
- **Lewis, Jessica and Tanya Manssi.** “Pushing Primary Resource Potential: Archival Management Systems and Special Collections Information Literacy Instruction at The

University of the West Indies, UWI Mona Library.” The International Federation of Library Associations World Library and Information Congress (IFLA) Information Literacy Satellite. *Artifactual Literacies: Engaging Minds in Libraries and Museums*. Association of College and Research Libraries and DePaul University in Chicago, Illinois, USA. 2016

- **Lewis, Jessica.** “The Shifting Media and Information Literacy Landscape” at the 5th Annual Global MIL Week Conference. UNESCO & University of Sao Paulo, Sao Paulo, Brazil. October 31- November 2, 2016.
- **Lewis, Jessica.** “The Shifting Media and Information Literacy Landscape.” 5th Annual Global MIL Week Conference UNESCO & University of Sao Paulo, Sao Paulo, Brazil. October 31- November 2, 2016.
- **McKoy-Johnson, Faith.** “Social Accountability in the Health Sciences” at the Workshop on Social Accountability in Public Health hosted by the Department of Community Health and Psychiatry (organized by Dr. Tomlin Paul as the first Library-Faculty Collaborative Initiative) held February 23.
- **Robinson, Karlene, Jessica Lewis and Karlene Nelson.** “Improving Graduate Theses: An investigation of Thesis Consultation”. *DLIS 4<sup>th</sup> Annual Research Forum*. University of the West Indies Mona Library. February 2, 2017.



- **Robinson, Karlene, Jessica Lewis and Karlene Nelson.** “Improving the technical presentation of graduate theses: An investigation of the Thesis Scrutiny process at the University of the West Indies Mona Library.” DLIS 4<sup>th</sup> Research Forum, Kingston, Jamaica February 2, 2017.
- **Robinson, Karlene, Lewis, Jessica and Karlene Nelson.** Improving Graduate Theses: An investigation of Thesis Consultation”. *DLIS 4<sup>th</sup> Annual Research Forum*. University of the West Indies Mona Library. February 2, 2017.
- **Robinson, Karlene, Tanya Manassi and Sasekea Harris.** “From Idea to Publication: Reflections of Award Winning Librarians”. *UWI Mona Library Open Week*, October 11, 2016.
- **Runcie, Rosemarie.** Resource Description and Access (RDA) workshops for the Library and Information Association of Jamaica (LIAJA) in May and June 2017.
- **Salmon, Frances and Maureen Kerr-Campbell.** “Resource Sharing Activities at The University of the West Indies (The UWI) Mona Libraries, Jamaica”. IFLA Satellite Meeting, Library of Congress, Washington D.C. 2016.
- **Salmon, Frances.** “A signature talk, *Copyright and Intellectual Property: Author’s rights*”. Office of Graduate Studies and Research for Research Days. *Institutional Addendum* to

the Committee of Deans. A presentation on **Copyright** to the Mona Campus Committee for Graduate Studies and Research. 2017

- **Walker, Godfrey.** “Library Consortium: the case of the UWI Libraries.” Scientific and Technical Information Network (STIN) Seminar. Scientific Research Council. November, 2016

## PUBLICATIONS

- **Harris, Sasekea.** 2017. “2016 Top Trends and Issues in Jamaican Academic Libraries”. *Information and Learning Science* vol. 118 (1/2), pp.17-47, DOI: <http://dx.doi.org/10.1108/ILS-10-2016-0069>. 2017.
- **Harris, Sasekea.** “Undergraduates’ Assessment of Science, Technology, Engineering and Mathematics (STEM) Information Literacy Instruction (ILI)”. *IFLA Journal* vol. 43 (2), pp171-186. [https://www.ifla.org/files/assets/hq/publications/ifla-journal/ifla-journal-43-2\\_2017.pdf](https://www.ifla.org/files/assets/hq/publications/ifla-journal/ifla-journal-43-2_2017.pdf) or DOI: 10.1177/0340035216684522. 2017.
- **Harris, Sasekea.** “Trends and Issues in Jamaican Academic Libraries 2010-2016”. *New Library World* vol. 117 (11/12) pp. 721-745. DOI: <http://dx.doi.org/10.1108/NLW-08-2016-0055>. 2016.

- **Harris, Sasekea.** “Distinctive Services in Academic Libraries”. *New Library World* vol. 117 (9/10) pp. 596-625. DOI: <http://dx.doi.org/10.1108/NLW-05-2016-0036>. 2016.
- **Nelson, Karlene.** “Building Library Leadership Capacity through Mentorship: An Exploratory Study of Early Career Academic Librarians at The University of the West Indies, Mona Library." *Leadership: A bridge between Tradition and Innovation. Proceedings of the XLVI Haiti Conference. Hotel Karibe, Pétion-Ville, Haiti, 5 - 9 June 2016 . ACURIL, 2017*  
[https://issuu.com/acuril2016haiti/docs/proceedings\\_of\\_the\\_acuril\\_xlvi\\_hait](https://issuu.com/acuril2016haiti/docs/proceedings_of_the_acuril_xlvi_hait)
- **Newman, Dunstan and Tereza Richards.** “Preservation Awareness Week: The experience of the University of the West Indies Mona Library”. *Caribbean Library Journal* Vol. 3, 2015.
- **Patrickson Stewart, Sonia G. and Nadine Newman.** “User services in the digital environment: Implications for academic libraries in the English-speaking Caribbean.” *Library Review*, Vol. 66, Issue: 4/5, pp. 213-234. <https://doi.org/10.1108/LR-07-2016-0058>. (2017).
- **Salmon, Frances, Maureen Kerr-Campbell, Paulette Kerr.** “Managing a digital archiving project at The University of the West Indies Library: a case study.” *Libellarium*, IX, 2 (2016): 95 – 107.

- **Smart, Cherry Ann** and **Smart Baker-Gardner, Ruth**. Ignorance or Intent? A Caribbean Perspective of Plagiarism in Higher Education among LIS students: A Case Study. In Handbook of Research on Academic Misconduct in Higher Education. Editors: D. M. Velliaris. Hershey, Pennsylvania: IGI Global,2017. pp.182-205

## **PUBLIC SERVICE**

### **Sasekea Harris**

- Chief Editor: Library & Information Association of Jamaica (LIAJA) Journal, Number 2 (2018) Chair: Research & Publications Working Party, Library & Information Association of Jamaica (LIAJA)
- Course Developer (2016): developed TWO (2) new courses for The UWI, Mona Department of Library & Information Studies (DLIS) course offerings.
  - LIBS2103 (*Metadata Creation for Library Catalogues I*) facilitates students' introduction to and use of the new cataloguing code for the library profession: Resource Description and Access (RDA). It also facilitates students' engagement with providing metadata in an online environment using Dublin Core Advance Generator.
  - LIBS2104 (*Metadata Creation for Library Catalogues II*)

### **Karen Tyrell**

- Member of the editorial board of the **New Library World Journal**.

### **Rosemarie Runcie**

- Member of the Kingston Open Bible Church (KOBC) Research Committee

### **Paulette Kerr**

- Chair and UWI Representative, UNESCO UNITWIN MILID Group
- Member, Standing Committee and Paper Reviewer, European Conference on Information Literacy (ECIL)
- Member, ALISE - Connie Van Fleet Award Committee
- Co-Editor, MILID 2016 Yearbook
- Member, Board of Management, National Library of Jamaica
- Member, Association of Library and Information Science Education (ALISE)
- Member American Library Association

### **HONORS AND AWARDS**

- **Dr. Sasekea Harris** received the Research and Publication Award from the Library and Information Association of Jamaica (LIAJA)

### **Long Service Awards**

During the year the following members of staff received long Service Awards from the University:

15 years of service

Valrie Ellis, Cheryl Folkes, Jewel-Ann Garvey, Robert Murray, Karlene Robinson, and  
Godfrey Walker

21 years of service

Shawnette Allen and Fernando Spencer

30 years of service

Paulette Kerr