Digital Library Services and Library Automation System

Eritrean Specific HEI ICI Programme

Report of The Visit to EIT

February 2016

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Digital Library Services –Project Visit to EIT

February 13th – 21st 2016

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Programme Summary

Day	
Pre-tasks	- Skills assessment - Reading and discussion in groups - Article of Future libraries - Articles of Evidence Based Librarianship
Sun 14.2.	Expert meeting – planning of the training sessions
Mon 15.2.	- Meeting with Vice President of EIT and Deans of EIT Colleges - Getting to know EIT & Experts - Expert meetings - Meeting with FCA and ICT4EEDU
Tue 16.2.	- Introduction - Learning goals - Future EIT library and my dream - Processes and library management - Circulation process as an example - KOHAintroduction
Wed 17.2.	- Feedback of Tuesday - Introduction of Helsinki University Library - Discussion on integrated library systems and digital library software - Hands on training on KOHA integrated library system
Thu 18.2.	- Evidence based librarianship presentation and group work - Hands on training on KOHA integrated library system - Benchmarking on library services - Discussion about reporting
Fri 19.2.	- How to continue with learning goals - Certifications
Sat 20.2.	- Key expert meeting: Wrap up of the visit and planning of the upcoming activities - Meeting with FCA and ICT4EEDU - Visit to ACCE

Overview of the Visit

This visit was the second event of the two years project, and the first one from University of Helsinki .First event was the visit to Helsinki by three staff members from Eritrea Institute of Technology (EIT) in December 2015. During this visit on 2016, the whole EIT library staff was involved on the workshop and experts from Helsinki University Library (HULib) gained a better understanding of the circumstances in the EIT Library.

In the opening meeting the Finnish experts met with the Vice President of EIT and all Deans of the Colleges.The Vice President emphasized the importance of library services to staff and students of EIT. This gave good support for the project activities planned for the visit in EIT. In order to coordinate actions with other projects, a planning session was held with ICT4EEDU and FCA on Monday 15th.

Library director Beletse Desbele instructed, guided and supported the staff in all workshop sessions. His work for project is crucial to the success of the project. In the working sessions, the staff of the EIT library was active and they shared their expertise and knowledge in order to achieve the goals of the project activities. Everyone has set a personal learning goal and a learning plan. In that way, it will be easier to ensure that learning activities will continue individually, in groups, and in online learning and consultation sessions. We are very delighted to notice that library staff is eager to learn more.This visit has been very important opportunity to get to know library staff and library functions in EIT Library.

Group works were also organized during the workshop sessions in order to show that that group works can be organized in various ways. For instance working pairs or organized by subject groups were fruitful. Another aim was to encourage staff members to do presentations.

Themes of the Workshop

Future library and Learning Goals
On Tuesday 16th the whole library staff took part in a group work session: **My Dream of the Future EIT Library.** The goal of the group work was to find out what kind of dreams the library staff has for the future EIT Library.

Working method

The participants were divided in four groups and they were asked first to think of the kind of library that should be for the future. After doing that, they were advised to discuss it in pairs or in three person groups. The next phase was to write down their thoughts and outcomes of the group discussion on post-it tags. The post-it tags were gathered and categorized by the subject. Five large groups were identified:

- Information – library materials

- Library organization

- Library services for users

- Infrastructure

- Learning

Up-to-date library materials were mentioned most often, secondly willingness to learn and develop one´s skills was considered very important. Infrastructure issues e.g. advanced facilities & equipment and automated library system, were mentioned almost as often. Last but not least was the issue of high quality: to provide the best service for the library users.

Digital Library Information Systems and ICT Issues

Earlier in the project both libraries were interested in open source integrated library system KOHA. That is why KOHA sessions are included in the visit program.

On Tuesday Päivi Helminen presented basic functionalities of KOHA. Introduction raised discussion on differences between integrated library system and digital repository software. HULib uses commercial integrated library system Voyager and open source digital repository system DSpace. EIT library uses open source digital repository system ResourceSpace. Discussion ended up on notion that digital repository systems are used for restoring digital objects and integrated library systems have acquisition, circulation, patron management functionalities, which repositories do not have.

During the following days there were hands-on sessions in Digital Library room. In the first arrangement, whole library staff tested the functions of KOHA in small groups instructed by Finnish experts. It is important that all staff has basic knowledge of integrated library system. In the latter sessions, experts were testing more thoroughly and testing configuring KOHA with Pasi Keski-Nisula. Testing of KOHA will continue and experts in both libraries will share experiences of testing as soon as possible cataloguers from HULib will be included in testing.

There was discussions about procurements of the equipment for students use in the library. Next step is, ICT4EEDU provides Linux based Stick PC device to EIT to be tested parallel with Windows Stick PC. The results of tests will be used in deciding what kind of equipment will be purchased to the library.

Evidence Based Librarianship

Evidence based librarianship (EBL) is a process where the best available evidence is combined with the insights derived from working experience, moderated by user needs and preferences, and integrated into decision making. The goal of EBL is to improve library and information services and practice. The EBL process suited well the training program of the whole EIT staff because in this intense phase of library services development, evaluated evidence is needed for decision making.

Päivi Helminen presented the concept and practices of EBL in a short lecture. This was followed by a group exercise where the library staff collected librarian observed evidence in the EIT Main Library and Book Store. In the group exercise, the participants were divided into three groups and each group gathered information of a different theme. The themes were 1) Circulation, 2) Patrons and User Services, 3) Cataloging and Book Handling. In the group exercise, each group member had a different role: 1) Guide (chairperson), reporter, observer, and the one who asks stupid questions. The exercise had the following aims: 1) gather information which helps decision making, 2) learn what colleagues do, 3) look her/his own work with new ideas, in order to get new insights.

Library Services and Collection Development

Library Services

The services of both the EIT library and Helsinki University Library were presented. This provided an opportunity to benchmark services and learn from each other.

Beletse Desbele presented the goals, current services, future plans and organizational structure of the EIT library. The organizational structure of the EIT library consist three main units: users area, functional unit and digital library. Beletse Desbele mentioned that the Book Store, which provides course materials for the students, is not part of the library.

We had tours in the Library building and inthe Bookstore. On the tours we learned more about library functions and where they are done.

Päivi Helminen presented services of Helsinki University Library (HULib). These services included services for students, teachers, researchers and all citizens.

In addition to the scheduled presentations, discussion on the services and practices of the EIT library and HULib went on throughout the week during tea breaks, group works, bus rides etc. and therefore experience sharing and learning was happening throughout the week.

The experience sharing and benchmarking revealed that the goals and many of the challenges are the same in both EIT and HULib and this lays a ground for fruitful mutual learning.

As we observed how the library functions (processes) were organized, the Book Store seemed to be a separate unit. As both the Book Store and the library are serving the same group of customers (faculty, staff and especially students), it should be thought very carefully, how its future organization should look like: whether to keep them separate or to integrate the Book Store with the library. The Book Store seems to be similar to student libraries in Finnish universities. They use to be separate units during the earlier times, but nowadays student libraries are integrated in main libraries. According to our experience, this has been a good solution and had improved the services for students.
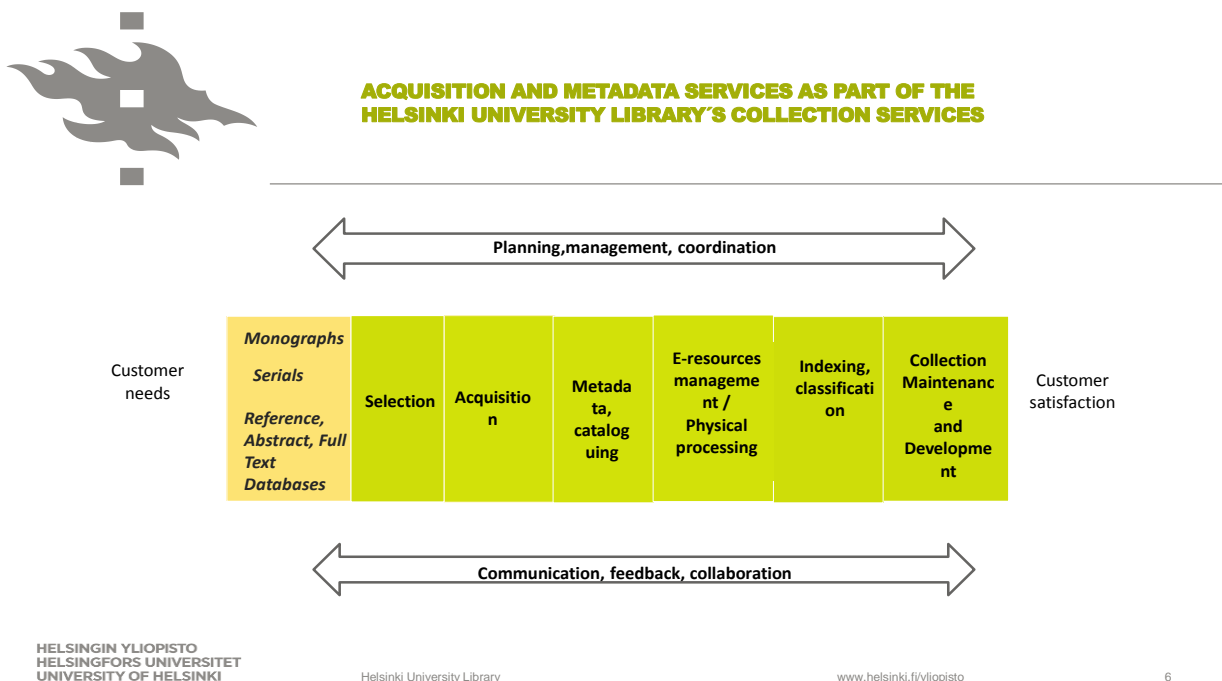
Electronic Collection Development Building

Assistant Professor **Adhana Mengsteab** gave a lecture on Electronic Collection Development Building. The perspective of the lecture was holistic concerning electronic resources and digitalization, acquisition policy, life cycle of digital collection development, budget establishment, awareness of electronic resources or orienting, assessment, trials and evaluation and finally open access issues. The importance of the adherence to copyright legislation was stressed in the lecture. The inspiring lecture gave a good, general overview how to develop libraries and caused a lively discussion.

Pauli Assinen presented overview of HULib processes and the basics of the process management: to what processes are used.

Overview of HULib processes

ACQUISITION AND METADATA SERVICES AS PART OF THE HELSINKI UNIVERSITY LIBRARY´S COLLECTION SERVICES

Planning,management, coordination

| Customer needs | *Monographs* *Serials* *Reference, Abstract, Full Text Databases* | **Selection** | **Acquisition** | **Metadata, cataloguing** | **E-resources management / Physical processing** | **Indexing, classification** | **Collection Maintenance and Development** | Customer satisfaction |

Communication, feedback, collaboration

HELSINGIN YLIOPISTO
HELSINGFORS UNIVERSITET
UNIVERSITY OF HELSINKI

Helsinki University Library   www.helsinki.fi/yliopisto   6

In group work, it was practiced how to describe a process. The EIT library staff was divided in four groups. Theme of the group work was 'Circulation process as an example'. The goals of the group work were

- to give concrete example of how to describe a process
- to make visible the circulation process in EIT library

The results were documented on flip-charts. Each group presented their results and presentations were discussed.

The results of the groups varied in scope. Two groups described circulation process in detail level. One group started with describing how teacher gets right to loan books from main library and continued telling, what are the steps in circulation and the use of Pockets and Book cards. The other group had quite same things described.
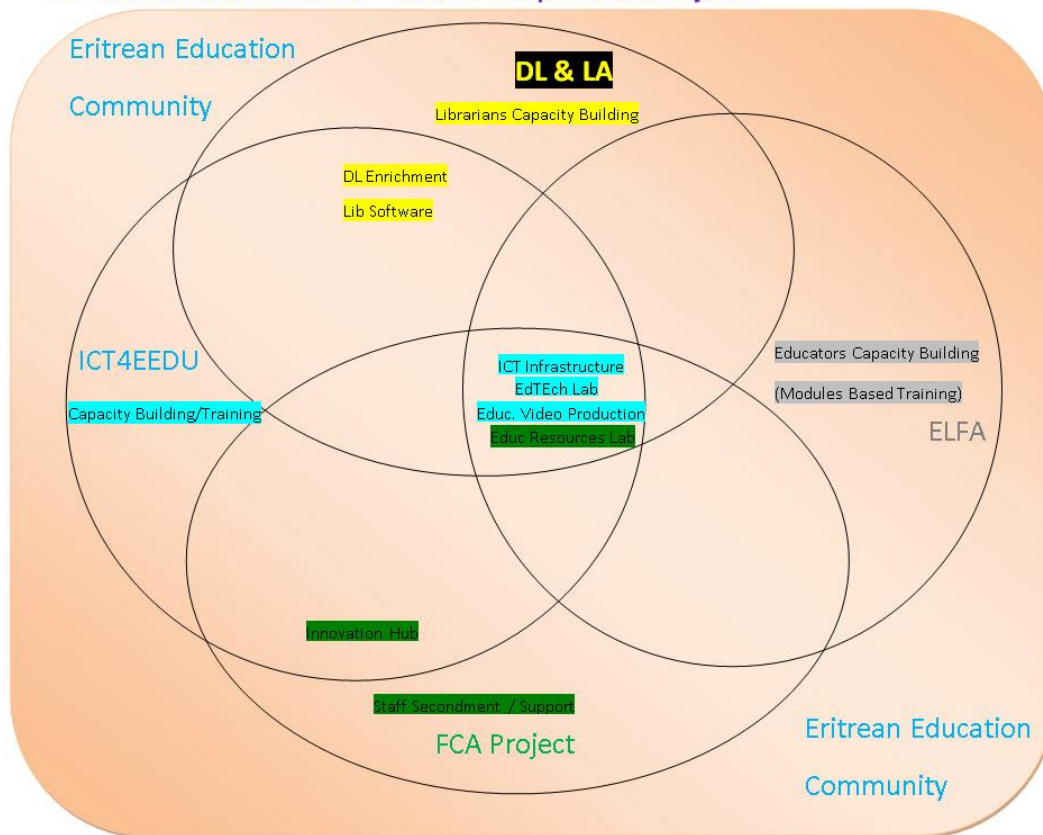
The other two took broader view to process of the library. One group mentioned processes checking, shelfing, weeding, binding and the other group mentioned acquisition, selection, cataloging, process of giving specific action number to materials and shelfing.

After session results were documented to a Word document. These results are going to be used in next phases of the project, for example when planning how an integrated library system could support the processes of the library.

Synergy between the Eritrean-Finish Projects

On the last day of visit, Saturday the 21st of Feb 2016, coordinators of the Eritrea-Finland projects met and discussed about the synergy between the projects the overlapping and/or supporting activities that need to be considered in their respective planning of activities. A common mapping of activities was devised at the end showing the activities that need coordination between the projects to avoid redundancy and promote ease of facilitating the project activities such as Equipment list and procurement procedures.

EIT Coordination: Eritrea – Finland Cooperation Projects

Upcoming activities in the project

Activity	Schedule	Responsible
Testing and Finalizing the Procurement	April-May, 2016	EIT Coordinators & HULib Experts
Online Training Sessions and Consultation	June-Aug, 2016	HULib Experts
Visit to Finland: - Selection, Processing of Digital Materials acquisition - Evaluation and further planning of the project activities and Board Meeting - Consortium Planning	May 2016	EIT Coordinators
Outreach of the project to other colleges in Eritrea	2nd half of 2017	EIT Library & HULib

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