THE LIBRARY

MONA

Year ending July 31, 2012

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Overview

During the year under review the Library sought to grapple with the economic challenges it faced and to devise ways to overcome these challenges. Chief among these was the ability to provide resources in a stringent economic climate. Collection development of print resources experienced the greatest negative impact. As with other academic libraries, growth of print collections was stagnant but the provision of electronic resources continued to improve. This illustrates that the Library is in step with the global shift in investment in libraries from print collections to electronic and digital content. Recognition must be given to the fact that despite this general decline in the acquisition of print material, the collections of the newly created Law Library and the Western Jamaica Campus Library experienced marginal increases in collection growth.

The Library benefitted from significant donations throughout the year reaching the appraised value of J$8,265,000.00 which helped to boost and fill gaps in the West Indies Collection. Each gift to the Library represents an investment in student development and the Library will continue to be aggressive in this area.

Accelerating the growth of electronic and digital collections continued to be an important focus for the Library and, due to strong partnerships and collaborative purchasing with other UWI Campus libraries, access was provided to 55,381 electronic journals, 70,960 e-books and 1,304,579 e-theses.

As information is provided in a variety of formats from complex sources, the Library maintains the new discovery and access platform *UWILinc* that provides seamless access to electronic, digital, print resources and multimedia, free and fee based, held by the major libraries in the UWI System. The introduction of a new website was an imperative for 2011-12. Users are now provided with a one-stop shop, which pulls together access instruments, policies, feedback instruments and general information on the libraries. The Library also sought to utilize social networking to bring users and information together through Twitter and Blogs in the Medical Branch Library.

As the end of the last year of the 2007-12 Strategic Plan cycle approached, the Library reviewed its strategic plan to verify what had been achieved since its introduction, and the areas that still needed to be addressed. One such area was assessing the Library's performance to ascertain whether it was achieving its core responsibilities. To this end, the Library applied for, and was awarded an In-Kind Grant valued at US$3,200.00, from the Association of Research Libraries. This made it possible to administer the LibQual+® service quality survey in April, while in June an overall review of the Library sponsored by the Office of the Campus Principal was undertaken. An automatic survey was also generated to patrons using Virtual Reference. These instruments will assist the Library in determining the impact of its services and will guide us on areas for strategic focus over the next five years.

Information Literacy continued to impact the teaching and learning process, and student experiences and development. This was evident in the significant number of students with whom direct interaction took place during the year, as well as some successes in the thrust to embed information literacy in courses. Information Literacy is now embedded in 44 courses.

The Library continued to repurpose spaces and increase seating during the academic year. Five new open carrel reading spaces and a casual space in the MERIC Lab in the Main Library provides undergraduate students with a multipurpose area which now combines the existing

computer lab, printing service, laptop loan service, access to print reference material and casual seating.

New Undergraduate Spaces in MERIC Lab

INFORMATION RESOURCES

Due to the pervasiveness of 'anytime, anywhere access' the Library has been focusing increasingly on the provision of e-resources and digital content to the extent that 55,381 electronic journals were provided to users, as well as digital documents in 11 collections. The Library also had access to 70,960 e-books and 1,304,579 e-theses. The Acquisitions Section expanded its search range in support of reading list items to encompass e-resources from the Internet and the Library's database. Growth of the print collections continued to show some decline due in no small part to budget constraints.

Table 1: Five Year Growth of Printed Monographs

	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012
New Titles	3119	4602	4731	2924	2080
Volumes	5153	6751	6996	5779	4394

Digital Initiatives

The strengthening of the digitization capabilities of the Library is vital to support and enhance the campus's research capacity. The Library provided access to 4,866 items in 11 digital collections. Material digitized during the year includes the *Priestly Diaries*, small political newspapers such as *Abeng* and *Moko*, and the *Edward Seaga Scrapbooks*. Plans for the creation of a Library Digitization Centre in the Main Library had been developed and was submitted to the Office of the Campus Principal for approval and financial support. Such an area would allow for more purposeful and concentrated approach to our digitization programme rather than the shared approach which now exists.

West Indies and Special Collections

The Special Collections benefitted from a number of donations throughout the year. Oversees and local donors as well as University academics were among those persons giving or committing to give their papers and books to enhance the collection. Among these are Professor Claremont Kirton, Professor Sir Roy Augier, and Professor Emeritus Barry Higman.

Material from the Rex Nettleford bequest was received in the Library. This includes 2,850 books (not included in current acquisitions statistics in Table1) 200 large manila files and 200 folders of papers. The Library became the custodian of the papers of Victor Stafford Reid, noted Jamaican writer. These comprise over 6,000 sheets of literary manuscripts, correspondence, newspaper clippings and photographs, which have been sorted, organized and listed. Professor Emeritus Barry Higman donated seven paintings, 12 manuscript poems and correspondence from Ras Dizzy to complement the *Joe Pereira Collection of Ras Dizzy Paintings*. Other significant donations were made which enhanced the collections of the Law Library and the Western Jamaica Campus Library.

The handover ceremony for the BBC Caribbean Archive was held on November 4 in the Library's Multifunctional Room. The collection is made up of the BBC Caribbean Service broadcasts for 1988-2011 and includes 3,000 hours of recordings and corresponding scripts. The collection is presently being digitized at the Alma Jordon Library, but the originals will be housed at Mona.

Miss Yolanda Tugwell, WJC Library, receiving a copy of "The Caribbean: From Pirates to Hoteliers" from Mr Josef Forstmayr (left) also in the picture is Mr Michael Williams, Acting Director, WJC.

Finding Aids

A draft finding aid for the *P J Patterson Collection* was completed and edited. The final document will be made available on the Library's website. A database was created for the *Tanzilo Collection,* which covers Jamaican popular music.

Work commenced on the integration of the *John Hearne Collection.* Twenty-two folders containing 704 documents have been organized and listed.

The *Tony McNeill papers* were sorted and a preliminary listing has been created.

Descriptions of some Special Collections have been created and included in the Library's new website thus giving them some measure of prominence and publicity.

The Cataloguing Section continued its work to enhance UWILinc, the UWI Campus Libraries' search and discovery portal. Apart from new material work continued on the inclusion of backlogs of special collection material hence the Queen Anne and Princess Alice Collections have been catalogued, and 592 electronic links were created for the Edward Seaga Files (ESF).

Work on the provision of metadata for electronic and digitized collections is ongoing. *A West Indian Journey of the 1961 Undergraduate* with 108 photos was completed along with some items in the *UWI Historical Photograph Collection*. In order to ensure that students and researchers can locate hidden material, retrospective conversion also continued. In total 6,569 items were converted and linked to the OPAC.

Use of Information Resources

The Reserve Book Collection (RBC) continued to experience the heaviest checkouts of material. Even with that, strategies have been put in place to rationalize the Reserve Book Collection (RBC) in the Main Library to ensure greater efficiency. In May, an ongoing project was embarked on to identify books that are not linked to current courses and are not on reading lists. These books, once identified, could be removed systematically and placed in other locations such as on the open shelves or the West Indies Collection. The project will continue through to December 2012 during which time the liaison librarians will consult with the department liaison representatives in an effort to determine the status of the books which have been identified. It is expected that at the end of the exercise the collection will be thoroughly streamlined cutting down on retrieval and the waiting time of students requesting material, as well as removing to circulating shelves material otherwise hidden in RBC.

Overall, however, collection checkouts continued to show some decline for the Main, Science and Medical Libraries with a slight increase in the Western Jamaica Campus Library and, not surprisingly, a significant increase in the Law Library.

Table 2: Checkouts by Library

Library	Overnight Books	Reading Room Books	Open Shelf Books	Periodicals	Total
Law	7,847	2,291	844	18	10,240
Medical	1,334	515	2,920	411	5,180
Science	11,249	1,790	6,970	79	20,088
Main	33,227	9,751	30,604	1,517	75,099
WJC	1,985	577	603	6	3,171
Grand Total	47,639	14,924	41,941	2,031	106,535

- Decreased by 14.8% in the Main Library

- Decreased by 18.7 % in the Science Library

- Decreased by 17.6% in the Medical Library

- Increased by 337% in Law Library

- Increased by 13.7% in WJC Library

Electronic and UWI print theses saw heavy usage by both undergraduate and postgraduate students. This is reflected in the statistics for online access to ProQuest Thesis Database, provided below, which indicates that 31,197 theses in different subject areas were downloaded while a total of 1,210 UWI theses were also consulted.

Electronic Databases

Library users continued to adapt very easily to the availability of electronic databases from their homes, offices and other locations. The reduction in the loan statistics of printed copies of periodicals and the significant increases in the usage of databases support this view.

Examples provided below demonstrate the heavy usage of two of the popular multidisciplinary databases, EbscoHost and ProQuest. Searches in EbscoHost database during 2011-2012 increased by nearly 100% while full text downloads increased by 151%.

Table 3: EBSCOHOST Database Activity: 2009-2012

Year	Searches	Full Text Download
2009-2010	710,224	124,383
2010-2011	809,621	170,934
2011-2012	1,464,616	430,322

Table 4: EBSCOHOST Database Activity: August 2011 – July 2012

Month	Searches	Full Text	PDF Full Text	HTML Full Text
August	24,991	5,105	3,057	2,048
September	104,433	20,216	7,143	12,886
October	235,257	50,289	16,701	33,096
November	180,155	27,954	9,435	18,241
December	51,676	7,156	3,911	3,120
January	38,306	4,548	2,510	1,970
February	206,939	29,962	13,866	15,709
March	242,646	28,132	15,059	12,777
April	157,109	18,567	10,729	7,641
May	64,359	7,241	4,591	2,425
June	12,065	12,065	8,218	3,727
July	5,136	5,136	3,138	1,953
Total	**1,464,616**	**216,371**	**98,358**	**115,593**

Table 5: PROQUEST Database Activity: August 2011 – July 2012

Searches	Database	Abstract	Full Text
67158	Dissertation & Thesis: Business	349	1,487
66920	Dissertation & Thesis: Health & Medicine	594	3,199
66831	Dissertation & Thesis: History	250	535
66915	Dissertation & Thesis: Literature & Language	383	1,666
66863	Dissertation & Thesis: Science & Technology	747	6,603
67320	Dissertation & Thesis: Social Sciences	4,225	17,130
66804	Dissertation & Thesis: The Arts	239	577
TOTAL	Dissertation & Thesis (PQDT)	6,787	31,197
82983	Research Library: Business	3,857	9,713
82713	Research Library: Health & Medicine	4,420	9,680
82645	Research Library: History	4,275	11,876
82726	Research Library: Literature & Language	1,143	4,409
82635	Research Library: Science & Technology	1,430	4,327
83251	Research Library: Social Sciences	1,811	3,885
82563	Research Library: The Arts	175	382
TOTAL	ProQuest Research Library	17,111	44,272
71580	ABI/INFORM Global	7,246	26,273
111907*	**Grand Total**	**31,144**	**101,742****

*NB: Searches are incremented every time the search button is clicked whether the search is by word, publication or topic.

** Documents are counted once document delivery occurs from the ProQuest electronic vault.

Disciplinary specific databases also show heavy usage. HINARI (Medical Sciences) showed usage of 1515 during the academic year 2007-2008 and increased over time to reflect usage of 7,545 in 2011-2012, while usage of SciFinder shows 3,590 searches and 1,759 full texts downloads.

The use of multimedia resources also reflected an increase as the use of audiovisual room requests increased to approximately 196 hours. The room was used for lectures and tutorials, as well as individual and group student viewing of multimedia resources. The resources were heavily

used by the Department of Literatures in English, Government, Reggae Studies Unit, and Institute of Caribbean Studies.

INFORMATION LITERACY

This academic year was a very productive one in all aspects of Information Literacy. Through excellent teamwork between librarians and library assistants in all libraries, effective lessons were developed and presented. The thesis scrutiny and consultation process saw improvements as well. Another success was the increase in the number of electronic tutorials, which were posted on the Library website for both undergraduates and postgraduates, so as to reach a wider audience. Examples of these are *Wikipedia, is it for you?* and, *Effective Research and Writing Strategies.* The Library now has to determine the extent to which these tools are being utilized and if they impact the performance of students.

The Mona Information Literacy Unit (MILU) participated in orientation for new faculty members. Mrs Karlene Robinson, Coordinator of MILU, gave the presentation "*The Library as a Resource Tool*" at the Instructional Development Unit's series of seminar/workshop to orient new faculty to the requirements of working at the institution. Faculty members were also given a virtual tour of the Library, sensitized as to how to access its services and facilities, and how they could better help the Library to assist them. Chief among the points raised in the presentation was how information literacy could be of benefit to them in empowering their students to be life-long learners. She also made a presentation entitled "*Referencing and Citation Styles*" at the Office of Graduate Studies and Research's Graduate Supervisors' Workshop - "*Academic Integrity: Connecting the Dots,*" on April 18, 2012. Sessions specifically tailored for the faculty members in the Medical, Science and Law faculties and the Western Jamaica Campus were also conducted by librarians from the respective branch libraries. Increasingly, faculty members have been including information literacy in the teaching and learning process. This is evident from the increase in the number of

requests by faculty for customized sessions to meet the needs of their students, and the fact that Information Literacy is embedded in 44 courses.

Postgraduate Services

The Mona Information Literacy Unit targeted the reorganization of the thesis consultation and scrutiny process. In consultation with the Office of Graduate Studies and Research, a policy was developed and guidelines were put in place to structure and manage the entire process more efficiently and allow for greater standardization and productivity.

Thesis Scrutiny

The Unit continued to provide assistance to postgraduate students in face-to-face meetings as well as by e-mail regarding the format, arrangement, abstract and referencing of their theses. Figures below show the number of theses sent to the Library from Office of Graduate Studies and Research for scrutiny over the last three years.

Table 6: Thesis Scrutinized between 2009-2012

Year	Thesis		Total
	Masters	**PhD**	
2009-2010	43	49	92
2010-2011	41	53	94
2011-2012	32	54	87

Table 7: Consultations before and after submission

Year	Consultations
2009-2010	23
2010-2011	54
2011-2012	86

Through the auspices of the Office of Graduate Studies and Research, the Unit also presented sessions entitled:

- *"Networking: Making Most of Your Graduate Experience"*

- *"Library and the Graduate Student"*

- *"Library Guide in the Preparation of Thesis"*

- *"Reading and Interpreting Turnitin Originality Reports"*

- *EndNote Sessions.* EndNote Workshops were presented on the four Thursdays in September 2011. Other sessions were held throughout the year, which assisted faculty and students in the efficient preparation of their research papers and journal articles.

The work of the Library was recognized and awarded at the annual UWI Graduate Scholars' Breakfast held March 1, 2012. The Library was praised for its contribution to the overall performance of postgraduate students and for its contribution to the reduction in plagiarism.

New Student Orientation

The Library participated in the annual orientation exercise conducted by Office of Students Services. To this end, the Library used a booth to publicize its services, along with video highlighting information on the Library system. Subsequent to orientation a number of open sessions on the use of the catalogue and databases were offered during the semesters, and a greater effort was made to incorporate this type of training in sessions requested by faculty. By so doing students were empowered to access resources at anytime and anywhere, extending the use of the Library's resources outside of its walls.

Training Sessions

The following table shows the Information Literacy sessions conducted during the 2011-2012 academic year throughout the Library system.

Table 8: Information Literacy Training Sessions

Library	Sessions	Number of Attendees
Main	276	4,891
Law	10	262
Medical	12	146
Science	22	301
Western Jamaica Campus	18	249
Outreach	4	242
Total	**342**	**6,091**

These figures demonstrate that the Library reached approximately 40% of the student body in face-to-face sessions, during the year. As part of the First Year Experience Programme, the Coordinator of MILU also made a presentation to students at the Multipurpose Room, Rex Nettleford Hall of Residence, on "*Plagiarism and the Ethics of Information Gathering*". The presentation took the form of a talk and a question-and-answer session, and was attended by over 400 students.

LAW BRANCH LIBRARY

The focus on collection building and staff development in the Law Branch Library continued during the academic year, and in April 2012 the Branch Library was deemed ready to support the full LLB programme offered by the Faculty of Law, Mona. Early in the academic year the University earmarked 30,000 pounds sterling for the purchase of law material, while the Library was successful in securing significant donations both locally and from international sources. The University of Alberta Library was very generous in its donation of books as well as copies of the Dominion Law Reports. A grant of US$15,000 was also obtained through the auspices of the United States Embassy for the purchase of library resources.

MEDICAL BRANCH LIBRARY

Following on the physical renovation of the Medical Branch Library the matter of adequate furnishing was addressed. To this end, reading room chairs were re-upholstered, and soft furnishing, additional large reading tables, and tables and chairs for the Seminar Room and the Computer Lab, were acquired. The furniture was laid out for optimal use by the clientele and artwork hung in the Ground Floor and First Floor reading areas, creating an attractive and inviting ambience. Feedback from patrons on the total effect of the renovation and layout has been positive. A generator that ensured continuous and reliable electricity supply to the Library was delivered on December 21, 2011 and later commissioned into service. There has been a notable increase in patrons using the Medical Library's facilities since the completion of renovation.

Through the generous donation from Dr Paul Dishner some years ago the sum of US$11,819.00 was used by the Library to acquire 78 e-books covering the areas of Sports Medicine, Diagnostic Imaging, Dentistry, Forensic Medicine, Nuclear Medicine, Nursing and Rehabilitation Medicine.

E-Resources Fair

The Medical Library organized an e-resources fair in March to promote the e-resources available for their clientele. This included a display of electronic resources, hands-on sessions on locating e-resources listed in the UWILinc, and demonstrations of medical databases. This resulted in an increase in reference consultations and in the use of databases in the Medical Library.

WJC BRANCH LIBRARY

The Western Jamaica Campus (WJC) Branch Library, in its fourth year of operations, continued to mirror and offer the relevant services from Mona to the WJC community. Activities included orientation for both postgraduates and undergraduates, the teaching of modules in all

foundation courses, thesis scrutiny and other information literacy activities, as well as outreach to the wider UWI community. Increasing numbers in the student population at the WJC Library have resulted in greater demands for collections, opening hours and staffing. The collection reflected some growth and increased usage, and efforts were made to address extended opening hours prior to the beginning of final examinations.

SCIENCE BRANCH LIBRARY

Some measure of security of personal items was provided in the Science Branch Library with the provision of a bag room in January 2012. This has resulted in the elimination of reports on the theft of students' personal items.

LIBRARY ASSESSMENT

LibQUAL+® Survey

The Library is assessed annually in selected disciplines as part of the departmental assessment to indicate how well it is supporting individual departmental programmes. These are conducted through the Quality Assurance Unit. The Library has not conducted a survey about its services for more than 20 years. In January2012, the Library applied for and received an In-Kind Grant of US$3,200 to conduct a LibQUAL**+®** survey. LibQUAL**+®** is a web survey which helps libraries to assess and identify areas which need improvement. The survey, conducted in April, assessed the *Affect of Service*, which is the quality of interactions between users and library employees; *Information Control*, which is the quality of the website, discovery tools and collections; *Library as a Place*, which is the quality of the physical libraries for research and learning. Some of the key concerns raised by respondents in free text comments were:

- Lack of quiet spaces for individual work
- Lack of spaces for group learning and group study
- Lack of sufficient computers
- Unreliable printing service
- Slow internet access
- Inadequate wireless connectivity
- Insufficient copies of books in RBC
- Discourteous staff members

An analysis of responses to survey questions revealed that respondents felt that the Library was meeting the minimum expectations in all three areas surveyed. From among the participants:

- 42% of undergraduates visited the libraries, and 39 % accessed library resources electronically
- 40% of postgraduates visited the libraries, and 39.93% accessed library resources electronically
- 25% of academics visited the libraries, and 42.31% accessed library resources electronically

The survey also indicated that all groups used Google or non-library gateways at least 79% daily. This is not unusual for library users worldwide, but concomitantly the use of the libraries and electronic resources must show higher percentages. The Library intends to address all issues raised during the new academic year.

Randomly selected students who were awarded prizes for participating in the Survey, along with five staff members.

Reference Service Assessment

The Library continued to provide face-to-face and virtual reference service throughout the year. A large numbers of students still required face-to-face reference interventions but Virtual Reference continued to show positive signs of growth. Three hundred and nineteen real-time and email questions were received during the period. This is an increase over 2010/2011 when there were only 193. Patrons responding to an automatic online survey indicated that 94.8% felt that this service is needed and should continue while 71.7% felt that the librarian was helpful.

Library Review

Based on an initiative sponsored by the Office of the Campus Principal, a Library Review was conducted from June 4 to 8. The Review was conducted by Mrs. Margaret Law, University of Alberta, Library; Mrs. Harriette Hermassi, Brown University Library; and Mrs. Jennifer Baxmeyer, Princeton University Library. The Review Team pointed to the strengths and weaknesses of the Library and made recommendations

for future development. The Library will be guided by the recommendations made by the Review Team as well as by the results of the LibQual+®Survey and the Reference Survey.

STAFF TRAINING AND DEVELOPMENT

The Library recognizes and acknowledges that the quality of our staff members and the work they completed over the past year has been crucial in the achievement of goals for 2011-2012. A number of training and development initiatives were put in place during the year to strengthen staff competencies in key areas in order to achieve these goals.

Share One Thing Programme

The 5th seminar in the "Share One Thing" programmme was held in February. Mrs. Karlene Robinson presented the topic: *The authentic teacher – recognizing who you are as a teacher in order to connect with your students.* In this session she shared information she learned at the ACRL Information Literacy Immersion programme which she attended in July 2010.

Two ATS staff members Mrs. Noreen Dennis and Ms. Elaine Saunches made presentations based on experiences they gained from attachments at the University of Sheffield Library, England, and the Queen's Public Library (New York) respectively.

An ACRL 5-part Leadership Webinar was also presented to librarians while a number of UWILinc training sessions were held throughout the year.

Customer Service Training

Efforts to improve customer relations are ongoing. A training session titled *Delivering Quality Customer Service in the Medical Library* was conducted for staff in the Medical Library. This session and others explored some of the basic precepts in delivering quality customer service. These included having the right attitude, going the extra mile for the customer, treating the customer with respect and courtesy, as well as developing strategies for dealing with the angry customer.

Mrs. Evadne McLean, Head of the Public Service Section, attended a workshop hosted by the UWI Health Centre devised to assist staff members to recognize the troubled student and guide them as to how best to provide the necessary assistance. Members of the staff also attended sessions tailored to assist them with working in a Law Library and to better equip them to deal with user enquiries. These sessions concentrated on how to find legal material and handle reference queries posed by clientele in the Law Library.

Technology Training

UWISPACE, the DSpace supported institutional repository developed at the Alma Jordan Library will be used by all campus libraries for storing digital assets. Consequently one of the Systems Librarian, Mrs. Maureen Kerr-Campbell, spent a week at the Alma Jordan Library obtaining training in the use of UWISPACE. On her return, she trained staff in the Cataloguing and West Indies and Special Collections Sections in workflows involved in the entering of metadata to records in UWISPACE. UWISPACE is accessible directly, or through UWILinc. Fourteen Service Staff members were also trained through the NVQ Level 1 Data Operations Training and Certification programme, a UWI HEART NTA initiative.

PAPERS PRESENTED

Sasekea Harris

- "Jay Jordan/OCLC/IFLA Fellowship: Ideas for Library Practice in Jamaica". LIAJA Regular Meeting, Kingston & St. Andrew Parish Library. November 2011.

- "Writing the Research Report". LIAJA Workshop on Research, Writing and Getting Published. Planning Institute of Jamaica. November 2011.

- "Preparing the Research Proposal". LIAJA Workshop on Research, Writing and Getting Published. Planning Institute of Jamaica. November 2011.

- "Selecting & Evaluating Topics / Issues for Research". LIAJA Workshop on Research, Writing and Getting Published. Planning Institute of Jamaica. November 2011.

- "Developing a Practical Advocacy Toolkit for School Librarians in the Age of Web 2.0 Technologies". COMLA / IASL / LIAJA Workshop. IASL Pre-Conference Workshop #4. UWI Multifunction Room. August 2011.

- "Advocacy and Special Libraries". LIAJA's Special Libraries Section Meeting, Ministry of Mining, Industry and Commerce. July 2012.

- "Librarianship and Culture: Social Change in Post-colonial Jamaica". SALALM LVII Conference. The Hilton Conference Hotel, Port-of-Spain, Trinidad and Tobago. June 2012.

Kerr-Campbell, Maureen

- "The West Indian Journey of the University College (UCWI) Undergraduates in 1961." 77th International Federation of Library Associations (IFLA) Satellite Meeting. Christ Church, Barbados. August 2011

Claudette Thomas, Thelma White & **Pauline Nicholas**

- "Access to Vice-Admiralty and Colonial Records of the Trans-Atlantic Slave Trade and African Slavery in Jamaica." World Library and Information Congress: 76th IFLA General Conference and Council. San Juan, Puerto Rico. August 2011.

Frances Salmon and **Maureen Kerr-Campbell**

- "Constitution and Enrichment of the Cousins Hereward Postcard Collection at the University of the West Indies Mona Library: Lessons Learnt." 77th International Federation of Library Associations (IFLA) – PAC and RMBS Pre-Conference. Puerto Rico, August 2011.

Cherry-Ann Smart

- "Public access to government information in Anglophone Africa and the English-speaking Caribbean: Are we there yet?" IFLA 77, Puerto Rico, August 2011.

PUBLICATIONS

Refereed Journal Articles

- * **Beverley Lashley.** "Library profile: Caribbean Disaster Information Network." *Link Magazine: Connecting Commonwealth Libraries.* The Association of Commonwealth Universities. January 2012.

* **Pauline Nicholas.** "Creating a Digital Reference Agenda for Academic Libraries in Jamaica: An Exploratory Case Study." LIBRI. 61 (2011):258-280.

* **Pauline Nicholas** & Thelma White. "E-Learning, E-books and Virtual Reference Service: the Nexus between Library and Education" *Journal of Library and Information Services in Distance Learning.* 6:1 (2012):3-18.

Book Chapter

* **Sandra Stubbs**. "Customer Service Tips for the Solo Librarian: Dealing with Patron Problems", in How to thrive as a Solo Librarian ed. by Carol Smallwood and Melissa J. Clapp: Scarecrow Press, NY, 2011.

Books

* **Sasekea Harris.** The Cultural Politics of Librarianship: Imperialism or Nationalism. Germany : LAP, 2012.

* **Beverley Lashley** & Mona Whyte.(eds) Energy Conservation and Awareness Manual for Secondary Schools. Jamaica Fulbright Association, Caribbean Energy Information System, Jamaica Public Service Company Limited; Kingston, Jamaica: Jamaica Fulbright Association /Scientific Research Council, 2012.

PUBLIC SERVICE

Saseaka Harris

– Chair, LIAJA Research & Publications Committee

– Founder, University of the West Indies Library & Information Student Society (UWI-LISS).

– Staff Advisor, University of the West Indies Library & Information Student Society (UWI-LISS)

Maureen Kerr-Campbell

– Member, Church Prison Ministry Programme

Beverley Lashley

– Chair, Special Projects, Jamaica Fulbright Association

– Judge, National History Museum of Jamaica, Institute of Jamaica's Earth Day Essay, Photography and Poster Competition.

– Member, Library and Information Association of Jamaica

Pauline Nicholas

– Reviewer, *International Journal of Library and Information Science*

– Assistant Treasurer, Jamaica Fulbright Humphrey Association

– Member, The Online Computer Library Centre America Regional Council By Laws Committee

– Member, Tarrant Basic School Board

Dorothy Palmer

– Director, JAMCOPY Board

Andrea Robins

– Secretary, Library and Information Association of Jamaica (LIAJA)

– Member, ACURIL (Association of Caribbean University, Research and Institutional Libraries)

– Member, Dynamic Speakers Toastmasters Club and Toastmasters International

Sandra Stubbs

- National Judge, Jamaica Library Service Annual National Reading Competition

- Distinguished President, Kiwanis Club of St Andrew

- First Vice President, Florence Hall Village, Trelawny, Citizens' Association and Neighbourhood Watch

- Mentor, Westwood High School, Trelawny

- Election Day Volunteer

Cherry-Ann Smart

- Member, American Library Association

- Member, Editors' Association of Canada

- Member, Task force of the International Conference Call for Editors