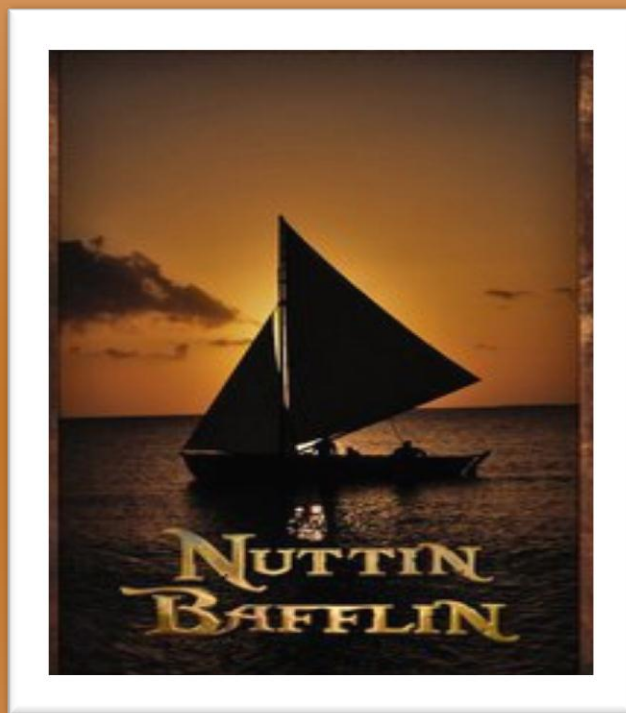


DEPARTMENT
of
LIBRARY SERVICES



Annual Report

2011

“Libraries will survive the digital revolution because they are places of sensuality and power.” -- Ben Macintyre



Libraries are not just for reading in, but for sociable thinking, exploring, exchanging ideas and falling in love. They were never silent. Technology will not change that, for even in the starkest heyday of Victorian self-improvement; libraries were intended to be meeting places of the mind, recreational as well as educational. -- Ben Macintyre



Just as bookshops have become trendy, offering brain food and cappuccinos, so libraries, under financial and cultural pressure, will have to evolve by more actively welcoming people in to wander and explore. --Ben Macintyre

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MISSION STATEMENT

The Department of Library Services is committed to being the premier resource for the information needs of the Anguillian Community and the preservation of its culture, through the delivery of relevant, innovative and integrated services competent, highly motivated & customer-focused professionals.

VISION STATEMENT

Striving to be a dynamic service offering universal access to information resources that foster lifelong learning and build community.

1. DIRECTOR'S REMARKS

Due to the continuation of budget cuts and the rising cost of service inputs, 2011 was another challenging year for the Department of Library Services. As is the norm in library services around the world further losses in manpower resulted in a slight reduction in opening hours from 51 hours a week to 44 hours. A decline in the number of items loaned was also noted.

That is not to say that the library was without any successes during the year; the library managed to accomplish some of its goals that were set out for the year and continued to give satisfactory service to its patrons and visitors alike. The department provided valuable programmes and services through its staff and friends of the library. The library benefited from the generosity of friends for equipment, library materials and other donations. Gratitude is also extended to our residents and visitors who have been supporting the department through the years with their generous contributions towards our fundraising efforts.

With further assistance from the Ministry of Education, the development of a five year strategic plan that began in 2010 continued in 2011; this initiative in particular will put the library in a position to move forward and begin the implementation of other projects. There is a hope that with these future projects, the library will be able to build stronger links with the Anguillian community. The library must look to a brighter future with the aid of emerging innovations and technology. Out of the strategic planning exercise a new mission statement has been formulated which we think defines the direction, purpose and values of our organisation with more clarity and a stronger sense of pride.

Consultations throughout the year concerning the introduction of the new performance management system also helped to focus on departmental goals and objectives and should assist with recharging the work ethic of our personnel.

Despite the many challenges, I know the library will strive to fulfill its mission of “being the premier resource for the information needs of the Anguillian community.”

.....

Carmen Oliveras

2. INFORMATION RESOURCES

2.1 Collection Development

Currently the library's database has about 24,243 information resources. This is an increase of 2423 information resources from the 21,820 in 2010. While not a great increase, the library remains committed to growth in order to serve the needs of the Anguillian community. Recent financial conditions have certainly not been easy but the library hopes to gain through better outreach.

Like 2010, 2011's information resources budget reflected a substantial reduction from 2009's information resources budget of \$98,742.98. The library's 2011 budget for information resources was however, a small increase from the \$53,684.88 in 2010 to \$60,000 in 2011. Still, this meant that library would not be able to purchase as many resources as it would have liked to. Efforts were made to stock resources in all of the main areas and sections of the library including the Children's Library, Adult Library, Periodical Sections, General Reference and Caribbean Reference. In terms of the audiovisual resources, the library now has a holding of 818 DVDs and CDs since beginning this service in 2009.

Once again many persons in the community came to the aid of the library. Without the continued support from the community the library's collection would not have seen additional growth in 2011. Donations and contributions from the community included items such as books, magazines, newspapers and DVDs.

2.2 Reference services on the line

Library services are innately connected to questions in people's minds; they come in varying degrees of complexity as part of a library's routine. Whether queries are of the basic directional type to sources for a doctoral thesis they require responses which satisfy the customer's need with feedback that is courteous and respectful. Students and especially those of the Albena Lake Hodge Comprehensive School (A.L.H.C.S) continue to be the most visible users of reference services. During the last quarter of the year students of the new associate degree programmes offered by the Anguilla Community College sought assistance for assignments in addition to the usual requests for school based assignments, internal assessments, debates and group projects. Some requests for example, explored the following topics:

- ***Economic stability and sovereignty for Caribbean states***
- ***Gender Issues in Education***
- ***Hotels and liability insurance***
- ***Increasing crime and socio-cultural changes in society***
- ***Folklore in Anguilla***

Research requests for information about Anguilla are popular and come from primary level to tertiary level students as well as from visitors, community workers and scholarly researchers. Links with individuals and organizations involved in the generation of local information resulted in valuable additions to our heritage collection. One example is the documentation of one interviewee from Don Walicek's oral history project "Anguilla's oral tradition: an interview

with poet Patricia Adams” published in Sargasso 2010-2011 Special Issue: Celebrating Caribbean Voices, 2011.

Dr Walicek also facilitated the acquisition of the two volume edition of the conference papers of the 13th annual Eastern Caribbean Island Cultures Conference “The Islands in Between”: languages, literatures and cultures of the Eastern Caribbean, 4-6 November, 2010, held in Guyana where he presented two papers highlighting linguistic and cultural findings in Anguilla.

Electronic copies were acquired for the papers presented during the first country conference: “Beyond walls: multidisciplinary perspectives” convened by the UWI Open Campus, Anguilla. This conference led to an extraordinary contribution to being aware of what is available for persons doing research on Anguilla. Included in the conference papers is Anguilla: a partially annotated bibliography compiled by Lynda Quaemina-Aiyejina of UWI, St Augustine. Over 400 citations identify items that can be located mainly in the libraries of the UWI system, the Cave Hill, Mona and St Augustine campuses.

The year under review also saw the release of another publication, important for its historic, cultural and research value, David Carty’s film Nuttin’ Bafflin’, a documentary of boat racing in Anguilla.

While the methods of delivering information continue to evolve the current budget cuts have affected the library’s capacity to fully embrace technological

change. Subscriptions to online databases had to be reduced significantly. Serious attention is being given to the use of e-resources especially in relation to primary reference sources. Outdated print volumes of encyclopaedias will be updated to online access to a publication like Britannica encyclopaedia: in fact print editions of several publications will no longer be available in the future. Efforts will be intensified to provide electronic access to other sources that are affordable within the budgetary constraints. The prospective website, as a virtual branch of the library, will offer exciting opportunities for more research assistance as well as for marketing services.

Subscriptions were maintained for:



- ***JSTOR*** (persons searching for information from Google Scholar were extremely pleased with being able to download articles from JSTOR via their local library service), and
- ***TumbleBooks*** (the site providing access to audio-visual renditions of selections of children's books)

Resource sharing initiatives with the Anguilla Community College (ACC) assisted with access to some databases via the EBSCO vendor. During the month of

October the Department also hosted an orientation session for ACC students focusing on basic research skills for navigating some of the EBSCO databases.

2.3 Circulation and IT

Through the years the library has seen steady and consistent growth in the usage of its information resources. In 2011 there was a decrease in the usage of information resources when compared to the year 2010 (see figures 1-3 and tables 1 & 2). In 2010, the library checked out 27,908 information items whereas in 2011, 25,172 information items were checked out. Thus, the library saw a decrease of 2736 in information items such as books, magazines and DVDs going out on loan to patrons. Overall, the library managed to have a fair year.

The continued reduced budget has no doubt negatively impacted on usage of resources. Moreover, as more and more persons find new ways to use technology that can deliver information quickly through the simple click of a button, so too will the library have to also invest in technologies that deliver faster service. The current situation of the library as an insular space will have to change in the near future. While these emerging and engaging technologies present a threat, they can also be used as tools by the library to reach more people than ever before. The library's future will depend on how well it takes advantage of innovation and technology by offering its patronage new and exciting services and products.



Fig 1: shows monthly checkout of information resources from Jan-Dec, 2011.

Table 1: 2010 CIRCULATION STATISTICS

Month of Year	1 time Check Outs	2 or 3 time check outs	RETURNS	Hold Request
January	1800	672	1637	5
February	3484	1107	2298	2
March	1627	432	1762	15
April	1706	465	1693	15
May	1550	437	1538	4
June	1738	708	1695	7
July	993	397	1120	9
August	1122	347	1096	5
September	3130	442	2766	8
October	2096	521	1963	6
November	2058	525	2103	3
December	1150	401	1222	3
Sub totals	21454	+ 6454	20,893	82
TOTALS	= 27,908		20,893	82

This table shows the transactions of the circulation desk for information resources such as books, periodicals, CDs and DVDs for the period 1st January to December 31st 2010 arranged by the months of the year.

Table 2: 2011 CIRCULATION STATISTICS

Month of Year	1 time Check Outs	2 or 3 time check outs	RETURNS	Hold Request
January	1559	470	1708	7
February	2811	678	2520	24
March	1761	627	1966	28
April	1458	432	1451	12
May	1483	513	1453	11
June	1328	472	1358	18
July	1121	410	1106	7
August	1640	653	2356	10
September	2493	529	1575	3
October	1509	426	1530	23
November	1187	405	1260	4
December	851	356	897	4
Sub totals	19201	+ 5971	19,180	151
TOTALS	= 25,172		19,180	151

This table shows the transactions of the circulation desk for information resources such as books, periodicals, CDs and DVDs for the period 1st January to December 31st 2011 arranged by the months of the year. Additionally, the above table shows the noticeable decrease in the checkouts of information resources for 2011.

OVERALL CHECKOUTS FOR THE LAST 3 YEARS

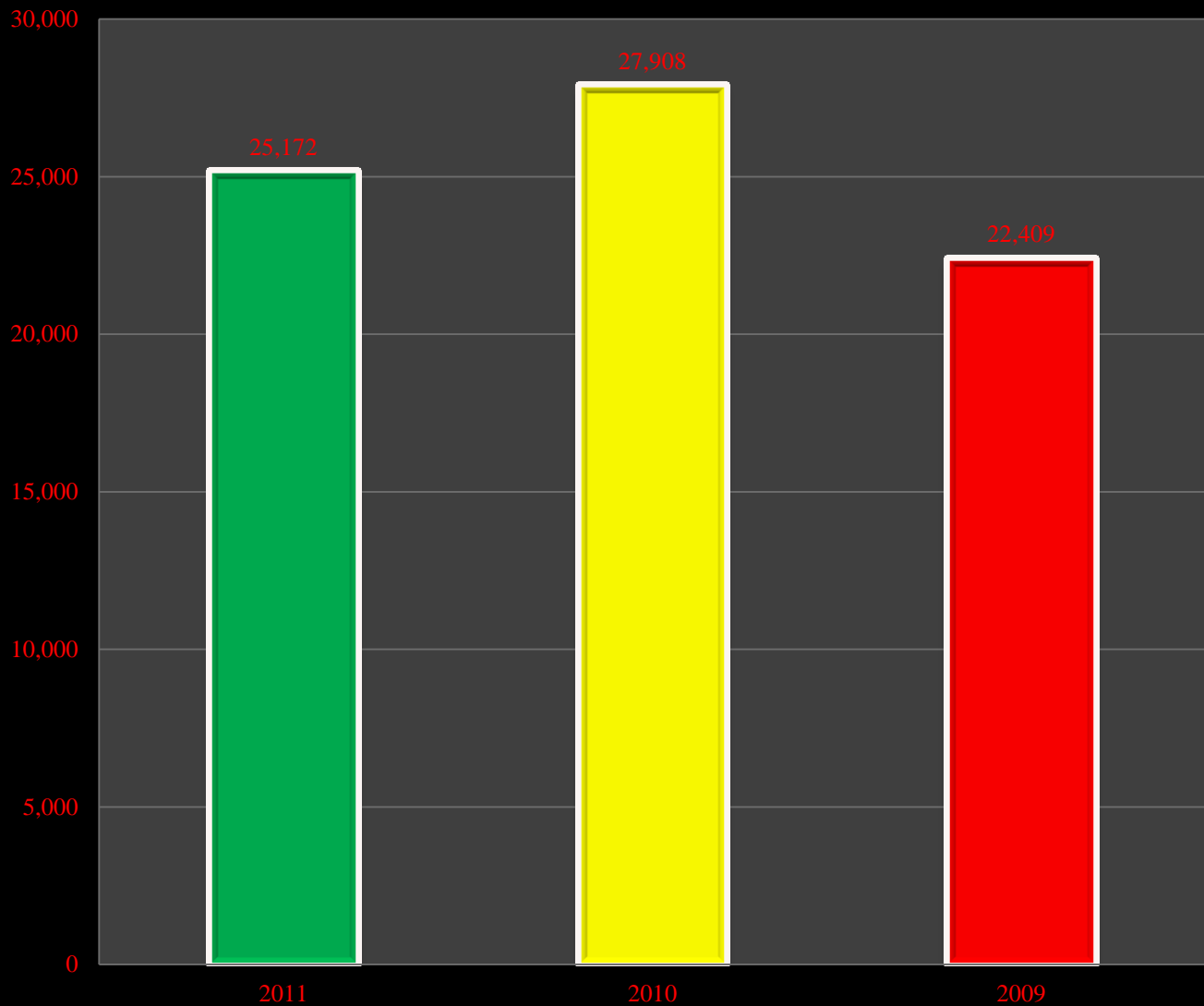


Fig 2: Shows the number of information resources (examples: books, magazines & DVDs) checked out of the library for the last three year. Additionally the figure shows a noticeable decrease in checkouts from 2010 to 2011.

COMPARISON OF CHECKOUTS FOR LAST 3 YEARS

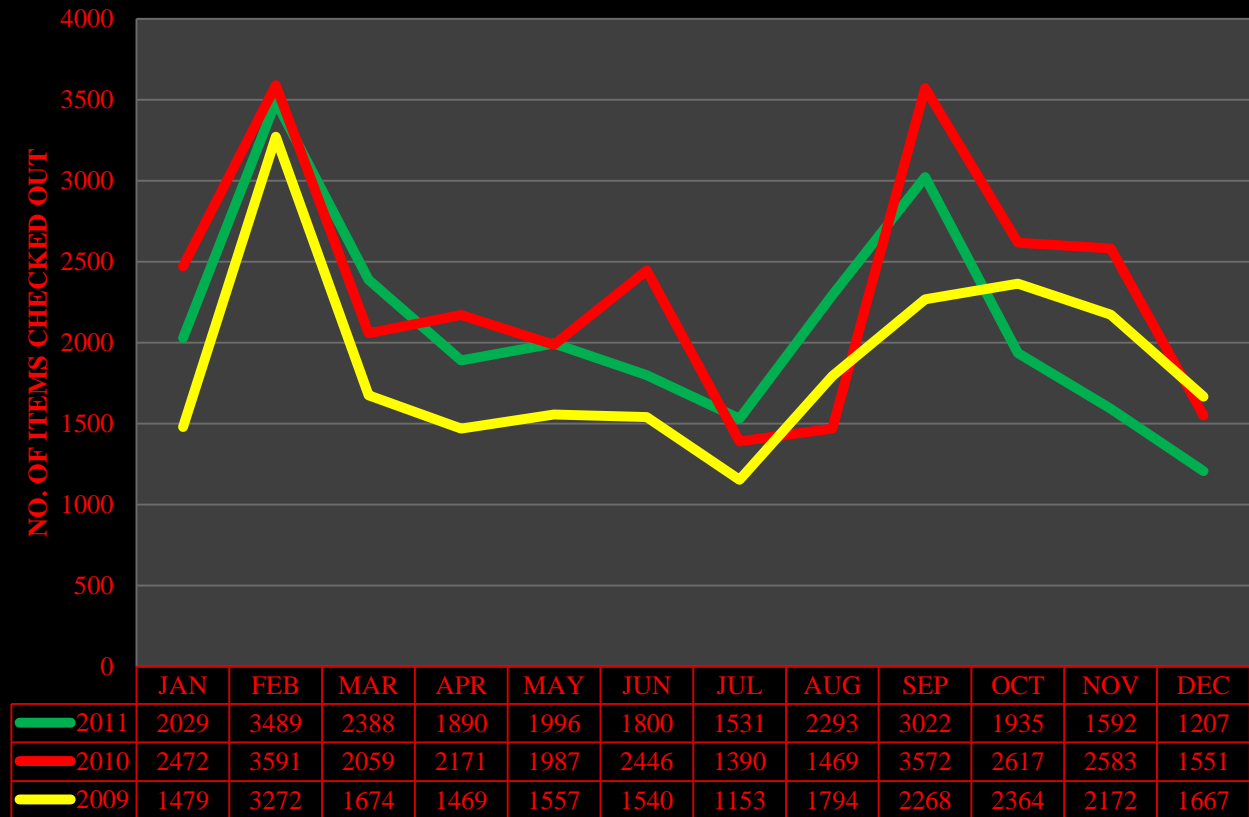


Fig 3: A comparative illustration of information resources usage from months Jan-Dec during the years 2009, 2010 and 2011.

The department also saw a decline in the use of public access computers for the fee-based internet service. In 2011, there were 1,049 Internet bookings recorded for the public access computers compared to 1,875 in 2009 and over 1,700 in 2010. Again like previous years a significant amount of customer use on the public access computers were made by students who used the computers for research and the typing of their assignments.

Circulation activities and cataloguing of library stock are made possible by the use of the library management system Alexandria with support from the Department of Information, Technology and E-Government Services (DITES). DITES was not only vital to the updating and maintaining of Alexandria Software but also the maintenance of staff and public access computers in the library.

In light of the present situation and as the future unfolds, the library anticipates even more support from DITES as we endeavour to offer new services to our customers. Continued assistance from DITES will be crucial for working on the library's website as we hope to go live in 2012. We will also need the support and expertise of DITES for the new IT Lab which we hope will come on stream in 2012.

2.3 Patronage

Presently, the library has 3236 patrons, an increase from last year's total of 2903 (see figure 4 and figure 5). A total of 333 new patrons were added to the library's customer base. This increase is seen chiefly in the patron categories of Child (Secondary) and Adult.

Aside from the current crop of services being offered, for example internet access, photocopying, printing, and resources for loan, the library is hoping that with new services coming on stream in 2012 like the website and IT Lab, that the library will be able reach more persons in the community.

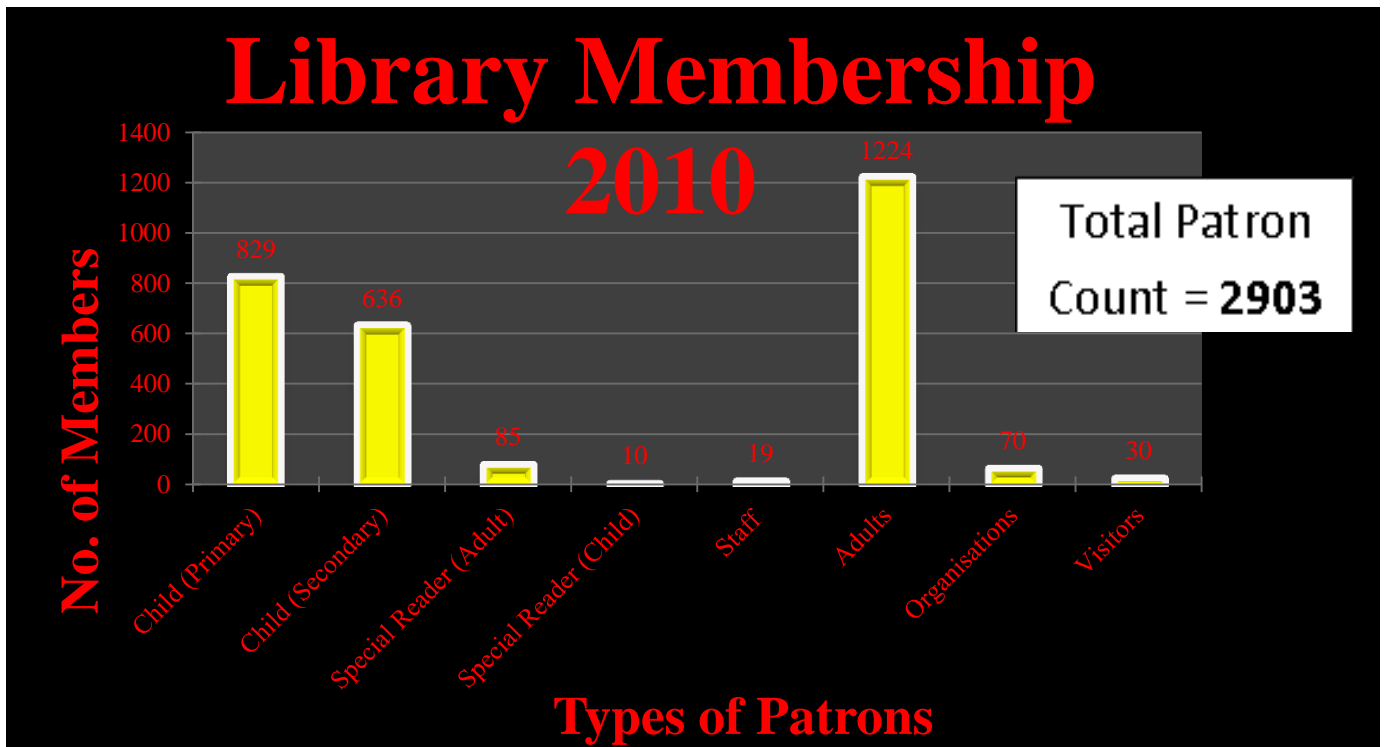


Fig 4: The above chart shows library membership for 2010

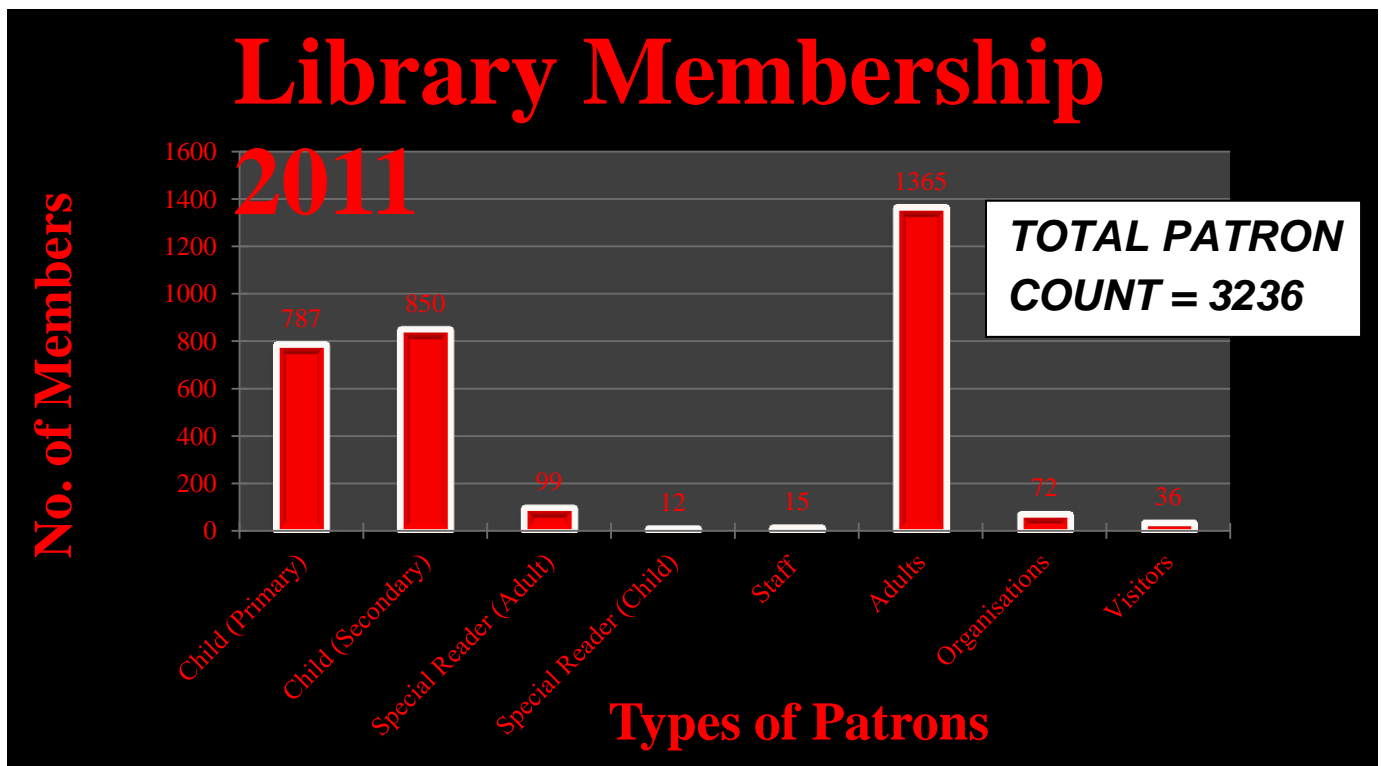


Fig 5: The above chart shows library membership for 2011

3. STAFF MATTERS

3.1 Management

Executive staff members continue to meet on a regular basis to discuss in-house matters. During these meetings discussions are carried out, plans are made and information from across the ministry is disseminated.

Apart from the Executive Staff meetings the Director meets monthly with the Permanent Secretary to inform and update her on the department's activities and challenges. The Education Planner, Mrs. Dawn Reid continued her meetings with the senior library staff throughout the year to finalise work on the strategic Plan. At the moment the plan is now being prepared to be taken to EXCO.

3.2 Staff Development

- ✓ *Miss Althea Roach returned to the University of Wales at Aberystwyth in the United Kingdom to resume her studies in Information and Library Science.*

- ✓ *A number of workshops and training sessions were held throughout the year. Members of staff were chosen to attend the various workshops. Mrs Carmen Oliveras, Acting Director Library Services attended a three day Performance Management System workshop in January.*

- ✓ *During the month of February all members of staff met with Officials from Public Administration Department. During this meeting staff was introduced to the proposed Performance Management System. Clarification of certain areas, issues that were of particular relevance to specific staff members were discussed. Another matter discussed was training especially in the area of communication skills which we considered to be important for the execution of the scheme.*

- ✓ *Miss Anthea Roach attended a meeting at the Teachers Resource in relationship to After School Programmes. Anthea was able to answer questions such as “What programmes are offered by the library targeting Children? Who is in charge of these programmes and what challenges are faced? How often are these programmes offered?”*

- ✓ *During the month of March representatives from Audit Department met with the Acting Director of Library Services Carmen Oliveras, the Executive Secretary, Cutelyn Phillips and the Clerical Officer, Kurlida Richardson to discuss some discrepancies found during a surprise visit to the department. This was followed by other investigations and an internal audit review.*

- ✓ *On Tuesday April 5th the Strategic Planning Committee resumed work on the Library’s Strategic Business plan for 2011-2016.*

- ✓ *In the month of July an Efficiency Review workshop was held at the Anguilla Community College (ACC), in attendance were Carmen Oliveras, Julianne Leveret, Anika Hughes and Jane Grell.*

- ✓ *Mr. Kelley Fleming and Miss Cutelyn Phillips attended a Disaster Management Workshop. Miss Jansie Webster was one of the persons invited to share her post disaster experiences with conducting DANA at this workshop.*

- ✓ *Staff visited the Jubilee Library in Phillipsburg, St Maarten and has a firsthand look at its facilities and shared information about services and programmes.*



- ✓ *Staff attended a Performance Management training session during the month of September at Public Administration's office. This focused on formulating performance objectives and performance measures.*
- ✓ *In September Cassilda Thomas attended a Storytelling workshop at the Jubilee Library, Philipsburg St Maarten under the theme "IT TAKES A STORY TO RAISE A CHILD". This was also an opportunity for Cassilda to be attached to the library for a week which included visits to schools using the bookmobile.*



- ✓ *Annual Youth Conference held in September was attended by Cassilda Thomas.*

- ✓ *An information sharing session hosted by the Department of Statistics in the month of October concerning the role of statistics in planning services was attended by Anika Hughes and Jane Grell.*
- ✓ *Members of staff were exposed to a training session on Customer Service by officers from Public Admin.*
- ✓ *Mrs Carmen Oliveras and Miss Cassilda Thomas represented the Library at the 2011 College Fair.*
- ✓ *Miss Anika Hughes continued to attend meetings for the Education Literacy Campaign which is ongoing.*

3.3 In-House Matters

- ✓ *Ms Ingrid Richardson was transferred to the Finance Department as of March 2011 to pursue her chosen career goals.*
- ✓ *Mr Bernard Wattley, Director of Library Services accepted the post of Dean of The Anguilla Community College on secondment as of 1st January, 2011. This was further extended for 2012.*
- ✓ *Miss Julianne Leveret and Miss Anika Hughes were assigned the post of Deputy Director, Acting as of 1st January and 1st July, 2011 respectively. This has been extended for 2012.*

- ✓ *Mrs Jocelyne Mills has begun the journey of furthering her studies by pursuing a Bachelors Degree in Accounting at the Distance Learning Programme with the University of the West Indies.*
- ✓ *Various members of staff were summoned to appear in court concerning the 2010 security breaches and the discovery of bags of human faeces in the workroom storage areas.*
- ✓ *The Draft Behaviour Policy has been completed. It is still in need of revision and consensus through consultation with all stakeholders.*
- ✓ *Ms. Kurlida Richardson was granted a six month leave of absence without pay as of 2nd October, 2011 – 2nd April, 2012.*
- ✓ *Members of Anguilla Library Service staff spent the day at the Welches Fest in April 2011 enjoying the festivities, foods and the dancing from days gone presented by both the young and old of the village of Welches.*



- ✓ *The Staff of the library celebrated their end of year event with a weekend stay in St. Maarten, where they had two days of dining, shopping and enjoying a break from the daily work schedules at the library.*

4. REACHING OUT

4.1 Schools' Library Programme

The Department of Library Services continued its School Loan Programme during 2011 with the distribution of reading and learning materials to each classroom of the primary schools including those that are privately run, as well as a number of Pre-Primary Schools. Teachers have also been allowed to borrow DVDS pertaining to topics such as Biology, Chemistry, Sex Education, Languages, the Environment and other Science related areas for group viewing and discussion periods with their students.

As in 2010, the programme continues to extend beyond schools and continues to grow with the addition of other institutions. One of the Primary Schools, however, the Alwyn Allison Primary School requested to be removed themselves from the programme due to the introduction of its own school library and the influx of donated books to the school.

The department continue to present introductory sessions to the library to several classes from the Albena Lake Hodge Comprehensive School. These sessions include a DVD presentation on how to use the library and an introduction to the various areas of the library and the Dewey decimal system; it also includes activities geared towards teaching the students how to locate materials in the library as well as how to search for information using dictionaries and encyclopaedias.

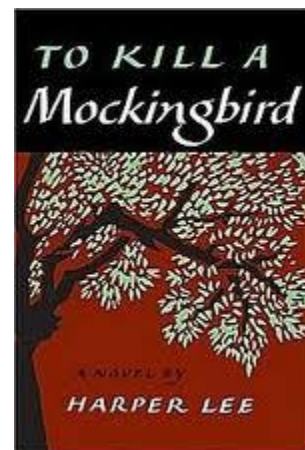
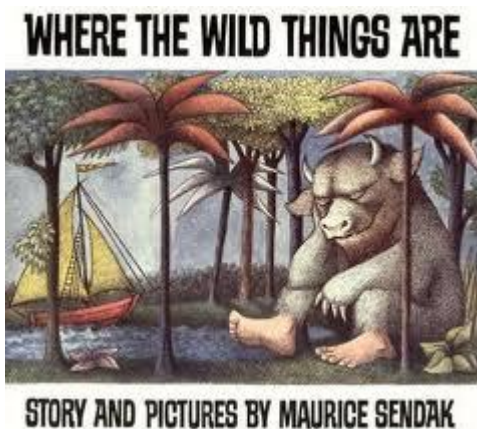
4.2 Cushion Club

The dedication of volunteer Janis Elijah and library assistant, Cassilda Thomas helped to maintain the weekly Saturday morning programme “Cushion Club” for young children. Between 10:30 and 11:30 children can listen to stories on different themes and participate in games, quizzes and other activities. The Story Time Collection provides materials including a flannel board and puppets for use in these sessions. Cassilda also read stories at all the pre-schools during Early Childhood Month in March.



4.3 Book of the Week

Broadcasts of this weekly programme remained on stream with sponsorship from the Anguilla Social Security Board and the cooperation of Radio Anguilla. This year the Department of Social Development requested participation in this programme in commemoration of “Social Workers Month” (March) by reading scripts for books dealing with social issues. The role of fathers in black communities, domestic violence and communication with teenagers were featured in the selection of books for this period. Focus continued on promoting books mainly from the local and regional heritage as well as literary classics for children and adults like “Where the wild things are” and “To Kill a Mockingbird”.



4.4 Children's Library Annual Summer Programme (CLASP)

*This year's focus was on two (2) very important issues that are affecting our island and the wider world. The first issue of concern that we paid close attention to was health and physical fitness. With increasing alarms in our community about health problems such as hypertension, diabetes and obesity action is necessary to combat the dire effects. The second issue of interest was that of promoting reading. In collaboration with the Ministry of Social Development and Department of Education the library has been doing its part and wanted to continue on this path by bringing awareness to increase literacy rates island-wide. The theme slogan was **"Eat Wise! Read Wise! Exercise!!!"**.*



Participants

Approximately sixty (60) children participated in the 2011 programme. The participants were divided into three teams using 'theme' related names. The teams were divided based on age as was done in previous years. The teams were:

- *Hale and Hearties – Ages 5 - 6*
- *Fitness Crew – Ages 7 - 9*
- *Flex and Stretchers – Ages 10 – 12*





Overall the age groups were manageable, with the assistance of helpers. The children were quite excited about the programme as it introduced them to new foods and experiences and the responses of both parents and participants further proved that once again the programme was a success.

Resource Persons

The resource persons must be commended for their ability to engage the staff and children alike, they managed to introduce everyone to the needs of their bodies and the importance of proper eating, exercise and the importance of feeding our minds.

Special thanks and mention has to be given to our two visiting presenters; Mrs Vernice Battick, the Nutritionist with the Primary Health Care Unit for her wonderful, entertaining and interactive talk to the participants of the programme on healthy eating practices. Her talk was further aided by the different specimens of foods that she brought with her so the children were able to touch and ask questions.

Mrs Tracelyn Hamilton, the Principal of the Vivien Vanterpool Primary School, also a Reading Recovery Assistant with the Department of Education for her introduction on the importance of reading. Mrs. Hamilton also presented different types of books in all shapes and sizes to the participants and did a brilliant job of keeping the children interested. She did an interactive talk and some storytelling and gave prizes for the answering of questions based on the story that she told.



Other contributions came from Gloria Leveret at Cuisinart Resort and Spa for her presentation and tasting session on our visit to the hotel. Ms Leveret happily displayed her skills and made a number of healthy fruit drinks including smoothies and shakes and answered the questions of the helpers, staff and participants. Mr Ian Connor (Coach Tucker) and Ms Ellen willingly performed a number of exercise drills with the participants during their gym visit. Mrs. Diane "Bobbi" Samuel for her working with the participants to create posters, her artistic skills were applauded and invaluable. Mr. Kelley Fleming, our Security Guard once again displayed his skills with craft projects. Mr Courtney Mills did the drawing and depiction of the T-Shirt design.



Without the energy and the contribution of time from the staff of the Anguilla Library Service, Jiva Niles, Merlika Fleming-Connor, Courtney Mills, Shauna-Kae Lake, Marla Hughes, Rosheena Bryan, Artesha Richardson, Giselle Bartlette, Tr. Ina, Mia Hughes, and Roshica David it would not have been possible to supervise CLASP participants in an efficient manner.

Activities

Sessions for songs, games, stories, trips, crafts and other learning activities were planned to reinforce understanding of the importance of reading and healthy eating. During planning the importance of the children taking an active role in the preparation of snacks was important as it teaches them and makes them even more proud to have accomplished something as simple as making a snack.

The children were treated to snacks including but not limited to fruits and vegetables. The participants helped create their own fruit salads, sampled fruit of various kinds, sandwiches made of wheat bread, fruit smoothies and enjoyed a meal of wheat pasta and homemade meatballs with a tomato based pasta sauce.

All the field trips highlighted the benefits of being active and eating healthy. During the visit to Cuisinart, they were taken on a walking tour of the vegetable gardens and were able to sample the produce. An exercise morning was scheduled to coincide with the gym visit and the beach day included outdoor games to enable the participants to become active.



Recordings were made of stories performed by the different teams; this activity was entitled 'Read Out Loud'. Fitness Crew performed 'Anansi and the talking melon', Flex and Stretchers performed 'Hansel and Gretel' and Hale and Hearties performed 'The Little Red Hen' and 'The Enormous Potato'.

Another reading activity was entitled "Read and Rap"; each group was given a box of books whereby each child would take a book or two home to read over the weekend or midweek. The participants were then asked to write a short report on the story that they read and to state what they thought of the book. Responses ranged from "OK", "Good", "Very Good" to "Not so Good", "Did not like it" and "Funny".

A treasure hunt was created around the Library compound to encourage reading and becoming active as it incorporated physical movement. Clues were created and placed in and around the library, the clues were based on the library. This treasure hunt encouraged the participants to work as teams, to read and understand and to use problem solving skills. This activity created laughs and lots of fun.



FITNESS FETE

For the closing presentations CLASP teams performed songs based on healthy eating and reading, and were given the opportunity to take a seat and view audio-visual displays. There was a DVD recording of the 'Read Out Loud' sessions showing on the television, a computerised photo display and an exhibition of the activities conducted over the two weeks.

Externally the general public, parents and participants were treated to an evening of fun, including face painting, the pepper steppers giving a demonstration that also included the attendees performing skipping tricks, and taking turns at skipping. Attendees were tantalized by the samples of various kinds of smoothies and other natural fruit juices and locally made drinks such as mauby and ginger beer. These were well received and recipes were given to parents wishing to try their hands at healthier eating.



The children were treated to outdoor games and bouncing castles. A great time was had by all present.

4.5 Exhibitions

Literacy Display/Book Fair – During the month of February, the library held a display and book fair to coincide with the commencement of the literacy campaign that is being undertaken through the Ministry of Education. Highlights from the display included facts on literacy, quotes on literacy, competition entries from pre-campaign activities and the history of reading and writing. In terms of the book fair, the library got to showcase many of the wonderful items in the library's arsenal from various sections such as the children's library, adult library and the parenting section.



Anguilla Day

The library celebrated Anguilla Day by showcasing present and past aspects of the Anguillian experience, culture and history. During this exhibition the library also displayed the nominees for national symbols in categories of national dish, national fruit, national tree, and national animal and national flower. Then in October, the library posted the results as a display of winning nominees.

Winners:

Fruit: Sugar Apple

Dish: Fish with Peas and Rice

Animal: Ground Lizard

Tree: White Cedar

Flower: White Cedar Flower



The library assisted the Department of Disaster Preparedness efforts to disseminate information on the tsunamis warning system in Anguilla and the HIV/AIDS Unit's efforts to promote awareness about HIV/AIDS for World AIDS Day observed on December 1 every year through displays. The 2011 Annual Primary School Science Fair exhibitions were on display at the Library for a period of one month. Students and parents visited to see them. ATHPS was the winner of the Science Fair.

4.6 ALHCS Job Training Programme

The Anguilla Library Service collaborated with the Albena Lake Hodge Comprehensive School in its Job Training Programme during the summer. Fifth Form Student Merlika Fleming Connor joined us at the library for a six week placement and she performed her duties satisfactorily. She was very willing and open to learning and assisting in all areas of the library. Merlika also participated in the Children's Library Annual Summer Programme and was assigned as a helper to the youngest group of attendees.



Merlika was a great help and we look forward to working with the ALHCS Summer Job Placement Programme in the future.

5. PHYSICAL ENVIRONMENT

During the year 2011 the trials of 2010 continued, both with the inner and outer environs of the Department of Library Services.

Security continued to be an issue to the Department; as in the evenings when the library has closed for the day persons enter the library from upstairs, use the facilities and leave the library in an untidy manner especially in the Children's Section. Children can be found playing and going through the books on the shelves and sitting while waiting for their parents who are upstairs in various workshops or afternoon classes. The library is and remains overly concerned about this as it is a serious breach of security. In addition to this there are numerous workstations in the open area of the library that can be stolen or tampered with even though they are password protected. The dire need for surveillance equipment on the interior and exterior environs of the library as expressed in the past years is of extreme urgency.

Storage continues to be an issue each passing year. The lack of space for storage, repairs and book processing continues to be an issue. There is need of extra space to carry out the basic functions of the library including but not limited to book processing, data entry, book repairs and vista-foiling. In addition to this there continues to be the need for a secretarial area where the staff will not be unduly disturbed. The distribution of three workstations and desk for book preparation and processing leaves virtually no space for other library related duties to be carried out, thus slowing down the full processing, repairs etc of information materials.

Space allocation for children programmes and storytime still remains an issue as these sessions tend to disrupt the movement of other persons using the library. In some instances the Reference Room is used to conduct these programmes in order not to cause too much disruption to the lending sections. Unfortunately this means that we cannot offer study facilities when these programmes are taking place.

As of the 31st of December, 2011 the exterior of the Department of Library Services is in dire need of repair. The shutters are falling and the peeling paintwork on the wooden paneling on the top area of the building has become an unsightly mess. Not only is the outside of the building in disrepair, the inner library is also in need of beautifying. The walkway continues to be dark or have blinking shuddering lights and the lobby area with the recess lighting is in need of having the bulbs replaced.

During the year we were faced with a number of leaks from the upstairs of the building running over into the library space, namely the Reference Room and the Lobby Area that resulted in gaping holes in the ceilings. At times containers had to be placed under the gaping holes to gather the water in order to prevent it from dripping and causing accidents or falls. The carpeting in the Reference, also affected by water, has now developed mold in the corners and around the edges.

The Air-Conditioning Unit in the workroom malfunctioned in the latter months of the year. The smell of smoke was filtered through the room and it was found that the unit was burning. The maintenance company was called in and upon investigation, it was found that the fiber glass from the ceiling was crumbling into

the unit and causing it to give off the burning scent. This meant the Workroom would be without air-conditioning for an extended period of time. The use of two fans had to be engaged as it was unbearably hot and humid.

6. PROMOTING PARTNERSHIPS

ICT LAB

It was very disappointing to see the ICT Lab in a somewhat stagnant position from during 2011. There seemed to have been some delays with the transfer of funds.

Soroptimist Book Donation - August 2011

The Soroptimist Club supported the library through a donation of more than thirty books as part of the Club's 30th anniversary celebrations. The donation included adult non-fiction, fiction and children's books.



Mas Taller Workshop – April 2011

The Departments of Culture & Library Services collaborated once again to implement a “Mas Taller (mask making) workshop” facilitated by Dr Fiet, a professor at the University of Puerto Rico, who was scheduled to present a paper at the UWI Open Campus Anguilla Country Conference, April 27-29, 2011. Dr Fiet travelled with art supplies and tools; the cardboard and plastic water bottles for recycling were sourced locally. It was viewed as an enrichment activity for ‘theatre in education’ initiatives for promoting the spoken and written word. With the assistance of the Education Officer, Curriculum, approximately 20 participants were selected from the primary schools and also included some teachers. After 5-6 hours of “hands on” sessions over two (2) days, the workshop culminated in a parade presentation during a cocktail party at Government House held in honour of the participants of the Anguilla Country Conference.





Malliouhana Poetry Competition

The 2011 theme “School Days” invited participants to reflect on education and literacy as forces for social empowerment, teacher/student relationships; in general to take a trip down memory lane as to what school, teachers, learning and reading meant to them. The departments of Library Services and Youth and Culture collaborated with the main coordinator, UWI Open Campus to implement this initiative.

**Malliuhana Poetry
Competition
2011**

Theme: School Days

Anyone from
5 years
Can Participate

Deadline: October
14th 2011

Start Writing

**Pick up entry forms at the
LIBRARY**

The competition was open to all persons residing in Anguilla in the following categories:-

- i) Spoken Word/Rap*
- ii) 16 years – Adult*
- iii) 12 – 15 years*
- iv) 9 -11 years*
- v) 5 – 8 years*

It was promoted during September and entries were submitted by the end of October. The presentation of awards did not take place at the end of 2011 as planned due to the incompleteness of the judging stages and the illness of Mrs Sharon Lake which delayed efforts in attracting sponsorship for awards. The awards ceremony was rescheduled for 2012.

ARTZY DAYZ

Dubbed as “Artsy Dayz” this programme to build knowledge and skills in the visual arts was organised and sponsored by the Departments of Youth and Culture and Library Services. It was promoted as a Library After School programme targeted at youth between the ages of 7 and 17 to develop skills in painting and drawing. Sessions were conducted by Jose Juan Romero and ran over eight (8) weeks from October 24th to December 14th, 2011. Twenty-four (24) participants, divided into two groups – primary age school children (7 – 11 years) and secondary age children (12 – 17 years) participated in this programme.

The Library Staff assumed responsibility for organizing the onsite activity at the Library and for the supervision of students during sessions. The Department of Youth and Culture played a coordinating and monitoring role including liaising with the stakeholders and the facilitator.



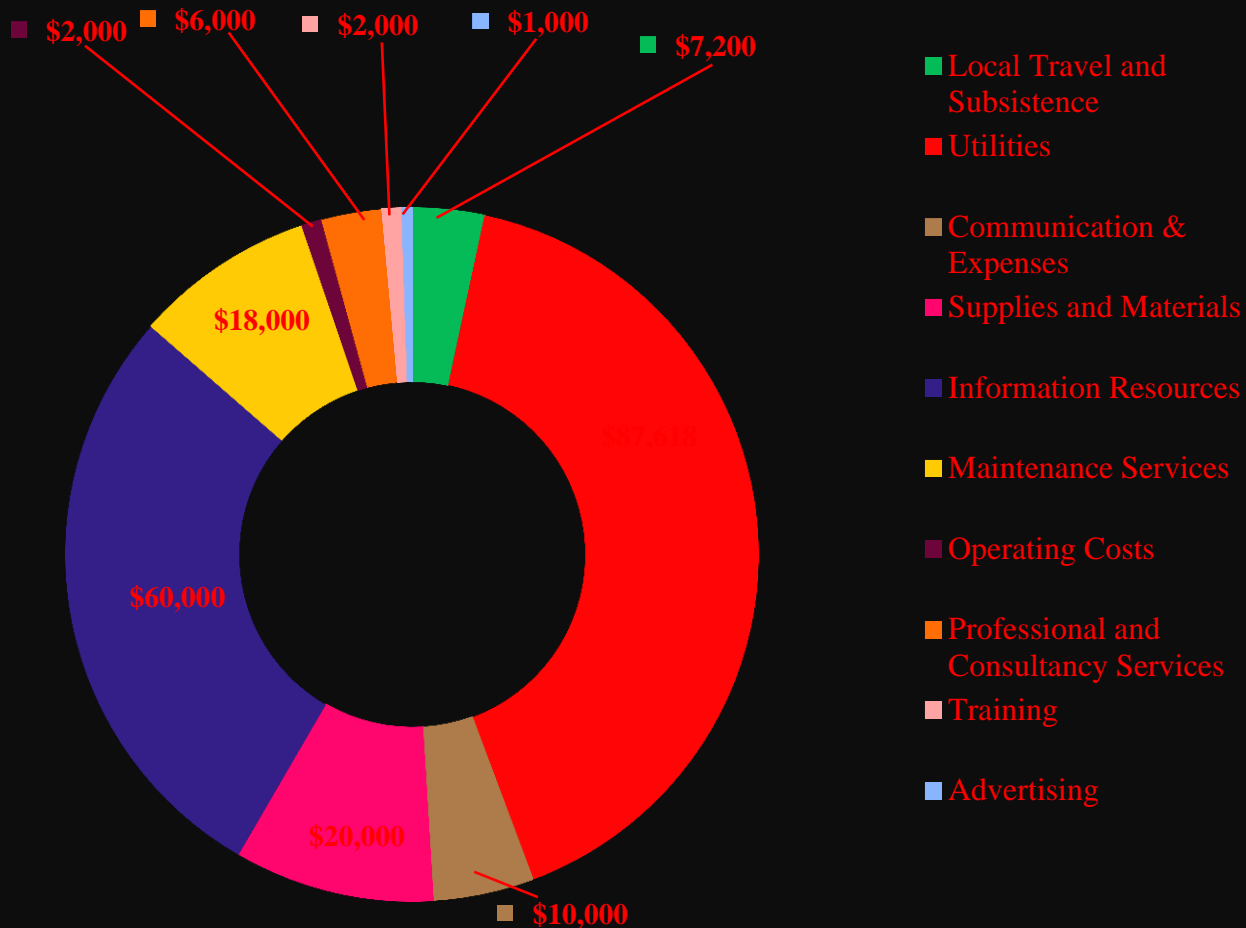


Interest was high and parents have requested its continuation. It was evident that the 'finish' date for these programmes should not coincide with the end of the school term as the children have to take part in school functions. This affected attendance towards the closing date. The drawings were displayed in the Children's section for viewing and folders were prepared for collection by participants.



7. FINANCIAL SUMMARY

GOODS & SERVICES 2011



As the previous year, the 2011 budget for goods and services was a substantial reduction from 2009's budget allocations and as stated above, this affected what services and information resources were being offered. The library collected \$14,529.35 in user fines for services that include internet access, DVD subscriptions, photocopying, computer printouts, replacement cards and overdues.

8. LOOKING AHEAD

(a) Improving access to resources and services through a series of customer consultations

- *User surveys*
- *Customer awareness events*
- *Piloting a website*
- *Procedures for monitoring library use*
- *Collection building – Both Audiovisual and print concentrating on Non-Fiction and Reference items*
- *Completion of the ICT Lab*

(b) Strengthen community outreach programmes

- *CLASP 2012 – The Library will be collaborating with The Department of Environment to promote an environmental theme*
- *Introduce more outreach initiatives in collaboration with our stakeholders*

(c) Improving security

- *Access via the Teachers Resource Centre continues to pose a security risk here at the department of Library Services. Through this medium we would like to reiterate our request for a gate to restrict entrance from upstairs when the library is closed.*

Our appreciation is conveyed once again for the continuing support of partner agencies, the private sector, individual donors and volunteers. The advice and cooperation with our Ministry's leadership is also acknowledged. All this support has been even more critical in these challenging times.

CONTRIBUTORS

The following individuals and organisations made various donations to the library in 2011 to enhance our collections, services or programmes. All inputs of time, energy, skills, funds and other contributions are greatly appreciated as they helped to maintain services or build collections.

Sponsorship (CLASP)

Sunset Homes

ANGLEC

Nature Gardens

Lee Brooks

Social Security Board

Best Buy Supermarket

Social Security Board

NBA

Cuisinart Resort & Spa

Louis Price Gym

Halls Bakery

Geraud's Bakery

Sponsorship (Other)

EducationUSA

Dan Brown

Networking

Ministry of Social Development

Teachers' Resource Centre

Albena Lake Hodge Comprehensive School

Department of Information, Technology and E-Government Services (DITES)

Department of Youth and Culture

Department of Social Development

Open Campus UWI

Summit Chambers

Education Department

The Media

Department of Disaster Preparedness

HIV/AIDS Unit

Volunteers and Resource Persons

*Janis Elijah
Civilla Kentish
Lisa Bass- Browne
Ijahnya Christian
Shauna-Kae Lake
Rosheena Bryan
Roshica David
Vernice Battick
Tracelyn Hamilton
Diane "Bobbi" Samuel
Ian Connor*

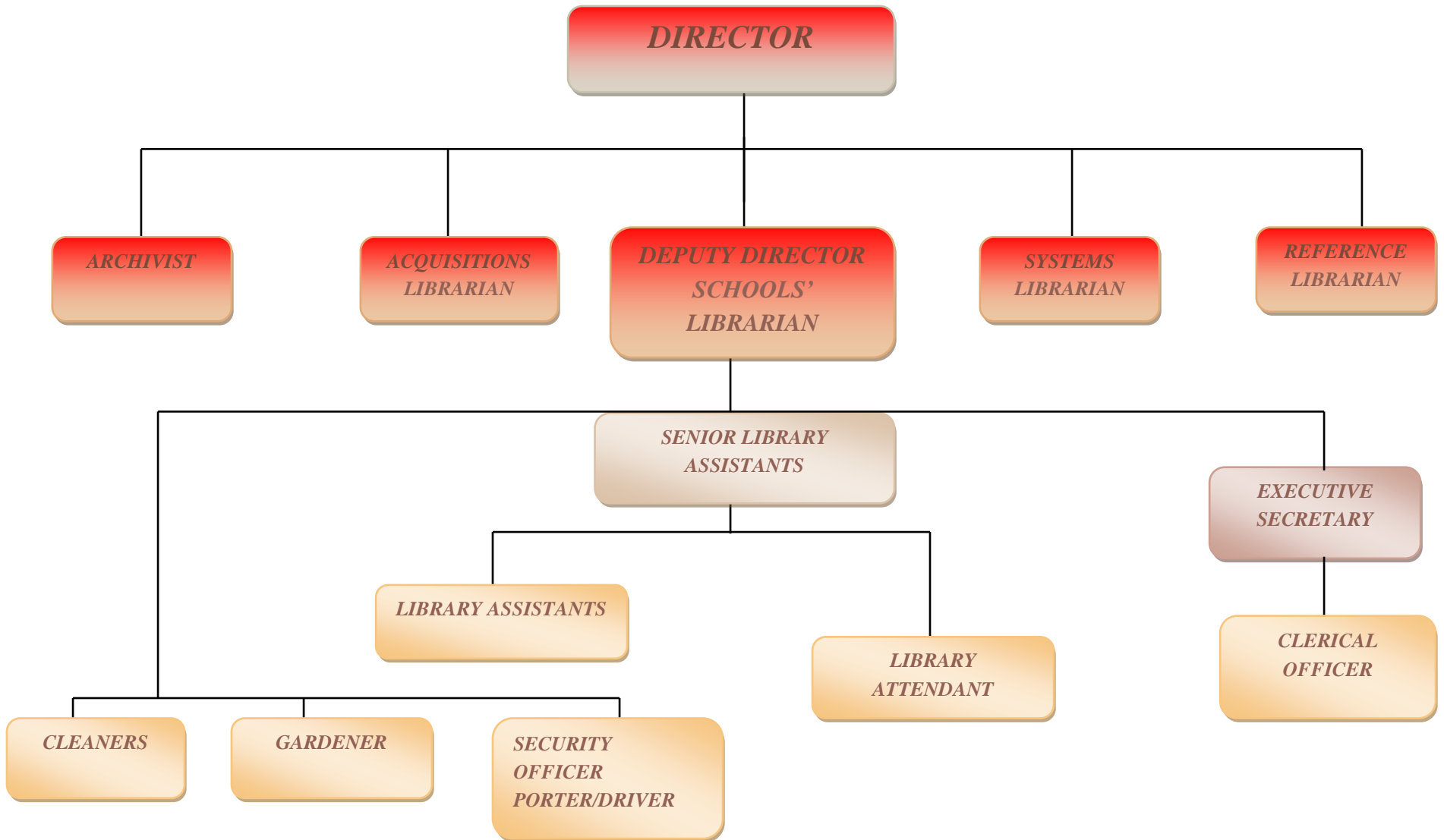
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Iris Moro
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Susan Croft
Allen Newman
Mario Picayo
Robert Athlyi Rogers II*

*Allegra Joyce Kassin
Charlotte Berglund
Vernon Richardson
Treveen Queeley
Dawn Finch-Wright
Sally & Joe Hays
Margaret Spark
Jacqueline Hayot
Jackie Barlaw
Tiffany Hughes
Mr & Mrs Randy Brooks
Aubrel Hodge
Margie Hemberger
John & Susan Graff
Jessica Connor
Velda Vanterpool
Iain Smith
Nicola Byer
Joanne Mason*

APPENDIX 2 DEPARTMENT OF LIBRARY SERVICES – ORGANISATIONAL CHART



Annual Report

2011

“Libraries will survive the digital revolution because they are places of sensuality and power.”

-- Ben Macintyre

