

# THE LIBRARY

## Mona

Year ending July 31, 2016



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Campus Librarian

## – Overview –

The 2015/2016 academic year presented the Mona Library with both challenges and triumphs. The acquisition of essential resources was to a large extent hindered by financial limitations. However, several longstanding indebtedness to our information providers and other vendors were addressed. During the challenging times, resilient staff employed much creativity and hard work to ensure that clientele continued to receive quality service. Indeed, the Library was pleased to note that results from the 2016 Student Satisfaction Survey of the Mona Campus revealed that of the six student services that were rated, the Library scored the highest with a mean score of 3.47.

During the year, there was an emphasis on updating the Library's Operational Plan for the 2015–2017 period in keeping with areas of focus in the Mona Campus' Operational Plan and the University's Strategic Plan. A two-day retreat provided staff the opportunity to concentrate their efforts on reviewing the plan and charting the way forward.

Also impacting the outcomes of the planning session were the Campus Librarian's vision and initiatives which were geared towards communicating the value of the Library; engaging in deep collaboration and enhanced partnerships; excellent customer service; purposeful staff development; and planning towards a state-of-the-art Library.

A new initiative, Writer's Wednesday, a joint venture between the Library

and the Writing Centre, was introduced to assist students in honing their writing skills.

On October 1, 2015, the Library introduced “zoning” of its spaces through a launch at the Main Library. Zoning is aimed at differentiating spaces to suit the requirements for different user behaviours. The zones are Orange – Group Work Zone, Green – Quiet Zone, and Red – Silent Zone.

A much needed renovation project began at the Science Branch Library under the auspices of the Mona School of Engineering. At the Main Library renovation work included the replacement of windows in the MERIC Computer Lab, reconstruction of the damaged Canopy, as well as the temporary relocation of the Reprographic Services Unit to a more convenient position for patrons at the front of the Library, formerly occupied by DITTO. The Academic Staff Room was also revitalized after a period of non-availability, and staff are welcome to use the facility.

The Library’s chorale, *Library Notes*, was revived after a long absence and entertained staff and patrons at the Main Library during the yuletide season by singing Christmas carols both inside and outside the Library.

An inaugural *Evening of Poetry and Art*, a collaboration between the Library and celebrated Jamaican Poet and Lawyer residing in the UK, Dave Neita, was held on April 28, 2016 at the Main Library in which Mr Neita revealed the amazing art gallery embedded within the UWI Mona Library and the Campus, and shared his very engaging poetry. Mr Neita subsequently donated two CDs of his poetry to the Library.

The Mona Library continued to initiate and participate in varied outreach initiatives. To further enhance these initiatives, the Library welcomed to its staff, Outreach Librarian, Quemar Rhoden, who was employed to assist with the planning, implementation, and evaluation of public relations and marketing activities that support the value and mission of the Library. His mandate include the implementation and promotion of the UWI Mona Library’s brand, events, initiatives and milestones through web, digital and social channels; and to collaborate with other librarians to develop programmes that engage students and faculty in various forms

of scholarship. In light of this, a Marketing Plan for the 2016/17 year was prepared with a focus on promoting the Library's resources to undergraduates by way of a Library Ambassadors programme.

During the review period, the Library also celebrated the accomplishments of librarians who were honoured both locally and internationally for their research.

The Library bade farewell to two long-serving members of staff during the year. Mr Daniel Williams, Library Assistant II at the Medical Branch Library retired after 40 years at the University. Mrs Janet McCallum, Head of Systems, also retired after 39 years of service. Four new librarians joined the staff – Genevieve Jones-Edman, Sonia Stewart, Antonette Harriott, and Quemar Rhoden, the Outreach Librarian.

As staff members retire, resign or relocate to other departments of the University, the Library recognized the need to formulate a policy on succession planning. In 2015, Senior Librarian, Mrs Frances Salmon, was asked to lead the team in articulating the policy. This is to ensure that the Library has staff with leadership skills at all levels to facilitate seamless succession.

## **COLLECTION DEVELOPMENT**

Despite the financial challenges, the Library added to its collections through gifts and purchases.

### **Gifts and Purchases**

Gifts were received from various individuals including faculty, past students, and well-wishers. Some of the major donors for the year include Dr Avis McDonald, Dr Mirella Ariza Milforte, Professor Mervyn Morris, UNESCO, University of Alberta, Dr Lise Weiner, Dr Cherrell Shelley-Robinson, Ms Kay Dunkley, Ms Abigail Harrison, Mr Oliver Clarke, and Ms Kerida Brice. Donations that were not processed for addition to the collection were either re-routed to other UWI campuses and local colleges, or offered to students on the campus.

**Table 1:** Gift items added to the collection 2015–2016

Branches	New Titles	Total Volumes	Audio Visuals	Thesis
Main	657	1,044	15	–
Science	115	175	9	–
Medical	96	132	–	–
WISC	549	630	7	135
Law	29	45	5	–
WJC	53	212	1	–
<b>Total</b>	<b>1,499</b>	<b>2,238</b>	<b>37</b>	<b>135</b>

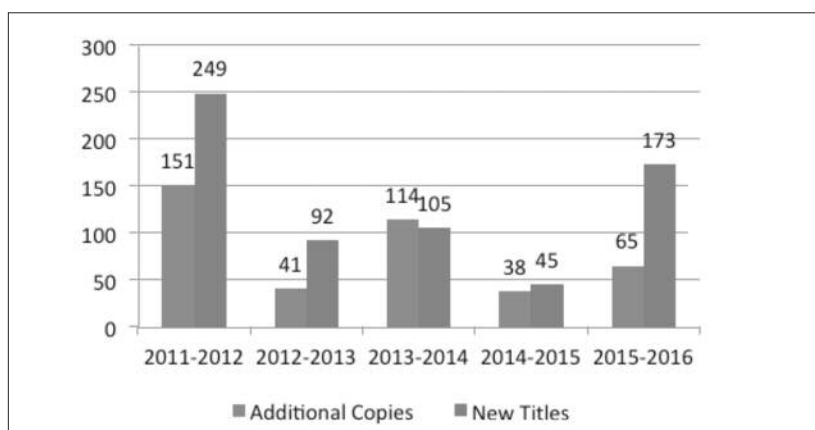
**Table 2:** Purchased items added to the collection.

PURCHASES			
Branches	New Titles	Total Volumes	Audio Visuals
Main	154	185	4
Science	23	29	–
Medical	24	32	–
WISC	55	56	–
Law	15	23	–
WJC	24	54	3
E-Books	135	147	–
<b>Total</b>	<b>430</b>	<b>526</b>	<b>7</b>

**Table 3:** Total Additions to the Collections

Branches	New Titles	Total Volumes	Audio Visuals	Theses
Main	811	1229	19	–
Science	138	204	9	–
Medical	120	164	–	–
WISC	604	686	7	135
Law	44	68	5	–
WJC	77	266	4	–
E-Books	135	147	–	–
<b>Total</b>	<b>1929</b>	<b>2764</b>	<b>44</b>	<b>135</b>

The Reserved Book Collection (RBC) was boosted by the addition of 173 new titles and 65 additional copies. This represents more than 100% increase in the total number of items added to the RBC collection over the previous year. The RBC continues to be the main collection to support courses taught especially at the undergraduate level.

**Figure 1.** Additions to Reserved Book Collection

## Databases and Journals

The Library continued subscriptions to 36 databases. Of note during the year was the addition of a new database, *Written Rastafari Archives Project* (WRAP), acquired through the assistance of Dr Michael Barnett, Senior Lecturer in the Department of Sociology, Psychology and Social Work. This database provides access to Rastafari Ephemeral Collections from the WRAP project. It includes full text articles from newsletters, magazines such as Rasta Voice, Rastafari International News, Rastafari Speaks, JAHUGLIMAN and other Rastafari ephemeral material.

## Review of Journal Titles

The Library led an initiative to review Mona's selection of titles from the Science Direct Database. Science Direct is, at present, the most costly database for the UWI Libraries with the Mona Library's contribution being US\$328,968.00 for 2016. Based on discussions with faculties, 28 titles were identified for cancellation in 2017, from a total of 97. These titles are valued at approximately US\$94,444.00. Input in the review process came from librarians from the Medical and Science Branch Libraries as well as the Head of Public Services in the Main Library, with participation, where possible, from faculty members.

Criteria for cancellation were the cost per download (CPD) for each title ( $\text{downloads} \div \text{cost of journal}$ ) for each year as well as the average CPD for the past two years. The CPD was compared with the cost of alternative solutions for accessing the journal (that is, the cost of inter library loan from other libraries as well as the average cost of purchasing the full text). An average of US\$35.00 was taken as the guide. If the cost per download was higher than the alternative, then the journal was identified for de-selection. Exceptions were made to this criteria in those cases where the Librarian felt that a journal content represented a growing field of study on the campus, or where the librarian was aware of the importance of a particular journal to the faculty despite a high CPD.

As Science Direct represents a shared database subscription among all UWI campuses, the process was replicated on other campuses. However,

there has been a strong response from faculty members in the Faculty of Science and Technology, Mona, who expressed a concern for seeming loss of important material for research.

The Library also undertook an intensive process of rationalizing journal subscriptions towards reducing overall costs. The process which involved cancellation of print journal titles that were either not used for an extended period or were otherwise available in a database, was conducted based on the relatively low usage of print journals. In 2015, 74% of Science individual print journal subscriptions and 23% of Humanities and Social Sciences titles were cancelled resulting in a potential saving of \$113,503.34 to the Campus.

## **ACCESS TO COLLECTIONS**

As part of its strategic objective to increase and improve access to information for teaching and research, the Library undertook various initiatives through its Cataloguing Section, including the provision of metadata to records, retrospective conversion of items not accessible on the OPAC, cataloguing of special collections and uploading of records of already catalogued material to the OPAC, as well as providing access to a backlog of books and audio visual materials.

As a result, approximately 200 electronic texts were edited and exported to the OPAC, with 142 of these bought from EbscoHost. EbscoHost also provided access to some 3,775 e-book classics.

Three hundred and sixty four (364) UWI theses were catalogued and processed between November 2015 and July 2016. The Trevor Rhone and Tanzilo gift collections from the West Indies and Special Collections were catalogued. Under a special project, 130 rare books were placed in special boxes and catalogued, and the records uploaded to ALEPH, while an additional 700 West Indian items were linked to the collection. A total of over 4,410 new items (not inclusive of updates) were added to the OPAC. In addition, subject headings were added to 25 BBC Reports, as well as UWI staff documents for upload to UWISpace, the UWI-wide repository. A total of 2,720 items were rattled for the Main Library



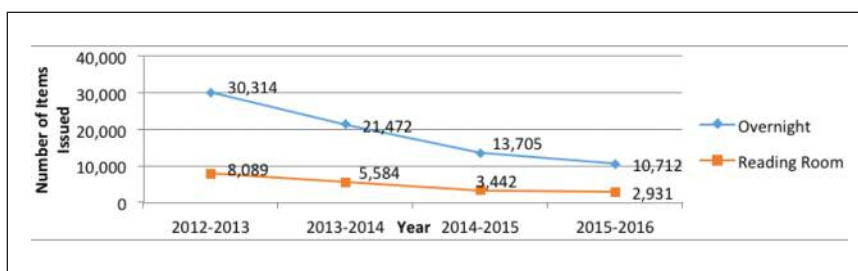
Collection to prevent unauthorized removal of the material from the Library. Approximately 576 items (inclusive of books, periodicals and audio-visuals) were processed for Western Jamaica Campus Library.

### Retrospective Conversion

Retrospective conversion of both books and heavily used journals continued. A total of 2,077 issues of journals and 6,300 books have been completed. Retrospective conversion of these materials has facilitated their electronic issuing to library patrons.

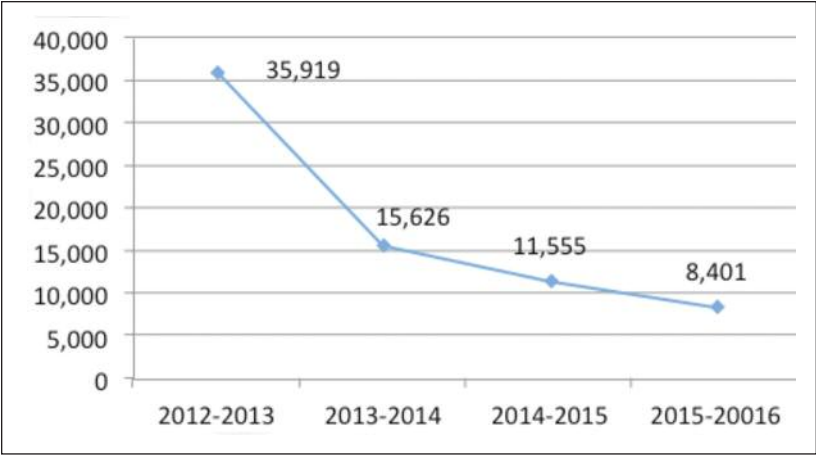
### USE OF COLLECTIONS

The number of print items issued from the Reserve Book Collection (RBC) during the 2015/2016 academic year totaled 13,643. This represents a 20% decrease over the previous year. Most of the items were issued for overnight loans, which totaled 10,712, approximately 21% less than the 2014/2015 year.

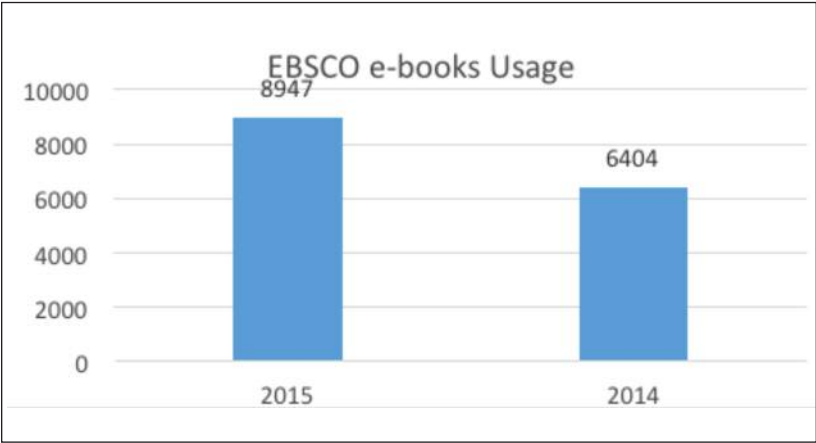


**Figure 2.** Overnight and Reading Room Issue

The number of open shelf books issued also continued the declining trend, decreasing by approximately 27% from 11,555 in the year 2014/2015 to 8,401 in 2015/2016. This trend is indicative of a global trend in libraries in which demand for e-resources including e-texts and online databases is increasing, while demand for print resources has declined.

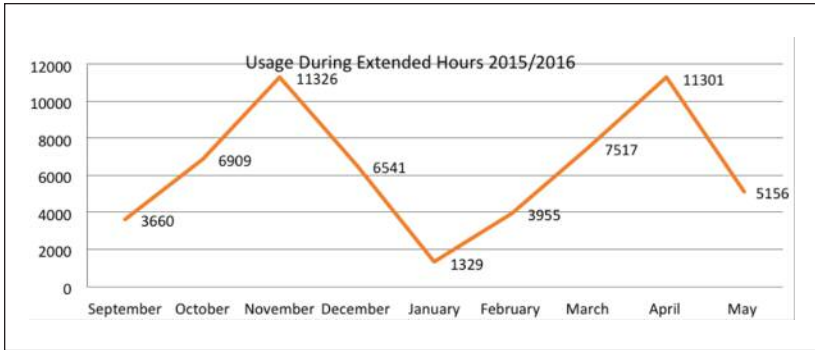


**Figure 3.** Open Shelf (Print) Issues

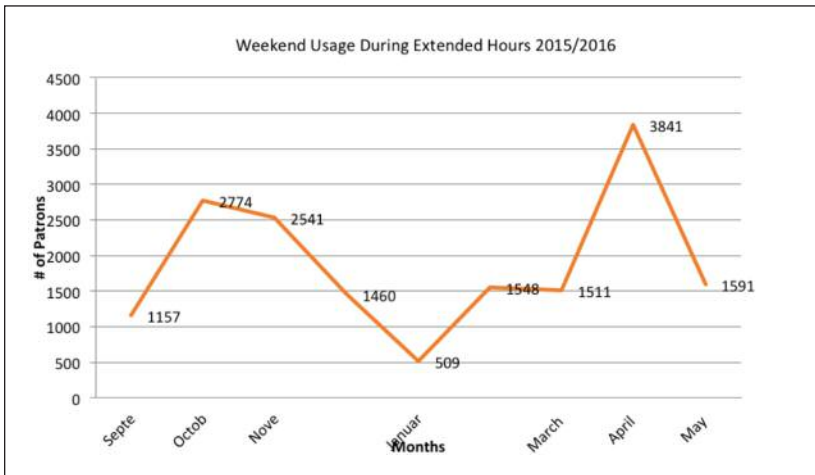


**Figure 4.** E-books Usage (EBSCO)

There were notable fluctuations with regards to 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.



**Figure 5.** Weekday Usage During Extended Hours Shift



**Figure 6.** Weekend Usage During Extended Hours Shift

### Inter-Library Loan

This service continues to assist Library patrons with access to resources not available in UWI Library. During the review period, the Library met 78% of requests made by Mona Library patrons. However, 80% of the incoming international requests was for non-circulating West Indies and Special Collections (WISC) items which are primarily in print format. These requests were therefore not satisfied, except for these which are on

microfilm. To ensure greater access, digitizing of West Indian materials must be undertaken with urgency.

The Library continued to expand collaborative relationships with institutions that lend and share materials at minimal cost. These include Arizona State University and East Tennessee State University.

**Table 4.** Inter-library Loan 2014–2016

	2014–2015			2015–2016		
Outgoing Requests	Sent	Filled	Unfilled	Sent	Filled	Unfilled
*Local	15	11	4	-	-	-
Regional	40	32	8	70	55	15
International	12	8	4	10	8	2
<b>TOTAL</b>	<b>67</b>	<b>51</b>	<b>16</b>	<b>80</b>	<b>63</b>	<b>17</b>
Incoming Requests	Received	Filled	Unfilled	Received	Filled	Unfilled
*Local	80	69	11	28	22	6
Regional	50	33	17	35	26	9
International	132	40	92	115	25	95
<b>TOTAL</b>	<b>262</b>	<b>142</b>	<b>120</b>	<b>178</b>	<b>73</b>	<b>110</b>

\*Including Western Jamaica Campus

### **Quality Review of Subject/Department Collections**

The Library continued to support the teaching and learning process through the provision of print and online resources which are reviewed periodically by the Academic Quality Review Team. During the period, resources for three departments were reviewed: Life Sciences, Computer Sciences, and Basic Medical Sciences. The Library supported this review process by facilitating an examination of resources (print and online) relevant to the specific disciplines; and participating in an interview component regarding services, spaces, challenges and strengths of the Library. The reviewers expressed general satisfaction with resources and spaces provided, except for Basic Medical Sciences which reported a need for the Library to update its holdings, particularly for the Physical Therapy Programme. There was also some concern regarding access to the various floors of the Library by differently-abled students.

## **INFORMATION LITERACY**

### **UWI-wide Information Literacy Initiatives**

During the period under review, Information Literacy (IL) coordinators/librarians from all four UWI Campuses convened two online meetings to address a range of IL issues such as the implementation of the *new ACRL Information Literacy Framework*, the *UWI Information Literacy course*, and *culturally relevant assessment tools*. The University Librarian subsequently requested a position paper on Information Literacy which is being developed by the Mona Library.

### **Orientation, UWILinC, Foundation Courses and Specialized Sessions**

The Library participated in campus-wide orientation activities for both new and returning undergraduate and postgraduate students at the start of the academic year. In addition, UWILinC training sessions were held at the beginning of each semester during the period September 1–12, 2015 and January 25–30, 2016, to orient students to use of the Library's

resources. A total 233 students attended 26 sessions. Deliberate strategies will be employed to ensure that more students attend these sessions.

The major teaching activity in the Library for the academic year continued to be instruction sessions in Foundation courses across all faculties.

**Table 5.** Information Literacy Sessions August 2015–July 2016

<b>Main Library, Branches &amp; Outreach</b>	<b>Sessions</b>	<b>Number of Attendees</b>
Main	183	4,282
Law	18	271
Medical	19	1,192
Science	22	277
Western Jamaica campus	56	337
Outreach (WJC)	2	29
<b>Total</b>	<b>300</b>	<b>6,388</b>

### **E-Resources Fair**

The 2016 E-Resources Fair took place on March 3. Again the aim was to promote the use of electronic resources featuring UWILinC and Medical Databases, which were on display. Attendees actively participated in the various workshops and presentations, and some provided positive feedback. The Fair closed with the grand drawing of a prize comprised of a \$5,000 UWI Bookshop voucher which was won by a student from the Faculty of Humanities and Education.

### **Halls of Residence Librarian Programme**

Information literacy training was provided to students on Taylor, ABC, and the Elsa Leo-Rhynie Halls of Residence. Research Rescue, which is a highpoint of the programme, featured librarians going on Hall for a four-hour period to offer one-on-one assistance to students with research papers. This was executed on April 23, 2016 with mixed success.

At the close of Semester II 2016, the Halls of Residence Librarians (HRL) programme was reviewed and it revealed challenges which will be addressed in the coming year.

### **New IL Initiatives**

#### ***Writer's Wednesdays***

“Writer’s Wednesdays”, a collaborative initiative between the UWI Writing Centre and the Library, commenced at the Writing Centre to allow UWI student writers to benefit from feedback and support of the Writing Centre Staff and Librarians at a central venue. This service was open to all levels of students and for every academic discipline with projects that include writing and research. A representative from both units was available for consultation on allotted Wednesdays from 1:00 pm–4:00 pm.

At any stage in their project, students were able to receive:

- Assistance with citing sources
- Assistance with using online library resources to do research for writing projects
- Assistance in individual and small group consultations about writing assignments.
- Assistance at any level of proficiency to develop effective written communication.

Students were assisted with finding and accessing resources and avoiding plagiarism through the use of their assigned citation style. Twenty-one students were assisted over a 7-week period. More aggressive marketing of the service will be done next year to increase buy-in.

#### ***EndNote Thursdays***

EndNote Training sessions were offered to both staff and graduate students in the Postgraduate Learning Commons at the Main Library on October 29, 2015 and April 21, 2016.

## GRADUATE STUDIES

### Thesis Scrutiny and Consultation Support to Graduate Studies

The Library sustained its working relationship with the Office of Graduate Studies and Research, providing assistance to postgraduate students through face-to-face and email thesis consultations, workshop presentations, and thesis scrutiny. Requests for face-to-face thesis consultations continue to surpass the number of theses sent directly from Graduate Studies for scrutiny. The number of thesis consultations and scrutiny has doubled since the 2013/2014 academic year.

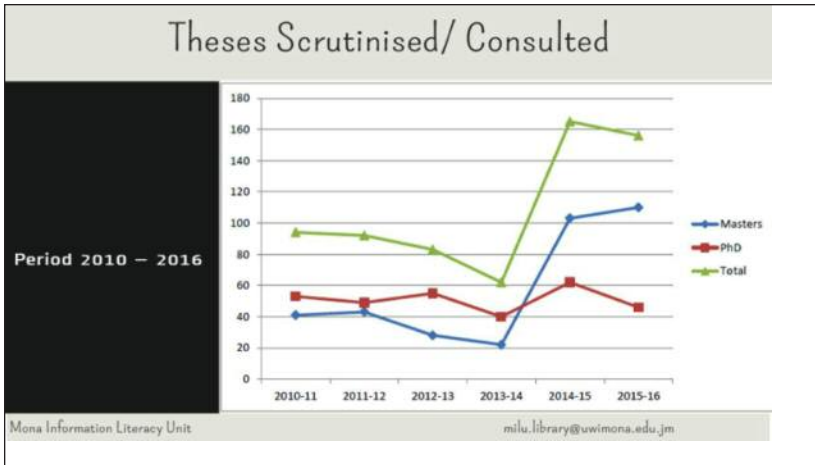
**Table 6.** Theses Scrutinised/Consulted for the Period August 2015–July 2016

Year Total 2015–2016	Thesis Consultations	Theses Received from Graduate Studies for Scrutiny
156	107	49

**Table 7.** Theses Scrutinised/Consulted for the Period 2010–2016

Theses	Total					
	2015/ 2016	2014/ 2015	2013/ 2014	2012/ 2013	2011/ 2012	2010/ 2011
Masters	110	103	22	28	43	41
PhD	46	62	40	55	49	53
<b>Total</b>	<b>156</b>	<b>165</b>	<b>62</b>	<b>83</b>	<b>92</b>	<b>94</b>





**Figure 7.** Theses Scrutinized/Consulted 2010–2016

The Library also participated in the Office of Graduate Studies’ and Research MPhil/PhD Thesis Writing Seminars by delivering presentations to graduate students. Librarians also presented at the *Research Supervisors’ Development Course*, on October 8, 2015 under the title “MILU: The Role in the Thesis Submission Process.”

## NEW INITIATIVE

### ***Mona Association of Post Graduate Students Thesis Camp***

The Mona Association of Postgraduate Students (MAPS) partnered with the UWI Mona Library and the Office of Graduate Studies and Research to organize a Thesis Camp for 2015/2016. The vision for this collaboration was to increase the awareness and promote the use of the Library’s existing resources, especially the Thesis Consultation Service for graduate students. The Thesis Camp 2015/2016 was preceded by a series of workshops, for both students and librarians.

Sessions were conducted as below:

**Table 8.** Postgraduate Students Thesis Sessions

<b>Dates</b>	<b>Sessions</b>	<b>Parties Involved</b>
September 10 (4pm–7pm)	<i>“Before You Begin”</i> Multifunctional Room (Library)	<ul style="list-style-type: none"> <li>• UWI Ethics Committee.</li> <li>• The Writing Centre.</li> <li>• Office of Graduate Studies &amp; Research</li> <li>• M.A.P.S.</li> </ul>
October 17 (10am–2pm)	<i>“Getting Started”</i> MERIC Lab + Multifunctional Room (Library)	<ul style="list-style-type: none"> <li>• The Library (lab session included)</li> <li>• M.A.P.S.</li> <li>• MITS</li> </ul>
January 16 (10am–2pm)	<i>“Almost There.”</i> Multifunctional Room (Library)	<ul style="list-style-type: none"> <li>• The Library.</li> <li>• M.A.P.S.</li> </ul>
April 12–14 (Thesis Camp)	<i>“Crunch Time”</i> PGLC Conference Room/Librarian Offices	<ul style="list-style-type: none"> <li>• Reviewing Librarians.</li> <li>• M.A.P.S.</li> </ul>

Prior to the Thesis Camp, the coordinator of MILU conducted a session on April 7, 2016, titled “MILU: Its Role in the Thesis Submission Process” for UWI Mona Librarians to be refreshed on the role and function of the Unit.

## RESEARCH DAYS 2016

The Library played an integral role in the University’s 17th staging of Research Days, held February 17–19, 2016. Dr Sasekea Harris along with a team comprising Rosemarie Runcie, Frances Salmon, Myrna Douglas, Karlene Nelson, Karen Tyrell, Tereza Richards, Karlene Robinson and Faith McKoy-Johnson led the 2016 Research Days’ activities for the Library under the theme: “The UWI Mona Library: Trailblazer, Facilitator and Practitioner in Research” and showcased the Library as trailblazer – the varied pioneering services; as facilitator – supporting the research of

the University; as practitioner – librarians’ research and scholarly output. Research output of Librarians were featured in the *2016 Research for Development* Publication.

## **INCOME GENERATION**

The Library continued to offer services and implement initiatives to generate income. The Bindery and Preservation Unit, the Multifunctional Room, and the Reprographics Services Unit, are the main income earners. The Branch Libraries also played a significant role through printing services and photocopying fees, and room rentals.

The work of the Bindery and Preservation Unit realized an income of \$1,371,482.00; while rental of the Multifunctional Room and attendant equipment generated \$760,537.86.

The Reprographic Services Unit (RESU) was identified for renovation and relocation, while a proposed Library Café was identified for development during the year. Consultation meetings were convened with the Campus Projects Office over the period, but budgetary constraints have stalled these projects. However, a *Business and Marketing Plan* was developed towards enhancing the services, diversify products, and increase the revenue of RESU from the gross income of \$2,775,386 realized in the 2015/2016 academic year.

## **OUTREACH INITIATIVES**

Outreach to patrons and the wider community continued to be an important part of the Library’s activities through presentations at workshops, the mounting of special exhibitions on topical issues, and hosting of educational events and other collaborative endeavours.

### **Quality Evaluation of Teachers’ Colleges**

Librarians participated in the UWI Mona Quality Evaluation of Teachers’ Colleges, organized by the Quality Assurance Unit in the Office of the Board for Undergraduate Studies, which took place between September

and November 2015. Beginning in 2015, B.Ed. programmes at eight public teachers colleges now fall under UWI, Mona, and this exercise was a quality evaluation of the colleges including library facilities.

### **Institute of Electrical and Electronic Engineers (IEEE) Workshop**

On October 1, 2015, the Science Branch Library hosted an IEEE workshop. There were 38 participants including lecturers and students from the Faculty of Science and Technology, as well as librarians from the Mona Campus. Mr Michael Shapiro, IEEE Client Service Manager, shared strategies for using IEEE Xplore: Content, Features and Functionality. He also provided guidelines regarding a quality technical paper and explored publishing options within IEEE.

### **Resource Description and Access (RDA) Workshops**

Ms Rosemarie Runcie, Head of the Cataloguing Section, conducted two Resource Description and Access (RDA) workshops with the goal of preparing libraries for transitioning to an automated library integrated system. The Science and Technology Information Network (STIN) RDA workshop was held in November 2015 at the Scientific Research Council. Library staff from 21 institutions participated in the workshop which addressed the shift in cataloguing standards from AACR2 to RDA. The workshop was also conducted on April 27–28, 2016 with 15 participants from the Jamaica Library Service (JLS) which has acquired the KOHA integrated system and needed to apply the current cataloguing standards. Both workshops were reported to be successful with participants having a clearer understanding of the RDA fields required for the MARC 21 format.

### **APA Referencing Workshop**

On February 9, 2016, Medical Librarian, Mrs McKoy-Johnson, participated in an In-service Training Programme at the Ministry of Health. This took the form of a workshop titled, *Academic Writing and Referencing with the APA*.

## **UNIVERSITY-WIDE INITIATIVE**

### ***Collaboration between UWI Campus Librarians and the University of the French West Indies***

Ms Beverley Lashley, Deputy Librarian, represented the Mona Library at a collaborative meeting with the UWI Campus Libraries and Librarians from the Université des Antilles, February 25–26, 2016, in Martinique. The main objective of the meeting was to examine opportunities for collaboration between both organizations and to explore any mutual benefits that could be derived from close association as Caribbean Universities. The discussion centered on possible joint initiatives for regional development with a focus on Interlibrary loan, staff exchanges, and the development of a Caribbean-Amazonia Heritage and Knowledge Portal. The latter initiative would be a joint proposal as part of the INTERREG 2014-2020 project with European Union funding.

### **Preservation Training**

In June 2016 the Library facilitated preservation training for Archive Attendants from the UWI Archive. The session addressed, among other areas, general cleaning of paper, books, maps, handling of paper, books, maps, relaxing of paper, and minor paper repair and polishing of leather binding.

### **Mould Abatement Project**

The Preservation and Conservation Librarian and the Bindery staff continued to provide consultation and mould abatement service to the Mona Campus. They also provided consultation and cleaning services for documents and books that were infested in buildings in the Faculty of Social Sciences.

### **Law Librarian as Technical Advisor to IMPACT Justice**

The Law Librarian, Ms Myrna Douglas, was invited by the Director of the Caribbean Law Institute Centre, Faculty of Law, Cave Hill Campus,

to serve on the Improved Access to Justice in the Caribbean Programme (IMPACT Justice) as a Technical Advisor to its Legal Databases and Law Library Development Technical Advisory Group (TAG), for the year 2016/2017. The activities of this outreach involved the monitoring of the CARILAW Upgrade Project, the creation of Caribbean Law Review and WILIP online and other databases. As advisor to this Group falling under IMPACT Justice, the Law Librarian was also charged with the responsibility of making recommendations for the future of these activities, and to law-library-collection-development in the Caribbean region. The Law Librarian, was also invited to participate in the IMPACT Justice CARICOM Legal Education Survey 2016.

#### **Appointment of Lexis Student Associate in Law Branch Library**

The Law Branch Library, after consultation with the LexisNexis Caribbean Representative, has introduced the LexisNexis Student Associate Programme at the Mona Campus. The programme is one which was offered to Universities in developed countries. The Student Associate programme was approved in the last academic year but was placed on hold due to long outstanding issues related to payment of invoices to LexisNexis.

Mr Adrian Duncan, Year I student in the Faculty of Law, was selected by the LexisNexis panel for the position of Lexis Student Associate.

#### **Preservation Awareness Week**

The Library hosted its second *Preservation Awareness Week* from April 11 to 15, 2016, under the theme “Transition”, focusing on how preservation of items has evolved over time, as well as the transition from old to new resources in libraries. In keeping with the theme, there were a number of papers and presentations that addressed varied issues and challenges faced by libraries, archives, and museums (LAMs) in Jamaica. Over 320 persons, including staff and students from the UWI Mona campus, representatives from various libraries, archives, and museums, and the wider public in Jamaica, attended the week’s event.

Keynote speaker was Mrs Winsome Hudson, National Librarian and CEO of the National Library of Jamaica, who spoke on the issues and challenges regarding preservation of library material in Jamaica.

During the week, the Bindery staff hosted two book repair demonstrations at the Main Library and the Science Branch Library.



*Bindery Staff(right) demonstrating book repair techniques at Preservation Awareness Week 2016.*

### **Field Work/Internship Placements**

The Mona Library continued its collaboration with high schools and colleges in facilitating internships/fieldwork/community service placements at the Library. During the year under review students from Edith Dalton James, Papine, Bridgeport, St Andrew, Holy Childhood and Ardenne High Schools, as well as Jamaica College, were accommodated to carry out Community Service as part of their curriculum requirements. The Library also facilitated internships to two students from the Department of Library and Information Studies, UWI, and one from Excelsior Community College. Other students in specialized programmes like Jamaica Values and Attitudes (JamVAT) were also accommodated.

### **External Visitors**

In continuing its provision of services to non-UWI affiliated institutions and persons, the Mona Library facilitated 96 external visitors. The majority of these visitors (60) were students from local secondary schools while the second largest category of users (22) were students from international universities. Overall, the total number of external visitors declined by 25% and this was also reflected in the fees collected for use. A total of US\$850 and J\$90,200 was realized from the use of the Library by external visitors. However, in the previous year (2014–2015) the figure was US\$980 and JA\$119,400. In going forward the Library will revisit fees charged to external visitors with a view to have all fees quoted in US dollars and calculated daily at the UWI rate to bring some measure of stability to the fluctuations in fees charged.

### **The UWI, OAS and Partners celebrate Pan American Day at Mona, April 14, 2016**

The UWI Mona Library provided support for hosting of the first Pan American Day celebrations at UWI. Pan American Day is celebrated in various countries across North and South America and commemorates the First International Conference of the OAS held in April 1890, which led to the creation of the International Union of American Republics, forerunner to the OAS.

Ms Beverley Lashley, Deputy Librarian, was a member of the planning team and was responsible for the exhibitors and logistics for the day. Mr Kevin Atkinson, Buildings and Mail Supervisor, prepared the floor plan and layout of the exhibitors' space, ensuring seamless operations for the day.

### **Share to Care Team**

The Share to Care Team, as part of the Library's outreach, aspires to positively contribute to the lives of children by helping with their social and economic needs on a continuous basis. During the review period, a donation of school supplies was made to Shady Grove Basic School on



Old Hope Road in Kingston. Another donation of school supplies and toiletries was made to the Strathmore Gardens Children's Home. In addition to the donations, the team had worship service and a rap session with the 44 residents at the Home whose ages range from 18 months to 20 years.

## **EXHIBITIONS**

The Library continued to mount exhibitions showcasing a variety of themes and activities. Exhibitions were also hosted at the request of student groups, clubs, societies, and departments on campus. Among the notable internal exhibitions were:

### **Main Library**

- Earthquake Awareness
- Reggae Music
- Celebrating the Work and Life of Ray Chen
- World Book and Copyright Day
- Haile Selassie's 1st visit to Jamaica

### **Law Branch Library**

- Electronic Resources
- Faculty of Law – Driving Legal Development through Research and Innovation

### **Medical Branch Library**

- World Hepatitis Day
- World AIDS Day
- World Health Day with the focus on Diabetes

### **Science Branch Library**

- Science, Technology, Engineering, Mathematics (STEM)

### **Western Jamaica Campus Library**

- World AIDS Day

### **STAFFING**

During the review period, the Library employed 26 professional staff; 90 Administrative, Technical and Support staff (ATS); and 136 student assistants.

#### **Leave for Academic Pursuit**

Mrs Pauline Nicholas, Head of the Loan and Reference Section, began a three-year doctoral programme at the University of Alberta in September 2015. Consequently, Mrs Karlene Robinson who served as Head of the Science Branch Library was asked to lead the Loan and Reference Section, with Dr Sasekea Harris, Reference Librarian in the Science Branch Library, taking up the mantle of Librarian in charge of the Branch.

#### **Appointment and Resignations**

Mrs Beverley Eccleston-Burte, was appointed Librarian 1 after working as Senior Library Assistant at WJC for two years. Mr Craig Brown, Library Clerk, became seriously ill in 2015 and resigned in January 2016. Ms Chioma Brown resigned from her post as Library Clerk effective May 13, 2016.

#### **Reassignment**

Ms Yolanda Tugwell was reassigned from the Main Library to Western Jamaica Campus (WJC) Branch Library on September 1, 2016 to Head the Branch in the absence of Ms Sandra Stubbs who proceeded on Sabbatical. Mr Miguel McKoy was also reassigned to WJC from Medical Branch Library following the illness and subsequent resignation of Mr Craig Brown.

## **New Staff**

The Library welcomed four new librarians to its staff complement. They are Mrs Genevieve Jones-Edman who previously worked at the National Library of Jamaica, Mrs Sonia Stewart and Mr Quemar Rhoden who were both employed to the UWI Mona Campus in different capacities prior to taking up their new posts, and Ms Antonette Harriott who previously worked as a Teacher-Librarian, and part-time lecturer at the Department of Library and Information Studies (DLIS).

## **STAFF DEVELOPMENT**

### **Training**

In order to facilitate the continued development of staff members, training was offered in various areas both in-house, through the Human Resource Management Division, and externally. These included the Transformational Leadership Series, Leadership Development Series, Basic Computer Training, Customer Service Improvement Programme, Setting Performance Objectives, Team/Collaboration Skills, and Microsoft Excel.

Karen Tyrell, librarian in the Cataloguing Section, participated in a two-week attachment to the Brock University, Ontario, Canada, October 12–25, 2015. Her focus was the cataloguing of serials using the Millennium Integrated System.

Librarians also participated in a number of training opportunities provided through webinars, including:

- September 15, 2015, “Positioning your Library – Marketing for Success”
- March 31, 2016, “Fostering Research Community through Library Spaces and Services”
- April 25, 2016, “ACRL Virtual Panel (New Framework, New Directions: Teaching Information Literacy in a New Context”

Mrs Maureen Kerr-Campbell and Mr Cedric Palmer attended a three-day Digital Publishing Conference and Education Stakeholders Forum conducted by *JAMCOPY*, at the Jamaica Pegasus Hotel, November 2–5, 2015.

### **Customer Service Training**

In an effort to enhance the Library's customer service, the Customer Service team implemented several initiatives aimed at improving employee engagement and development as well as internal and external client relations. Key initiatives implemented during the period included building awareness, staff training, and presentations.

The customer service signature event for the 2015–2016 academic year was the customer service enhancement workshop held on June 17, 2016 at the Main Library, under the theme: *Customer Service is Everybody's Business: Creating Distinctively Positive Service Experiences*. Miss Donnetta Russell, Customer Care Manager at the National Housing Trust whose leadership has led to the Trust being recognized nationally for its exemplary customer service delivery every year since 2008/2009, was the facilitator for the workshop. Consistent with the theme, the workshop exposed participants to the approach, attitude and skill set development needed to provide distinctively positive customer service experiences.

The Team also utilized the Library Commendation Board to recognize staff for actions viewed through the lens of customer service as “going the extra mile”. The Annual Customer Service Award was re-introduced, and based on nominations from eight sections of the UWI Mona Library, certificates for excellence in customer service were presented to the eight members of staff at the Library's Annual Christmas Dinner which was held in December 2015. Additionally, the committee selected one nominee to be the recipient of the UWI Mona Library's Customer Service Par Excellence Award. The nominee Mr Derek Garrick received the *UWI Mona Library Customer Service Par Excellence* certificate along with a gift certificate.

## PAPERS PRESENTED AT CONFERENCES/SEMINARS

### Conference/ Poster Presentations

- **Davis, Rochelle.** “Engendering Positive Relationships in the Digital Age: Libraries, Vendors, Publishers and Other External Stakeholders”. Electronic Resources and Libraries Conference, University of Texas at Austin April 3–6, 2016.
- **Douglas, Myrna.** “Law Library Cooperation in the Caribbean Region”. Improved Access to Justice in the Caribbean (IMPACT Justice) Workshop for Caribbean Law Library Paraprofessional Staff, held at the Knutsford Court Hotel, Kingston, January 25–27, 2016.
- **Rajah, Jolie, Myrna Douglas, and Junior Browne.** “*The Law Librarian’s Role in Promoting Faculty Scholarship*”. The XXXI Caribbean Association of Law Libraries Conference, Kingston, Jamaica. July 25–28, 2016.
- **Kerr, Paulette.** “Smart libraries: a Caribbean perspective – reality or perception?” 9th Biennial COLINET Symposium 2016. Smart Libraries: Fast Tracking Transformation from Print to Electronic. Cardiff Hotel & Spa, Runaway Bay, St Ann. March 14–15, 2016.
- **Kerr, Paulette.** “Trends and Issues in Media and Information Literacy and Intercultural Dialogue: Updates and Next steps for UNESCO in enabling media and information literacy in the Caribbean”. IASL, Latin America and Caribbean Regional Conference, Kingston, Jamaica, July 12–15, 2016
- **Kerr, Paulette, Maureen Kerr-Campbell and Frances Salmon.** “Rich Collections, Scarce Resources: Conundrum of Digital Curation in the Caribbean”. Libraries in the Digital Age (LIDA), University of Zadar, Croatia, 13–17 June, 2016.
- **Lewis, Jessica.** “Creating the ‘space’ for the modern Caribbean student”. 9th Biennial COLINET Symposium 2016. Smart Libraries: Fast Tracking Transformation from Print to Electronic. March 14–15, 2016.
- **Lewis, Jessica, Karlene Robinson & Beverly Eccelston-Burte.** Poster presentation: “The Impact of Academic Liaison Librarians on the

Faculty of Science and Technology, The University of the West Indies, Mona Campus: A Review and Case Study.”DLIS Forum. Showcasing Research in Library and Information Studies to Inform Pedagogy and Practice. November 15, 2015.

## PUBLICATIONS

### Book Chapter

- **Smart, Cherry-Ann and Dunstan Newman** “Academic Libraries in Higher Education: Capacity Building at The University of the West Indies, Mona, Jamaica”. In *LIS Career at the Crossroads: Challenges and Opportunities*. Eds: Dr. Parikshit Mondal and Dr. Susmita Chakraborty. Department of Library and Information Science, University of Calcutta 2015. 263–272.

### Refereed Journal Articles

- **Kean, C., G. Walker, M. Kerr-Campbell, F. McKoy-Johnson.** “Students’ choice and evaluation of information sources at the University of the West Indies, Mona Campus.” *New Library World*, 117(3/4), (2016): 279–288.
- **Landes, C., S.H. Hoefer, T. Richards, F. Walcher, R. Sader.** “Perspectives of patients about bioabsorbable internal fixation for maxillofacial fractures.” *Annals of Maxillofacial Surgery*, 5(2), (2015): 185–190.
- **Newman, D. and T. A. Richards.** “Preservation Awareness Week: The Experience of the University of the West Indies Mona Library, Jamaica”. *Caribbean Library Journal* 3, (2016): 49–66. <http://journals.sta.uwi.edu/clj/papers/vol3/04.Dunstan-Richards.pdf>
- **Richards, T. A., S. Muehlenbacher, F. Weichert, M. Wagner.** “Publication trends in *West Indian Medical Journal*: A 12 year bibliometric study populates an ontology.” *West Indian Medical Journal*. (2016).
- **Smart, Cherry-Ann.** 2016. “The Public Library’s Role in Enabling E-Government: A View of Two Countries in the English-speaking

Caribbean.” *The International Journal of Public Administration in the Digital Age* 3(3): 18–32.

- **Smart, Cherry-Ann.** 2015. “Born fi Dead? Special Collections and Born Digital Heritage, Jamaica.” *IFLA Journal* 41(3): 230–236.
- **Tyrell, K.** “Librarians’ Attitudes Towards Pursuing Continuing Professional Development in Two Jamaican Universities.” *Caribbean Library Journal* 3, (2015): 1–16.
- **Wagner, M., B. Vicinus, S.T. Muthra, T.A. Richards, R. Linder, V.O. Frick, . . . F. Weichert.** “Text mining, a race against time? An attempt to quantify possible variations in text corpora of medical publications throughout the years.” *Computers in Biology and Medicine*, 73, (2016): 173–185.

#### **Non-Refereed Journal Article**

- **Monteith, Kathleen, Mathew Smith, Julian Cresser, Aleric Josephs, Robert Sierakowski and Dunstan Newman.** “*A Peoples History of Jamaica: The Jamaica 50 Time Capsule*” University of the West Indies Research for Development (2016): 10–13.

#### **Conference Proceedings**

- **Howell Nash, Jacqueline.** “Working with Postgraduate Students at the UWI Mona Library: Building Rapport Through one-on-one Support.” Proceedings of the XLV ACURIL Conference, Paramaribo (2015). Compiled by Jane W. F. Smith and Margo Groenewoud, June 1, 2016, pp. 82–91. [https://issuu.com/acuril/docs/proceedings\\_acuril2015\\_suriname](https://issuu.com/acuril/docs/proceedings_acuril2015_suriname)
- **Kerr-Campbell, Maureen and Frances Salmon.** “Capacity Building through a Continuous Education Programme: The Case of the University of the West Indies Mona Library.” Proceedings of the XLV ACURIL Conference, Paramaribo (2015). Compiled by Jane W. F. Smith and Margo Groenewoud, June 1, 2016, pp. 122–24. [https://issuu.com/acuril/docs/proceedings\\_acuril2015\\_suriname](https://issuu.com/acuril/docs/proceedings_acuril2015_suriname)

- **Manassi, Tanya Marie, Beverley P. Lashley and Karlene Nelson.** “Bridging the chasm between policy and practice: Retooling practitioners to effectively address digital rights management issues presently being faced by The University of the West Indies, Mona Library”. Proceedings of the XLV ACURIL Conference, Paramaribo (2015). Compiled by Jane W. F. Smith and Margo Groenewoud, June 1, 2016, pp. 152–161. [https://issuu.com/acuril/docs/proceedings\\_acuril2015\\_suriname](https://issuu.com/acuril/docs/proceedings_acuril2015_suriname)
- **Newman, Dunstan and Sasekea Harris** “Lessons in Disaster Recovery from Hurricane Ivan: The Case of the University of the West Indies (UWI) Mona Library”. IFLA (2015): 1–29 <http://library.ifla.org/1253/1/223-newman-en.pdf>

## **PUBLIC SERVICE**

### **Myrna Douglas**

- Member, JAMCOPY Board Membership Committee
- Member, Legal Databases Technical Advisory Group, IMPACT Justice Project
- Member, Foreign, International and Comparative Law Librarians’ Network
- Member, CARALL Governance Committee, Constitutional Committee, and Standards and Training Committee
- Ordinary Member, Chartered Institute of Library and Informational Professionals; serving member of Special Interest Groups – Information Literacy Group and the Academic and Research Libraries Group.

### **Sasekea Harris**

- Editor and Reviewer: *LIAJA Journal*, Number 1
- Reviewer: *International Journal of Library and Information Science*

### **Paulette Kerr**

- Chair and UWI Representative, UNESCO UNITWIN MILID Group



- Co-Chair, Work-in-Progress Poster Showcase ALISE Conference
- 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, Board of Directors, National Forum on Information Literacy (USA)
- Member, Association of Library and Information Science Education (ALISE)
- Member, Library and Information Association of Jamaica (LIAJA)

**Beverley Lashley**

- Judge, 3rd Annual Rita Marley Foundation (Jamaica) Essay Competition (2016)
- Organizer, logistics and exhibition – Pan American Day Celebrations April 14, 2016
- Adjudicator – County Level, Talk the Poem National Poetry Recitation Competition

**Karlene Nelson**

- Treasurer, International Association of School Librarianship (IASL) Regional Conference for Latin America and the Caribbean July 12–15, 2016
- Member, UWI Quality Assurance Team for the evaluation of teachers colleges of Jamaica
- Member, Library and Information Association of Jamaica

**Dunstan Newman**

- Member, JAMCOPY Business Development Committee
- Editor, *Caribbean Library Journal*

- Chair Advocacy (2015–2016) – LIAJA
- Chair Fundraising (2016–present) – LIAJA

**Tereza Richards**

- Member, Editorial Board – *West Indian Medical Journal*

**Karlene Robinson**

- Chief Examiner, Principles of Business, Caribbean Examination Council

**Frances Salmon**

- Member, Editorial Committee, *LLAJA Journal*

**Cherry-Ann Smart**

- Director/WIGUT representative, Jamaican Copyright Organization (JAMCOPY)
- Member, Governance Committee, JAMCOPY
- Member, Jamaica Reading Association
- Member, Book Industry Association of Jamaica
- Member, Library and Information Association of Jamaica
- Member, Mixed Method Information and Research Association
- Member, Association for Information Science and Technology (ASIST)
- Fellow, Society of Scholarly Publishing
- Friend, Kingston and St Andrew Parish Library

**Yolanda Tugwell**

- Member, Library and Information Association of Jamaica, Academic Section Committee

**Karen Tyrell**

- Member, Editorial Board, *New Library World Journal*

## HONOURS AND AWARDS

- **Karlene Robinson, Rosemarie Runcie, Faith McKoy-Johnson and Tanya Manassi** were awarded for the article, “Establishing a Competencies Framework for a Caribbean Academic Library: The Case of The UWI Library, Mona Campus”. It was published in *Library Management* (2015) Vol. 36:1, and selected for publication in the *UWI 2016 Research for Development: Driving Development through Research and Innovation*. The paper was also selected by the journal’s editorial team as a “Highly Commended Paper” in the 2016 Emerald Literati Network Awards for Excellence.
- **Dr Sasekea Harris** was doubly honoured during the period, having received the prestigious Principal’s Award for Best Research Publication: Article Category, for her article, “Enhancing awareness of Science, Technology, Engineering and Mathematics (STEM) in academic Libraries: A Jamaican Case Study”. *IFLA Journal* October 2013 Vol. 39 No. 3 251–261. She also received the Research and Publication Award from the Library and Information Association of Jamaica (LIAJA).
- **Ms Cherry-Ann Smart** was awarded a Fellowship from the Society of Scholarly Publishing (SSP) in April 2016. The SSP seeks to better understand the changing professional development and continuing education needs and preferences of professionals involved in scholarly communications.