

MORTENSON CENTER FOR INTERNATIONAL LIBRARY PROGRAMS

2011-2012 ANNUAL REPORT

Summary of Major Accomplishments and Challenges

The work of the Mortenson Center supports the Library's fifth strategic goal of sustaining partnerships and collaborations including identifying opportunities for international partnerships that inform long-term goals supporting international initiatives in the Library and on the Urbana campus.

Objectives

- To offer a unique, excellent, non-degree professional development program for librarians around the world
- To meet the demand of foundations, governments, and library communities for high-quality training designed for a region or country
- To represent the University Library and the University of Illinois at international conferences and governmental meetings about libraries
- To engage colleagues from the University Library and from libraries in the U.S. in well-designed and implemented international activities

Accomplishments

- Provided training and support for public librarians from Latvia and Romania under contract for a project with the Bill and Melinda Gates Foundation
- Completed successful work with Carnegie and MacArthur funds and university libraries in Ghana, Nigeria, Tanzania, Uganda, and South Africa
- Worked on the IMLS "Think Globally, Act Globally" grant with China
- Delivered successful refocused Mortenson Center Associates program for the second year
- Cooperated with International and Area Studies Library to present Annual Mortenson Distinguished Lecture and celebration of the opening of the Library
- Continued successful collaboration with OCLC for programming for international visitors
- Cooperated with campus international activities including UIUC's Office of International Engagement, Communication, and Protocol visits of ambassadors and embassy officials
- Received 2011 Champaign-Urbana International Humanitarian Award

Challenges

- Meeting the continuing education needs of Mortenson Associates once they have returned home
- Complexity of policies for payment to foreign nationals
- Increasing difficulty in obtaining visas for some Associates
- Evaluating Mortenson Center activities and programs

Evidence of Impact

- **Professional Development Programs**

The Mortenson Center programs continued to be well received. Anecdotally we have heard that many participants in the Mortenson Center program have been promoted within three to five years of attending the program. We are contacted annually by the U.S. State Department and OCLC wanting to arrange for librarians to visit.

We continue to try to focus more on evaluation and assessment of programs. A summary is below and more detailed information on evaluation is available from Center staff.

An evaluation was conducted with the librarians who participated in the Mortenson Associates program. They found the programs focusing on leadership and communication style very useful. They especially valued field visits to libraries and the international sharing of experience and have many ideas to discuss with colleagues at home following the Mortenson Center program. Public librarians from Latvia and Romania in the Gates funded program have successfully moved to develop and implement projects in their libraries based on what they learned during the training. University librarians from South Africa funded by the Carnegie Corporation found their training very useful in setting the stage for their visits to other US research libraries.

The Mortenson Center for International Library Programs was selected to receive a 2011 Champaign-Urbana International Humanitarian Award for its efforts to facilitate international cooperation through research and education and to strengthen ties among libraries and librarians worldwide.

- **Foundations, Government Agencies, and Library Communities**

The Center continued work on a project with the Bill and Melinda Gates Foundation to train public librarians from Latvia and Romania. This project will be completed during the next year. The Gates Foundation referred Read Global to the Mortenson Center. Read Global has received funds from Gates to work with the Center in training community librarians in Nepal, Bhutan, and India. The projects will begin in early 2013. Center projects supported by Carnegie and MacArthur were successfully completed this year in Africa to assist in automating university libraries in Ghana, Nigeria, Tanzania, and Uganda. The grant to work with Chinese public libraries from IMLS continued with training programs in the U.S. and China and will be completed later this year. We receive requests from various organizations every year and some we turn away, either because the requested work does not fall within our scope or because we do not have the staffing for another project. We are also written into grants on a regular basis. Our successful partnerships with the University of Pretoria and the University of Cape Town on grants that they have received were completed this year.

- Representing the University Library**

The Mortenson staff are heavily engaged in international library activities in associations such as ALA and IFLA. This year the Center Director continued her work with the U.S. National Commission for UNESCO, providing another opportunity to represent the University. These leadership roles lead to increased visibility for the Mortenson Center and the University Library. The University of Illinois' Office of Protocol contacts the Mortenson Center on a regular basis to meet with ambassadors and consul generals from various countries. The Mortenson Center continues to represent the University with outreach activities to Illinois librarians, including visits to local public libraries and sessions at the Illinois Library Association. Finally, we have established a popular and collaborative program with OCLC. They bring a very high-profile group to the Center each spring for programming and we take some of our groups to visit OCLC.
- Engagement of Library Colleagues**

The Mortenson Center reaches out to library colleagues to participate in Center programs by either making a presentation or becoming a library friend. Last year we had many colleagues participate in Mortenson Center programs. In the last few years we have, when appropriate, asked library colleagues to participate in on-site training sessions in other countries.

Major Accomplishments and Challenges

The Refocused Mortenson Center's Signature Associates Program

Since 1995, the Center has hosted an international group of librarians in September and October. This eight week program was considered to be our "signature program" and it is well known around the world. However, we decided that we needed to rethink and redesign the program to offer a program at a lower cost, to schedule a program that would allow participants who were interested to attend ALA, and to shorten the program but focus on a topic each year. This was the second year of our new program which focused on "Tools for the 21st Century Librarian" and was held in May and June 2012. Librarians from Barbados, Bulgaria, Egypt, Japan, Kazakhstan, Kenya, Kyrgyz Republic, Nigeria, and South Africa participated in the program. There are comments in the above section on evidence of impact about the positive evaluation of the program.

Carnegie and MacArthur Grants for Projects in Africa

The two goals for the projects in African universities were to fully implement an automated library management system which will better serve the research and learning needs of the users and develop a team of librarians trained and able to manage

automation and automation-related projects in their libraries. The work with 10 university libraries in Ghana, Nigeria, Tanzania, and Uganda came to an end after six years. The final reports have been completed and sent to the funders and are available upon request. We are very pleased that all the universities made substantial progress in automating their libraries to provide better service to students and staff.

In February and March, librarians from research universities in South Africa were at the Mortenson Center supported by the Carnegie corporation grant to improve research support. The program included a two-week program at the Mortenson Center and a six-week internship at an ARL library. The librarians reported that the program at the Mortenson Center gave them a good foundation for their time in the various ARL libraries.

Bill and Melinda Gates Foundation Contract

The Center continued a project to support training programs for public librarians in Latvia and Romania with the support of the Gates Foundation. Mortenson Center staff visited Latvia and Romania to continue to work with the librarians on the projects they developed based on what they learned at the Mortenson Center. These projects provide new opportunities for public librarians to serve their users. As a result of contacts made during the project, the Center developed a program at the Mortenson Center for the Romanian Library Association leadership in May. They also attended an Illinois Library Association program. Mortenson Center staff will travel to Latvia and Romania in the fall to finish up work with these public libraries and will also make a presentation at a conference of the Romanian Library Association. One staff member participated in a Gates Foundation meeting in Rome on small grant projects. We continue to work with the Gates Foundation staff on identifying an organization to work with the Mortenson Center on evaluation.

IMLS China Grant

The IMLS grant, "Think Globally, Act Globally," seeks to establish cooperative and cultural exchanges between American and Chinese public librarians. Under the agreement, the International and Area Studies Library and the Mortenson Center from the University of Illinois are partnering with the Chinese American Librarians Association (CALA), and the Library Society of China. These organizations are working together on the implementation of a pilot project to enhance communication and relations between American and Chinese librarians, and also to enrich the variety of information and services that U.S. librarians can offer their users. Activities include training in the U.S. and China, and the development of a website for publicly available Chinese information resources for use in U.S. libraries.

Teams of librarians traveled to China to present educational programs. In June, a group of Chinese public librarians, focusing on library user services, spent time at the University of Illinois, and then went to ALA and visited public libraries. Mortenson Center staff organized the program that was presented at the University of Illinois. The program formally ended with a ceremony and reception in the International and Area Studies Library. The final report for this project is now being prepared.

Mortenson Lecture

The annual lecture was held in March as an inaugural event for the new International and Area Studies Library. Deborah Jakubs, the Rita DiGiallonardo Holloway University Librarian and Vice Provost for Library Affairs at Duke University, spoke on “The Global Dimensions of Scholarship and Research Libraries.” Tours of the new library were offered and a reception was sponsored by the Mortenson Center. An audio recording and text of the lecture are available on the Center website.

Other International Visitors

Four academic librarians from South African universities came to the Center in April for a two-day program focusing on technology. IFLA/OCLC fellows from Bangladesh, Ghana, Kenya, Nigeria, and Pakistan visited the Center in April for a program. In June librarians sponsored by the Department of State from Algeria, Ghana, Iraq, Kyrgyz Republic, Oman, Slovak Republic, and Tanzania spent a day in programs with the Mortenson Associates.

Collaboration with Other Units and Organizations

The Mortenson Center collaborated with library and campus units and other organizations including meeting with various ambassadors and embassy officials while they were on campus. We were pleased to support the opening of the International and Area Studies Library and look forward to ongoing collaborations. The Illinois Library Association and OCLC are key partners in activities of the Mortenson Center. Our partnership with OCLC continues to be especially important to international visitors to the Mortenson Center. Librarians at the University of Illinois provide educational sessions for international librarians and are essential to the success of the Mortenson Center programs. Libraries in central Illinois provide valuable tours and presentations to visiting international librarians. We continue to look for opportunities to collaborate with other units and organizations at the local, state, national, and international level.

Outreach and Continuing Partnerships

Mortenson Center staff continues to seek new opportunities for international collaboration. We made presentations at the Russian Library Association, at ACURIL (Association of Caribbean University, Research, and Institutional Libraries) conference in

Haiti, and at the Special Libraries Association Arabian Gulf Chapter conference in Bahrain. We presented a workshop for international librarians at the American Library Association International Relations Round Table program. One staff member spent time in July in Kazakhstan presenting workshops. Another staff member was the keynote speaker at a conference in Lithuania in August. We are working closely with colleagues in Russia to develop a program on services for youth in public libraries for next year.

Changes in Unit Operations

Again this year a temporary academic hourly was hired to assist with various Mortenson Center programs.

Library-wide Programs

The two librarians in the Mortenson Center were involved in a number of library and university wide activities including service on library and campus committees. Speaking engagements on the campus, in the local community, and in the national and international professional community contributed to the Library's public engagement and the prominence of the Library of the University of Illinois at Urbana-Champaign.

The Mortenson Center continues to provide opportunities for colleagues to lecture, to interact with, and to learn from visiting international librarians. Each year we are also able, with assistance from grants, to take a small number of library colleagues on international trips where they present educational programs on their areas of expertise.

Goals for July 2012-June 2013

- Complete work with the International and Area Studies Library and the Chinese American Librarians Association on the project "Think Globally, Act Globally: Developing Resources and Expertise through Communication, Collaboration, and Exchange between China and the United States."
- Continue the Gates Foundation project by carrying out activities with public libraries in Latvia and Romania as they implement projects funded as part of the Mortenson Center program.
- Offer the Mortenson Associates program in June 2013 with a focus on "Tools for the 21st Century Librarian." This is the signature Mortenson Center program and many UIUC librarians and colleagues in the University Library around the state of Illinois assist in teaching and hosting the visitors.
- Begin project with Read Global to train community library staff from Nepal, Bhutan, and India.

- Develop new initiatives in Russia including an educational program for librarians interested in youth services.
- Look for funding for new projects that support training of international librarians.
- IFLA/OCLC fellows may also again visit the Center. Short term visitors will be welcomed and programmed for as requests arise.
- Continue to develop and implement evaluative measures for Center programs hopefully with support of an external organization.
- Collaboration with library, campus units, and other organizations will continue to include a wide range of organizations from OCLC, UIUC's Office of International Engagement, Communication, and Protocol, the Department of State, and universities, library associations, and libraries in other countries. Center staff will continue to collaborate with the new head of the International and Area Studies Library.
- Opportunities to promote and support the work of the Center will continue to be sought.

Statistical Profile

Personnel

Barbara J. Ford (Faculty)

Susan Schnuer (Academic Professional)

Lindy Wheatley (Office Support Associate)

Jamie Luedtke (Academic Hourly - Program Coordinator) part time

User Services

Number of presentations to groups	12
Number of participants in group presentations	173