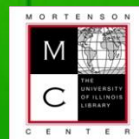# Developing Automated Libraries
Phase II: A Professional Development and Technical Assistance Program for Carnegie Grantee Libraries in East and West Africa
Final Report

Grant #B 7847.R01

The Mortenson Center for International Library Programs

ILLINOIS
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

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Introduction

In 2008, the Carnegie Corporation gave the Mortenson Center for International Library Programs at the University of Illinois a second grant to assist university libraries in East and West Africa with their automation projects. This grant was one small piece of Carnegie's grant making strategy, which was focused on the institutional strengthening of six universities in East and West Africa. The purpose of the grant was to improve the information and access to the information needed for the researchers and students at each of the universities. During this same period, the MacArthur Foundation also funded the Mortenson Center to work with four additional university libraries in Nigeria.

The Carnegie grant was renewed in 2008 in order to build on key initiatives and ensure the sustainability of the universities' accomplishments. This report will document the last three years of work, will summarize some key elements of the journey, and will highlight the accomplishments of individual institutions.

The six university libraries involved in this grant are:

Ghana – University of Education, Winneba
Ghana – University of Ghana, Legon
Nigeria – University of Jos
Nigeria – Obafemi Awolowo University
Tanzania – Dar es Salaam University
Uganda – Makerere University

The past six years have been an incredible journey with many successes, detours, and difficulties. What has been accomplished is due to the dedicated work of many university librarians and their staff. The support of the Carnegie Foundation has had a profound impact on these six university libraries.

We have also been deeply grateful for the support and leadership of our Carnegie program officer, Rookaya Bawa. She was always available to discuss and advise at critical times, she was and is, an outstanding program officer.

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Project Activities and Accomplishments

The two goals for the project were:

- Carnegie grantees in Ghana, Nigeria Tanzania and Uganda will fully implement an automated library management system, which will better serve the research and learning needs of the users.
- All institutions will develop a team of librarians, trained and able to manage automation and automation-related projects in their libraries.

Since each university library was at a different stage of automation in 2008, institutional objectives were set. These objectives are discussed in the section of the report that focuses on the individual institutions. The activities closely followed the approved work plan and timeframe.

I.   Implementation of an automated library management system

1. **All the libraries have implemented library management systems** however in some cases not all the modules of the system have been implemented. The library systems being used are:

    a. Millennium Integrated Library System – an internationally recognized system for major research libraries – University of Ghana at Legon

    b. Virtua – an internationally recognized system for major research libraries - Makerere University; University of Education, Winneba; Jos University; Obafemi Awolowo University.

    c. Adlib Information systems – a system designed for cultural heritage institutions, businesses and libraries – University of Dar es Salaam

2. **All the institutions have made progress on converting their bibliographic records to the new system.** The institutions have focused on entering their most used collections and new purchases, meeting the needs to the users to have access to these materials.

3. **Libraries have continued to work on their web presence and also to offer better remote access to electronic information.** All the libraries have websites, which show an increasing sophistication in their design. All give remote access to electronic resources.

4. **All the libraries have access to significantly increased Internet bandwidth.** It is evident that the work of the Bandwidth

consortium has had a positive impact on libraries and the librarians have been effective in convincing university administrators of their bandwidth needs.

II. Development of a More Skillful and Knowledgeable Library Staff

1. **Librarians are more focused on the needs of their users and customer service.** The librarians are well aware that libraries feature heavily in the national ratings of Universities. They also are designing services that meet the needs of their users and responding to current trends in the field.

2. **All the libraries have dedicated library systems staff.** Library management systems and local area networks are complex and require constant attention and care. When this project began few of the institutions had staff members who were able to administer this new system or their library Local Area Network (LAN). That is no longer the case.

3. **Catalogers are up-to-date on international standards and connected to colleagues and databases around the world.** The cataloguing team is critical to the success of a new library management system. The team members input the content. The catalogers have learned to take advantage of the work of their colleagues around the world and often simply download records of materials that they own from other libraries. It is a cost-efficient and effective manner for moving the project along as quickly as possible.

4. **Bolstered by the success of their efforts, librarians are turning to other projects, including institutional repositories.** Institutional repositories are a digital system for collecting, preserving, and disseminating the intellectual output of a university. Building such systems is an exciting step for librarians and their users and will soon create a mechanism for users around the world to located and access the research work of faculty in Africa.

5. **The development of a group of team of librarians trained and able to manage automation and automation-related projects in their libraries.** Perhaps this is the area that has had the greatest

impact on all the institutions. The number of librarians who have participated in training programs, either at the University of Illinois or in their home institutions, have benefitted from the long-term training program focused on automation. At each institution there is a team of librarians who are fully aware of what needs to be done and have the skills to carry the library projects forward.

Ghana: The University of Education, Winneba

Osagyebo Library
http://www.uew.edu.gh/index.php/library

Despite huge challenges with the procurement of the library management system Virtua of VTLS (due to changes Ghanaian law) the university library continues to make great progress due to strong leadership and the dedication of the staff. The systems was installed in May 21 of 2010, currently a little less than 2/3 of the collections at the South campus are available in the library online catalog. Electronic circulation has started and the staff is making good use of records available from the system. The Main Library has a dedicated generator and more stable Internet access. The current monthly report to VTLS is attached in the appendices.
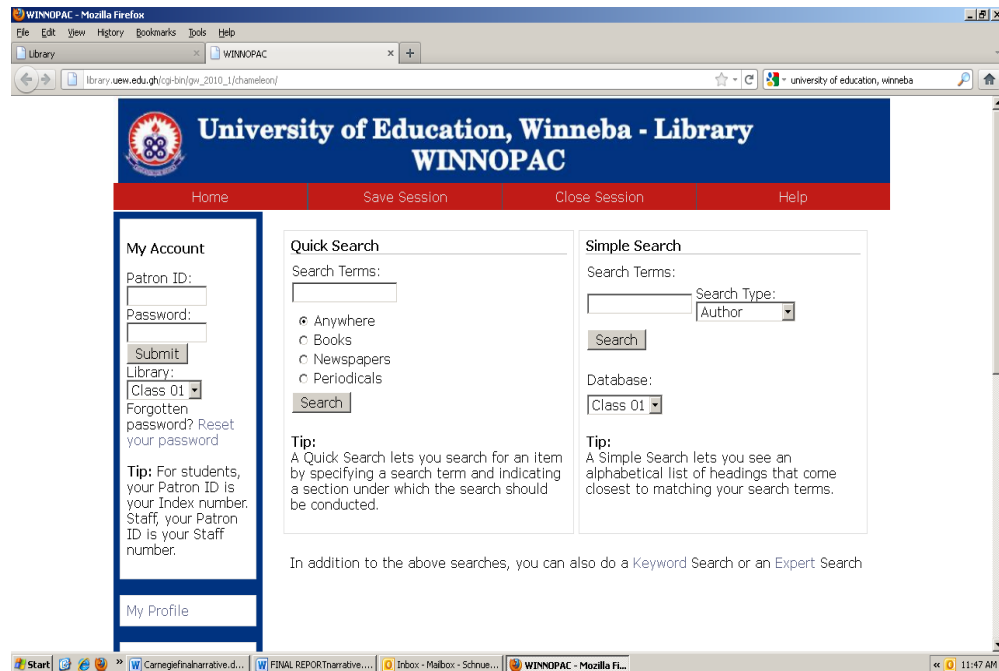
Library users can search the new online library catalog, WINNOPAC

Users can access electronic resources from the library website.

New signage with library's name on South Campus.

This is an example of some of the available space in the new administration building on the North Campus.

Objectives and Status

In 2008 five objectives were identified for the University of Education, Winneba.

1. **To assist in the identification and acquisition of a library management system in 2008.**
   The Mortenson Center worked with library administrators to identify an excellent system that met current world-wide standards for libraries. The Winneba team selected the system Virtua sold by VTLS. The selection and decision was taken at the same time as Nigerian colleagues who were also reviewing systems. Three systems were reviewed and evaluated.

   Once the decision was taken then the librarians had to follow new procurement laws in Ghana to obtain a bid for the system. The procurement process was long, challenging, and a constant battle to keep the request moving. It is due to the unflagging efforts of the librarians that the system was finally purchased and implemented in May 2010.

2. **To assist in the implementation of all the modules of the library management system in the main library by 2010.**

The librarians are using the online catalog, cataloguing, circulation and serials modules. The acquisition module has not been implemented due to procurement rules in Ghana. The I-Portal (website) is up and running. The librarians are using many of the records issued by the system.

3. **To assist in the implementation of the OPAC and circulation modules at the Maupong and Kumasi campuses by 2011.**
   The work has begun but stable Internet connectivity remains a problem and is slowing down implementation.

4. **To train two librarians in the Mortenson Center's program focusing on automation.**
   Two librarians attended programs at the Mortenson Center, one in 2010 and the other in 2011. Both librarians continue to work with the system in the library. The 2010 program is attached in appendices.

5. **To offer at least three in-country automation training sessions on the implementation of various modules of a library management system.**
   Susan Schnuer and Kathleen Weibel, a consultant, traveled to Ghana in February 2009. Training on project management and how to begin to implement a project management system were given at the three campuses: Kumasi, Manpong, and Winneba. At this point the system had not yet been purchased.

   In 2010 the staff began implementing the new system. Patricia Thurston, a cataloger from Yale University, provided extensive training on a cataloging format that the catalogers needed to implement in the new system. The Mortenson Center then arranged for Liz State to provide training on the new VTLS system. Liz State is a librarian at Makerere University Library in Uganda and had been using the VTLS system for many years. She also understood the local context and had good practices for how to best manage the new system. She gave training on setting up the system.

   In October 2011 Liz State returned to Winneba to provide a full week of training on the VTLS system.

   All the training has been effective and has a positive impact on Winneba. They have a strong team implementing the system.

   Please refer to the 2012 survey form completed by each institution about this project. Survey forms are in the appendices.

Next Steps

At the last visit to Winneba, Susan Schnuer met with the Advancement officer who stated that the library was one of the Carnegie success stories on campus. It is obvious that with the excellent leadership of Valentina Bannerman and her team much has been accomplished. Mary Arkorful, who was the wonderful project leader, has left her position however she has been replaced by a very competent cataloger and the project continues to hum along.

During the last visit Mrs. Bannerman had us tour the new administration building on the North campus. At that point partial space on the 4th floor had been reserved for the library but it seems likely that, due to good advocacy from the librarians, that the entire 4th floor might be dedicated to the library. The new building is spacious, light, and if well designed could be a destination for users on campus.

Work still remains to be done on getting the Mampong and Kumasi campuses on the system and hopefully this will happen soon.

The University of Education, Winneba has made excellent progress and all signs point towards a successful completion of the project.

University of Ghana, Legon

Balme Library
http://library.ug.edu.gh/screens/balme/index.html

The Balme Library at the University of Ghana, Legon is using the Millennium system. They have successfully implemented many of the modules. They have just started using acquisitions and have not yet implemented the serials module. The progress that they have made in the last three years is astounding. They have completed 80% of their retrospective conversion, have finished a new addition on the library, are about to open a research commons, and are engaged in digitization project. They have a strong core of well-trained librarians.

Well designed and attractive website.
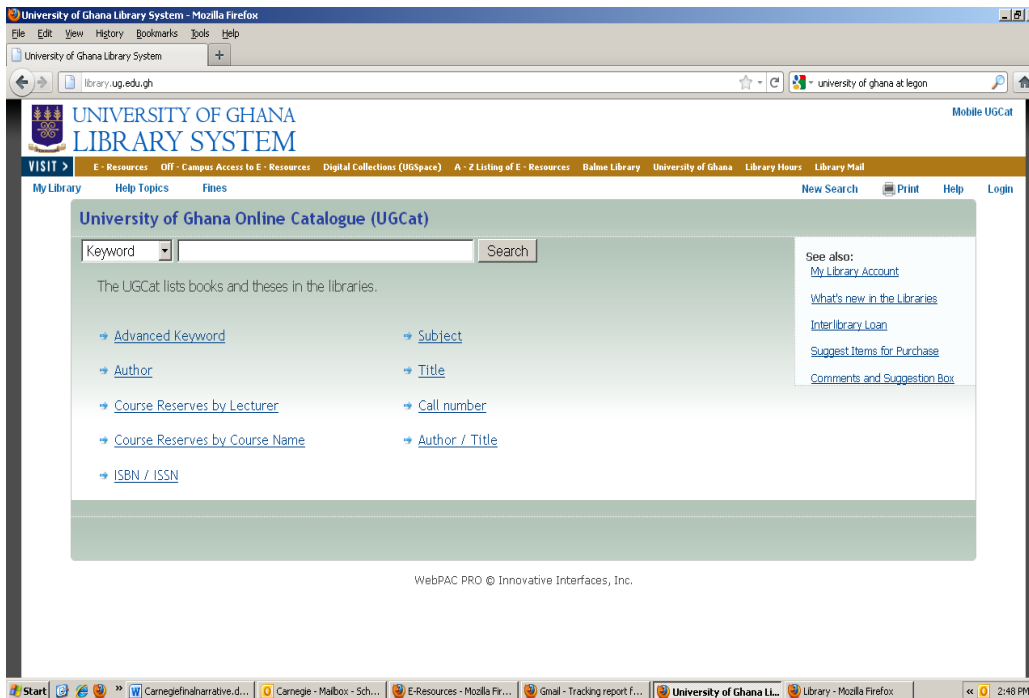
Access to the online library catalog through the Internet.
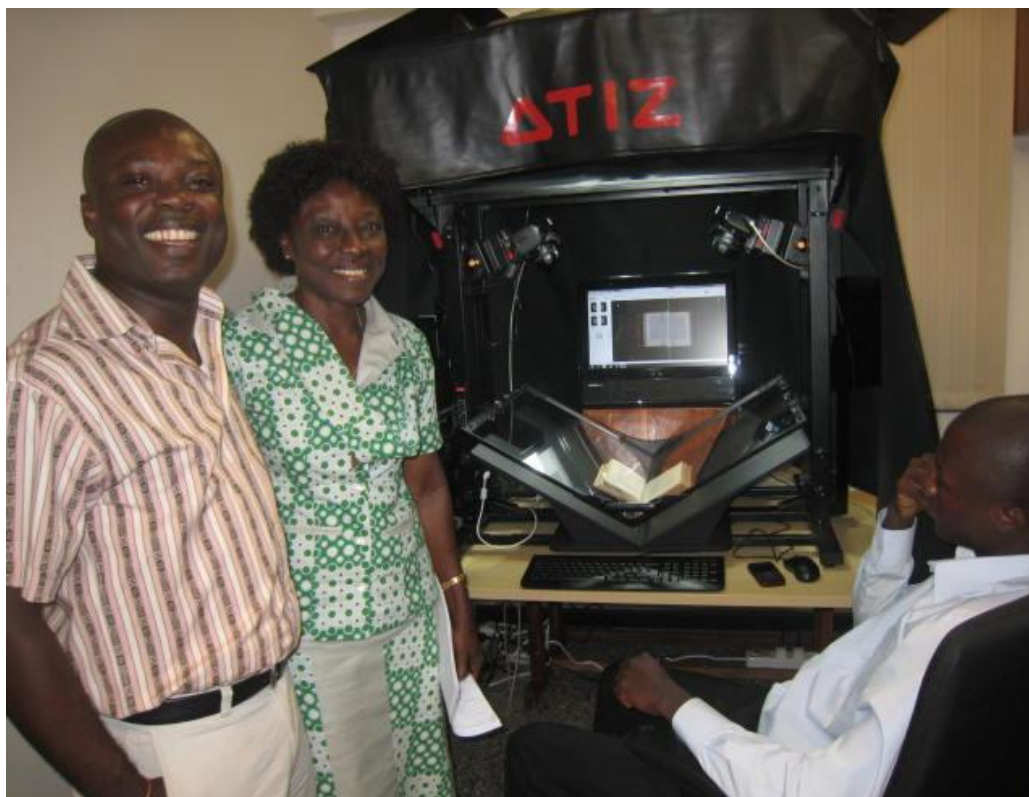
Balme staff at work on a digitization project.

Space in new library addition to be used for research commons.

Objectives and Status

1. **To fully implement all acquired modules of the Millennium management system by 2011.**
   The Balme library staff has been successful in implementing a new system that is now the showcase in Ghana. They are using all the modules that they need now – online catalog, cataloging, reserves, acquisitions, reports etc. They have a strong project management team.

2. **To offer at least 3 in-country automation training and technical assistance sessions, which support the full implementation of the automation modules.**
   In 2009 the Balme library had contracted to receive training from the vendor of their library system, Innovative Interfaces. However they were concerned about getting all the training they needed in the time contracted with the company. The Mortenson Center stepped in to assist and funded the additional day of training that the librarians needed.

   In 2009 Allen Lanham, university librarian at Eastern Illinois University, gave a week of training onsite at the University of Ghana Library. He focused on assessing the needs of the users to determine how they were using library services.

In 2010 Barbara Ford from the Mortenson Center took a team of Information Literacy specialists to run training on developing an information literacy program at the University Library.

In 2011 Barbara Ford accompanied a team with an expert in institutional repositories and another expert in outreach services for user populations for a three day training event.

3. **To train 2 librarians in the Mortenson Center program focusing on automation.**
   2 librarians were trained in the 2010 program. Schedule is in appendices.

Next Steps

There is no question that the Balme library is the leading library in Ghana. They are almost fully automated, they are engaging in the same type of projects as their peers around the world. They seem to have procured steady financing for the library from the campus and they are eager to take on more engagement with their users.

Currently branch libraries are still not connected to the new system due to a poor campus IT infrastructure, however the problem is being addressed. They plan to open the new research commons in April 2012 and we expect that the users will be excited about the new space.

This library has the leadership, the talent and the drive to continue to make improvements in their library services.

Please refer to the 2012 survey form completed by each institution about this project. Survey forms are in the appendices.

Nigeria: The University of Jos Library
http://www.unijos.edu.ng/library/?q=node/31

The past three years have been difficult at the
University Library due to the conflict occurring in
and around Jos. In fact the Mortenson Center team
of David Dorman and Susan Schnuer had to cancel
two planned visits and training sessions. In spite of
the turmoil Jos has made great progress. They have
a strong and excellent project management team, a young and enthusiastic
system team, and have had excellent support from the University. They now
have their own reliable power source and good access to the Internet. Perhaps
the most difficult situation has been that the library management server is
housed in the ICT department, which does not have reliable power and is not
open 24/7. So that access to the online catalog is restricted to the times that the
power is up and running in the ICT department. This situation has been
discussed both with the librarians and the ICT staff and hopefully will soon be
resolved.

Recently the librarians have been informed that they will be getting the
building on the new campus for a new library. This is a testimony to the status
of the library. Jos recently was rated highly as a university in Nigerian
rankings. The Library was instrumental in helping achieve this high ranking
since the ranking took note of the library website, online catalog and
institutional repository.

Remote access to the library website with library catalog and other services.
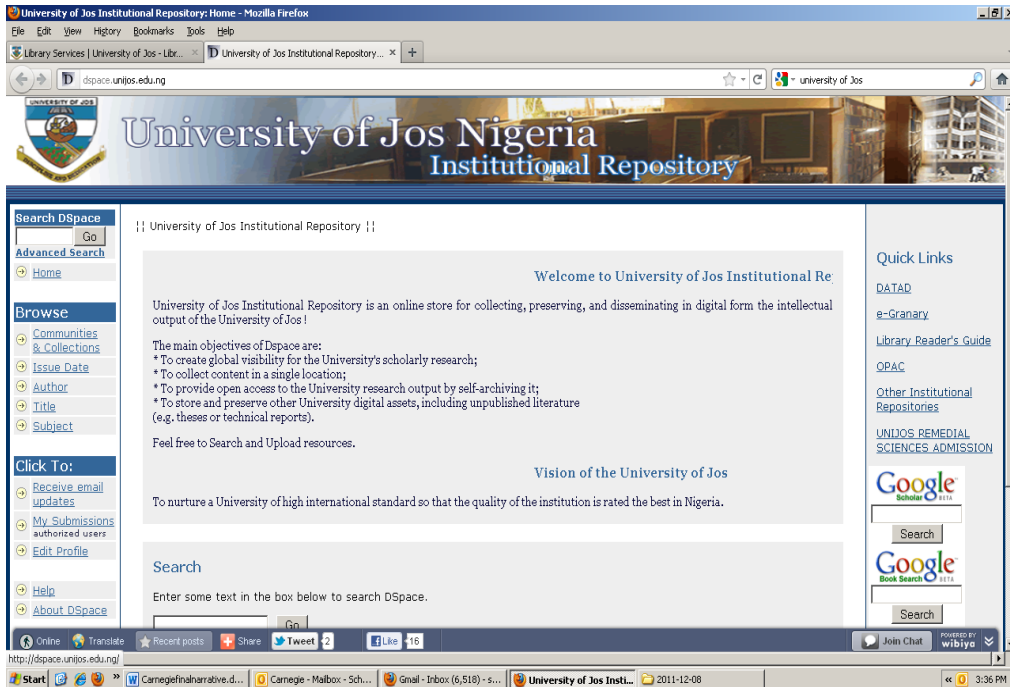
University of Jos Library is one of the leaders in institutional repositories in Nigeria.

Newly remodeled entry into the library.

Mortenson Center team conducting a training visit.

Objectives and Status

1. **To assist in the implementation of the cataloging unit and the OPAC module in 2008.**
   In 2010 the cataloging module was up and running and the catalogers had a good plan for retrospective conversion. Before the use of the Virtua module was implemented, the catalogers were using Bibliofile for retrospective conversion. This strategy worked well for them and they were able to easily upload the Bibliofile records into the Virtua module. The University Library has had a 19% bibliographic record growth in their online database since 2009. As of December 2011 there are 42679 bibliographic records, there are 202,000 items in the collection. The retrospective conversion is planned to be completed by the first quarter of 2014

   The online public catalog was launched in November 2010. The delay was due to multiple factors: conflict, strikes, unstable power etc. The VTLS server is lodged in the ICT unit and is only accessible when there is power and the ICT unit is open.

2. **To assist in the implementation of the circulation module in 2009.**

Due to reasons mentioned above the circulation module is not yet up and running, though the work has begun. The librarians plan to bring it up live in October 2012.

3. **To assist in the implementation of all the other modules by 2011.**
Other modules are not up and running yet, however here is the timeline:
Serials - in progress - due to be completed by first quarter 2013
Acquistions – in progress – due to be completed by December 2012
Reserves – will consider when OPAC is fully functional

4. **To train 2 librarians in the Mortenson Center's program focusing on automation.**
Training was completed in 2010. See the program in appendices.

5. **To provide at least three in-country automation training and technical assistance session on the implementation of the modules of the library management system**
In 2009 the Mortenson Center team, Susan Schnuer and Marilyn Guy visited and trained the Jos staff on use and maintenance of the VTLS system. Marilyn is a systems librarian who uses the VTLS system in her library. She was able to assist with troubleshooting issues. The Mortenson Center team returned in November to participate in the ngNOG Forum, sponsored by the Nigerian ICT Forum. Three librarians from Jos attended. This was the first time that librarians had joined this Forum and it was beneficial both for the librarians and for the ICT staff from each campus. Here is a quote written about the participation of the librarians in a Forum report:

"The active participation and contributions of the University Librarians at the 2009 ngNOG in Ilorin is a highly significant milestone. Librarians and library staff started a new trend at ngNOG, and instigated a radically new way of thinking about (and delivery of) especially the Strategy, Policy and Management (SPC) and Services tracks of the workshop".

Librarians from all six Nigerian university libraries implementing the VTLS system attended this meeting and held their first VTLS Users's meeting, which they have had at least three times since the initial meeting.

In 2010 we were unable to visit Jos and offer training due to civil unrest. However three librarians from Jos attended the 2010 ngNOG meeting.

In 2010 the Mortenson Center also contracted to pay for two additional days of training from the VTLS company on system maintenance and care. Systems librarians from Jos University attended.

In 2011 we were finally able to visit Jos and offer technical assistance before attending the 2011 ngNOG meeting. 2 librarians from Jos attended the meeting.

Next Steps

Jos has made great progress in spite of the social unrest. They have a strong project management team and also a team of five systems librarians, a group that is young and energetic. One of the biggest issues is access to the library server, which is housed in the ICT department and is only running when ICT has power or is open. Talks are under way to discuss if the server should be stored in the library.

Jos is likely to finish the project, though their time estimates are optimistic given the turmoil in the region. Most exciting is that the University Administrators now view the contributions of the library in a positive light and are taking steps to move the library to the new campus. This is excellent news since the current library building has many issues.

In the latest Nigerian university rankings Jos did well partially due to the library and the availability of its electronic resources. This bodes well for future support for the library.

Jos University library and its staff are known for the development of a good institutional repository. Because of the expertise Jos University Library has become a center of training for other libraries in the region.

Please refer to the 2012 survey form completed by each institution about this project. Survey forms are in the appendices.

Nigeria: Obafemi Awolowo University (OAU)

Hezekiah Oluwasanmi Library
http://library.oauife.edu.ng

OAU is known nationally for its strength in IT and to a certain extent the library reflects that strength. The University library has had a strong project management team and is the only one of the six VTLS institutions in Nigeria to work with OCLC, which is a sign of quality. While steady power remains an issue, the library does benefit from an excellent partnership with the ICT unit on campus and the library has access to the bandwidth that it needs to provide its services.

Dr. Afolabi, the university librarian for many years, retired and was replaced by Mrs. Asubiojo. The new university librarian is eager to complete the project and is focused on bringing the circulation module up as soon as possible.
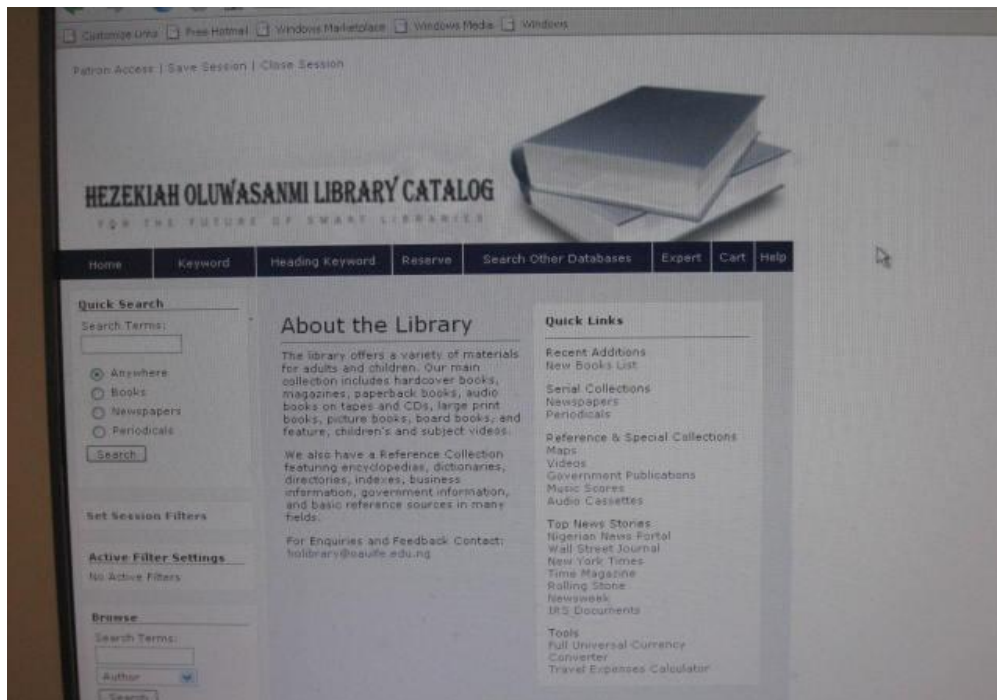
Website for online catalog.

Public terminals with access to online catalog.

Server room and systems team at work.

Objectives and Status

1. **To assist in the implementation of the cataloging unit and the OPAC module in 2008.**
   In May 2009 the cataloging module was up and running and the catalogers had a good plan for retrospective conversion. 60% of the retrospective conversion has been done.

   The online public catalog was launched in 2010 and has been in use since then.

2. **To assist in the implementation of the circulation module in 2009.**
   The circulation module is not yet running. Discussions with the campus are ongoing in terms of uploading student and staff records. VTLS is also monitoring this situation.

3. **To assist in the implementation of all the other modules by 2011.**
   Other modules are not yet active.

4. **To train 2 librarians in the Mortenson Center's program focusing on automation.**
   Training was completed in 2010. See the program in appendices.

5. **To provide at least three in-country automation training and technical assistance session on the implementation of the modules of the library management system**
   In 2009 the Mortenson Center team, David Dorman and Liz State visited and trained the staff on the VTLS system. Liz State is a librarian at Makerere University in Uganda and a skilled user of VTLS. She was able to help set up the system and troubleshoot issues.

   The Mortenson Center team returned in November to participate in the ngNOG Forum, sponsored by the Nigerian ICT Forum. Three librarians from OAU attended. This was the first time that librarians had joined this Forum and it was beneficial both for the librarians and for the ICT staff from each campus. Attendance at this meeting was not included in the original work scope, but was approved by the Carnegie Program Officer. Here is a quote written about the participation of the librarians in a Forum report:

   "The active participation and contributions of the University Librarians at the 2009 ngNOG in Ilorin is a highly significant milestone. Librarians and library staff started a new trend at ngNOG, and instigated a radically new way of thinking about (and delivery of) especially the Strategy, Policy and Management (SPC) and Services tracks of the workshop".

Librarians from all six Nigerian university libraries implementing the VTLS system attended this meeting and held their first VTLS Users's meeting, which they have had at least three times since the initial meeting.

In 2010 the Mortenson Center team visited twice and worked on issues surrounding the implementation of the library management system. OAU sent three librarians to attend the 2010 ngNOG meeting in Port Harcourt.

In 2010 the Mortenson Center also contracted to pay for two additional days of training from the VTLS company on system maintenance and care. Systems librarians from OAU attended.

In 2011 the Mortenson Center team visited OAU for the final visit, this was during the 2011 ngNOG meeting in Ife and several of the OAU librarians attended the meeting. The OAU librarians organized a wonderful closing ceremony for the project.

Next Steps

The OAU library has good leadership in its new director, and with the strong project management team we expect that the project will be completed. We had been concerned in a lag in the rate of retrospective conversion. However OAU has addressed this issue by contracting with OCLC again. They are actively working on bar-coding, a necessary step to bring up the circulation module.

OAU has also made great progress on their digitization of newspapers and abstracts of theses projects. They are about to begin an institutional repository project. They have a security system up and running.

We should note in particular the excellent support that the library receives both from the VC's office and from the ICT unit on campus. There is a desire from the top to make the OAU library a strong research library, one that will provide the needed support to users and scholars.

Please refer to the 2012 survey form completed by each institution about this project. Survey forms are in the appendices.

Tanzania: Dar es Salaam University

http://www.udsm.ac.tz/library/index.php

The University Library at Dar es Salaam has been using the Adlib system for the past several years. At this time the access to the online catalog is available remotely, though we were not able to connect to the system. There have been some cable problems recently. Circulation has shifted from manual to electronic. Students are able to access online reserves and retrospective conversion is completed.

Library's portal site.

Recent cataloging training with Professor Atoma Batoma from the University of Illinois.

Picture of Dar es Salaam Campus.

Group picture from training program.

Objectives and Status

In 2008 two objectives were identified for the University Library at Dar es Salaam:

1. **To train 2 librarians at the Mortenson Center in a program focused on automation and related topics.**
   2 librarians attended the training program in 2010. The schedule for the program is attached in the appendices.

2. **To provide as needed, possibly yearly, on-site training and technical assistance to complete the automation process. Sessions will focus on the full implementation of modules such as membership, circulation, cataloging, acquisitions and reporting.**
   With the financial support of the Mortenson Center ADLIB provided training for staff at the University of Dar es Salaam library from September 13-17, 2010. The course was conducted to enable library staff configure and manage the ADLIB software to support the ongoing automation project. Following the training session, ADLIB experts worked on the library's old application by updating it to the current version of 4.2. This was done by sending the old version to their FTP server after which the new version was downloaded by the library from the same. The new version will facilitate data entry and management as well as information retrieval by users. Furthermore,

participants were equipped with skills that will reduce unnecessary costs that would have been incurred by hiring external services for performing some minor adjustments/modifications that could easily be handled by local staff.

From September 19-22, 2011, Atoma Batoma, a cataloger from the University of Illinois, provided training at the University of Dar es Salaam library on the history and structure of the MARC (machine readable cataloging) encoding system. By the end of the presentation the participants were able to correctly encode bibliographic information using common MARC bibliographic fields. An introduction focused on the role of FRBR (Functional Requirements for Bibliographic Records) as the conceptual foundation for the new cataloging standard, i.e. Resource Description and Access (RDA) that will replace AACR2 in the US in 2013. The training session presented the reasons for this replacement and showed the structure of RDA and explained its use within the Toolkit into which it is integrated. Finally, it contrasts and illustrates some important differences between RDA and AACR2. The staff was pleased to learn more about cataloging.

Next Steps

Recently the university librarian, Professor Msuya, and the librarians have been discussing with the University Computing Center the possibility of moving towards an open source library management system, Koha. We think that this would be an important step for the university library, bringing it closer to its peers with a system that is developed for libraries and respects international standards.

The library is about to embark on a digitization project of its rare book collections and has recently installed software for the development of an institutional repository. These are all positive steps.

Please refer to the 2012 survey form completed by each institution about this project. Survey forms are in the appendices.

Uganda: Makerere University

http://mak.ac.ug/services/university-library

Makerere University Library is a premier university library in Uganda and in East Africa. Under the strong leadership of the current University Librarian, Mrs. Musoke, the library has moved forward to implement many services, including a library management system, computer labs, and research commons. The Library continues to use the VTLS system and as of 2011 all the modules for reserves are operating. Circulation is being rolled out to the branch libraries. The new research commons is open and the institutional repository is functioning. Retrospective conversion was completed in 2007. The University Librarian and the staff of Makerere University Library are to be commended for the progress that has been made at this institution.
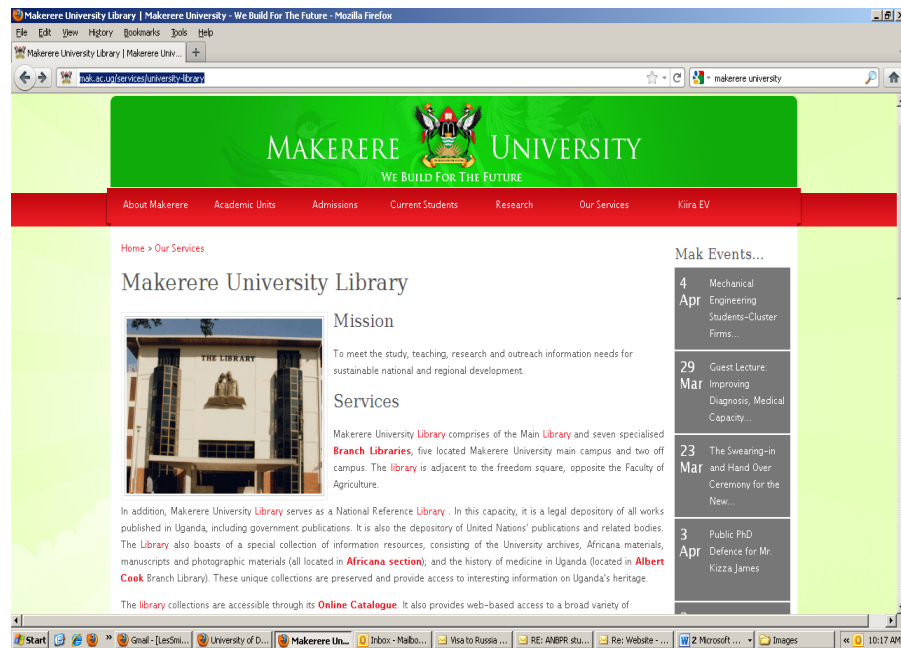
Library's portal site.
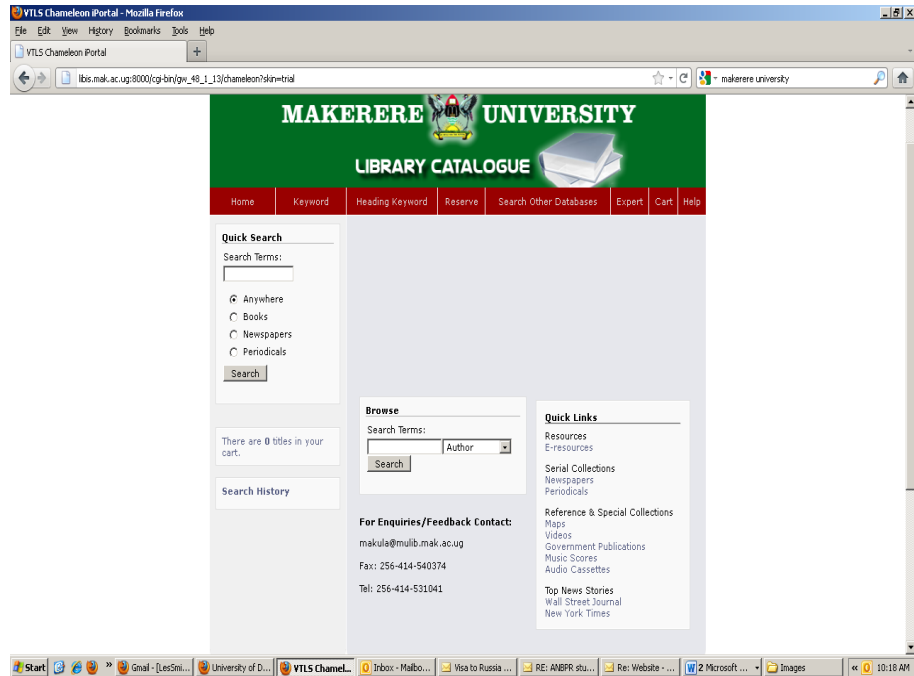
Well-organized online library catalog website.

Makerere Library addition.
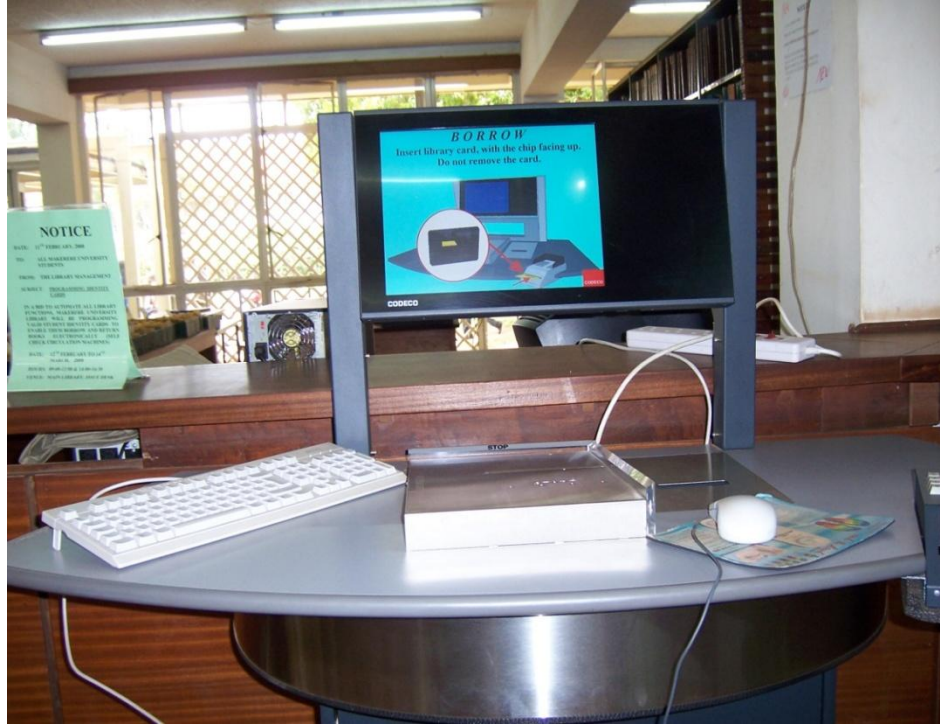
Public access terminal with new circulation system.

Terminals in new Research Commons.

Objectives and Status

In 2008 two objectives were identified for Makerere University Library.

1. **To train 2 librarians at the Mortenson Center in a program focused on automation and related topics.**
    2 librarians attended the training program in 2010. The schedule for the program is attached in the appendices.

2. **To provide as needed, possibly yearly, on-site training and technical assistance to complete the automation process. Sessions will focus on the full implementation of modules such as membership, circulation, cataloging, acquisitions and reporting.**
    In 2010 two trainers and a Mortenson Center staff member spent May 18-20 at the University presenting a workshop on outreach at the request of the library. Topics included why do outreach, identifying stakeholders and outcomes, relationship building and collaboration, types of outreach, and surveys. Evaluations of the session were positive.

    In 2011 the University Librarian decided that she preferred to send a staff member to the Mortenson Center instead of having onsite training. The librarian attended a program at the Mortenson Center. The program included seminars, workshops, library tours, group projects, networking with librarians from around the world.

Next Steps

Makerere University has the leadership, the resources, and the staff talent to continue to improve upon past successes and to face the challenges of the next projects. The University Library is a model for other libraries both in Uganda and in the region. We look forward to hearing more about their successes in the next years.

Conclusion

It has been a privilege for the Mortenson Center team to work with colleagues in Ghana, Nigeria, Tanzania and Uganda for the past several years. Much has been accomplished and there remains much to do. However each university library has a team of well-trained individuals able to implement library projects.

While the library managements systems have not been fully implemented in any of the institutions, great progress has been made. The library users can find information about the library, its resources and its collections online.

Delays in the project have varied from site to site but certainly procurement issues, civil unrest, cooperation with ICT units and stable power have slowed the work in some instances.

Teaming the university libraries with the Mortenson Center has seemed, from evaluations, surveys, and email communication, to have been a successful strategy. The Mortenson Center staff focused on the implementation of the library automation systems and developing staff expertise. However, given the longevity of the project, they were able to build local partnerships with each institution and move forward with activities and training best suited to the unique skills of each institution.

We are fairly certain that we leave our colleagues with the skills and expertise that they need to continue and also to be the leaders in their countries. We look forward to hearing more about their accomplishments when we meet at international professional meetings and conferences.

It is our intention to continue to remain in communication with each institution and to assist as time and resources allow. It has been a memorable journey with very talented individuals. We want to thank the Carnegie Corporation for their support of the libraries and of this project.

Appendices

Appendix I: 2010 Schedule for Mortenson Center Program

And

List of Participants
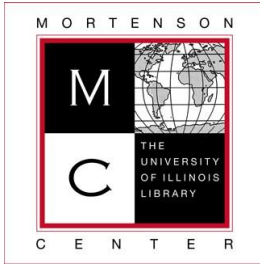
Mortenson Center for International Library Programs

African Training Program

June 18 – July 14, 2010

Meals at Illini Tower							
	M	T	W	Th	F	Sa	Su
Breakfast: 7am – 8am	X	X	X	X	X		

Thursday   **17 June 2010**

6:45 – 8:00 pm   **Optional: Walking Tour of Campus**
Meet on Illini Tower patio. Sara and Jamie will show you the sights of campus.

Friday   **18 June 2010**

8:15 am   **Meet on Illini Tower patio & walk to Mortenson Center**

   NOTE: Please bring your passport and documents with you for the Paperwork session.

8:30 – 11:30 am   **Paperwork & Payments**   (*Undergraduate Library 295*)
▪ Mortenson Center Team
We will make short trips to the University Business Office to process all the necessary paperwork. Because the Business Office is small, we will go in groups of 4 at a time. This will be a good opportunity to check in with email and read over the program schedule so you can prepare any questions for the afternoon.
9:00 Uganda & Tanzania
10:00 Ghana
11:00 Nigeria

11:45 – 12:45 pm   **Lunch at Illini Tower**

12:45 pm   **Walk to ACES Library**

1:00 – 1:30pm   **Welcome & Introductions**   (*ACES Heritage Room*)
▪ Barbara Ford, Director of the Mortenson Center

▪ Susan Schnuer, Associate Director of the Mortenson Center

We will introduce ourselves to each other. Each person will very briefly (~2 minutes) say which university they are from and what they do in their position. Over the course of the program, we hope to get to know you much better.

1:30 – 2:30 pm   **ISSS Visiting Scholars**   (*ACES Heritage Room*)
▪ Robb Larson, Assistant Director
International Student & Scholar Services

This presentation will explain what it means to have a J-1 visa in the United States and go over the restrictions and requirements for traveling.

2:30 – 3:30 pm   **Program Overview & Schedule**   (*ACES Heritage Room*)
▪ Mortenson Center Team

We will go through the program's schedule day-by-day and describe the sessions. This will be an excellent opportunity to ask any questions you have so that the whole group can benefit from the answers. You are welcome and encouraged to ask questions at any time during the program. The Mortenson Team is here to help you. We will also ask you for questions for our session with the University Librarian next week.

3:30 – 4:00 pm   **Money & Budgeting**   (*ACES Heritage Room*)
▪ Susan Schnuer

In this session we will review the average costs for food, travel, and other expenses for the program as well as the trips to Washington D.C. and Chicago. Example budgets will be provided so that you can plan out your expenses.

4:00 – 5:00 pm   **Enneagram Personality Inventory**   (*ACES Library 509*)
▪ Sara Thompson, Training Coordinator
▪ Jamie Luedtke, Graduate Assistant

We will go to a computer lab for an online personality exercise. This is a series of questions that will give each of us a picture of our working styles and how we interact with other working styles. Meg Edwards will be using the results in her Marketing session on Tuesday.

Saturday   19 June 2010

4:45 pm   **Walk to Green Street for bus to Barbara Ford's house**
Catch a 5W Green bus at 4th Street and Green Street at 5:00 pm

5:00 – 7:30 pm   **Reception at Barbara Ford's house**   (*305 W University St, Apt 2*)
This will be a professional networking opportunity with University of Illinois librarians who have visited Africa or worked with other African colleagues. The reception is a casual, social gathering to learn more about each other's cultural and professional backgrounds.

7:30 pm   **Walk to Illinois Terminal for a 50 E Green bus back to campus**
The 50E Green will leave the Terminal at 7:51 pm.

Sunday   20 June 2010

Free Day

<u>**Monday**</u>   <u>**21 June 2010**</u>

7:45 am   **Meet outside Illini Tower**

8:00 – 9:00 am   **Trip to Charleston, Illinois**

9:00 – 3:00 pm   **Visit at Eastern Illinois University**
▪ Allen Lanham, Dean of Library Services
We will visit Booth Library of Eastern Illinois University. The staff will give us a tour of the facilities and describe several of their library services and workflows.

3:00 – 4:00 pm   **Trip back to Champaign**

<u>**Tuesday**</u>   <u>**22 June 2010**</u>

8:15 am   **Meet on Illini Tower patio & walk to Mortenson Center**

8:30 – 9:00 am   **Welcome from University Librarian**   (*Undergrad Library 295*)
▪ Paula Kaufman, University Librarian and Dean of Libraries
Paula Kaufman will be visiting with us briefly and answering questions about her role as the University Librarian.

9:00 – 12:00 pm   **Marketing & Customer Service**
▪ Meg Edwards, Advising Coordinator,   (*Undergrad Library 295*)
   Graduate School of Library and Information Science
▪ Jamie Luedtke, Graduate Assistant, Mortenson Center
Meg Edwards and Jamie Luedtke will give a presentation and lead activities on marketing and publicity for library services. Questions to be thinking about: who are the customers for your library? Who are the customers for your specific department? How are you reaching out to your library users?

12:00 – 1:30 pm   **Lunch at the Illini Tower**

1:30 – 3:30 pm   **Marketing, continued**   (*Undergrad Library 295*)
▪ Meg Edwards

3:30 – 5:00 pm   **ALA Annual – Conference Planning**   (*Undergrad Library 295*)
▪ Susan Schnuer & Barbara Ford
Tonight we have homework! We will go over the ALA Annual Program and ask each of you to plan a conference schedule for yourself tonight and bring it to the ALA session on Wednesday. The ALA Annual Conference can be overwhelming and hectic, which is why we want to go over the options in advance. Please feel free to work together on this, but make sure your ALA

schedule includes sessions and exhibitor visits that will help you with the projects in your libraries.

Wednesday   23 June 2010

8:30 – 11:30 pm   **Collaboration and Consortia**   (*ACES Heritage Room*)
▪ Jan Ison, Executive Director, Lincoln Trail Libraries System
Lincoln Trail Libraries System is a consortium of 118 member libraries and supports the online catalog and delivery services for academic, public, school and special libraries in East Central Illinois. Jan Ison will talk to us about helping libraries and library staff work together.

11:30 – 1:00 pm   **Lunch at the Illini Tower**

1:30 – 4:30 am   **ALA Annual – Schedule Planning**   (*ACES Library 509*)
▪ Susan Schnuer, Barbara Ford & Jamie Luedtke
We will go over our ALA Annual schedules together and talk about strategies for making the most of the conference. Please go through the schedule carefully before the session and bring any questions with you about the trip to Washington D.C.

Thursday   24 June 2010

5:45 am   **Meet in Illini Tower lobby for departure**
NOTE: Remember – you have to pay extra for any bags you bring so try to pack just 1 bag.

8:05 am   **Flight to Washington D.C.**

1:00 pm   **Check into hotel**

Friday – Wednesday ,   25 – 30 June 2010

See ALA Annual Schedule Handout

Thursday   1 July 2010

9:00 – 4:00 pm   **Leadership Training**   (*ACES Heritage Room*)
Shirley Stelbrink, Learning Alliances Company
"Unleashing Your Personal Resources – A Look at Your Personal Style" – Effective leaders must learn to communicate to others for the most productive and effective work environment. In this workshop, you will learn what style is and identify your own "natural" communications style and how that "works at work". In addition, you will be provided strategies on how to adapt your own behaviors to create collaboration and understanding among colleagues and others.

Friday   2 July 2010

| 9:00 – 4:00 pm | **Leadership Training** | (*ACES Heritage Room*) |

Leadership Training

Shirley Stelbrink, Learning Alliances Company

"Brainstorming and Presenting Your Ideas – The Best of the Best" – In your day-to-day responsibilities, it is a challenge to be creative and brainstorm new ways, new ideas and new approaches for change and improvements. In this workshop, you will practice brainstorming and presenting your ideas. You will have a chance to consider what's needed in your library emphasizing the value of automation. You will have a change to critique and be critiqued in a "safe" environment and return to your library with renewed ideas and approaches for them to be heard. This workshop will tie in to yesterday's leadership training on communications style, but is not a prerequisite for attending.

Saturday   **3 July 2010**

5:00 pm   **Meet outside Illini Tower for taxi to Susan Schnuer's**

5:30 – 8:30 pm   **Reception at Susan Schnuer's house**

This will be a professional networking opportunity with University of Illinois librarians who have visited Africa or worked with other African colleagues. The reception is a casual, social gathering to learn more about each other's cultural and professional backgrounds.

8:30 pm   **Taxi back to Illini Tower**

Sunday   **4 July 2010**

Free Day

This is a national holiday in the United States so many restaurants might be closed and the buses will not be running today. See separate handout for optional event information.

Monday   **5 July 2010**

6:00 am   **Meet in Illini Tower lobby for departure**

6:00 – 9:00 am   **Trip to Chicago**

9:00 – 5:00 pm   **Sightseeing in Chicago**

This is the first of two cultural activities in the program. This activity will give you a look at an American urban center. The second cultural activity (Amish country on July 10th) will show you a small rural American town.

5:00 – 8:00 pm   **Trip back to Champaign**

NOTE: The bus cannot wait! If you miss the bus, you will have to find another way
back to Champaign.

Tuesday   **6 July 2010**

9:00 – 11:30 am   **Open Source Software**   (*ACES Heritage Room*)

▪ David Dorman, Automation Consultant to the Mortenson
Center

This session will discuss the practical aspects of evaluating, obtaining and
using Open Source software and will look at some examples of valuable Open
Source software available for libraries.

11:30 – 1:00 pm   **Lunch at Illini Tower**

1:00 – 5:00 pm   **Effective Meetings**   (*ACES Heritage Room*)

▪ Jan Ison, Lincoln Trail Library Systems

Much of an information professional's time is spent in meetings with other
professionals. Jan Ison will lead a workshop on improving your meetings so
that you make the most of very valuable time.

Wednesday   **7 July 2010**

8:00 – 12:00 pm   **Project Management**   (*Main Library 314*)

▪ Kevin Trainor, Center for Informatics Research in Science and
Scholarship

It is increasingly important for libraries to appropriately plan, monitor, and
assess their projects, whether it be automating the library's catalog or
replacing furniture. Kevin Trainor will briefly discuss the elements of project
management and resources for project managers. Be sure to read the two
articles in your packet before this session.

12:00 – 1:00 pm   **Lunch at Illini Tower**

1:30 pm   **Meet on Illini Tower patio & walk to Main Library**

2:00 – 5:00 pm	**Tour of the Book**	(*Main Library 428*)

▪ Lynn Wiley, University of Illinois Library
University of Illinois librarians will lead you through the workflow of acquisitions and cataloging to see the various procedures for getting a new book into the catalog.

Thursday   8 July 2010

6:00 am	**Meet in Illini Tower lobby for departure**

6:00 – 8:00 am	**Trip to Springfield, Illinois**

8:30 – 5:00 pm	**Digitization Institute**	(*Illinois State Library*)

▪ Alyce Scott, Digital Imaging Program Coordinator, Illinois State Library
This two-day workshop will give you hands-on experience with evaluating, scanning, and configuring digital files for digitization projects.

Friday   9 July 2010

8:30 – 2:45 pm	**Digitization Institute , continuted**	(*Illinois State Library*)

▪ Alyce Scott, Digital Imaging Program Coordinator, Illinois State Library

3:00 – 5:00 pm	**Tour of Abraham Lincoln Presidential Museum**

The Lincoln Museum is an excellent example of using local history and special collection materials in a variety of exhibit displays. How can local history and special collections be used as exhibit pieces inside your library?

5:00 – 7:00 pm	**Trip back to Champaign**

Saturday   10 July 2010

8:00 am	**Meet in Illini Tower lobby for departure**

8:00 – 9:00 am	**Trip to Arthur, Illinois**

9:00 – 1:30 pm	**Tour of Amish Country**

This is the second of two cultural activities in the program. This activity will give you a look at a small rural American town and the diversity of people that can be found in even a small population. Please be aware that Amish people do not want their pictures taken.

2:30 – 5:00 pm	**Shopping Trip at Tuscola Outlet Mall**

5:00 – 6:00 pm	**Trip back to Champaign, Illinois**

Sunday   11 July 2010

Free Day

Monday   12 July 2010

Group VTLS

9:00 – 4:00 pm   **Library Software Training with VTLS**   (*ACES Library 509*)
▪ Tom O'Connell and Brian McClellan, VTLS
The training will help you acquire the necessary skills to effectively utilize the
Virtua ILS in your home university libraries. We will cover various
applications and systems components that encompass the Virtua system, using
different approaches including lecture, hands-on instruction, troubleshooting
tips, and question and answer sessions.

Group Millennium

6:45 am   **Meet in Illini Tower lobby for departure**

	College of DuPage Library
	425 Fawell Boulevard Glen Ellyn, IL · 60137-

7:00 – 9:00 am   **Trip to Glen Ellyn, Illinois**

9:30 – 12:00   **College of DuPage Library**
The library staff will give a tour of the building and demonstrate how
they use the ILS in their day-to-day operations and procedures.

12:00 – 1:00   **Lunch at a nearby restaurant**

1:00 – 5:00 pm   **Naperville Public Library**
The library staff will give a tour of the building and demonstrate how they use
the ILS in their day-to-day operations and procedures.

Tuesday   13 July 2010

Group VTLS

9:00 – 4:00 pm   **Library Software Training with VTLS, continued**   (*ACES Library 509*)

**Group Millennium**

8:30 am   **Meet in Illini Tower lobby for departure**

9:00 – 12:00   **Parkland College Library**
▪ Anna Maria Watkin, Director, Parkland College Library
Parkland is an excellent example of a focused and centralized academic
library. The library staff will give a tour and discuss library workflows.

12:30 pm   **Return to Illini Tower**

Wednesday   14 July 2010

8:30 – 11:30 pm   **Wrapping It Up**   (*ACES Library 509*)
▪ Kristin Vogel
Kristin will help us look at the big picture of the last four weeks of training
and tie everything together into specific, useful next actions for your big
projects at home.

12:00 – 1:00 pm   **Lunch at Illini Tower**

1:30 – 3:00 pm   **Wrapping It Up, continuted**   (*ACES Library 509*)
▪ Kristin Vogel

3:00 – 4:00 pm   **Departure Papers**   (*ACES Library 509*)
▪ Mortenson Staff
Coral will distribute departure forms and briefly go over the departure
schedule.

6:00 – 8:00 pm   **Graduation Dinner**   (*Levis Faculty Center, Reading Room*)
Congratulations! You did it! We will have a farewell dinner together to
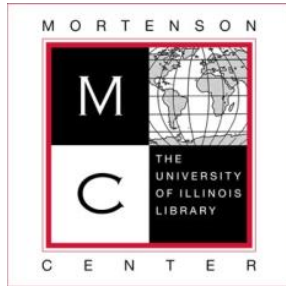
Summer 2010 – African Training & Technology Program

Mortenson Center for International Library Programs

Introducing the Mortenson Center Visitors:

Uganda
Library, Makerere University
http://www.mulib.mak.ac.ug/

Carol Kobusingye
ckobusingye@mulib.mak.ac.ug
Interests: cataloging, administration, library automation, digitization, web 2.0 library services, Endnote, library marketing, proposal writing.

Lydia Namugera
lydianamugera@gmail.com
Interests: cataloging, library management software, information literacy, database management, Endnote, web 2.0.

Tanzania
Library, University of Dar es Salaam
http://library.udsm.ac.tz/

Levina Mfupe
levina@libis.udsm.ac.tz
Interests: systems administration, digitization, library automation, staff training, database management, information literacy.

Ernest Senamwai Nyari
nyari_esa@yahoo.com
Interests: subject analysis, indexing and abstracting, administration, campus collaboration, cataloging, and classification management.

Ghana
Balme Library, University of Ghana-Legon
http://library.ug.edu.gh/

Theodosia Adanu
theodosia@libr.ug.edu.gh
Interests: information literacy, library automation & technology, e-resources, management, continuing professional development.

Barfi-Adomako Owusu
barfiado@libr.ug.edu.hg
Interests: library automation, computer networks and security, digitization.

Ghana
Osagyefo Library, University of Education, Winneba
http://www.uew.edu.gh/

Theophilus Fiawotoafor
fiawotheo@yahoo.com
Interests: serials cataloging and processing, library management software, managing automated libraries.

Nigeria

Ahmadu Bello University
http://www.abu.edu.ng/library

Aminu Shehu Liman
alimans71@yahoo.com
Interests: web management, project management, library management software, digitization.

Bayero University
http://www.kanoonline.com/buk/Library/Library.htm

Jamil Ahmad Umar
jamilahmadumar@yahoo.co.uk
Interests: systems administration, library management software, digitization, e-resources, cataloging.

University of Ibadan, Kenneth Dike Library
http://www.ui.edu.ng/

Cecilia Adewumi
joksadewumi@yahoo.ca
Interests: cataloging, serials processing, library automation, information literacy.

Olayinka Fatoki
katefatoki@hotmail.com
Interests: systems administration, library automation, e-resources management, staff training.

Reuben Ojo
biodunojo2004@yahoo.com
Interests: digitization, library management software, professional networking, e-resources.

University of Jos
http://www.unijos.edu.ng/library/

Vera Nkiruka Akpokodje
veraekelem1@yahoo.com
Interests: systems administration,
database management, staff training,
mobile technology, cataloging.

Mangud Banwar Dakur
dakrum@unijos.edu.ng
Interests: cataloging, information
literacy, library automation.

Obafemi Awolowo University
http://www.oauife.edu.ng/about_oau/
libraryres.php

Wahab Akanmu Aboyade
abowakan@yahoo.com
Interests: systems administration, library
management software, digitization and
archives, digitization software, grant
writing.

Abiona Akinniyi
kiniyi2@yahoo.com
Interests: cataloging, library
automation, e-reference.

University of Port Harcourt
http://library.uniport.edu.ng/

Uwem Ebong
mewuebong03@yahoo.com
Interests: systems administration, library automation, staff
training, e-resources, project management.

Hilda Eno John
hildaeno@yahoo.com
Interests: cataloging, library automation, information literacy, staff training, e-
resources, e-reference.

Appendix II: 2012 Survey Responses from University Libraries

2012 Survey Form

University of Education, Winneba - Ghana

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

1. **Status of Automated Library Management System**

Activities	Status*	Comments**
Online catalog available for users	Completed.	The public can access information from the library catalogue from anywhere
Circulation	In progress 21,704 patrons	Students can check in and check out books in addition to manual check in for students whose records are not in the database when there is no time for Circ. On Fly. If there is time, staff create the record
Serials	In progress. 612 serial holdings	
Acquisition	Not implemented	The system of purchasing here is different from how it is configured in Virtua. Acquisitions Department has been given the task to use it just to input titles as they are ordered and received so patrons know immediately a book is received.
Cataloging	In progress. 60,419 item records	Overtime has been approved for staff to speed up the process.
Reserves	In progress	It is used to check in and checkout reserve books for a few hours. We are yet to implement Course Reserves
Status of retrospective	In progress.	Connectivity issues at College of Technology Education and

conversion		College of Agriculture Education has slowed the project. It is being resolved.
Other		

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.
**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

2. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	Not implemented	In the process of acquiring a scanner for the project
Research Commons	Not implemented	Will be implemented when the new Library floor is completed in December 2012
Institutional repository	In progress.	We have started uploading students thesis and hope to be live by December 2012
Security system	In progress.	The other libraries will be provided security systems as well as CCTV
Information Literacy	In progress	Proposal for its establishment approved by Academic Planning Committee. Will start next academic year.

3. How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?

- Your visits emphasized the recognition by the university that the library is a key player in research, teaching and learning. This raised the image of the Library.
- Your meetings with IT Staff and faculty made them to appreciate the big issues underlying library automation. IT staff now relate better with the library, such that a course on Information Literacy is being considered in partnership with the department. As academic staff ask " of what use is IT without the Information component"

- An IT person for the Library. The Agreement signed with the University was used several times when IT staff was moved from the Library.
- The opportunity of WLIC to meet selected LMS vendors for a demonstration of their systems.
- The Agreement you had with VTLS made it possible for the Library to have a first class system at reasonable cost

4. **What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.**
- The initial meeting with Management and the Carnegie Team in Winneba is instrumental in the Library being considered by the University in its request for support from Carnegie Corporation of New York. The Library was not considered the first time.
- The Library now has technical support in addition to two IT Persons working in there. Minor issues are now resolved immediately. It has now been resolved that the Library needs a separate network with more speed and bandwidth. An isolation of the library network for the purpose is about to be executed.
- A generator was acquired for the Library to satisfy the agreement to provide uninterrupted power supply to the Library.
- Library staff are well equipped with requisite knowledge and skills to deliver excellent services to support teaching learning and research. Also, the training especially on Project Management and MARC 21 produced the expertise in Winneba. Our cataloguer had the opportunity to train librarians at the national level on MARC 21. She is also going to train on RDA.
- The Library is now automated
- Good communications and regular reporting system with VTLS
- Another library in Ghana is about to sign up for Virtua

5. **In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?**

   Training at Mortenson centre only appreciated only after automation. It was too early for staff to grasp.

6. **What recommendations do you have for the Mortenson Center for future projects?**

   That the head of the library is first to be considered in any training project and a separate training must be planned for them.

Name and email of person completing the report: Valentina J.A Bannerman

2012 Survey Form

University of Ghana – Legon

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

7. Status of Automated Library Management System

Activities	Status*	Comments**
Online catalog available for users	completed	Webpac (mobile interface) also in use
Circulation	completed	
Serials	Not implemented	
Acquisition	Just started	Getting used to the system
Cataloging	Completed	
Reserves	In progress	
Status of retrospective conversion	In progress (80% completed)	
Other		

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.
**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

8. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	In progress	Equipment acquired; staff trained
Research Commons	In progress	Due to be completed by April 2012
Institutional repository	In progress	Site available with heritage materials (ugspace.ug.edu.gh)
Security system	In progress	Book detectors in place and working; retrospective tagging of books 90% completed
Other –Ghana/Korea	Completed	Awaiting commissioning

Information Access Center		in April
Other - Information literacy programme	In progress	

9. **How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?**
Beneficial in terms of exposure to modern librarianship, ready help and guidance whenever needed, linking with experts, relevant resources on topics and issues

10. **What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.**
   - Exposed library staff to current trends in librarianship
   - Enriched and informed project execution and implementation eg helped in setting up digitisation unit and Institutional Repository
   - Has affected work output leading to patron satisfaction
   - Improved library visibility
   - Led to intense discussions on subject librarians prior to its implementation
   - Helped library to appreciate its assets and to work hard to keep them
   - ALA/ACRL membership of some librarians
   - Library budgeting for attendance at ALA annual conference
   - Informed on role of Library Instruction leading to undergraduate instruction programmes
   - Enriched delivery of instruction

11. **In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?**
Cannot think of anything - content with and appreciate input made by Mortenson Center

12. **What recommendations do you have for the Mortenson Center for future projects?**

   - Reference librarianship in the 21st century/Customer relations
   - A hands-on institute/course/training to strengthen librarians' research capacity:
     a. To empower them to confidently assist postgraduates and faculty
     b. Leading to improved research output
     c. Resulting in research collaboration with faculty

- Role of the library in E-learning

Name and email of person completing the report: Mrs. Gifty Boakye, Mars. Adanu, and Mr. Barfi

2012 Survey Form

Jos University

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

13. Status of Automated Library Management System

Activities	Status*	Comments**
Online catalog available for users	In progress	Due to be completed by 4th Quarter 2012
Circulation	In progress	Due to be completed by October 2012
Serials	In progress	Due to be completed by 1st Quarter 2013
Acquisition	In progress	Due to be completed by December 2012
Cataloging	In progress	Due to be completed by 3rd Quarter 2012
Reserves	Not implemented	Hope to re-visit once OPAC becomes available for users.
Status of retrospective conversion	In progress	Due to be completed by first Quarter 2014.
Other		

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.
**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

14. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	In progress	On-going, may be completed only when all materials are born digital.
Research Commons	Not implemented	No funds. Hope to re-visit in a new drive for funds and when the Main

		Library structure is released to the library, hopefully in 2013.
Institutional repository	Completed	In touch with *dspace technical* online forum in order to keep updates.
Security system	In progress	Due to be completed by 3rd Quarter 2012
Other – Database of African Theses and Dissertations (DATAD)	Completed	Planning to adopt a free and open source application for electronic thesis and dissertations (ETDs) as part of strategy to standardize digitization of ETDs.

15. **How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?**

The library has earned greater respect and support from the Jos-Carnegie partnership committee, the University Administration, and particularly general University community, especially academic staff and students. Many of the challenges which the library had previously raised were appreciated and well-articulated by the team from the Mortenson Center.

The retrospective conversion of the catalogue commenced and accelerated during Mortenson intervention as they provided guidance. The project has been interrupted by the many social crises in Jos city and Plateau State in the last 3 years whereby staff could not get to the office.

The setting up of a Project Management Team with specific mandates was novel and caused the library automation to be on course, resulting in the launch of the Online Public Access Catalogue and the strategic continuation of other aspects of library automation.

16. **What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.**

The trainings received from Mortenson whether abroad or on site, resulted in capacity building such that staff are now more confident to face automation challenges. For instance, the retrospective conversion of the catalogue was to be contracted out to Sabinet of South Africa or OCLC,

but with capacity building through Mortenson intervention, retro is being done internally by staff of the library.

The University of Jos Library has more or less become a 'training centre' for other higher education libraries that have come over to be trained on various aspects of automation – cataloguing, Institutional Repository, and management of the Systems Unit. Some professional library workshops had also been deliberately brought to Jos so that librarians from other institutions could benefit from the experiences of the University of Jos Library. The National Library, The Information Technology Section of the Nigerian Library Association, and Law Librarians had been such sponsors.

The impact is perhaps better illustrated with the following quotes by staff that had benefitted from some of the trainings:

"Working with Mortenson Center has resulted in confidence, change of attitude to work, and greater zeal to conquer; for example, in the face of limited or unavailable resources, staff are willing to forge ahead, even if they have to use personal resources."

"There is a more inclusive - visible better staff participation in decision making now than before Mortenson intervention."

"There is a more purposeful and result-oriented conduct of meetings in the library now."

17. **In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?**

    Cannot think of any.

18. **What recommendations do you have for the Mortenson Center for future projects?**
    - Human resource capacity building should continue to be key in interventions
    - Automation of libraries in developing countries should continue to remain a top priority
    - Adequate study or scanning of environments of libraries can lead to successful interventions. This was the case in the Mortenson intervention in the University of Jos.

Name and email of person completing the report:

Stephen A. Akintunde, PhD
sakintun@gmail.com

2012 Survey Form
Obafemi Awolowo University, Nigeria

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

19. Status of Automated Library Management System

Activities	Status*	Comments**
Online catalog available for users	**YES Available and accessible within and outside Campus**	**OPAC has been available since May 2009 & is still in use**
Circulation	**Not yet Active**	
Serials	**Not yet Active**	
Acquisition	**Not yet Active**	
Cataloging	**Active and In use**	**In use since 2008**
Reserves	**Not yet Active**	
Status of retrospective conversion	**In progress. About 60% done. Actively working on bar-coding**	**Hope to complete by 2015**
Other	**Regained access to OCLC is March,2010**	

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.
**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

20. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	**Digitization of newspapers (40%)and Abstracts of Theses in progress(80% done).**	**Both are continuous exercises.**
Research Commons	**Not yet in place**	
Institutional repository	**Already approved by Senate. About to begin**	
Security system	**Already installed at the main Entrance**	
Other		

21. How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?

It has been great working with Mortenson Center. The Library has progressed tremendously in its computerization project. The Center gave us Expert advice whenever needed. Capacity building of our staff – Systems, Cataloguers & Other Librarians has been both On-Site and Abroad. All staff members have benefitted in one way or the other from the Center's capacity building. The Center was highly instrumental in the search, negotiation and purchase of our Library Management System (VIRTUA).. Our Computerization Project was fast-tracked, guided and improved upon. Now our Cataloguers could catalog in MARC 21 and online. We are about starting our electronic circulation – users will soon be able to borrow and return books electronically. It has been a great blessing working with Mortenson Center.

22. What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.

The training done at the United States and locally here at our library has exposed our Library Staff to best practices in library services, increase staff knowledge and expertise. For instance our cataloguers can now catalogue in MARC 21 which they could not do before. They now understand the various Tags and what they stand for. The Systems staffs have gained experience in digitizing library materials and managing servers especially the Virtua Server. Knowledge of Solaris O/S and Unix in general has increased tremendously. The library's computerization project enjoyed a great boost. The purchase of Virtua LMS from VTLS has made the Library more visible and stable rather than the locally-developed one being used before. Our services have improved and the expectation of our users has been raised. Users Group meeting has been encouraged and we now freely share knowledge and problems. Networking among participating libraries and librarians has improved greatly.

23. In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?
There really isn't anything that I wish could have been done differently. The Center shared its expertise freely with us, gave us guidance on the project at the time most needed and built our capacity to make us self-reliant. I really wish to THANK the Carnegie Corporation of New York and the Mortenson Center for the great work they have done for us and among us. GOD BLESS YOU!!!

24. What recommendations do you have for the Mortenson Center for future projects?

For future projects, I wish to recommend the following:

- Keep up the training both internally and externally
- Bringing Experts to fill in the missing gaps was also a good idea you should continue
- Understanding the politics of recipient library as you did was also a good tactic.
- Be tough where things are slacking and commend when things are done well.
- Commendation of exemplary individuals is encouraging and pushes the work forward.

Name and email of person completing the report:

Mrs. Kofoworola Omolara Jagboro   **kojagboro@yahoo.com**
                                          kjagboro@oauife.edu.ng

Thank you for taking the time to complete this survey form.

Thank you also for being so nice and comely. God bless you and the center the more.

2012 Survey Form

University of Dar es Salaam, Tanzania – Survey 1

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

25. Status of Automated Library Management System

Activities	Status*	Comments**
Online catalog available for users	Completed	In use and progressing well
Circulation	Completed	In use
Serials	Not implemented	Expected to start in the future
Acquisition	Not implemented	Expected to start in the future
Cataloging	Completed	Progressing well
Reserves	Completed	Progressing well
Status of retrospective conversion	Completed	All library materials have been converted retrospectively
Other	-	-

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.
**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

26. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	In progress	Has started and is progressing well
Research Commons	Not implemented	Not started due to financial constraints
Institutional repository	Not implemented	Not started due to financial and

		human resource constraints
Security system	Completed (Alarm)	Working very well. We would now want to introduce the camera system.
Other	None	None

27. How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?

It has provided training opportunities to our staff.

28. What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.

The staff who received the training have used the expertise to provide better services to the library, eg. Improved and updated Cataloguing skills. More updated skills, more effective and efficient cataloguers.

29. In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?

All were accomplished as planned. May be having Special sessions for the Senior Management Team to update their managerial skills**.**

30. What recommendations do you have for the Mortenson Center for future projects?

We shall be appreciative if the project could be renewed for another phase so that more staff could benefit from such training sessions**.**

Name and email of person completing the report:

Prof. J. Msuya   jangawem@yahoo.co.uk

2012 Survey Form

Dar es Salaam University, Tanzania – Report 2

Mortenson Center for International Library Programs - Carnegie Project

Thank you for completing this form and returning it to the Mortenson Center by March 15, 2012.

Our intent is to determine the status of the library management systems project as of early 2012, and also to get your comments about other library projects. We also have four general questions that we would like you to answer. Your input will help us write the final report.

31. Status of Automated Library Management System

Activities	Status*	Comments**
Online catalog available for users	**Completed**	**Accessible world-widely**
Circulation	**Completed**	**Accessible by users**
Serials	**Complete**	**Will incorporate e-resources**
Acquisition	**Not done**	**Acquisition procedures still rely on local suppliers who do not use online services**
Cataloging	**On going**	**This is an on going process whenever new materials are acquired**
Reserves	**Completed**	**It is part of the system now**
Status of retrospective conversion	**Completed**	**All materials are electronically processed**
Other		

*use this column to indicate if the activity is completed, in progress, just started and/or not implemented.

**use this column to provide a little more detail about future plans for this activities, such as – due to be completed by… or not able to complete because of..

32. Status of Other Library Projects

Activities	Status	Comments
Digitization projects	**It is being implemented**	**Funds have just been secured for this project**
Research Commons	**Not implemented**	**It was not approved by funders**
Institutional repository	**It is about to be implemented**	**Software has been installed but collections have not been built yet**
Security system	**Not fully implemented**	**It is being worked out by Smart Card Centre**
Other	**None**	**None**

33. How has working with the Mortenson Center been beneficial to your library, staff, projects, and services?

It has assisted the library to enhance its capacity in terms of skills and efficiency in its operations

34. What impact has the training, done in the United States and at your library by Mortenson Center teams, had on your library staff, projects and services? Please describe examples of the impact.

Some members of staff who attended the training in the US are now involved in digitization projects. Others have been working towards improving the Library automation systems (ADLIB) as well as cooperating with the University Computing Centre on the possibilities to move towards Koha system

35. In the past three years of cooperation with the Mortenson Center is there anything that you wish could have been done differently?

I wish the Center could send its expert to assist with improving the library's LAN, assisting with enhancing the security system and other activities as would be agreed upon, by staying for a considerable amount of days (say six months) to see each activity to a reasonable stage.

36. What recommendations do you have for the Mortenson Center for future projects?

I wish the Center could embark on assisting the library with digitizing its rare collections. Much as there is progress towards that, still the magnitude of the project in terms of expert assistance and funding is minimal.

Name and email of person completing the report:

Evans Wema wemaf@yahoo.com

Thank you for taking the time to complete this survey form.

Recent VTLS Monthly Reports

University of Education, Winneba

JOS

OAU

Date	19th February to 18th March, 2012	
Library Name	University of Education, Winneba	
Location	Ghana, Winneba	
Virtua release	21st May, 2010	
	Primary VTLS Contact	**Information Provider [if not same]**
Name	Efua Mansa Ayiah	Augustine Monney
Email	efua.ayiah@yahoo.com emayiah@uew.edu.gh	amonney@uew.edu.gh cynkumah@yahoo.com
Mobile phone	+233-20-7556696/+233-26-4256323	+233-24-4987818 +233-20-8745307

Catalog growth:

Type of records:	Origin: (+ date)	Last Month: 19th February, 2012	Today: 18th March, 2012
Bibliographic records	15251 21/05/2010	26, 955	27,993
Authority records	5 21/05/2010	1793	2870
Item records	22538 21/05/2010	57,274	60,419
Patron records	7404 21/05/2010	21,619	21,704
Items without barcodes	100,020 minus 60,417= 39,603	42,746	39,603
Serials holdings		604	612

OPAC availability:

URL	**http://library.uew.edu.gh:8000/cgi-bin/gw_2010_1/chameleon/**	
Status (mark your status in RED)	On-going	• *Integrate patron authentication with existing student and staff authentication servers*
	Available only in the intranet	*If so, describe the reasons here*
	Available on the internet	*Since…*
Customizations (mark your status in RED)	On-going	
	Done	*Since…*

Circulation:

Checkout counts	Last Month: Yes	This Month:
Do you still checkout manually	238	290
Checkout Electronically	411	772

System and Maintenance:

Server Make:	Operating System:	Oracle Version:	Number of Staff User Licenses:
HP Proliant ML-	Red Hat Enterprise Linux 5	10.2.0.2.0	27

Backup schedule	**Daily 10:00pm** **Weekly** **Monthly**	Last done: **18th MarchA, 2012**
Number of backup generations retained		*Specify here location and media type* **Server at South Campus**
Test backup restore	**Yes**	**Last done: 18th September, 2011** **By: Hubert Asior**
Optimize keyword indexing	**Yes**	**Script in use:** **Last done: [date]**
Check server performance [memory use, free space, CPU use…]	**Yes**	**Notes: Memory usage is normal. 46GB (34%) of hard disk space available**
Check and remove Apache log file	**Yes**	**Notes:**
Check listener log file	**Yes**	**Notes: Cron job does it weekly**
Check and delete InfoStation log file	**Yes**	**Notes: Cron job does it weekly**
Delete InfoStation temp files	**Yes**	**Notes:**
Delete Vectors temp files	**Yes**	**Notes:**
Review Oracle alert log files	**Yes**	**Notes:**
Monitor batch jobs (i.e.: patron self registration tool)	**No**	**Notes: Patrons not yet doing self registration**

InfoStation / Statistics and Reports:

List of reports in use	**Bibliographic Record List, Broad Cataloguing Statistics, Cataloguer productivity, Cataloguing Errors, Item barcode list, Items created list, Records by state, Number of records in Database, Productivity of records by User, Serials without holdings, Availability, Basic Circulation Statistics, Circulation by call numbers range, Collected fines, items by status, Number of Patron, Patron Account Statement, Patron Barcode List, Patron list**

Acquisitions:

In use	**No**	*Yet to be set up*

Serials:

In use	**YES**	

Major outstanding issues:
1. Number of serials catalogued to be increased
2. Increasing permanent authority records in database
3. Input of bibliographic data still in progress
4. Editing for quality control

Date	**FEBRUARY, 2012**	
Library Name	UNIVERSITY OF JOS LIBRARY	
Location	JOS, PLATEAU STATE	
Virtua release	2009.3.3	
	Primary VTLS Contact	**Information Provider [if not same]**
Name	DR. STEPHEN AKINTUNDE	VERA AKPOKODJE
Email	SAKINTUN@GMAIL.COM	VERAFORLIVE@YAHOO.OM
Mobile phone	08037031004	08036357386
Total no of items in collection	215, 596	

Catalog growth:

Type of records:	Origin: (+ date)	Last Month (as of the 25th)	Today:
Bibliographic records	35,784	42755	42996
Authority records			
Item records with barcodes	0	1719	2113
Items without barcodes	None		
Patron records	None	70	70

OPAC availability:

URL	**http://cactus.unijos.edu.ng:8000 or http://196.46.147.205:8000**	
Status (mark your status in **RED**)	Not yet available	*If so, describe the reasons here*
	Available only in the intranet	*If so, describe the reasons here*
	Available on the internet	***The year 2010***
Customizations (mark your status in **RED**)	On-going	*Describe plans and needs*
	On-going	***There is need for the VTLS staff who worked on the iportal interface to help fix one or two buttons that is not aligning properly***

Circulation:

Checkout counts	Last Month: (as of the 25th)	This Month:	
Do you still checkout manually	Yes or No Yes	*If yes, write here how many manual checkouts per month and describe your plan to reduce/abandon the manual transactions*	

System and Maintenance:

Server Make:	Operating System:	Oracle Version:	Number of Staff User Licenses:
Sun Fire V245	Solaris 10	10g (release 10.2.0.20)	

Backup schedule	**Daily:** **Weekly:** **Monthly:**	**Last done: [date]** **Was supposed to be done by VTLS everyday at 12noon.**
Number of backup generations retained	**Daily:** **Weekly:** **Monthly: Two (2)**	*Tape Drive*
Test backup restore	**Yes or No**	**Last done: [date]** **By: [name]**
Optimize keyword indexing	Yes **or No**	**Script in use:** **Last done: [date]**
Check server performance [memory use, free space, CPU use…]	**Yes or No**	**Notes:** **Checked disk space using df –h command.** **prstat:** 57 processes, 444 lwps, load averages: 0.00, 0.01, 0.01 **vmstat**: Swap -14641496, Free – 7602528 **File Sytem:** /dev/md/dsk/d0 size-14G, used – 6.1G, Avail- 8.2G 43% mounted on / /dev/md/dsk/d6 size- 14G, used – 11G, Avail - 3.6G, 75% capacity mounted on /usr /dev/md/dsk/d1 size- 5.8G, Used- 993M, Avail- 4.7G, 17% capacity mounted on /var /usr/vtls/clas01/data: ls -alh **Ls –alh:** Total: 2025844 md_tbl_01.dbf – 188M md_tbl_02.dbf – 336M sm_tbl_01.dbf – 234M sm_tbl_02.dbf – 235M
Check and remove Apache log file	**Yes or No**	**Notes:**
Check listener log file	**Yes or No**	**Notes:** **(see detail as attachment below)**
Check and delete InfoStation log file	**Yes or No**	**Notes: InfoStation have been configured successfully. But we have problem with the login. We can not login to schedule tasks. VTLS System Analyst have been working on this. We hope they will intensify their effort to enable us use this module this year.**
Delete InfoStation temp files	**Yes or No**	**Notes:**
Delete Vectors temp files	**Yes or No**	**Notes:**
Review Oracle alert log files	**Yes or No**	**Notes:**
Monitor batch jobs (i.e.: patron self registration tool)	**Yes or No**	**Notes:**

InfoStation / Statistics and Reports:

List of reports in use	InfoStation not configured

Acquisitions:

In use	Yes or **No**	*Module is yet to be activated*

Serials:

In use	Yes or **No**	*Module yet to be activated.*

Major outstanding issues: (List all)

1. VTLS staff has commenced work on Configuring InfoStation. But we are yet to migrate students' data into the database.
2. **Tab delimited patron records migration** (I am still waiting for the person assigned to help me with this).
3. **We need urgent assistant from VTLS Systems Analyst with the InfoStation to enable us bring up circulation module.**
4. I will need any of the VTLS staff to kindly interpret the meaning and implication of the ORA – ERRORS below.

Major upcoming challenges: (List all)

CHECKING ORA- ERRORS (kindly interpret)

cd /usr/vtls/cla01/dbs/alert
tail -500 ./alert_vtls01.log

Date	01/03/2012
Library Name	Hezekiah Oluwasanmi Library,O.A.U.
Location	Ile-Ife, Nigeria
Virtua release	2009.3.3

	Primary VTLS Contact	Information Provider [if not same]
Name	Mrs Kofoworola Jagboro	Abiola Okunlola
Email	Kojagboro@yahoo.com	amoabiola@yahoo.co.uk
Mobile phone	08034747878	08077033081
Total no of items in collection	660000	

Catalog growth:

Type of records:	Origin: (+ date)	Last Month (as of the 25th)	Today:
Bibliographic records	Direct Data entry,L.O.C., Bookwhere, Oclc (2006-2011)	92074	93048
Authority records	*Not Applicable*	*Not Applicable*	*Not Applicable*
Item records with barcodes	Direct Data entry,L.O.C., Bookwhere, Oclc (2006-2011)	33815	36168
Items without barcodes	Direct Data entry,L.O.C., Bookwhere, Oclc (2006-2011)	3625496	3589328
Patron records			

OPAC availability:

URL	**http://62.173.43.74:8000/cgi-bin/gw_2009_3_3/chameleon**	
Status (mark your status in RED)	**Not yet available**	*If so, describe the reasons here*
	Available only in the intranet	*If so, describe the reasons here*
	Available on the internet	*Feb. 2010*
Customizations (mark your status in RED)	**On-going**	*Next target: Patron load*
	Done	*Since…*

Circulation:

Checkout counts	Last Month: (as of the 25th)	This Month:	
	8136 .	1494	
Do you still checkout manually	**Yes**	*If yes, write here how many manual checkouts per month and describe your plan to reduce/abandon the manual transactions*	

System and Maintenance:

Server Make:	Operating System:	Oracle Version:	Number of Staff User Licenses:
Sun Server	Sun Solaris 10	Oracle 10	20

Backup schedule	Daily: Weekly: Not Applicable Monthly:	Last done: 27/05/2011
Number of backup generations retained	Daily: Weekly: Monthly:	*Specify here location and media type:* Library, Tape
Test backup restore	No	Last done: [date] By: [name]
Optimize keyword indexing	No	Script in use: Last done: [date]
Check server performance [memory use, free space, CPU use…]	Yes	Notes: Large space remaining
Check and remove Apache log file	Yes	Notes: 09/02/2011
Check listener log file	No	Notes:
Check and delete InfoStation log file	Yes	Notes: 09/02/2011
Delete InfoStation temp files	Yes	Notes: 09/02/2011
Delete Vectors temp files	No	Notes:
Review Oracle alert log files	No	Notes:
Monitor batch jobs (i.e.: patron self registration tool)	No	Notes:

InfoStation / Statistics and Reports:

List of reports in use	Cataloguers Productivity, Number of Records in Database, Production of Records by users, New books list, Patron Record load and extract

Acquisitions:

In use	No	*Module not yet installed and cannot be activated now*

Serials:

In use	No	*Module not yet installed and cannot be activated now*

Major outstanding issues: (List all)

5. Insufficient hands
6. Frequent Power outage
7. Poor Network
8. Arbitrary deletion of authority records
9. System rejects field 590

Major upcoming challenges: (List all)

1. Poor maintenance of equipment
2. Patron load