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Anguilla Library  
Service Annual  
Report 2000

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## **STATEMENT FROM DIRECTOR OF LIBRARY SERVICES**

The following report gives an overview of the important activities of the Anguilla Library Service for the Year 2000.

It has been again an eventful year for community library services in Anguilla. A number of new directions have been initiated and plans are on hand to develop and implement new services thereby ensuring that the library service will continue to be the focus for information.

There are some positive trends that augur well for the future of library services in Anguilla. Chief among these are the appreciation of a library service, the recognition of the need to safeguard the nation's cultural heritage and the demand for timely and relevant information for socio-economic development.

I would like to acknowledge the cooperation given to me by my dedicated staff, the Ministry of Education and friends of the library generally, without whose invaluable assistance the achievements obtained during the year could not have been possible.

.....  
Russel Reid  
Director, Library Services

## 1. **Introduction**

The year two thousand (2000) was again a very active and successful one for the Anguilla Library Service. It continued to have a significant impact on the Anguilla community. In fact it has become the focus for information on the island.

There are some positive trends that augur well for the Library Service. Chief among these are the appreciation of a library service, the recognition of the need to safeguard the records of the nation's heritage, the appreciation of the need to have timely and relevant information support for development, and the developmental outlook of some of the policy-makers and planners.

## 2. **Organisational Structure**

The Library Service falls under the Department of Education. Administratively, the Director of Library Services who is responsible for its planning, development and administration reports to the Chief Education Officer. Plans are however on hand to strengthen the library service as a separate department under the Ministry of Education.

## 3. **Mission**

The Library Service has functionally expanded to effectively respond to the challenges of its stated mission:

To provide contemporary, comprehensive and integrated library, archives and information services appropriate and relevant to the social, cultural, educational, recreational and information needs of the citizens and residents of the Anguilla community.

## 4. **Functions**

The existing library services now comprises five (5) functional elements.

### 4.1 **The National Library**

As the principal library in Anguilla, it functions as the national library. This includes the acquisition and organization for access – a national collection of print and non-print works.

### 4.2 **Community Library Service**

The provision of information support to the wider community for work, education, recreation, personal and cultural development.

#### 4.3 **School Library Service**

The library services to schools complement the general community library support for education. These services include centralized book acquisition, processing, advisory and support services for students and teachers.

#### 4.4 **Information Technology**

Access to information technology for computer literacy, internet access and the retrieval of timely information.

#### 4.5 **National Archives**

The collection, organization and preservation of relevant archival materials for the benefit and use of the present and future generations.

### 5. **Services**

5.1. A dynamic approach to providing relevant and contemporary services continued. Apart from multi-media lending and reference services, the library provided computer services including Internet access and word processing, photocopying, study and display facilities and educational advising.

5.2. Throughout the year, the library staff also assisted with research skills and information materials for homework assignments, examination preparation and special projects like debating competitions. Displays were mounted on topical issues and bulletin boards were maintained to make information accessible to the community.

### 6. **Children's Library Annual Summer Programme (CLASP)**

Under the theme 'Read 'n' Rap' CLASP 2000 promoted literacy, communication skills and interaction between the elders and the youth. From 17<sup>th</sup> July – 27<sup>th</sup> July 2000 over thirty (30) children between the ages of nine (9) and fifteen (15) years old were engaged in reading, writing research and craft activities. The under thirteen's made their own pop-up books and the older children produced a newsletter based on first hand accounts of life experiences from the older culture bearers. The ongoing partnership with the private sector assisted greatly with the implementation of this programme.

7. **Opening Hours**

The opening hours to the general public were restructured in an effort to accommodate library users who wish to do research, access the Internet and study daily in the evening. The current opening hours are Monday – Friday 9:00 am to 6:30 pm and Saturday 9:00 am to 3:00 pm.

8. **Internet Access**

- 8.1 The general public has continued to respond enthusiastically to the introduction of Internet access services. Cable and Wireless renewed their sponsorship of 250 hours monthly of free Internet services to the library. Individual use patterns cover the retrieval of timely information, research, independent education pursuits and business and personal communication. Downloading information from the Internet has also helped staff to deal with users' queries, add typical information to the library's holdings and liaise with affiliated organizations.
- 8.2 Policies and procedures have been put in place to discourage inappropriate use of this technology in a public facility. Plans for the year 2001 include the provision of more computer terminals for increased Internet access in keeping with expectations of an information literate community in the 21<sup>st</sup> century.
- 8.3 A minimum fee of EC\$5.00 per half an hour Internet access is charged to the public.

9. **Library Attachment**

During the year the library played host to Ms Alecia Frett of the British Virgin Islands Public Library on a three (3) month attachment. The library service benefited from Ms Frett's participation in the programme even as she gained some experience and knowledge to take back to her library. This was the second time that someone participated from the BVI.

10. **Staffing Matters**

- 10.1 The current staff establishment is thirteen (13) of which two (2) are professionally trained, and eleven (11) para professionals. The situation is way below the universal standard mandated by UNESCO that at least forty percent (40%) of staff should be trained information specialists.
- 10.2 Throughout the year, the irrational and uncooperative behaviour of Roselia Hodge who was seconded from the Albena Lake-Hodge Comprehensive School "destabilized" the emotional and communication climate in the work place. A considerable amount of management time

was taken up having to solve conflicts between Ms Hodge and other members of staff. Library users were also exposed to her unhealthy demeanor. She has ingrained fears, anxieties and phobias that trigger these stressful situations. In house counseling sessions were attempted but all in vain.

His Excellency, The Governor approved a recommendation that she be sent home on special leave with full pay pending the outcome of a medical examination to determine her suitability for continued employment.

Contrary to the popular myth that one enjoys great solitude in the company of books, working in a public library demands continuous communication with people of diverse age levels, interest and attitudes. Good interpersonal skills are vital in this environment.

10.3 Jane V Grell formerly of the Montserrat Public Library was appointed Deputy Director Schools/Children's Library Services on contract for one more year. As indicated in a previous report, she has been and continues to be an excellent recruit. She has provided invaluable support to the Director, advising on and assisting in the development and implementation of the national library and information services.

10.4 With the library service functionally expanding, recommendations were made to create two new positions, namely Reference Librarian and Archivist.

In view of her academic background, strong analytical and reasoning abilities and enthusiastic interest in library information and archival services, Ms Linda Lake is been earmarked for one of the aforementioned positions. Training for her however would entail one (1) calendar year at post graduate level in library studies.

## 11. **Training**

11.1 Training and human resources development continued to be a priority area with the Library Service.

11.2 Julianne Leverett, Library Assistant is at the Barbados Community College pursuing the one (1) year Certificate in Information Technology course. As the said technology is an integral component of library services for information retrieval, catalogue of records and other housekeeping routines, the programme of study is a vital training need.

11.3 Kimberly Gumbs, Senior Library Assistant completed Part I of the Certificate in Records Management course being offered by the Department of Library and Information Studies, UWI, Mona Campus.

The programme consists of four courses offered over two (2) summer sessions in 2000 and 2001; each session lasting six weeks. As Government is embarking on the establishment of the Anguilla National Archives, which is closely linked with records management, this was a great opportunity for a member of staff to gain some knowledge in this area.

- 11.4 Senior Library Assistant, Carmen Oliveras is continuing her course of study for the Bachelor of Arts Degree in Library and Information Science at Ohio Dominican College in the USA. Ms Oliveras should complete her studies in July 2002.

12. **Collection**

Since 1996 there has not been an adequate budget to purchase up to date books and as a result the collection is limited in some subject coverage. The Library Service has been very fortunate to receive relevant donation of books mainly from Book Aid International in the United Kingdom and visitors to the island from the USA. This, however, should not obscure the need to buy books and other library materials systematically to meet the needs of the library users. A planned buying programme for information materials is being developed for 2001.

13. **Special Collection**

It is normal for libraries to house collections named after individuals in the community. During the year, Attorney at Law, Don Mitchell deposited at the library a collection comprising over three thousand (3,000) rare and invaluable books, pamphlets, maps and charts covering a wide range of topics on Anguilla and the Caribbean. It is a rich information resource and is known as the "Don Mitchell's Collection".

14. **Albena Lake-Hodge Comprehensive School Annual Summer Placement Programme**

The Library Service participated in the six week Annual Summer Placement Programme organized by the Guidance and Counselling Department of the Albena Lake-Hodge Comprehensive School. The aim of the programme is to give students first hand experience of working in an organization. Two students namely Cherecia Lewis and Natasha Jordan worked at the library.

15. **Library Conferences/Workshops**

- 15.1 During the year the Director participated in the 30<sup>th</sup> ACURIL Conference, which was held in Nassau, Bahamas from 4<sup>th</sup> – 10<sup>th</sup> June 2000. The conference was used as an opportunity to highlight the trends that are shaping the information environment in which librarians work, and the



issues information specialists must face if they are to operate effectively in the 21<sup>st</sup> century.

- 15.2 Linda Lake attended the UWI Education Planning Workshop for the Certificate Programme in Records Management in Trinidad from the 14<sup>th</sup> – 16<sup>th</sup> August, 2000. The main purpose of the workshop was to plan the distance education version of the UWI Certificate in Records Management.
- 15.3 As a follow up to the CARICOM children's Writers Competition, Ms Lake also represented Anguilla as a substitute for Sharon Lake at a workshop for children's writers in Jamaica from 12<sup>th</sup> – 21<sup>st</sup> October, 2000. At the workshop participants were exposed to various aspects of creative writing and book production. They also worked on developing their stories for publication in an anthology for the regional school systems.
- 15.4 Jane Grell was invited to participate in the Caribbean Area Educational Advising Workshop held in Miami from 20<sup>th</sup> – 22<sup>nd</sup> September, 2000, which was sponsored, by the Educational Information and Resources Branch of the Bureau of Educational and Cultural Affairs of the U.S. Department of State. This intensive workshop presented a unique opportunity for the networking of Caribbean personnel, reviews of issues in America education and of the information resources which were made available to libraries and other advising centers in the region. A regional calendar for college fairs was developed to facilitate the movement of US college representatives through the Caribbean between October and November, 2001. The proposed date for the college fair in Anguilla is November 12, 2001. A field trip of campus tours was arranged for participants to gain first hand impressions of college life at University of Miami, Johnson & Wales University, Florida International University, and Miami-Dade Community College.

16. **Daytime Security Officer/Porter**

The efficient running of the library service is being severely affected by loitering and noise being produced by school leavers and some students of the Albena Lake-Hodge Comprehensive School. The close proximity of the library to the Comprehensive School facilitates access to our services but it also makes the library an easy victim of the prevailing behavioural problems. As a result a considerable amount of staff's time is taken up with maintaining order. In light of the above an un-established position of daytime security officer/porter has been proposed for 2001 to counteract these problems.

17. **Gifts**

Throughout the year the library received numerous gifts. A listing was compiled and submitted to the Treasury Department. (See Appendix A)

18. **National Archives**

Due to the fact that Anguilla does not have a National Archives where non-current records that contain information of enduring value are kept, the library service has been actively encouraging it's development for the past four (4) years. Government has now recognized the need to safeguard the records of the nation's heritage for the benefit of present and future generations. A new position of Archivist/Records Manager has been created to lay the foundation and advise on the establishments of the National Archives. Another potential benefit to Government will be the availability of expert advice in the administrative and management of its records. It is envisaged that someone from overseas would be recruited for an initial period of 2-3 years to fill the position. A local counterpart will be earmarked for training and succession.

19. **Library Membership/Users**

Membership to the library service is free and according to the end of year statistics is currently at two thousand six hundred (2600) registered users. Of that figure about 50% are children. However, throughout the year approximately four thousand (4000) patrons used the library's facilities.

20. **Membership in Library/Archives Associations**

In an effort to be kept abreast of the latest developments, issues and technologies in the field of library, archives and information services, the library service continued it's membership status in the following associations:

- Association of Caribbean Research and Institutional Libraries (ACURIL)
- Commonwealth Library Association (OMLA)
- Caribbean Archives Association (CARRICA)

Plans are in hand to affiliate with more institutions so that staff can gain a sense of community with peers around the world.

21. **Library Automation**

Almost all of the library's computers are obsolete in terms of functionality. Additionally, the existing software does not have capability for the complex record keeping procedures necessary for the storage and dissemination of information materials. As a result, the library's computer based services

throughout the year were frequently disrupted due to repairs being carried out by the Information System and Technology department.

It is however proposed to upgrade the computerized infrastructure as an aid to increase efficiency and effectiveness in managerial procedures and service delivery. This will include replacing all the computers, the acquisition and customization of a library, information system software package and the installation of a Local Area Network. The Library Management Team and the Information System and Technology department will guide the implementation of this proposed project.

22. **Library Legislation**

Currently there is no formal library legislation. In carrying out its national library function, the library service has a responsibility to gather, organize, preserve and make available the publishing outputs of the island. However, there is an urgent need for the reviewing and approval of Executive Council of the Draft Publications Legal Deposit Act (See Appendix B). This proposed act would require that the Library Service receives a free copy of all publications (print or non-print) published in Anguilla. Although the volume of publishing is small in Anguilla, it is important to preserve local publications as part of its national heritage.

23. **Summary of Recommendations**

- 23.1 An adequate budget be provided to purchase up to date books and other library materials.
- 23.2 The urgent recruitment of an Archivist to advise on and lay the foundation for the development and implementation of Anguilla's National Archives.
- 23.3 There is an immediate need to upgrade the computerized infrastructure so as to increase efficiency and effectiveness in managerial procedures and service delivery.
- 23.4 The reviewing and approval of Executive Council of the Draft Publications Legal Deposit Act.
- 23.5 The appointment of a Daytime Security Officer/Porter to ensure the efficient running of the library service.
- 23.6 The retention of the services of Jane V Grell to groom Carmen Oliveras who will be returning to the library after completion of her studies in September 2002.

- 23.7 Great consideration should be given to the caliber of personnel recommended to work in the library. Persons with good interpersonal skills are vital in this environment.
- 23.8 Training opportunities for library staff should continue to be a priority in order to ensure the efficient functioning of the integrated library services.