

**Electronic Support Unit  
Balme Library**

**Annual Report (2011)**

*O. Barfi-Adomako, Unit Head*

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## EXECUTIVE SUMMARY

The Electronic Support Unit (ESU) of the Balme Library continues to play a leading role in the technological development of the Balme Library and the University of Ghana Library System in general. During the year under review it initiated and partnered with other units/departments in the library to execute a number of projects. On the University front, the ESU collaborated with the ICT Directorate and PMISD in the areas of E-Learning (ICT-Based Distance Learning) and campus-wide network infrastructure development.

This report of the Electronic Support Unit covers the activities of the unit spanning the period January to December 2011. During the period, the Unit sought to minimize book theft by installing security cameras and book detection systems at all the major entry and exit points in the library.

Digitization as a core component of library was also aggressively pursued. Different types of scanners were installed. Training was provided to ESU and some library staff to operate and maintain the scanners.

The Millennium Integrated Library System (ILS) offers libraries the most complete and continuously evolving solution on the market and we at ESU are delighted to be working on these systems. ESU Staff continue to evaluate the system and carry on to add the appropriate modules to increase the power of the ILS. As a result, a few modules were added in the year.

A key component of Millennium, Course Reserves was brought on stream by adding and continuous to update the courses. By so doing, students are able to search the library catalogue by course codes or instructors/Professors names.

Institutional Repository (IR) is one project that witnessed a lot of preparatory work in the year under review. The library hosted two major partners; the Royal Tropical Institute (KIT) and University of Illinois at Urbana-Champaign who organized seminars on IR.

EZProxy is remote access proxy software that was researched upon and became dear to the heart of researchers who reside or who for some reason had to do their work outside the University of Ghana campus. This proxy enabled them to access all the paid-for online resources of the University wherever they are.

The second (2<sup>nd</sup>) floor of the West Wing of the library has been adopted by the National Information Society Agency (NIA) of Korea to establish an Internet Access Centre in the University of Ghana in an attempt to bridge the digital/IT gap between the IT knowledge poor and the rich. The Electronic Support Unit and the ICT Directorate are providing technical support to the contractors and the Korean counterparts on the project.

Staff members of the unit benefitted from capacity building training of various kinds by engaging in seminars, local and international training programmes, user group conferences and study tours. Staff are better equipped to man the unit.

## **Annual Report - 2011**

The Electronic Support Unit (ESU) continues to play a leading role in the technological development of the Balme Library and the University of Ghana Library System in general. During the year under review (2011) it initiated and partnered with other Units/Departments in the library to execute a number of projects. On the University front, the ESU collaborated with the ICT Directorate and PMISD in the areas of E-Learning (ICT-Based Distance Learning) and campus-wide network infrastructure development.

The ESU also organised and participated in a number seminars/training both locally and abroad. The report on these activities for the year 2011 is presented below:

### **a) Progress Report On Digitization**

Digitization is basically the digital representation of an object, image or a document by a discrete set of its points. It means creating a digital surrogate of analog or hard copy materials such as microfilms and fitches, books, pictures, video tapes and many more. The Digitization project was introduced to the University of Ghana Balme Library in the year 2010. The main purpose of this project is to provide a means of preserving the content of the materials by creating accessible alternates in order to put less strain on the already fragile originals.

Digitizing of materials especially the Balme Library Africana rare materials commenced in the month of February 2011 and since then an appreciable advancement has been achieved over the past months.

Out of the total work done since its commencement, 118 materials have been scanned using the Atiz Mini Scanner of which most were printed Africana rare materials and manuscripts, specifically (Furley collections). A total number of 164 materials have also been digitized with the Atiz Book Drive Pro. This number may quite not be motivating. This is due the difficulty that arises when working with the manuscripts. The reason being that, each single leaflet had to be removed and placed in the exact position throughout the whole process of scanning.

Also, there are other tasks which occasionally arise with urgency. If they happen, the normal work is paused to give way to the current need.

Although this might seem as a hindrance to achieving a higher efficiency, we are consistently improving the course of action and the idea of working so as to accomplish a substantial productivity.



Figure 1- ESU staff operating one of the ATIZ Scanners

Alongside the Africana rare materials, 64 newspapers have been scanned, consisting of 'Daily Graphic', 'The Chronicle' and 'Ghanaian Times' as well as Past Questions. The microfilm scanner in the Africana Microfilm has also been used to scan 52 theses and dissertation from 1954 -1974. The Evening Newspaper on microfilm from 1950-57 has also been digitised.

A two-day Inotech Scamax M06 Scanner Training was held on 3<sup>rd</sup> to 4<sup>th</sup> of November 2011 at the Digitization room in The Balme library. It was led by Floyd Durgan from Waymark Inotech, South Africa. The training was attended by nine (9) participants. The participants were from University Archives, Human Resource Directorate and seven (7) technical personnel from The Balme library. The goal of the training was to provide participants with skills to use the equipment repair and maintain it for effective and efficient performance. The equipment would be used to digitize University archives and selected documents in the Balme Library.



Figure 2 - Participants at the Digitization Training

The National Reconciliation video tapes are also being digitised. It has been realised that more than 2 hours of recorded video output cannot be copied onto a DVD owing to the size and again most of the videotapes play for more than 3 hours. What we need now are the DVDs to start recording the video tapes. Better still, we can get 1TB or higher disk space to save the digital outputs.

The challenges so far with the digitisation project are the nature of the materials in terms of their brittleness, embedded text in the spine of some books which render it impossible to capture those texts. The issue of inadequate storage devices for the scanned materials also poses some difficulties. Other things as nose guard, dusters for cleaning glass and the equipment as well as a vacuum cleaner to blow off the dusts that are stacked in the equipment. In addition to the above, we would recommend that OCR software be provided to enhance the final output of the digitized document, as well as saving storage space.

#### **b) Millennium Integrated Library Management System**

The Electronic Support Unit as the IT unit administers the Integrated Library System that the Balme Library, Departmental and Hall Libraries use. Millennium Integrated Library System (ILS) is the backbone of Balme library operations, and it is a dynamic solution that is loaded with staff productivity tools.

During the year under review, the unit successfully upgraded the University's ILS (Millennium Software). This upgrade also involved the development of a new Online Public Access Catalogue (OPAC) popularly called UGCat (University of Ghana Online Catalogue). This is the web interface to the University of Ghana Integrated Library System. It provides the means by which the public can search for books and theses held by libraries that have been connected to the system. The unit also successfully provided a mobile interface that the public can access on their mobile devices.

## **Additional Modules**

Modules can be added to increase system power where you need it. It is for this reason that the Balme Library has added the following modules to increase the power of our ILS:

### **i. CIRCA**

Circa offers Check-In, Check-Out, Inventory, Count Use, and Rapid Update staff functions via wireless connectivity. This product is a tool for wireless inventory and circulation functions. Compatible with most small screen devices such as PDAs and requiring no hardware from Innovative, this tool allows librarians to go where the work is.

### **ii. AirPAC - Mobile Version of Millennium**

AirPAC, an OPAC designed for alternative ("wireless") devices, allows library patrons to search the library catalog from personal handheld devices such as Internet-enabled mobile phones and PDAs. AirPAC includes full search capabilities, item information display, patron record display, and renewal and request capabilities.

### **iii. Content Access Service CASE**

The Content Access Service, CASE, is a suite of services that provide a complete solution to your electronic resource coverage needs. With CASE, you don't have to worry about inaccurate or incomplete data, or extensive cataloguing chores. It's also the way to be sure that patrons get the most comprehensive and easy-to-use digital library available.

Other modules of importance are currently being researched; and at the appropriate time when funding is available, we would propose them to enhance the power of the system and to make the life of our patrons easier.

### **c) Institutional Repository**

The unit has been actively involved in Institutional Repository (IR) activities and processes. The unit has successfully provided test Institutional Repository platforms for staff training and seminars. The unit developed a test IR for a joint IR seminar with University of Illinois at Urbana-Champaign on the theme: 'The Role of the Institutional Repository in the University from July 19<sup>th</sup> - July 21<sup>st</sup>2011'. We provided another IR system for a joint seminar with Royal Tropical Institute (KIT). In preparation for the eventual roll out of the University of Ghana Institutional Repository, the unit has been testing different software and IR scenarios.

### **d) Off – Campus Access to E – Resources**

The unit administers a facility that provides off campus access to the E – Resources of the University. This facility makes it possible for members of the University of Ghana Community to conduct research when not on campus. At the last count, 2,300 students and staff members have been authenticated on the system.

### e) Security Cameras (CCTV) and Book Theft Detection System

The Balme Library has installed four (4) 3M Book Theft Detection System at strategic locations in the library to protect the circulation of book and other material. The books have been tagged with security strips that can only be activated and deactivated by authorized circulation personnel. An alarm is triggered when a book is not properly checked-out by a patron. This alarm alerts the appropriate authorities to check the situation as required by the given circumstances.

These security gates also have a counter feature that takes count, each time a pass is made through the gate. The figures from this counter are being used to estimate the activity in the library. The system however does not distinguish between entry and exit, thus a clear-cut between the number of entries and exists cannot be determined.

The statistics from January – December 2011 is shown in figure 1 and 2.

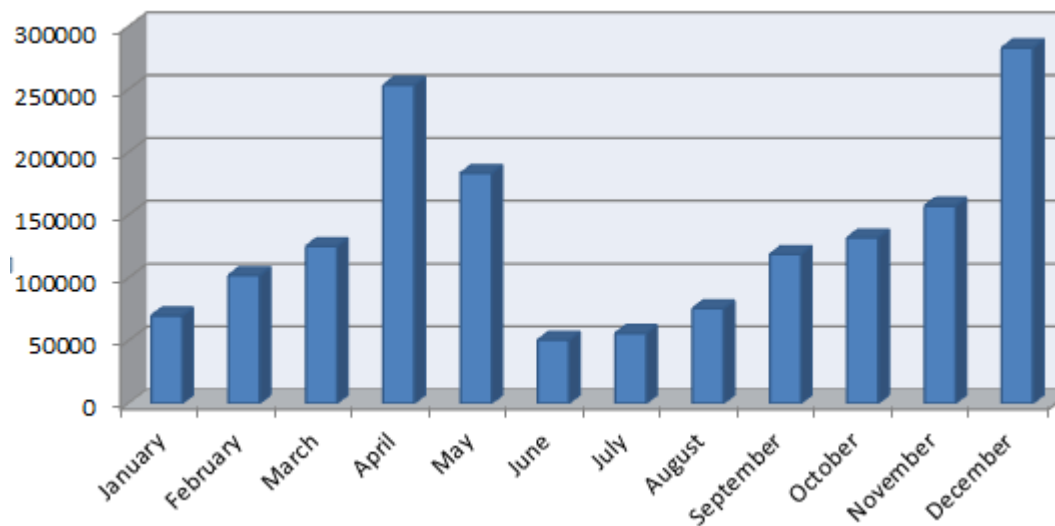


Figure 3 -Gate Count (Main Entrance Jan-Dec. 2011)

Month	Front Gate Totals	Back Gate Totals
January	69,856	4,777
February	101,961	6,052
March	125,053	6,343
April	253,339	12,132
May	183,201	5,801
June	50,478	8,160
July	55,855	5,713
August	75,597	4,939
September	118,676	6,600
October	13,194	4,943
November	157,190	8,554
December	283,094	16,788
<b>Totals</b>	<b>1,606,246</b>	<b>90,802</b>

Figure 4- Recorded Entries at Main & Back Gates

The figures show that a total of 1,606,246 entries were recorded at the Main Entrance to the library with April (253,339) and December (283,094) recording the highest for 2<sup>nd</sup> semester (2010/2011) and first semester (2011/2012) academic years respectively.

In addition to the security detection system, the library has deployed security cameras to monitor the activities at some key areas of the library. A surveillance station has also been setup at the ESU helpdesk, which is constantly manned, to monitor and prompt the appropriate persons when any irregular or inappropriate activity is detected at any of these locations. The surveillance footages are being recorded and stored for 30 days. We are currently working with ICTD on acquiring storage space on the Network Operation Center (NOC) to be able to store more footage for a longer period. Below is footage of one of the cameras at the main entrance to library.

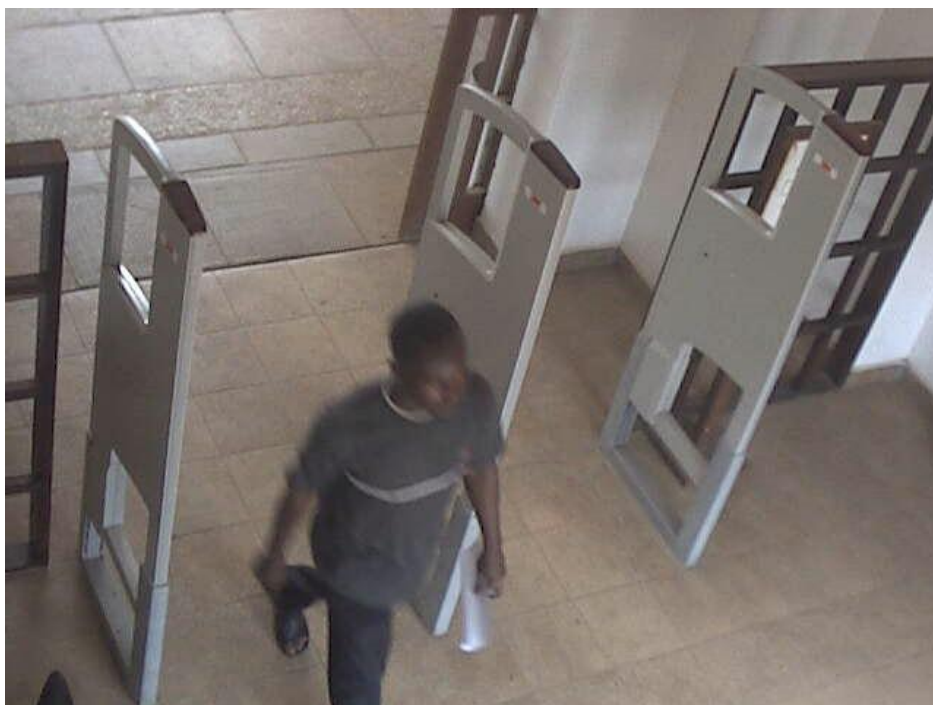


Figure 5 - A CCTV Footage of a Patron captured at the Main Entrance

#### **f) Creation And Updating Of The Course Reserves**

The Course Reserve is one of the modules of the Innovative Millennium software used by the Balme Library which enable the library reserves special books that are of few copies so that patrons can always have access to them for at least four hours a day. To achieve this, memos were sent to departments on campus to retrieve the reading list approved by the lecturers for the creation of the course reserves. At the early stages, the responses were poor but as time went by, we had a better response as we received both soft and hardcopies from the lecturers.

The course reserve has so far serve positively both to the library and the users of its resources in the sense that, within the library, it helps the Acquisition librarian to determine the type of documents to be purchased and the number of copies appropriate for a particular course. To the reference librarian, it can easily determine which books can be borrowed and which to put on reserve.

**g) Ghana-Korea Information Access Center (IAC)**

The National Information Society Agency (NIA) of Korea is establishing an Internet Access Centre (IAC) in the University of Ghana, Legon, in line with its policy of bridging the digital/IT gap between the IT knowledge poor and the rich. The IAC at the University of Ghana would be located on the 2<sup>nd</sup> floor –West Wing of the Balme Library. The facility will consist of five (5) seminar rooms with one equipped with Video Conferencing equipment. There will be one (1) Internet Lounge and one (1) IT training laboratory to be furnished with appropriate furniture, over 50 computers and accessories.



**Figure 6- Information Access Center under construction**

The Center is supposed to be opened to the public where the community can access the Internet and also train people to become IT literates. The Center is currently under construction and is supposed to be opened in February 2012. The Electronic Support Unit and the ICT Directorate are providing technical support to the contractors and the Korean counterparts working on the project.

### h) ESU Workshop Section

The workshop section does general routine checks at the various departments including the computer laboratory. During this inspection, we installed and updated the antivirus, repaired few system and application errors, installed new operating system and replaced some machines.

We also did a set-up of Public Address (PA) systems and projections for many programmes both internal and external. Some of the programmes were

- 3 days training organised by Ghana Library Association (GLA)
- 3 days RC and IR training organised by Univ. of Illinois at Urbana- Champaign
- Other presentations by staff

We also took time to test all the computers at the store room and repaired the ones that were not completely damaged to be used as backups.

We set up and configured the microfilm scanner and the VHS-CD/DVD convertor which is currently being used at the Microfilm room.

### i) Staff Training Programs and Seminars 2011

	<b>Training Programmes and Seminar</b>	<b>Participants</b>
1	<b>IUG Conference, San Francisco, CA.</b> Attendance at the user group conference for libraries using Millennium ILS from the 13 <sup>th</sup> to 16 <sup>th</sup> of April, 2011. The Innovative Users Group was founded in 1991 as an international organization of member libraries that used the Innovative Interfaces, Inc integrated library software. It is an independent organization from Innovative Interfaces, Inc.	Francis A. Kpobi
2	Study of Knowledge Commons, Research Commons, Institutional Repositories and IT Facilities at University of Pretoria, Cape Town, Stellenbosch and Witwatersrand. From 21-28 <sup>th</sup> May 2011.	Henry AtsuAgbodza
3	Attendance at 2011 American Library Association (ALA) Conference and Digitization training programme in USA from 12th June to 30th June 2011. The digitization training equipped participants with the skills to operate, manage and provide support for book digitization project in the Balme Library. The ALA Annual Conference is the world's largest event for the library community. Bringing together more than 25,000 librarians, educators, authors, publishers, literacy experts, illustrators and the leading suppliers to the market, the Annual Conference gives once-a-year opportunity to advance ones career in library technologies.	Barfi-Adomako Owusu
	<b>Training Programmes and Seminar</b>	<b>Participants</b>
4	Participant at <i>Evaluating the services of an Academic Library</i> , July 27 - 30, 2010, University of Ghana,	ESU Staff

	Balme Library, Accra.	
5	Attendance at training organized by Mortenson Center for International Programs on The Role of Institutional Repository, from 18th – 20th July 2011 at the Balme Library, University of Ghana, Legon.	ESU Staff
6	Attended Training on Acquisitions module of the Millennium Software for selected staff in the Balme Library from 23 - 25 August 2011	ESU Staff
7	INOTECH SCAMAX M06 SCANNER TRAINING- The Two-day event was held on 3rd- 4th of November 2011 at the Digitization room in The Balme library. It was led by Floyd Durgan from Waymark Inotech, South Africa. The training was attended by nine participants. One representative from University Archives, another from Human Resource Directorate and seven technical personnel from The Balme library. The goal of the training was to provide participants with skills to use the equipment repair and maintain it for effective and efficient performance. The equipment would be used to digitize University Archives and selected documents in the Balme Library.	ESU Staff
8	For the period, November 6th – 16th, 2011, three participants from University of Ghana were in Seoul based on an invitation by the National Information Society Agency (NIA) of South Korea to participate in a training programme in respect of the establishment of Information Access Centre (IAC) at the University of Ghana. There were nine other participants from Nepal, Panama and Ukraine for the training. The objective was to equip operators of Internet Access Centers (IACs) to manage and operate these Centers in their respective countries in line with the ideals of the Korean experience.	Barfi-Adomako Owusu
9	Study of Library Operations, Library Computing Areas, Digitisation Units, Institutional Repositories and IT Facilities at University of East London and University of Roehampton, From 19-27 <sup>th</sup> November 2011	Henry AtsuAgbodza
10	<b>Millennium Coordinator Basics November 29 – December 1, 2011</b> This course is designed for the Millennium system administrator to learn principles of system design and good setup practices, as well as tasks for on-going maintenance of your Millennium system. It includes access to Advanced System Access and Administration functions. The course provided time for individual questions about how to accomplish library-specific goals and behaviour. The duration was three days and the venue was the headquarters of III at Emeryville, CA.  <b>Reports and Statistics for System Coordinators December 2, 2011</b> This course is an overview of the reports and statistics	Francis Awuye-Kpobi

	that are most important for the system coordinator to monitor and manage. Includes discussion of how to identify bad data and areas requiring clean up. The duration was one day and the venue was the headquarters of III at Emeryville, CA.	
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