

GOVERNMENT
OF ANGUILLA

ANNUAL REPORT

Anguilla Library Service

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1. Overview

The first year of the 21st Century was ushered in with mechanisms aimed at strengthening the institutional framework for the administration of library, information and archival services as indicated in the 2001 Budget speech. This initiative was supported by allocations of human and financial resources.

An era of austerity began to surface by mid-year with signals of a ‘slow-down’ in the economy and the events of September 11 cast a long shadow over approved expenditure on services. Security became a major preoccupation after several government buildings, including the Library, were entered for unlawful purposes. Violent and unsavoury behavioural practices of some the students of the Albena Lake Hodge Comprehensive School rose to national proportions. Remedial action was taken to reduce such hostile elements in the library environment to create an atmosphere that is supportive of learning and constructive communication.

On a more positive note the year passed without any visits from hurricanes that can cause serious disruptions to services. The fusion of the available material resources and the combined efforts of staff facilitated the maintenance of basic services. A fertile source of support continues to come from the cooperation extended by visitors, commercial and social agencies and many public-spirited individuals, all stakeholders in promoting a more literate society.

2. Mission Statement

The development of services, the selection of materials and the allocation of resources are guided by the principles embodied in the Department’s stated mission:

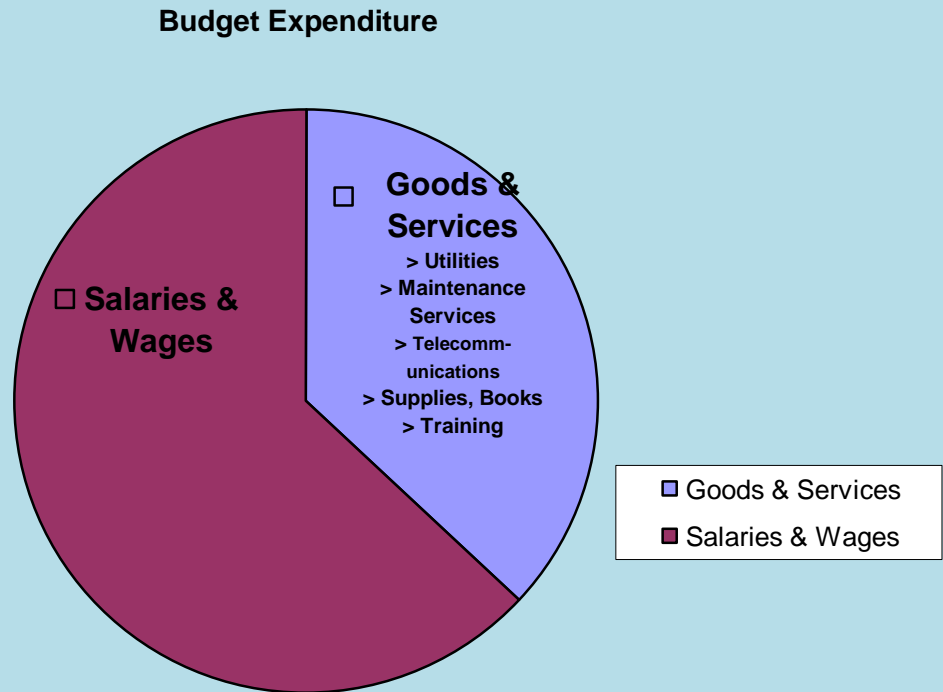
To provide contemporary, comprehensive and integrated library, archives and information services relevant to the social, cultural, education and informational needs of the community.

It also articulates the need to conserve the records of the national heritage as well as to facilitate access to the universe of information.

3. Administration and Funding

Library services fall under the portfolio of the Ministry of Social Development. From January 2001 the Anguilla Library Service was upgraded to departmental status officially referred to as the Department of Library Services. The Director now reports directly to the Permanent Secretary, Education, Lands and Physical Planning. A new position of Executive Secretary has been added to the organizational chart to assist with the increased responsibilities of departmental management and the corresponding budgetary controls (*see Appendix I*).

From the approved allocation of EC \$934,732, expenditure on personnel accounted for approximately two thirds of the total budget.



Donations provided leverage to the Department's purchasing power; materials, mostly books valued at EC\$18,363.08 were added to stock (*see Appendix II.*)

The recent delegation of responsibility and accountability to front-line management has facilitated greater timeliness in the communication of information, the acquisition of essential supplies and the settlement of accounts.

4. Physical Facilities

Library services are administered from the ground floor of the Edison L Hughes Library and Education Complex that is just over six years old. This building maintains an attractive stance on the landscape of administrative buildings in The Valley.

4.1 Structural Issues

During the year several windows had to be repaired or replaced. The vulnerability of the ground floor to flooding due to the inadequate drainage system in the courtyard continues to be an issue for appropriate action. One suggestion for roofing the courtyard to provide essential space for upgrading services presented costly structural challenges that had implications for natural lighting and ventilation. The more affordable option for the renovation of the drainage system is dependant on the availability of the necessary funds.

4.2 Security

Due to the heightened concern over the security of Government buildings an inspection of the library facility was conducted. The ease of access from the upper floor (Teachers Resource Centre) and the type of windows installed were identified as entry/exit risks for unauthorized purposes. The need for constant care and vigilance was emphasized.

4.3 Furniture and Equipment

Seating in the children's section, the information centre and staff work areas deteriorated to the extent that several chairs had to be classified as 'inactive.' Since this type of seating cannot be repaired the acquisition of new chairs was considered to be top priority. Adequate and comfortable seating is part of the basic infrastructure essential for the comfort and productivity of staff and patrons.

Close liaison with the staff of the Information Technology Unit continued to be vital for the maintenance of computer hardware. Obsolescence in this dynamic market is a prime factor that affects the 'long life' of these machines; funds need to be allocated for their replacement.

Timely regular servicing for photocopiers is definitely not available. Waiting months for a technician to visit from overseas is untenable. This caused serious disruptions to basic research services, loss of revenue and even more disturbing, pages torn out of costly reference materials.

One solution to the 'photocopier problem' is the acquisition of machines for which reliable and competent servicing is available on the island.

5. Clientele

Library services are open to residents and visitors during the following hours: -

Monday – Friday 9:00am – 6:30pm

Saturday - 9:00am – 3:00pm

Services are targeted at two main user groups – adults and children. The latter are categorized broadly according to age and the level of school being attended.

In 2001 two hundred and ninety-three (293) persons joined the Library of which one hundred and forty-eight (148) were children. Registered membership now stands at 2,893. These statistics refer to the number of persons who completed the necessary forms for borrowing privileges. They do not reflect the wide spectrum of use people make of the public library. A walk through the Library will reveal people working at computers, reading magazines and newspapers, engaging in quiet study or discussions, getting research assistance or browsing for inspiration. Lifelong independent learners are committed library users but may never check out a book or ask a question.

6. Staffing Matters

Collectively staff members voiced their concern for the improvement of interpersonal relations. Team building, communication skills and conflict resolution were some of the areas singled out for staff development activities. Such concern is highly commendable and critically important in view of the need for coping skills for operating in a department that is viewed as a recovery or holding centre for officers with personality idiosyncrasies.

6.1 New Positions

Applications from interested persons for the post of Archivist were advertised in the regional and international media. After the most promising recruit from Canada was unable to take up the position it was re-advertised but with no success. Meanwhile the prevailing financial climate dictated that the filling of this vacancy be put on hold. Archives administration and management should be considered as a priority for postgraduate training for which Linda Lake has the requisite matriculation qualities.

Administrative and secretarial support services were given a boost first with the appointment of Cynthia Buchanan in the new position of Executive Secretary. Mrs Buchanan's stint was brief and she was replaced by Althea Bryan from March 2001. Ms Bryan brings to the Department considerable experience as a well-motivated civil servant. Anika Hughes, who filled the vacant position of Clerical Officer, ably assists her.

The negative impact of the unsavoury behaviour of some high school students on staff time and energy was reduced to some degree with the employment of the daytime Security Officer/Porter, Cecil Riley, from January 2001. It is an area of operation that is rife with conflict and calls for the exercise of discretionary judgment, tact and also the cooperation of staff and users.

6.2 Training Initiatives

The completion of training programmes and several opportunities for participation in useful developmental activities were realized in the year under review.

Long-term and Short-term Programmes:

Library Assistant, Julianne Leverett, successfully completed the one-year Certificate in Information Technology Programme at the Barbados Community College. The programme included exposure to accounting procedures and a variety of computer applications including database design. Miss Leverett performed creditably and has begun to apply some of the new knowledge and skills to in-house procedures. She was promoted to the acting position of Senior Library Assistant while the substantive holder, Carmen Oliveras, continues her undergraduate programme in Library and Information Studies at Ohio Dominican College, USA.

Senior Library Assistant, Kimberly Gumbs, completed Part II of the Certificate in Records Management course organised by the Department of Library and Information Studies, Mona Campus over a 12-week period between 2000-2001. Miss Gumbs' outstanding results reflect her keen interest in this sphere of study so essential for the preservation of valuable records.

In October 2001 Director, Russel Reid, began a one year programme leading to a MSc degree in Information Management at Lancaster University, UK. This should strengthen national capabilities for the management of information resources, systems and networks. In his absence, Deputy Director, V Jane Grell, was appointed to act as Director while Linda Lake assumed the position of Acting Deputy Director.

Conferences, Workshops and Attachments

The Director participated in the 8th Biennial Workshop of the Caribbean Information Action Group (CARINFO) held in Barbados May 7-8, 2001 under the theme "Informing the Caribbean in the year 2001: new approaches for Caribbean Information Professionals." During the workshop the challenges and opportunities

presented by advances in information technology were highlighted. Strategies for their integration in Caribbean organisations and society were also discussed.

Acting Deputy Director, Linda Lake, attended the seventh Conference and General Assembly of the Caribbean Regional Branch of the International Council of Archives (CARBICA) from November 26-30, 2001. The focus was on issues pertaining to the management of electronic records and also the critical role that archivists play in the preservation of records of national importance.

In October Miss Lake represented the Library at a series of orientation workshops for senior managers organised by the Department of Public Administration. Managerial issues in the public service were discussed.

Julianne Leverett and Linda Lake attended workshops for domestic violence intervention training during September 2001. These two staff members also travelled to St. Martin along with selected children from the primary schools, teachers and parents to participate in library activities organised to celebrate the Year of the European Language.

Student of the Albena Lake Hodge Comprehensive School, Terona Fleming, completed a six-week attachment between July-August in the Library Service. She was a participant in the Annual Summer Placement programmed organised by the Schools Guidance and Counselling Department to offer students hands-on work experiences that may assist with their career choices.

7. Information Resources

7.1 Books and Periodicals

Following the stock inventory of the year 2000, approximately 7,000 items were entered in the new database; about 1,500 of these were added to stock in 2001.

During the year some of the book collections were reviewed in terms of relevance, currency and physical condition. Items were weeded and removed from stock. Rigorous 'weeding' exercises should be conducted regularly to monitor the usefulness of items and identify areas of weakness in subject coverage.

Appreciation for the support of donors was previously noted. Gifts of books continue to be an important source for building up the collections. They are graciously accepted at the discretion of the library staff to use as seen fit. Valuable books were received from organisations like Book Aid International in the UK. Cooperation with the United States Information Agency is responsible for the regular influx of promotional materials for education programmes available in the USA.

Subscriptions were renewed to periodical titles covering areas such as current affairs, women's interests, hobbies, household maintenance and sports. Several reports, newsletters and 'awareness' literature of national, regional and international organisations are also received quite regularly.

7.2 *Electronic Media*

Digital and audio resources have been acquired on an ad hoc basis and added to the traditional print collections. These electronic sources of information, for example CD-ROMs, are a more cost effective option for updating multi-volume reference works like sets of encyclopedias. The existing CR-ROM Collection is in dire need of replenishment. The World Wide Web provided online access to timely information and also for conversion to print format for the library's special information files.

7.3 *Local Information Resources*

Special mention must be made of the obligation to conserve the records of the national heritage for decision-making, research and cultural purposes. The physical deterioration of these records is a matter of grave concern and an action plan must be developed for their preservation and judicious use. A wealth of local information remains untapped in people's memories, homes and offices. Strategies have to be

developed to harness information from national sources and maximize use for developmental purposes.

A small collection of non-current material, some deteriorating and damaged, is housed in two rooms in the House of Assembly building. The greater portion of the potential records of enduring value resides in the files of Government Registries, offices and storage areas and in institutions like churches. It is critical that technical assistance should be sought in the short-term to conduct an in-depth survey of the contents of the repositories of official records. Such a consultancy should also assist with formulating a comprehensive plan for the management of archival records, including the legal, material and manpower implications.

8. Services and Programmes

8.1 Lending Services

Over 12,000 books and periodicals were borrowed from the Library as indicated in the chart of circulation statistics.

Library Loans – 2001			
Categories	Adults	Children	Total
Non-Fiction	1785	773	2558
Fiction	5524	3762	9286
Periodicals	315		315
Grand Total	7624	4535	12,159

Children's materials (loaned to those in the primary age group) accounted for 37 percent of all materials checked out during the year under review. The subject areas used for the categorization of non-fiction books for the collection of daily statistics showed the highest number of loans in the area of science and technology for both adults and children.

8.2 Reference Services

An average number of 50-60 persons at staggered periods throughout the day enter the reference and study area to consult reference books, work on their projects, browse to satisfy their curiosity and also seek assistance from staff. Reference queries are diverse from those for which information can be found quickly to the more complex that require a search of several hours or over several days. Students of the Albena Lake Hodge Comprehensive School are a highly visible sector of the library's clientele. Assistance is sought for homework assignments, school based assignments (SBAs), debating/public speaking competitions and a wide range of extra-curricula interests. Study space is also in high demand especially for sixth formers. Student groups also include primary school children, participants in UWI's Challenge Programme and other distance education or independent learning projects.

Many research requests are focused on the socio-cultural development of Anguilla from the level of the primary school student to the scholarly researcher. Information requests from overseas reach the Library via the communications media, letters or personal visits. Examples of research themes are:

- The development of education since the Revolution.
- Climatic changes and development.
- The impact of immigration on Anguilla.

Dividends reaped from assistance to researchers include the generation of additional national information and also donations of information about Anguilla found in international libraries and other sources. Improving the availability of and access to national information resources must be an on-going priority.

8.2.1 Photocopying Services

The capacity for copying information is extremely important for providing access to information especially from the print sources that are not available for loan. The

most frustrating bugbear to this service is the frequent ‘breakdown’ of photocopiers, not only in the library but also in other government services. Machine after machine becomes dysfunctional, and then there is the extended wait for servicing from overseas. Maintenance of photocopiers is a recurring problem acutely in need of remedial action. The serious effects of inactive photocopying services have already been mentioned in 4.3.

8.2.2 Information Technology (IT) Services

During the year under review both child and adult patrons continued to use the computer workstations for research, recreation, communication and also for word processing applications. Demand peaks during the periods leading up to the deadline for the submission of school based assignments. The implementation of CAPE for sixth form studies has also increased the demand for the access to IT services. Unfortunately user satisfaction is sometimes jeopardized due to the constant need for servicing the computers.

8.2.3 Access to the Internet

Through the corporate goodwill of Cable & Wireless the Department again benefited from a donation of 250 hours monthly to the Internet. Three (3) terminals are now assigned for dedicated access to the Internet. Patrons can use the facilities for a fee of EC\$5.00 for half an hour. This ‘Internet Café’ service is popular and has become a regular source for income generation. Revenue was realized in the amount of EC\$18,835.50 during 2001. At times only by the number of terminals available and their functionality limit the demand for this service.

Access to the Internet services provides a useful tool for specific user needs. Visitors and residents use the service for varied purposes. These include business transactions, access to ideas and information on a global scale, networking with other users in common fields of interests or simply keeping in contact with people. An average of 15-20 patrons use the Internet during normal working hours. It is however a service that requires diligent monitoring to guard against exposure to displays of

inappropriate material. As a public institution the Department is committed to ensuring that all members of the community have access to this worldwide resource within the context of acceptable user behaviour policies.

8.3 Special Programmes

8.3.1 Cultural Education Festival

The Department teamed up with the Anguilla National Trust (ANT), the Anguilla Tourist Board (ATB) and the Anguilla National Creative Arts Association (ANCAA) to host the 2001 Cultural Education Festival. Acting Deputy Director, Linda Lake accepted the pivotal role of coordinating the festival with the support of the library personnel. Under the theme of “Telling de Ole Time Stories” an interesting range of activities like workshops, storytelling evenings, a children’s concert and exhibitions were organised over a two week period in The Valley, Blowing Point and Island Harbour. Storytelling sessions in all primary schools were also included. This active role in the 2000 Festival contributed to the Library’s mandate to assist with promoting connections to the island’s cultural history.

8.3.2 Children’s Library Annual Summer Programme (CLASP)

From August 13-24, 2001 some fifty (50) children between the ages of 5 and 16 participated in the 2001 Children’s Library Annual Summer Programme (CLASP). Each year CLASP aims to heighten awareness about the physical, human and cultural resources through the use of a variety of information sources. Songs, stories, field trips, talks, research and craft work reinforced the 2001 theme “Treasures from the Sea,” and encouraged positive attitudes for the conservation of marine resources. CLASP 2001 culminated with a short drama presentation created by the participants.

The successful execution of CLASP depended on contributions of time, energy, materials and funds from a number of sources: parents, resource persons, staff and other helpers, the Department of Education and also the assistance of corporate partners like

ANGLEC, All Island Cable Television Ltd, Frangipani Beach Resort and Lake & Kentish Law Chambers.

8.3.3 *Displays and Exhibitions*

Throughout the year the exhibition foyer and its accessories were used to publicise national development issues and public education activities of various agencies especially during the periods allocated for lobbying support for important causes like Early Childhood Education, Diabetes Awareness or AIDS. One bulletin board is always earmarked for the posting of community events and also services available to residents.

The Department, sometimes in conjunction with other organisations, mounted exhibitions on several topics as in the following examples:

- *“Celebrating Our Oral Traditions”* was set up at the Anguilla National Trust during the 2001 Cultural Education Festival. It focused on the role of traditional customs, language, music and songs, storytelling and other mores in the moulding of national and regional identity. The contribution of leading personalities to the national heritage was also highlighted.
- *“Wetlands”* – In commemoration of World Wetlands Day promotional material along with artwork on the ‘Wetlands Theme’ done by students of the Albena Lake Hodge Comprehensive School were displayed in collaboration with the Anguilla National Trust.
- *“Carnival in Anguilla”* – Presented a pictorial review of the festive events in 2000 and promotional literature for the carnival calendar of 2001.
- *“The Greatest Floor Show on Earth”* – colourful posters of tropical fish found in the Caribbean region, coral reefs and coastal habitats complemented the

hosting of the Children's Library Annual Summer Programme (CLASP). The Sea scenes, realized from the children's craft sessions during this programme, made a picturesque backdrop for the closing presentations and also for the display boards.

8.3.4 Other promotional activities

A regular column in *The Anguillian* under the caption 'Library Corner' was started in 2001 to publicise library related events and services, foster good customer relations and keep the community abreast of important resources available at the library especially those pertinent to national development goals.

9. The Way Forward

Faltering economies, both locally and globally will continue to demand creative but thrifty strategies for basic service delivery.

- The maintenance of physical facilities including the provision of adequate seating, shelving and functional machines requires urgent attention. Servicing for photocopies in particular should be available on a regular and timely schedule.
- A major thrust for the Department is to attract the funds necessary to improve access to information resources that are relevant to the needs and programmes of the community. The conservation and preservation of local information materials, so vital to national planning and identity, will also need considerable injections of financial and manpower resources. **Technical assistance for the development of archival services is a priority.**
- The lifeblood of effective library services rests on the collective enthusiasm, energy and competence of staff. Short-term and long-term staff development opportunities must be pursued. Besides on-going sessions for interpersonal and

basic technical skills, the area of archives and library administration and the requisite support skills requires investment in appropriate training programmes. **Scholarship funds could be sought through agencies like the Commonwealth Fellowship Plan for postgraduate training in Archives Administration.**

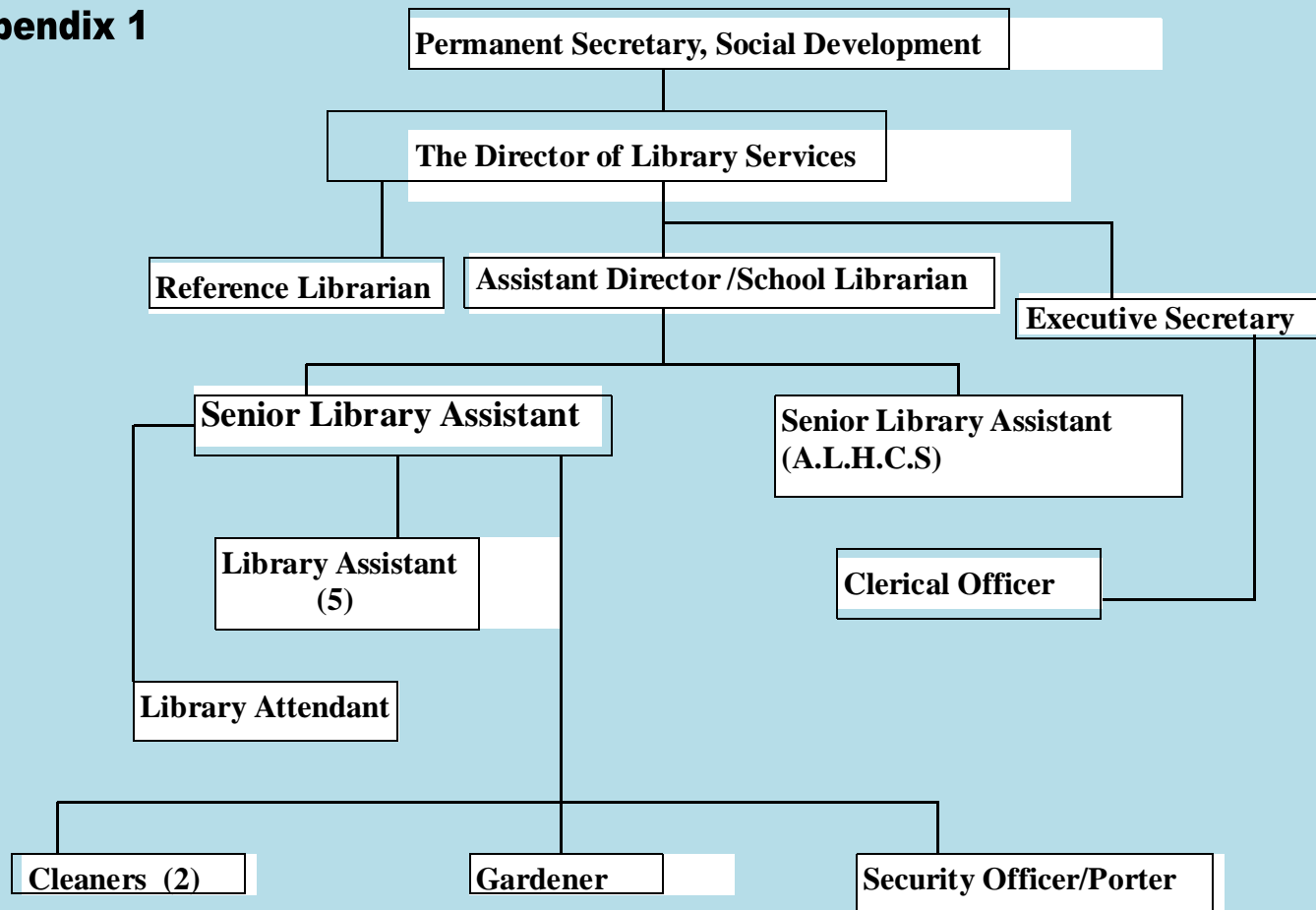
Friendly and cooperative relations with other Government departments, especially the Ministry of Social Development, Department of Education and also with other concerned organisations helped to keep the wheels turning during 2001 and are essential ingredients for continued service delivery.

Submitted by

V Jane Grell
Director, Library Services (Ag)

Department of Library Services Organisation Chart

Appendix 1



List of Gifts 2001

<u>Item</u>	<u>Donor</u>	<u>Country</u>	<u>Estimated Cost</u>
Children Books	Erin Sotiaux	Anguilla	\$ 200.00
Software	Brenda Carty	Anguilla	50.00
Books	Sema Faigen	Massachusetts, USA	30.00
Magazines (Ebony)	Mr and Mrs R. McGinnis	Anguilla	50.00
Books	Webster, Dyrud & Mitchell	Anguilla	500.00
Law Books	Harney, Westwood & Reigels	Anguilla	150.00
Books	Iain Smith	Anguilla	300.00
A set of Law Directories	Harney, Westwood & Reigels	Anguilla	1000.00
Books	Charles & Sheila Sargent	Boston, USA	200.00
Children Books	Henry Meyer	Boston, USA	600.00
Black Romance Novels	Pauline Gumbs	St. Thomas	200.00
Children Books	Nancy Disabato	Illinois, USA	200.00
Gateway Computer System	Reatha Smith/ Lisa Gumbs		954.00
2 Books	Joy Rogers		30.00
8 Books	Sharon Lake	Anguilla	50.00
Audio Books/Cassettes	Dorothea Evergates	Anguilla	150.00
Books	Janis Mckeag	Anguilla	10.00
Books	A.C.T Bibliotheque	St. Barthelemy	300.00
Books	Clement Ghold	Anguilla	40.00
Video Cassettes	Marty Schupak	New York, USA	40.00
Books	Anguilla National Trust	Anguilla	26.00
Medical Books	Dr Vsharani Vanagondi	Anguilla	40.00
Children/Adults Books	Suzanne Bertman	Anguilla	250.00
Adults Books	Margie Morani	Anguilla	200.00
Adults Boodks	Charlotte Berglund	Anguilla	150.00
Drama Books	Eleanor Stacey	Canada	70.00
Books, Magazines	Stanley Rogers	Anguilla	150.00
Video cassettes	Kim Coburn	Anguilla	100.00
Adult Books	Charlotte Bergland	Anguilla	100.00
Vacuum Cleaner	Anguilla Social	Anguilla	721.08

	Security		
Spanish Books	Sheila Haskins	Anguilla	150.00
Children Books	Public Library (Montserrat)	Montserrat	3500.00
Cassette Tape	Cable & Wireless	Anguilla, P.O. Box 77	75.00
Bibles	Mr Ashby	Anguilla	100.00
Periodicals	Emil Gumbs/ Nick Douglas	Anguilla	100.00
Books	Heather Meyer	Boston, USA	150.00
Books (Romance)	Carleen Wallace		100.00
Books	Gabi Gumbs	Anguilla, P.O. Box 70	150.00
Set of Encyclopedias	Palvin Richardson	West End	150.00
Books	Books Aid Project	United Kingdom	6000.00
Books	Lilian Ward	Anguilla	200.00
Books	National Book Store	Anguilla	500.00
Books	United States Dept. of State	USA	600.00

TOTAL 18,363.08