Ministry of Education, Arts & Culture

NLAS

Namibia Library & Archives Service

Advocacy Campaign: Ministerial Librarians

ANNUAL REPORT 2017/2018

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To our stakeholders

The Directorate of Namibia Library and Archives Service (NLAS) is genuinely grateful for the support received from the Government of the Republic of Namibia and more especially from the Management of the Ministry of Education, Arts and Culture in ensuring equal access to quality information and free ICT that give citizens opportunities to improve their lives.

NLAS is equally appreciative of the support from the development partners, ministries and organizations that assisted us in different ways. Your support is highly appreciated.

To our staff members

NLAS sincerely appreciate the dedication, effort and services rendered by the library personnel, their contribution is key to the realization of Namibia as a knowledge based society.

"Libraries promote inclusive and sustainable economic growth by providing access to information and training that people need to find, apply for, and succeed in better jobs."

Looking Ahead

In moving forward, the Directorate of Namibia Library and Archives Service (NLAS) will explore all avenues to implement strategies that will help NLAS to contribute to the National Development agenda of the country and the UN Sustainable Development Goals as outlined in different development plans.

Sarah I. Negumbo
Director: Namibia Library and Archives Service

April 2018

1. National Archives of Namibia

The National Archives has committed itself to ensure that planned activities are on course and on-schedule in meeting the objectives and the performance targets. This section gives an overview of the performance of the National Archives during the financial year 2017/2018 on the following Sub Sections:

- Records Management,
- Research, Information and Publication Section,
- Preservation unit.

1.1 Staffing

The Archives Division closed its year 2017 with the following staff compliment:

Position	Number of staff members
Chief Archivist (The Head of Archives)	1
Senior Archivists	2
Archivists	3
Assistant Archivists	3
Administrative Officers	3
Cleaners	2
Total	**14**

1.2 Archive Administration

Archive Administration is the overseer of the National Archives and it is responsible for monitoring all activities of the institutions, including the approval of the File Plans, approval of the Disposal requests, conducting records surveys and inspections of registries and records offices in OMAS and SOEs as well as responding to queries pertaining to records management.

1.3 Records Management Section

Records Management and its consequent elements of the registry systems have become the core units of modern institutional management. Efficiency, accountability, transparency and effectiveness could be reflected and affected by the way institutions manage and use information, particularly information generated in the course of institutional transaction and operations, therefore records ought to be managed properly to reveal the activities and transactions of government administration. The absence of well-established recordkeeping system will not only result in loss of vital information but will also result in the loss of official memory of the State as well as the overall national identity. The Records Management section is responsible for assisting institutions of the Public Service with the compilation, review, approval of the File Plans as well as the approval of the destruction of the records of no value. It is also responsible for conducting training, in the form of presentations in Offices, Ministries and Agencies, in order to ensure uniformity and good records management practices in Offices, Ministries and Agencies.

1.4 Achievements

1.4.1 Presentations conducted by the National Archives

Photos taken by Ms. Matongo at a meeting at the Ministry of Trade and Industrialisation

The National Archives has managed to conduct Records Management presentations in nine (9) different institutions, namely;

- Office of the Prime Minister
- NAMPOST
- NAMPORT
- Ministry of Safety and Security;
- Prisons and Correctional Services

- Ministry of Trade and Industrialisation;

- Ministry of Fisheries and Marine Resources;

- Ongwediva Medi-Park.

- Ministry of Higher Education.

Presentation conducted at the Ministry of Fisheries and Marine Resources

The presentation at the Ministry of Fisheries and Marine Resources was successful and well attended by the Management such as the Permanent Secretary, Directors, Deputy Directors and other senior officials from different Departments. The presentation was based on the Ministry's request to be assisted on how to develop the Retention and Disposal Schedule. The reason being that, the Ministry is running out of space and the offices are piled with volumes of records which could be of no value.

1.4.2 Challenges

The biggest challenge is the lack of funds for Records Management programs,

(i)   The economic depression has affected the Records Management unit such that workshops and training are rarely conducted.

(ii)   The Records Management Training Manual is not yet finalised and this has caused training to be placed on hold, and negatively impacting records management practices in institutions.

(iii)   Lack of Records Management Policy is also another challenge which is hampering records management practices in institutions, as there are no clear guidelines for managing records.

1.5 Review of File Plan

On issues of the compilation and review of the File Plans, a number of **65** institutions forwarded their File Plans for review and among them only **14** File Plans were approved, while the rest were referred back for amendments.

1.5.1 Challenges

1. The compilation of the File Plans has been a challenging issue for many institutions and the situation is as such, simply because, most of the Offices, Ministries and Agencies do not have

qualified and experienced staff, who should be responsible for the management of the records. Most of the officials responsible for the management of the records lack basic and professional records management training and their work depends only on the past experiences and therefore compilation of the File Plans proves to be challenging to them.

2. Most of the Public Service institutions do not have functional File Plans which should be used for the systematic arrangement of records.

3. The Registries and Records Centre where current and semi-current records have been stored face challenges, these include inadequate storage for keeping records, in some instances records have been left unattended, while accumulating dust and forming anthill in some cases. Figure 1 and 2 reveals the state in which some of the records are managed at some of the Government institutions

Garbage accumulated in a Record Centre: Picture taken in January 2018

Records damaged by termites inside a Records Centre: Picture taken in January 2018

1.6 Preservation

1.6.1 Achievements

1. The National Archives was privileged with a large donation of **53** boxes of archival records from New York on the 20th of November 2017. The above mentioned records are the Estate of the late Ms. Elizabeth Landis which she collected during her lifetime. Ms. Landis had been particularly instrumental and actively worked for the independence of Namibia. She served as the Senior Political Officer in the Office of the United Nations Commissioner for Namibia. She was also one of the early Board Member of the American Committee on Africa and she served as their Vice President. Ms. Landis' collection consists of her personal files, books and many important documents relating to Namibia and the independence. Ms. Landis did not only donate her records but she paid for all of the expenses for transporting the collection to Namibia.

2. The National Archives also received **12** published books pertaining to Namibian history particularly those researchers who used the materials of the Archives for their research.

3. The National Archives digitize **7 131** records, which is a great achievement particularly with the fact that it was experience challenges with storage.

1.7.1 Provision Of Information Services

During the financial year 2017/2018 the National Archives had 1 500 visitations by researchers and historians. A number of 11,589 fonds/archival groups where accessed. It is hoped that the Archives database will be migrated to a new system software, to ensure easy access of services at information desk.

1.7.2 Challenges

The cooling system at the National Archives building in not functioning, hence, it is very hot during hot season. The building is very old and dilapidated and it was not allocated funds for proper maintenance. Such a situation has led to water pipes bursting, forcing staff members to temporally close the Archives from public use, as it is not possible for the officials to work without water supply. The temporary closure negatively impacted the frequent visitations of researchers, more especially researchers from other countries. There is also a shortage of computers to be used to access digital archives, this problem came due the compatibility issues of the computerised systems / Win ISIS.

2.   National Library of Namibia

REPORT ON PROGRESS AND ACTIVITIES

2.1. Reference Section

2.1.1 Introduction

The Reference Section supports study and research requirements by providing access to the National Library materials and to other information resources which are inside or outside Namibia, through inter-lending, exchanges, databases, networking and user services. The Section is also coordinating the acquisition, disposal or retention of the General Collection to ensure an adequate national library resource. The Reference Section was the driving force behind the re-organisation of the newspapers in the newspaper stack room starting from the second quarter.

2.1.2 Achievements

Due to space shortage in the newspaper stack room, the Reference Section spearheaded the exercise to re-arrange newspapers. Although the process has not been completed, a lot of space have been created. A huge number of books from the open shelves have been entered into the Workflow database.

2.1.3 Challenges

Most of the books in the Namibiana Collection are not barcoded and have not been entered into the Workflow. It is therefore difficulty to retrieve these materials when a search query is run using the Workflow database. Slow Internet and cut-off Wi-Fi have also limited our services to the users as most of the users prefer using these services. Severe staff shortage in the library have forced some Reference Section staff members to work at both Reference and Bibliographic Services, starting from the Fourth (4th) Quarter. Due to budget cut, library resources were not selected and purchased based on the user demand and needs.

2.1.4 Statistics
2.1.4.1 General Statistics

Visitors	24,412
Computer usage	8,144
Interlibrary loans	179
Digitisation	2,507

2.1.4.2 Requested Documents

General section books	11,043
Namibiana	976
Legal materials (Acts, etc.)	82
Newspapers	150

2.1.5 Digitization

The aim of digitization is the optimal reformatting of the Library's collections in line with the National Library's preservation policies and procedures and as required by users and clients of the Library. The digitization service creates digital copies of materials for both preservation and access purposes. During the year under review, the National Library digitized 2 507 pages of content, these were mostly from Namibian newspapers. That makes up the total estimated number of 45 000 records digitized this far.

2.1.6 Recommendations

The library should employ more staff so that Reference Section staff members are not over-worked, and so that all duties and functions are carried out to the maximum. When the exercise to re-arrange newspapers in the stack room is completed, attention and effort should be re-dedicated to barcoding and entering Namibiana books into Workflow database so that these materials are accessible to the public. The Wi-Fi network should be re-connected so that our service to the users is expanded and so that the flow to general computers is reduced.

2.2 Bibliographic Section

2.2.1 Introduction

The functions of the Bibliographic Control Section of the National Library are to;

- Render bibliographic services and serve as the National Bibliographic Agency.
- Build through legal deposit or other means a collection of material emanating from or relating to Namibia act as central agency for the implementation of National and International standards relating to library and information work promote awareness and appreciation of the existence of Namibia's national heritage.

2.2.2 Statistics
2.2.2.1 Namibian Literature

Namibian books accessioned	1 236
New entries on NAMLIT	543
Updated entries on NAMLIT	49
Periodicals catalogued	938

Periodicals first copies	16

2.2.2.2 ISBNs allocation

ISBN to publishers	15 sets
To single books	71
ISSN	12

2.2.2.3 Legal Deposit

Reminders sent for Periodicals	71
Reminders for books	86
No. of visits to publishers	2
No. of Legal deposit consignments sent	2

2.3 Binding

In addition to the periodicals subscribed to or received on legal deposit, the National Library receives **5** daily and 11 weekly Namibian newspapers on legal deposit. For about 12 years both the newspapers and the periodicals were not bound due to financial constraints, with the exception of 63 volumes of newspapers that were bound two years ago. Since preservation of the Namibian material as part of our national heritage is one of the core functions of NLN, binding of such loose or flimsy material as newspapers and periodicals should be done on a regular basis. The use of this type of material causes a lot tear and wear on this valuable material, and a bound volume is also more convenient for a user/researcher to handle. Preparation for the binding of these periodicals and newspapers has taken place during the past two years and is still on-going, however, there is huge backlog of unbound newspapers and periodicals which is piling up and accumulating even more volumes for future binding.

2.4 International Standards
International Standard Book Numbers (ISBN)

An ISBN is a number of 13 digits put in a certain pattern to identify a specific edition of a book or other monographic publication. The National Library of Namibia is the ISBN agency for Namibia. It was given authorization by UNESCO to become a national agency in 1990, and thus issues ISBNs to Namibian publishers and authors. The NLN is required to maintain a register with all ISBNs allocated with the publishers' addresses and to annually provide the International Agency in London with the ISBN and publishers' information for their world directory, the Publishers' International ISBN Directory (PIID). The PIID was published in print and online versions. The last edition of this was published in 2014 and will be replaced by an online only Global Register of Publishers (GRP). The new GRP is freely

accessible to all to retrieve publisher details. As a result, the way the ISBNs have to be entered by national ISBN agencies on the submission form to the international agency has changed. Changes by the Namibian agency, the NLN, have been successfully completed. Additionally, our national PIID needs constant editing and updating as publishers' contact persons and details often change. Also, a number of the older listings are not complete and accurate and are getting edited as we come across those. During the year under review, the NLN has allocated 82 ISBN to individual people and Government Offices, Ministries and Agencies and 8 blocks of several ISBN each to publishers.

2.5 International Standard Serial Numbers (ISSN)

An ISSN is a number consisting of 8 digits with a hyphen in the middle, to identify a serial or periodical title. A serial is a publication, in any medium, issued in successive parts. Serials include journals, newsletters, periodicals, newspapers, proceedings, annuals (reports, yearbooks, directories, etc.). The National Library of Namibia was established as the Namibia ISSN Centre by UNESCO in September 2009. It has to contribute its records on a regular basis to the international file maintained by the International Centre in Paris. During this year, **17** ISSN have been assigned to serials in Namibia.

2.6 General Services

2.6.1 Introduction

The Auxiliary Services Section maintains appropriate technical/operational standards and quality assurance processes for monitoring team output and ensuring delivery of tasks to agreed standards and within deadlines and budgets.

2.6.2 Procurement Activities

- The fire hydrants were serviced and this has to be done yearly.
- No funds were available for procurement of books and periodicals.
- NLIC funds of N$3,800 were used to buy toilet paper as there were no funds available for the Procurement of cleaning materials.
- Binding of 300 Journals and 400 newspapers were done up till end of March 2018.
- There were emergency repairs done on the water pipes at the NLAS building foyer and at the National Archives at an amount of N$32,000 that was sourced from the NLIC funds.

2.6.3 Building Maintenance

- There were 85 lightbulbs and 20 chokes replaced in the building during the year.
- There were 8 instances of serious water leakages and 4 contractors had to be called in to fix the pipes and the rest of the pipes were fixed with clamps.
- The stack rooms were cleaned but the cleaners have to be monitored closely.
- There were 8 door levers replaced and 7 plugs replaced in the building.

- There was a part of the roofing that fell and it was safely removed with the help of the Ministry of Works & Transport.

Part of the roofing material from the building that fell off late last year in 2017.

2.7 ICT Section
2.7.1 Activities

- The IT Department has been running smoothly when it comes to the Servers. The 2 Servers did not experience any crashes which allowed the colleagues to work efficiently.

- Our exchange e-mail accounts via OPM have been working very well and all users in Archives and National Library do make use of their GRN e-mail address. The other 2 (Educational & Community) have only one or 2 people that make use of it.

- The website for the National Library and community Library are all up and running through the Library Management System and in the process of sorting out the storage/backup systems for NLAS, as at the moment we are running out of space.

- EDRMS is currently not being used by most of the staff members, as OPM is yet to show the staff members how the application is set up and configured.

- Water leakages at the National Library building damaged the new switches that where purchased from BCX and it took up to 5 months just to renew the firewall and backup systems and many of the tasks that need to be done require finances.

- The internet is very slow because of many the users are using the small bandwidth line. It is recommended for the bandwidth to be increased for the staff members to work efficiently and effectively, especially the officials working on the Library Management System and for the external users to have good quality access to internet through the PC's and Wi-Fi.

2.7.2 Statistics

- All the 41 Staff members that work on the computers have a functional and available e-mail account.
- All the 48 computers and 2 Servers are connected to the NLAS domain network and to the Kaspersky anti-virus server.
- The 24 Laboratory computers and 6 visitor computers are running a free version of AVG anti-virus application.

NLN Users making use of the Library terminals for research and internet access

2.8 Staffing

Two Senior Librarians positions, for Reference and Bibliographic Sections are vacant from December 2017, when Ms. Barbara Jacobi, from Bibliographic Control Section went on retirement and Ms. Nomusa Senzanje from Reference Services Section resigned. These are critical supervisory positions which needs to be filled as a matter of urgency. Mr. Jefta Iindombo who was responsible for the cataloguing of the

Namibiana books had a cross-transferred to Oshakati and was replaced by Ms. Ndeshi Kavila who has to be trained from scratch as she was not exposed to cataloguing functions. There are 2 vacant positions at the Bibliographic Control Section, one for the Senior Librarian Grade 7 and one for the Librarian Grade 9 who is supposed to catalogue materials, however, the post has been vacant since September 2013.

The NLN Division closed its year 2017 with the following staff compliment:

Position	Number of staff members
Chief Librarian (Head of National Library)	1
Senior Librarian (IT Librarian)	1
Assistant Librarian	1
Administrative Officers	3
Cleaners	2
Labourer	1
Messenger	1
Watchman	2
Caretaker	1
Total	**14**

2.9 Continuous Professional Development (CPD)

The following staff members have been engaged in further professional training at different institutions.

- Ms. Mona-Lisa Kauraisa is on Special Study leave at UNAM leave till the end of 2018, doing an Honours Degree in Library & Information Science.
- Mr. Fabian Kapepiso was doing his Master's Degree at the University of Cape Town with financial assistance from NLAS.
- Mr. Dalbert Kubas was doing a Diploma in Records Management at UNAM and completed in December 2017.
- Mr. Marcus Djagho was doing a Diploma in Records Management with SBS.
- Ms. Alma Kamurongo was attending Adult Literacy Classes during the period under review.

2.10 Innovative/ Creative Ideas Implemented

Due to budget cuts a number of initiatives have been adopted to save photocopy paper and general printing as well as the saving of toilet paper. For instance staff members were encouraged not to print everything unless it is really essential. Staff members have been encouraged to go for electronic documents management and the leave forms for our records are not being copied but kept electronically.

2.11 Challenges

Some of the challenges experienced by NLN are stated below in brief;

- **Budget cuts**: was one of the biggest challenge faced by the NLN, as it was allocated minimum budget mainly for utilities and nothing for collection development and other activities.

- **Staffing**: the structure of the NLN is seriously inadequate to fulfil the legal mandate as expected, as this structure was established just after independence and it has not been reviewed ever since.

- **Enforcement of the legal deposit:** provision of the NLIS Act: Not all publications are being deposited with the NLN as some of the publishers and Government Ministries are ignorant of their obligations as stipulated in the Act. Legal deposit awareness campaigns have been put on hold with the current structure of the National Library not adequate to fulfil this legal mandate.

- **Limited computers**: about 10 computers in NLAS are old and need to be replaced.

- A new firewall device is needed so that we enhance the way internet is being accessed and also to update the system from intruders/hackers on the network.

- **National Bibliography (NNB):** it has not been produced for more than a decade, mainly because, of the capacity and inadequacy of the available human resources. The shortage of the well experienced and qualified Librarians is a challenge, more Cataloguers are needed to produce the NNB. Most of the professional posts in the subdivision were filled during the reporting period, with the saving from the retirement and resignation of two critical staff members in December 2017.

- **Slow Internet connectivity**: this limits the use of the network and slows down searches, downloads, cataloguing and other electronic services. A network upgrade is needed in the new financial year to address this situation. This is a critical project as the internet is the anchor that facilitates most of our operations.

- **Digitization project**: this exercise is moving at a slow pace due to staffing, equipment and training challenges.

- **Air conditioning system:** has not been working for a long time and it is a big concern as it makes the working environment hazardous for both users and staff members.

2.12 Recommendations

- The staffing establishment of the NLN needs a serious relook considering the services that should be offered and the current demands and expectations of the users. This applies to all the sections, Bibliographic, Reference, General Services and IT.

- The vacant positions for Senior Librarians needs to be filled as soon as possible as too many tasks of a professional nature remain undone, for example indexing of periodicals, stronger liaison with publishers, more awareness efforts for legal deposit, ISBN/ISSN, the compilation of the NNB and so other activities.

- Training of staff members at all levels is needed to keep abreast with modern trends in how we execute our duties.

- The NLN should conserve its vast collections of rare books printed on paper to restore them to a usable condition. The library runs the risk of losing Namibia's heritage if it does not preserve the print and electronic resources it has acquired over the years.

- The renovations of the National Library and Archives building should be prioritized as the state of the building is no longer at the required standard to preserve the nation's heritage for posterity as there are constant water pipes bursting which is putting our collection at great risk. The non-functioning air-conditioning system is hazardous both to material and human resources. The in-door air quality is poor, and the heat in the offices is often unbearable, for example those facing north are above 40°C even during winter. The air-conditioner in the Server room is doing a great job, although it is recommended for an extra one that efficiently cooling the Servers. The renovations will among other things have to deal with the security upgrades of the building including the installation of the CCTV to reduce vandalism of library material and intercom for easier communication with clients. There is also a need to install access control in the building to ensure that library materials are secured from uncontrolled access to both users and staff.

- Binding of periodicals and newspapers should be done annually and that the budget provision to carry this exercise shall be secured annually, in order to work on the backlog that accumulated over years.

- The greatest challenge in the harvesting of legal deposit materials is in the sourcing of government publications. The lack of responsible contact people and the frequent turnover of staff in different Ministries leave us with a great shortfall of government publications in our collection.

- Upgrading of the bandwidth needed to ensure speedy access to information resources.

- The whole firefighting system and the vacuum cleaners would need to go for service as they are overdue.

- There is a need of chairs for staff members as they are using broken chairs.

- The delays caused by the new Procurement Unit need to be addressed as soon as possible as it might cause delays in work to be done.

- There is also need to re-train staff members to keep pace with technological changes especially in the wake of the new Library Management System which replaced CDS/ISIS and which implementation is still in progress.

- The vacant Senior posts which occurred under the review period and which have not been given the greenlight to start with the recruitment process need to be prioritized as these are critical posts in view of the functions and emerging activities that have to be covered by the NLN. Keeping in mind the expansion of the National Library as a growing study and research library and the growing book publishing sector in the country, there is a real need for professional Librarians who are experienced in cataloguing and classification to deal with the increasing published materials that needs to be processed. These personnel are essential if some of the professional services such as publishing the NNB are to be realized.

2.13 **Conclusion**

The year under review witnessed a number of activities that were successfully implemented although there are outstanding recommendations from previous years such as the renovation of the building as there are frequent water pipe leaks which are not conducive to the safety and preservation of library and archival materials housed in the building. Despite the challenges that were faced over the year, the National Library staff members worked tremendously hard to offer a commendable service to the public.

3. PUBLIC LIBRARY SERVICE (PLS)

3.1 INTRODUCTION

This is a brief overview focused mainly on the monthly activities of the Public Library Service, Head Office, the three Regional Libraries (Omaheke, Oshana, and Ohangwena) and the rest of 62 Public libraries in all 14 Regions.

3.1.1 Highlights of progress on activities

Public Library Service (Head Office) Activities

Public Library Service, Head Office is the key element in providing all public libraries with equitable material and resources for effective and efficient service delivery. The following activities took place during the reporting period.

1. **Cataloguing and Classification**

The Librarians responsible for cataloguing and classification catalogued **970 titles** in English, Afrikaans and indigenous languages. The catalogued books and audio visual materials are for both adult and children.

2. **Adding of items into the Integrated Library Management System (ILMS) and Processing of books**

The technical team responsible for adding items on the ILMS managed to add **15,227 books** into the system. This is the same number of books processed and prepared to be sent to the Regional Libraries and other public libraries.

3.1.2 Strengthening Innovative Library Leaders (SILL) Training

The Librarian from Head Office Ms. Sabina Neumbo and Ms. Victoria Isaacks conducted training on Strengthening Innovative Library Leaders (SILL) for the library staff in Otjozondjupa and Kunene regions, attended by fourteen **14** participants. The training program focused on the following aspects:

- Empowering of Librarians to take on additional responsibilities and act as leaders in their libraries and communities.
- Strengthening innovative library leaders.
- Exposing Namibian librarians to innovative services and best practices through workshops from experts in library and information science.
- Strengthening international ties among libraries and librarians worldwide for the promotion of international education, understanding, and peace.

3.1.3 Continuous Professional Development (CPD)

NLAS through the Public Library Service and EIFL started the process of signing a three (3) year contract for Public Librarians to be trained on modules such as ICT, Advocacy, New services in Libraries, Time management and Library space. Ten (10) Trainers of Trainees together with seven (7) junior trainers are identified already and are expected to cascade the training to all public librarians in their respective regions during the project phase (2018–2020). The purpose of this project is to allow public librarians to identify specific skills and knowledge they require to be confident in providing services to the public members as well as enhancing their skills in certain areas of their profession.

3.1.4 Libraries Statistics and activities in the Regions

The following statistics were collected from all public libraries: Daily library visits, ICT usage, Basic Computer Skills training, Book Circulation and Membership.

❖ **Daily visitors in Libraries**

Community members visited the public libraries for different purposes i.e. research, using library space for studying, meetings, leisure etc., computers and internet / WIFI services, photocopying service, homework, borrowing books, reading local daily newspapers and so forth. The graph below is indicating the total number of community members that visited Public Libraries during the reporting period.

DAILY VISITORS 2017/2018: 851 932

OTJOZONDJUPA 46330
ZAMBEZI 25000
ERONGO 32345
HARDAP 35371
OSHIKOTO, 72133
KARAS 74714
OSHANA, 178849
KAVANGO 101860
KHOMAS 162104
OHANGWENA, 63491
OMUSATI 23848
OMAHEKE 34086
KUNENE 6681
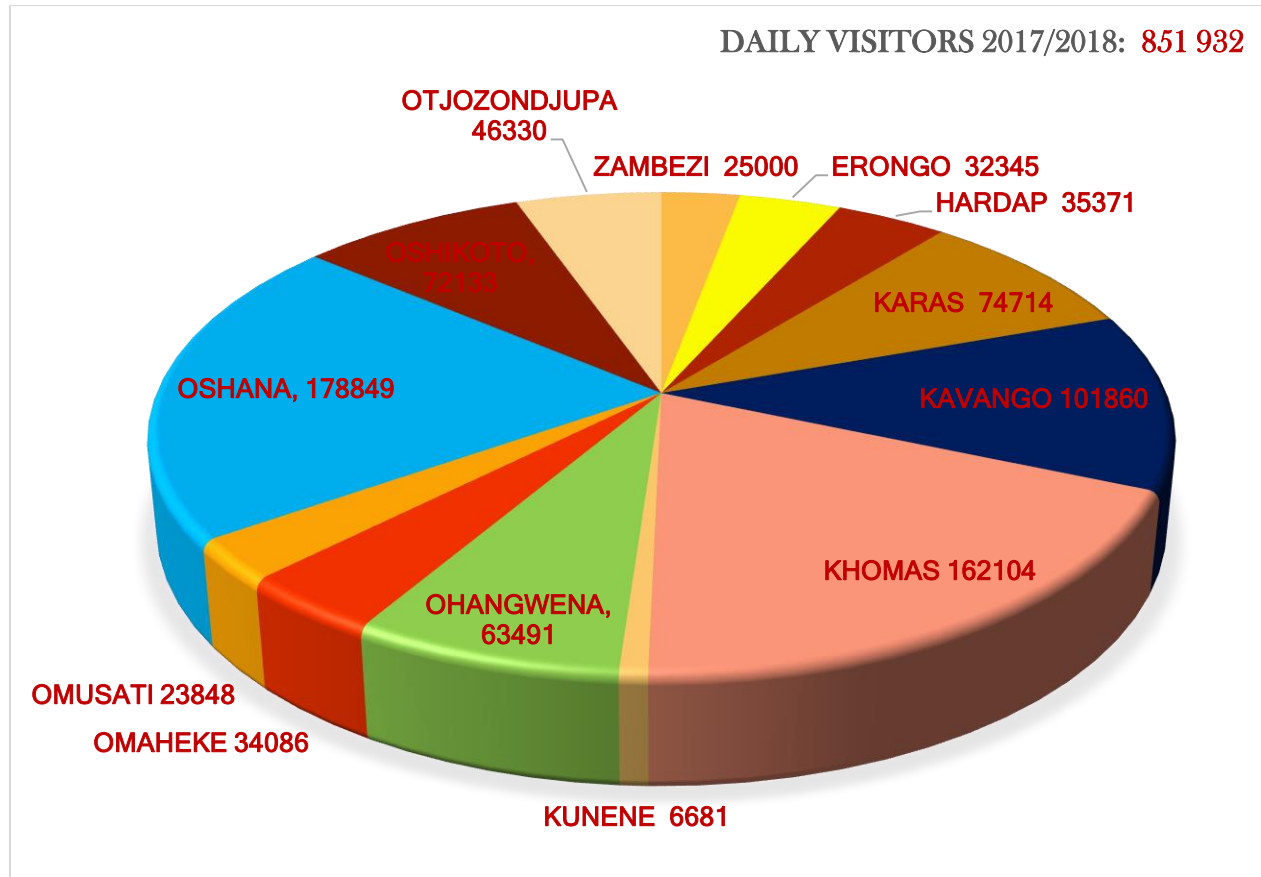
❖ **Circulation in libraries**

A total number of **106,421 books and electronic resources** (DVDs) were borrowed out during the period in review. This is a good indication that the books and other educational materials in public libraries are meeting the public members' information needs. Despite that, there is still high demand of large print books mainly in Afrikaans and English, indigenous literature and Secondary level (Grade 10 & 12) study guides.

3.1.5 Summary of Statistics for Public Libraries per Regions

statistics from public libraries in 14 regions

	ZAMBEZI	ERONGO	HARDAP	KARAS	KAVANGO	KHOMAS	KUNENE	OHANGWE NA	OMAHEKE	OMUSATI	OSHANA	OSHIKOTO	OTJOZON DJUPA
ICT USAGE	14820	20089	23542	17508	1706	29622	3116	39745	4119	4132	56506	17801	15004
ICT TRAININGS	90	143	320	275	23	143	78	520	158	101	672	0	73
BOOK CIRCULATION	3989	23482	12217	20662	577	4255	4282	3109	721	1083	3198	7821	21025
MEMBERSHIP	1267	5855	2841	6762	664	993	2163	5557	713	964	2116	1953	4006

■ ICT USAGE   ■ ICT TRAININGS   ■ BOOK CIRCULATION   ■ MEMBERSHIP

3.2 Library activities & Programs

❖ Leap Reader (Electronic books & games) project in Libraries

This is a new program introduced in libraries in May 2017. Leap readers books are helping children to build reading, writing and listening skills with an interactive book reader and audio player. These materials are designed to enhance vocabulary development and reading comprehension to help children become confident, independent readers and writers.

Currently, the program is being piloted in thirty (30) public libraries and the plan is to roll out the project to all libraries. **A total of 732 learners** were reached through this project during 2017/2018 financial year. There are successful stories from Luderitz and Gochas Public Libraries: Some of the learners with reading difficulties from Nautilus Primary school were identified to be part of this project. "*One of the teachers, informed the librarian that there were learners who could not recognize letters and phonetic sounds still in the second semester. Two weeks later after the learners attended the Leap Reader program at the Public library, they all got the courage to talk and participate in reading activities in the classroom*".

On a separate feedback from Gochas public library, "*a Grade two (2) Teacher indicated that a particular learner could not read or spell any type of word and that made the teacher almost certain that this particular learner would not be successful at the end of academic year. However, the teacher asked the librarian to include this learner on the Leap Reader activities at the library. This learner obtained a C average symbol in reading and passed her Grade two (2)*".

Figure 1: Pre-Primary Learners using Leap Reader pens in Mariental Public Library

❖ **The end of Libraries for Development project**

The Ministry of Education, Arts and Culture through the Namibia Library and Archives Services (NLAS) and the Finnish Library Association (FLA) signed a partnership agreement in May 2012 with the objective to train library personnel in ICT and information search skills to enable them to teach the skills to the public. The project also aimed at empowering various social groups such as Small and Medium Enterprises (SMEs), unemployed youth and out of school youths, Health workers and farmers and Women groups with basic ICT skills. This was a pilot project, covering 27 libraries in all regions. The project came to an end in December 2017 after it has been in operations and running successfully for a period of six (6) years.

The following table present a summary of the community members trained during 2017/2018 from the Libraries under the Library for Development project.

Library	Target Groups				
	Basic ICT	Youth & Students	SME	Health	Total
Arandis	39	0	0	8	47
Henties Bay	53	8	0	0	61
Katutura Rossing	72	32	11	0	115
Katima	122	0	7	1	130
Keetmanshoop	31	0	0	8	39
Luderitz	73	13	60	6	152
Mariental	72	0	7	7	86
Bethanie	17	0	0	0	17
Maltahohe	15	17	0	0	32
Gochas	50	0	0	0	50
Outjo	36	6	5	0	47
Omaruru	56	31	5	0	92
Okalongo	72	0	0	0	72
Otjiwarongo	74	0	0	0	74
Okahandja	7	6	0	0	13
Nkurenkuru	6	5	0	0	11
Rundu	0	0	0	0	0
Swakopmund	28	0	0	0	28
Tsumkwe	29	0	6	0	35
Warmbad	0	0	0	0	0
WHK Public Library	104	0	18	20	142
Rehoboth	59	8	4	0	71
Total	1 015	126	123	50	1 314

❖ **Library for Development Study tour**

Ms. Armanda Pieters, an Assistant Librarian at Maltahohe Public Library in Hardap Region and Mr. Paulus Asino, an Assistant Librarian at Rossing Katutura in Khomas Region had an opportunity to experience the services and programs offered in Tanzania public libraries through the courtesy of the Library for Development project from the 16th to the 18th October 2017.

Ms. Armanda Pieters & Mr. Asino Paulus with Libraries for Development Staff during their study tour in Tanzania

3.3 Donations Received

The Public Library Service received book donations from the following donors:

❖ **USAID**

The USAID through the American Embassy in Namibia, donated 2,155 children books to the four Regional Libraries namely; Oshana, Ohangwena, Omaheke and Outapi (Outapi is regional library for Omusati region the construction still in progress). Each Regional library received a total of 538 fiction and non-fiction books. The donated books are suitable for the age group of the learners from Grade 3 to Grade 8.

Figure 2. The then US Ambassador Mr. Thomas Daughton handing over the donation to Mr. Evaristus Mtota, Acting Deputy PS of Life Long Learning, Arts and Culture in the Ministry of Education, Arts and Culture

❖ **Institute for Open Learning (IOL)**

The Public Library Service received a donation of **3,825** books from IOL. The official handover took place on 7th November 2017 at the National Library's foyer where the first batch of books were received. NLAS is still awaiting for the rest of the books to be delivered. The total value of all the books donated is worth 3 million Namibian Dollars.

Figure 3 Mr. Hipa Murangi (IOL) handing over the donation to Mr. Elia Manga, Acting Director of Namibia Library and Archives Service

❖ **American Cultural Centre**

The American Cultural Center in Windhoek donated **94** books and **7** journals to the Public Library Service. The estimated value of the donation is N$4,000.

❖ **NOVANAM**

NOVANAM Limited donated 66 copies of a book titled: "Luderitz, a journey through time" to Public Library Service. The donation is worthy N$13,200. All of the books donated will be catalogued, processed and distributed to our network of 65 Community Libraries in all 14 Region.

❖ **Oshikoto Regional Office**

Tsumeb Public Library received three (3) brand new Computers from Oshikoto Regional Office. This improved the Library staff performance and eased access to information for the users.

3.4 Innovative / Creative Ideas Implemented

The Public Library Service did sent some Wimply kids diary books to Public Libraries. Some of the learners have become obsessed with reading and writing dairies. According to Oshana Regional Library children like Wimply kids diaries and the borrowing statistics of these books has increased double fold. In view of the interest the librarian came up with a program on writing diaries to allow children to transfer the skills they got from Wimply diary books. Kids were given materials to design and write their own diaries which will be presented and displayed at children section in the library. A number of 16 children (7 Male and 9 Female) participated in this activity.

3.5 Challenges and Recommendations

Challenges	Recommendations
Delay in procuring of processing materials: This activity mainly affected the performance of all staff members in quarter 3. All book consignments were supposed to be delivered to libraries on the third quarter.	

Shortage of Staff: CLS needs a Labourer urgently to stripe the consignment boxes, to pack boxes and offload them in the storeroom.	
Newspapers Subscriptions: The public libraries did not have funds to subscribe to the local daily newspapers. This is one of the main services that libraries are offering to community members who cannot afford to buy the newspapers on their own.	Once the funds are available, the regions to take ownership of this activity to make sure that all library in the regions are receiving daily newspapers.
Outreach programs in Libraries: This is one program that is fading away in libraries. Libraries are complaining about funds to get out of the library but libraries need to strengthen outreach and community engagement programs	Motivate library staff in the regions to conduct outreach activities and encourage them to focus on the activities that do not require funds.
Resources for Special Social Groups: Public Libraries need resources for special social groups such as visual impaired	Consultation with the Visual Impaired Association – to determine their members' needs. To establish the contacts with relevant institutions where such materials/ resources can be found.
ICT equipment maintenance: Some of the computers in libraries are not working and the regional IT technician is unable to fix the problems. This problem is hindering the usage of computers in the library as well as the basics Computer skills trainings.	

3.6 Conclusion

Despite the challenges experienced at Public Library Service (Head Office) and in Public Libraries in the regions, we are hoping that our resources, services and programs are contributing immensely to the lives of our users. And that alone can help the public libraries users to make informed decisions that contributes to their livelihood.
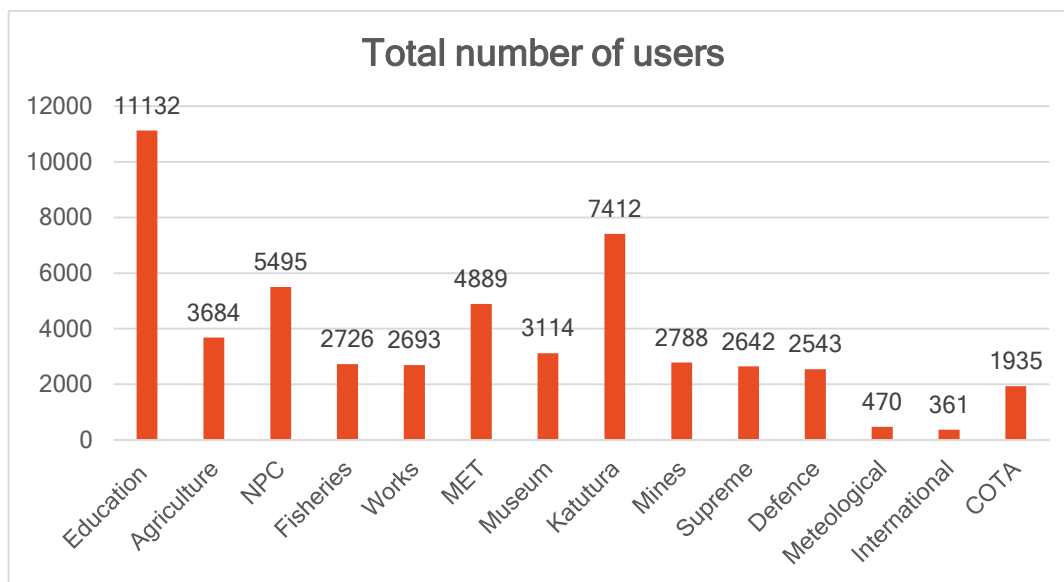
4.   Ministerial Library service

4.1 Introduction & Highlights

This report summarizes the activities that took place during the 2017/ 2018 financial year, conducted by the Ministerial Library Service (MLS). The following activities were executed at various libraries.

❖ Shelving and shelf reading of Library materials
❖ Sensitization of E-resources through presentations to members of staff
❖ Providing selective dissemination of information
❖ Receiving and lending of information
❖ Reference and query services
❖ Inter-library loan
❖ Provision of photocopying services
❖ Compilation of library statistics reports and quarterly reports
❖ Procurement of Library materials
❖ Processing of library materials through classification and cataloguing
❖ Conducting awareness and advocacy campaigns

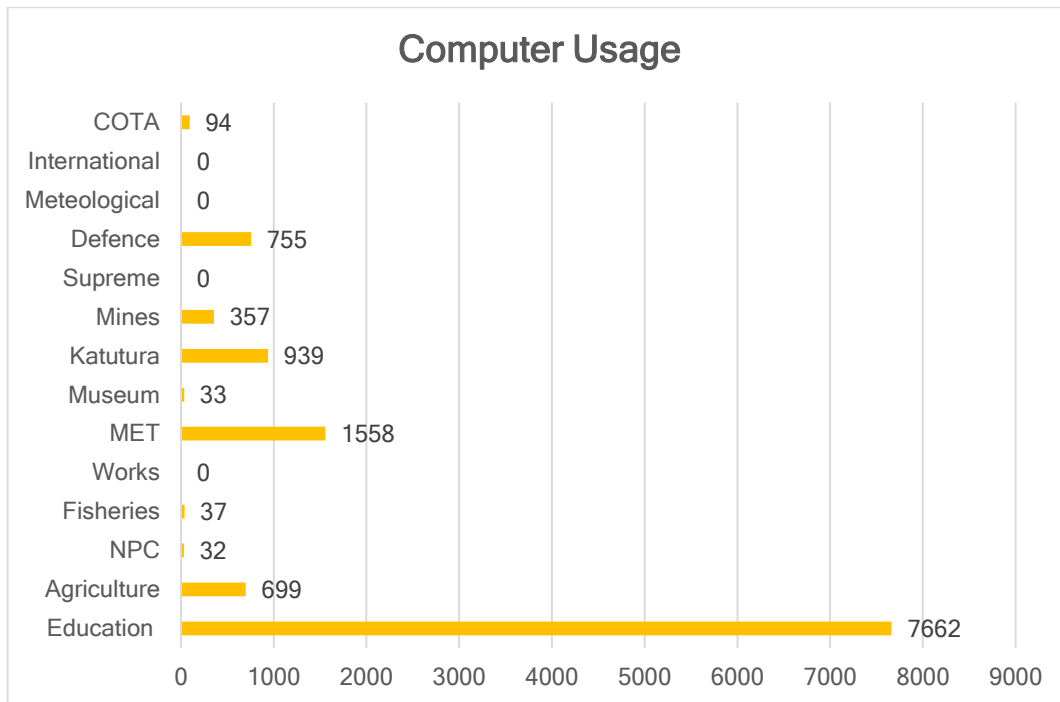## 4.2 Report on progress and activities
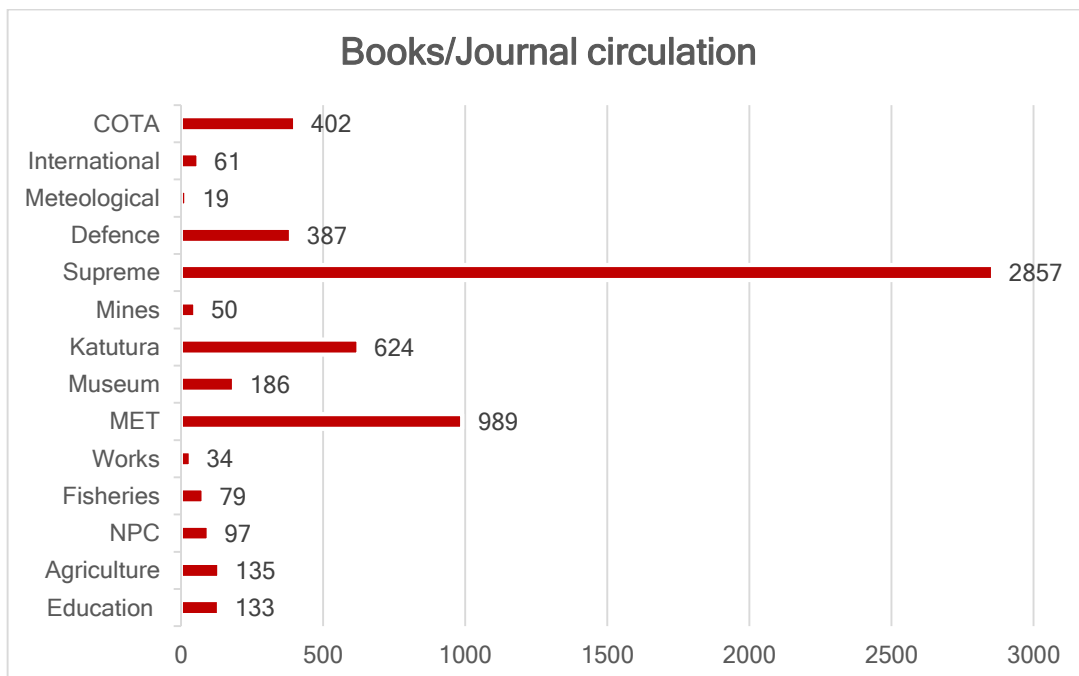
1.   Users per Library

The graph above indicates the total number of users that visited the fourteen (14) Ministerial Libraries during the 2017/18 financial year. The Ministry of Education Resource Centre recorded the highest number of users as shown above, while the Ministry of International Cooperation library recorded the least number of users.

2. Computer usage per library

Computer Usage

Library	Value
COTA	94
International	0
Meteological	0
Defence	755
Supreme	0
Mines	357
Katutura	939
Museum	33
MET	1558
Works	0
Fisheries	37
NPC	32
Agriculture	699
Education	7662

The graph above represents ICT usage at different libraries during the 2017/18 financial year. It should be noted that there are four (4) libraries as shown above with zero (0) figures and that represents the libraries without computers at their disposal.

3. Books/Journal circulation per library

Books/Journal circulation

Library	Value
COTA	402
International	61
Meteological	19
Defence	387
Supreme	2857
Mines	50
Katutura	624
Museum	186
MET	989
Works	34
Fisheries	79
NPC	97
Agriculture	135
Education	133

The graph above represents the number of books and journals borrowed out during the past twelve months and it shows that the Supreme Court library recorded the highest number of books/journal circulation, while the library at the Meteorological services recorded the least number of books/journal circulation.

4. Reference queries per Library

Reference Queries

- International, 31
- COTA, 6
- Education, 122
- Defence, 50
- Meteological, 121
- Agriculture, 117
- NPC, 100
- Fisheries, 78
- Works, 20
- Supreme, 450
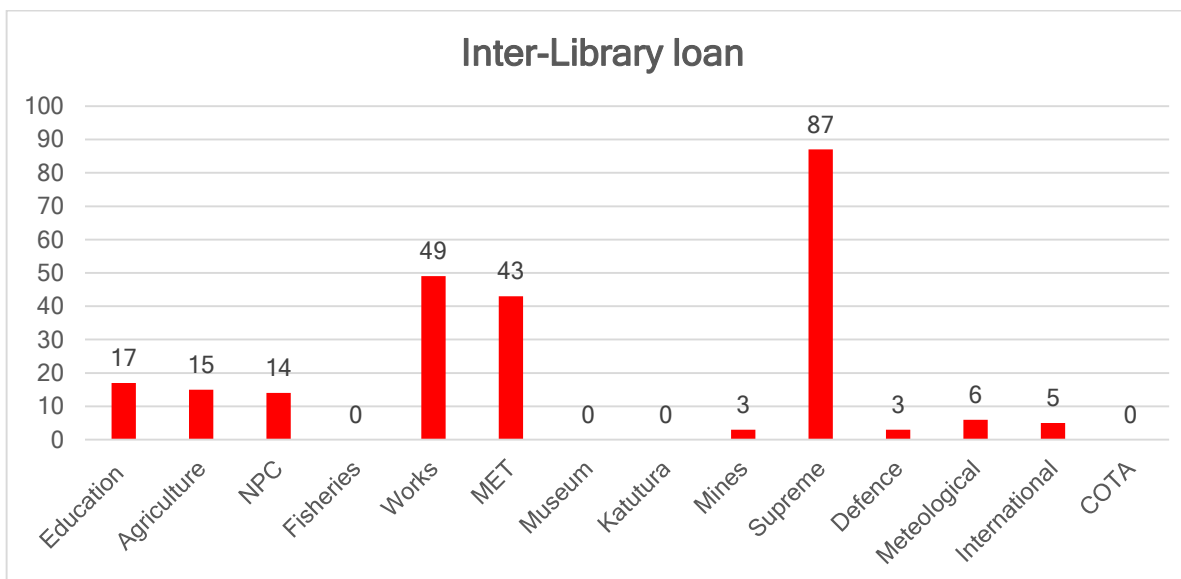- MET, 347
- Mines, 134
- Museum, 135
- Katutura, 189
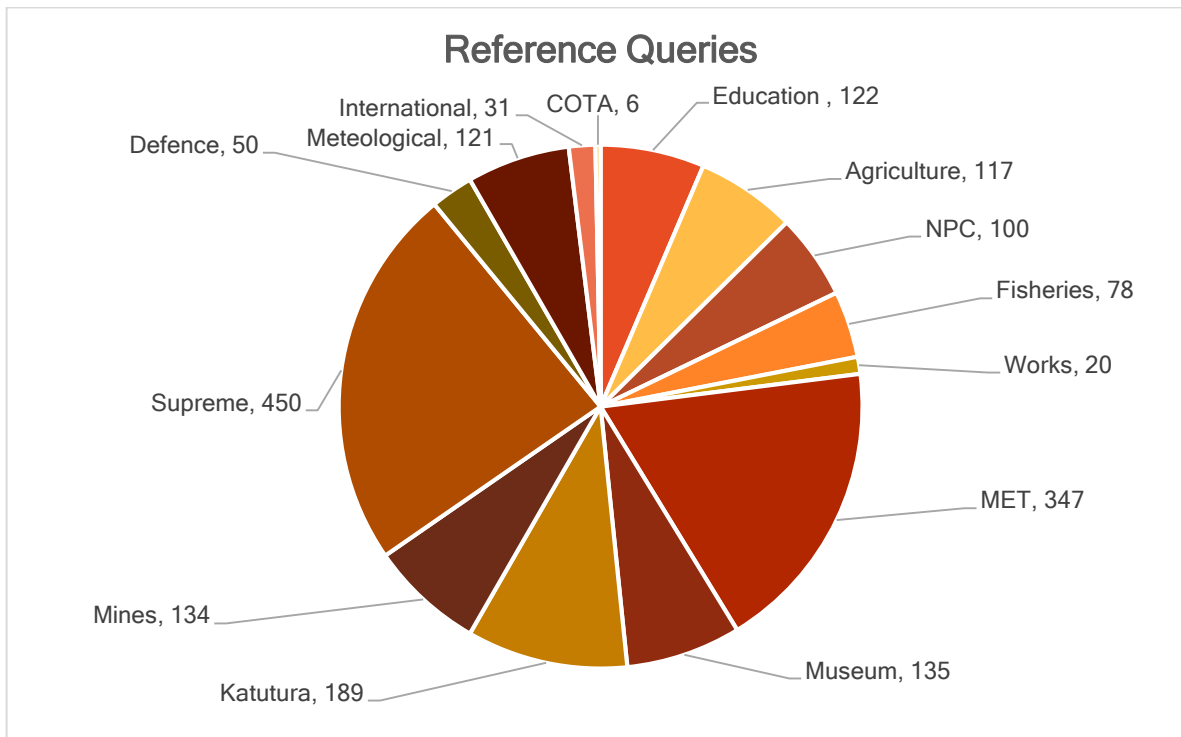
The above graph represent the reference queries that were recorded in all fourteen (14) Ministerial Libraries for the past twelve months. The Supreme Court library recorded the highest number of 450 reference queries, while the College of Arts Library recorded the least number of 6 reference queries.

5. Inter-Library loan per Library

Inter-Library loan

Education	Agriculture	NPC	Fisheries	Works	MET	Museum	Katutura	Mines	Supreme	Defence	Meteological	International	COTA
17	15	14	0	49	43	0	0	3	87	3	6	5	0

The above graph shows that no inter library loan service were done at the Ministry of Fisheries library, Museum library, Katutura and COTA library, while the Supreme Court library was the highest among all libraries.

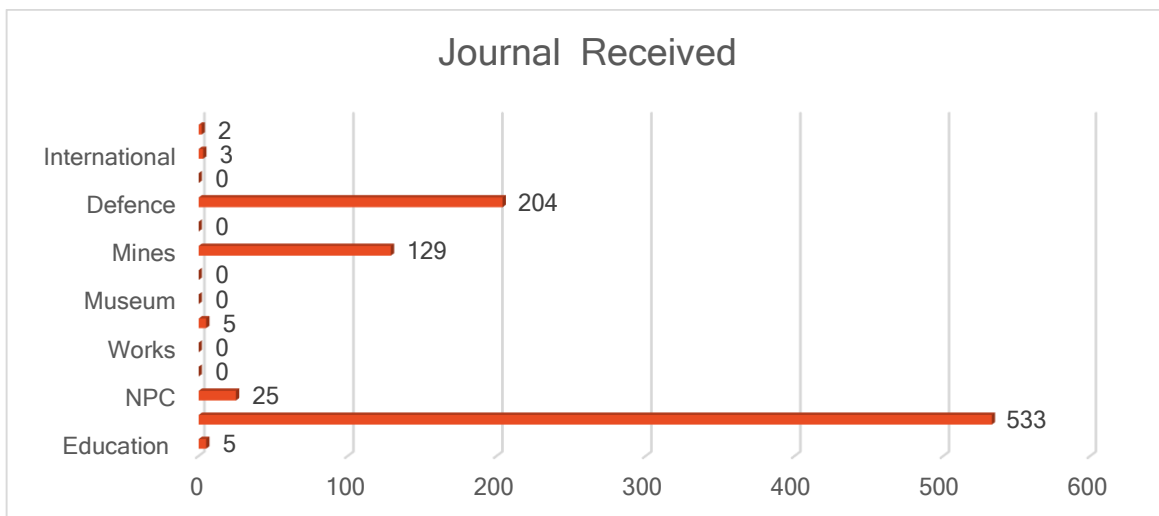## 6. Outreach programme
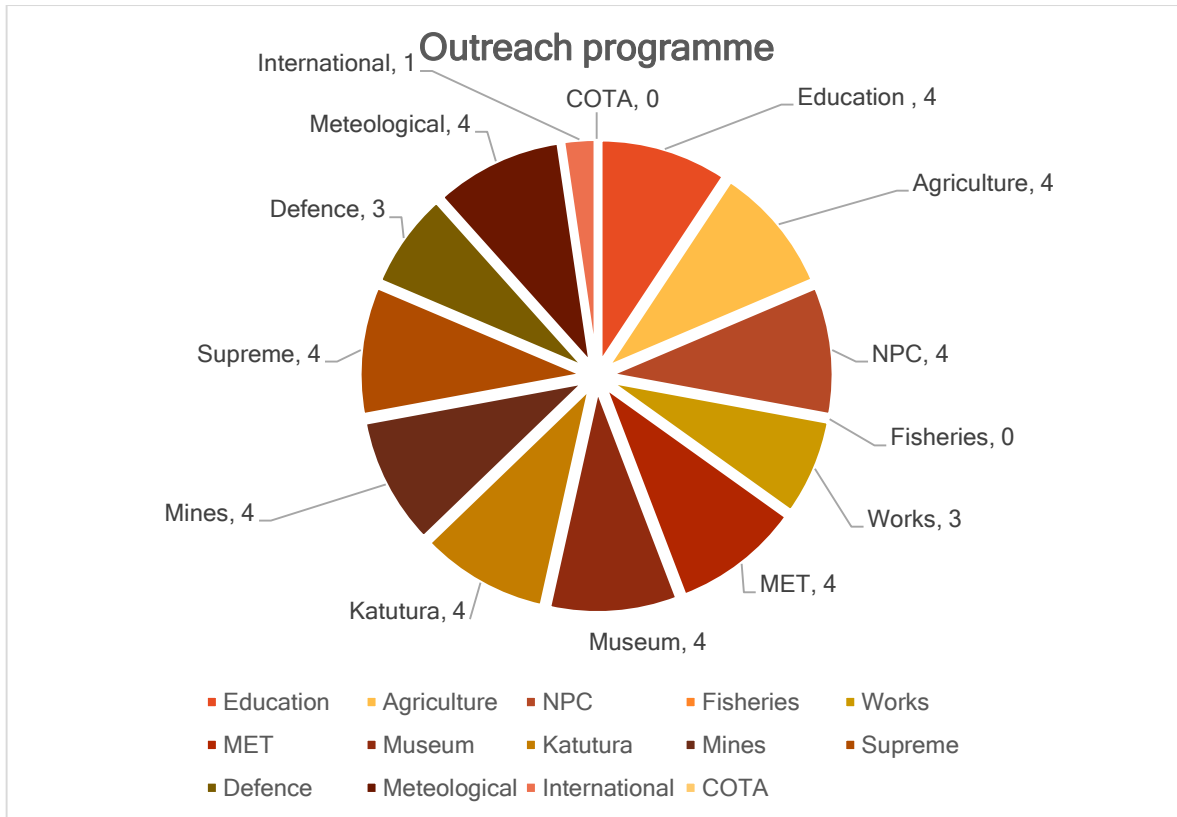
The Outreach programme was not carried out at COTA library and at the Ministries of Fisheries library. The Ministry of Defence and the Ministry Works managed to attend three (3) outreach programmes, while the rest of the libraries managed to attend all the outreach programmes (4).

7. Journal received per Library

The above graph shows that the Ministry of Agriculture's library had received the highest number of journals (533) among all the libraries, followed by the Ministry of Defence library (204), and then the Ministry of Mines library (129).

8. Data entry per Library
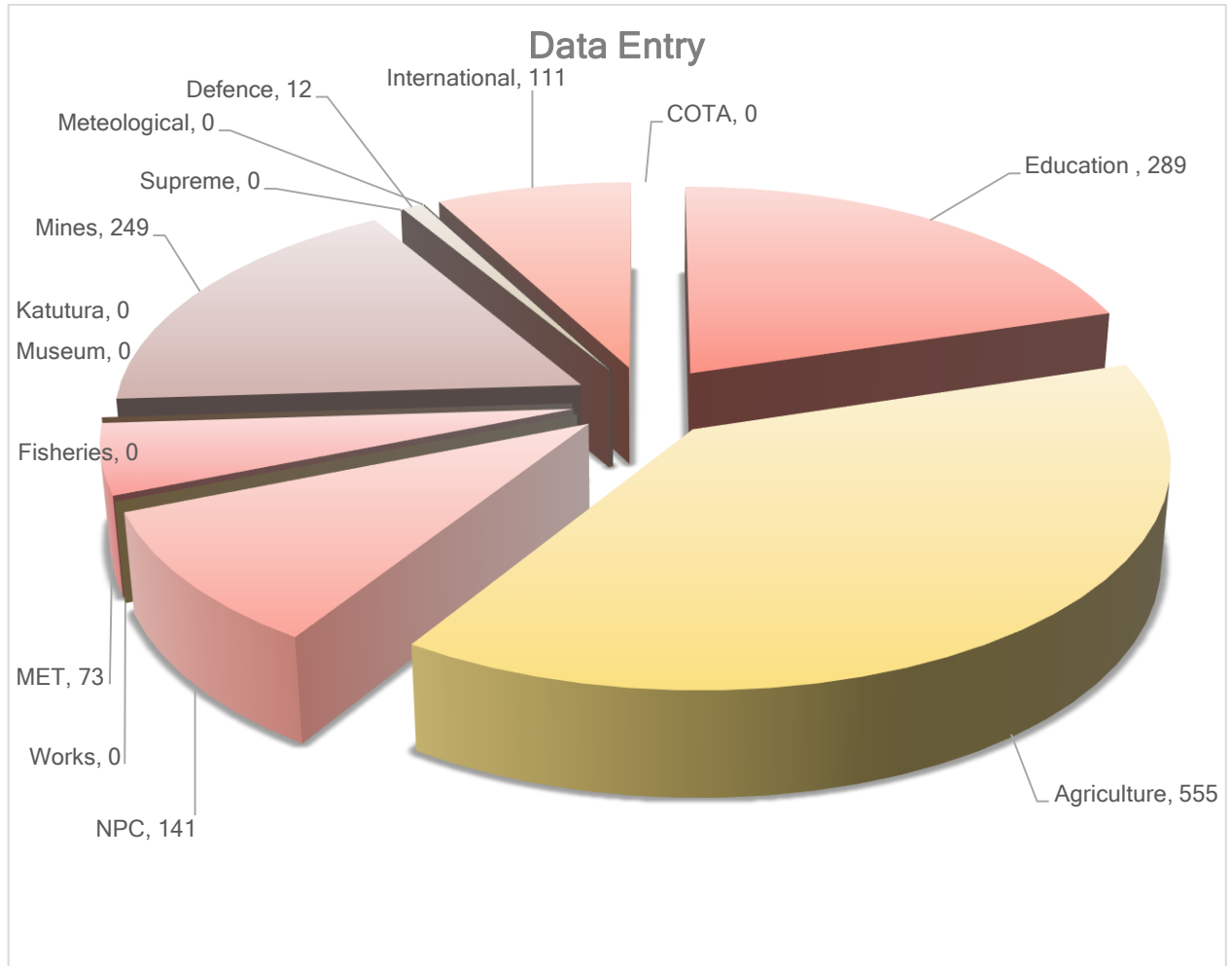
The Ministry of Agriculture library shows the highest number on data entry among all libraries, followed by the Ministry of Education as the second highest, while no data entry was carried out at the Ministry of Fisheries, the Ministry of Works, Katutura library, the Supreme Court library and COTA library.

Below are the pictures representing the four (4) Library awareness and advocacy campaigns:

Assistant Librarian, Ms. Emily Shaketange from the Ministry of Education, Arts and Culture Resource Centre on the left serving the users

Hon. Marleen Mungunda on the right hand side taking part in the quiz competition with Ms. Sabina Neumbo on the left hand side.

MoEAC staff members in a jovial mood as Ms. Sabina Neumbo hands over the prize.

Librarians busy serving and explaining library services to users at Katutura Intermediary Hospital

Staff members (Nurses) at Katutura Intermediate Hospital busy scanning through publications

4.3 Staffing

There was no personnel movements during the 2017/2018 financial year. Mr. Shihepo a graduate from UNAM has been volunteering at the National Museum of Namibia library since December 2017 to date.

4.4 Continuous Professional Development (CPD)

❖ NAWFIC staff members attended a two days (2) SABINET training during September in order to familiarize themselves with the new ways on using SABINET inter-lending system.

❖ The Librarian at the Supreme Court attended two trainings namely: NAMLEX update, hosted at the Legal Assistance Centre and the Book display at the Law Society of Namibia.

❖ The Librarian from the Ministry of Defence attended a short course on Modern Library Practice in Chennai, India during the period from 23 November2017 to 23 January 2018.

4.5 Donations Received

Katutura Intermediate Hospital received a donation of 92 books in total, which are 50 books from UNAM School of Medicine and 42 books from the Ministry of Health and Social Services through the Superintend Dr. Faddy. These books are about health reports, reports on gender based violence's, approach to forensic medicine and other health related matters.

4.6 Innovative/ Creative Ideas Implemented

❖ The Ministerial Library staff came up with an initiative of Library awareness and advocacy campaigns which took place at the Ministry of Education, Arts and Culture's Head Office on the 27th July 2017, followed by the Ministry of Mines and Energy held on the 15th September 2017, then at Katutura Intermediate Hospital on the 29th November 2017 and then at the Ministry of Environment and Tourism on the 27th March 2018. All of the Librarians and Assistant Librarians attended all the above-

mentioned occasions. Each Librarian with their Assistant Librarians managed to setup their Library stands which displayed their various publications in line with their Ministries Information resources, and about 1400 statistics of attendance have been recorded during these events.

❖ These type of initiative is playing a crucial role in ensuring that staff members from various line Ministries are fully aware of the available resources and services from their respective libraries that will help them to execute their duties timely and in a more efficient and professional manner.

4.7 Challenges and Recommendations

Challenges	Recommendations
❖ The renewal of electronic resources subscription with EBSCO was not done due to the budget cuts.	This a critical service for the Libraries and as such there is a need to secure funds to ensure that students and researchers have access to the global information.
❖ The computers at the Ministry of Fisheries Library are not functional and it has caused a serious concern among library users/ researchers. The internet connection is also a concern because of poor connection and as a result it slows down the searching of information or accessibility to electronic resources.	IT reported that they are busy resolving this issue and hopefully it will done in the shortest time possible.
❖ The only computer which was available at the Museum library crushed during the first month of the fourth quarter. This has badly affected the library as they lost all library database which makes it difficult to retrieve information	This library should be prioritize to get at least two computers for the Library.

❖ Katutura library is experiencing a shortage of computers and it has become a challenge as users demand has increased.	IT Department and the Management are fully aware about the situation and promised to prioritize the library should there be computers available
❖ The Ministry of Education Resource Centre library management system is slow due to the router which is not big enough to accommodate a lot of usage at the same time which made it slow to enter books on the system	There is a need to upgrade the bandwidth in the future.
❖ The security system at the Ministry of environment have not been functional since 2016/2017 financial year.	The Department responsible is working on resolving the problem.
❖ The Ministry of Agriculture, Water and Forestry was unable to fund treatment for the termites attack in the library building.	The responsible sub-division is fully aware of the challenge experience at the library, quotations were done and the service provider was recommended but due to financial constraints this challenge has never been resolved. The library staff will follow up during 2018/2019 financial year.
❖ ABCD Library Management System is currently not accessible for cataloguing and Information retrieval at the Ministry of Mines and Energy and the Ministry of Agriculture, Water and Forestry.	A new library management system has been acquired and a quotation is needed for installation.
❖ Budget limitation is one of the major problem that made it difficult to better	NLAS needs to inform the Management on the importance of having a budget line for each library.

service deliverance among the Ministerial libraries. ❖	

5. EDUCATION LIBRARY SERVICE

5.1 Introduction & Highlights

This is a brief overview of the yearly activities done by the Education Library Service with schools. The role of Education Library Service is to provide library & information services to all government schools in Namibia. The main duties for Education Library Service is to support the school curriculum by providing resource based, instructional information sources & skills to access, retrieve & use information for life-long learning. The following are activities performed by Education Library Services during 2017/2018 financial year.

5.1.1 Acquisition of school library books

Education Library Service is serving 1883 schools in all 14 regions. Due to the budget constraints, there were no curriculum supporting materials purchased during the financial year 2017/2018, however the Directorate received a donation of 36,500 books at the value of N$ 3.9 Million, for the upgrading of the library collections in 48 schools and 5 community libraries. Anpris Trading Enterprise donated 3,200 indigenous Posters for 1 096 primary schools and 614 combined Schools.

5.1.2 Cataloguing and classification

In 2017/2018 financial year **40 735** books (+- 570 titles) have been classified and catalogued on data crow system.

5.1.3 Packing of School library books per quarter

Education library Service packed and sent about 43,558 library Materials for 1,781 Schools in 14 regions.

QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	TOTAL
9 996	9 978	9 141	14 443	**43 558**

5.2 School Library Statistics

5.2.1 ICT usage in Schools

In May 2016, ELS started to collect ICT statistics from 49 MCA schools in order to ensure maximum usage of the ICT resources. The 49 MCA schools are with fully fledged libraries and computer laboratories. In 2017, the Education Library Services received statistics from 23 MCA schools only. Some schools are not submitting ICT statistics because their computers are either not working or

malfunctioning. Availability of internet service and there are no school librarians or teachers responsible for the library at some of the schools.

Below is the ICT usage statistics in school libraries during 2017/2018 financial year

SCHOOL LIBRARY ICT USAGE STATISTICS			
	ICT USAGE	NUMBER OF SCHOOLS	READING
QUARTER 1	4 868	23	280
QUARTER 2	24 005	23	1 768
QUARTER 3	12 535	11	233
QUARTER 4	8 859	16	5 535
TOTAL	50 267		7 816

Table 3: MCA school ICT statistics

5.2.2 School Library Circulation Statistics

The collection of the fiction and non-fiction circulation statistics helps the Education library services in terms of planning and monitoring of the usage of school library materials sent to school. The circulation statistics below, is from various schools in various regions, but not from all the regions because some schools do not submit their reports. School library circulation statistics are shown in the table below.

School library Circulation statistics			
	Circulation statistics	Visits	Number of schools
QUARTER 1	11 223	11 653	63
QUARTER 2	41 553	38 553	144
QUARTER 3	34 711	31 789	48
QUARTER 4	14 081	17 613	52
TOTAL	101 568	99 608	307

5.2.3 Readathon

The Readathon week is a reading and book festival held every last week of September every year in schools, culminating in the National Readathon Day on the last Friday of the month of September. The aim is to primarily develop a love of reading and to instill a reading culture in Namibia.

This year, the Havana Primary School pre-Readathon kick off was a success with the whole school in attendance for the opening ceremony and 70 learners on the second day for the reading activities which included Read Aloud, Spelling Bee, Reading and Drawing and colouring.

Pre-Readathon Celebration

In 2017, the official Readathon celebrations took place in Oshana Region from the 25th – 29th September 2017 at the Oshana Regional Study Resource Centre. This reading event was celebrated under the theme **READ NAMIBIA: Read with a purpose, Ways of Saving Water.** It was indeed a fascinating event

where school children from 16 schools shared their excitement of books and participated in a variety of competitions.

The Namibia Library and Archives Service (NLAS) partnered with the Goethe Centre and Franco Namibian Cultural Centre, (FNCC) who facilitated the week long workshops which included puppeteer and silent reading. It would not have been possible for the event to take place given the government's financial status. This event was extremely unique and special as it was sponsored by companies who have a reading interest of Namibian learners at heart. These sponsors were Schoemanns, Remind trading Enterprises, Waltons, Namibia Breweries, Nampower, Karnic, and 3D, Cabatana Private School, Genius Educational Software, Telecom and Hanns Seidel Foundation's, read aloud, drawing and colouring, creating a book and many more.

Oshana Readathon was attended by 1 118 learners:
- Monday   340 learners opening ceremony from 21 schools

Learners who attended the reading activities in the afternoon
- Monday   102 learners
- Tuesday   129 learners
- Wednesday   128 learners
- Thursday   144 learners
- Friday   275 learners   Awards ceremony
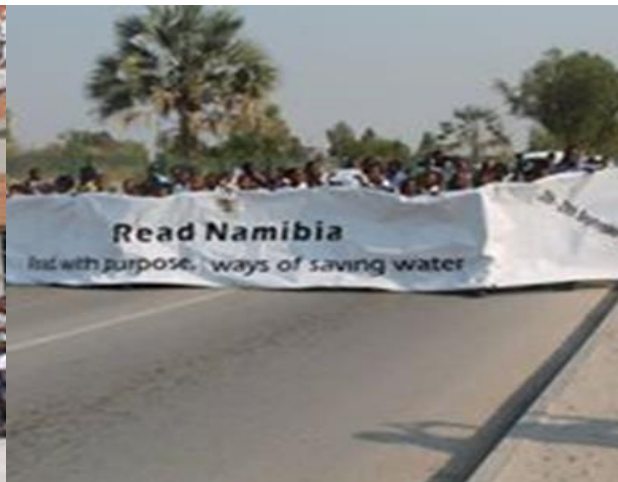
Picture 2: Oshana Readathon celebration in pictures

5.2.4 Read Namibia

The Read Namibia Coalition of volunteers is originated from the Annual Readathon. This coalition comprises of volunteers from different institutions and organisations who has an interest in cultivating a reading culture in Namibian school children. To sustain the coalition activities the website (http://www.readnamibia.wordpress.com) was created where parents, teachers, librarians and children can access free reading resources. The number of reading activities were undertaken around Windhoek at various places such as UN Plaza, Wernhill Park, Hope Initiatives Community Centre and Grove mall.

The Read Namibia press conference generated at least five media stories. The Reading and storytelling activities have reached **8,298** children. Collaborative activities among volunteers resulted in collection of close to **1,150** books and magazines that have been given to individual children and about **300** to libraries. About **150** teachers, parents and volunteers were trained on how to read aloud to children and to teach reading/foster love of reading. In the process of reading activities 11 children were interviewed at Wernhill Park Mall on how they liked the event. Best response? "I will tell my friends that I read stories in an amazing place"

Picture 3: Read Namibia Coalition photos

5.3 Continuous Professional Development (CPD)

5.3.1 Regional MIL workshops

ELS is mandated to ensure the upgrading of school library staff skills by means of workshops for effective management and the teaching of Information and Communication (IC). In 2014, ELS conducted a research in Otjozondjupa and Ohangwena Regions regarding the non-compliance of the teaching of the subject Basic Information Science (BIS) in all schools. This research shows that there is a need for the educators in Namibia to be taught and sensitized on the importance of this support subject. Based on the research findings ELS sought partnership with UNESCO in 2016 to conduct trainings on the teaching of media and information literacy in schools.

In Namibia, the MIL is incorporated in the subject IC therefore IC subject advisors and Librarians were invited to the first training in Windhoek in November 2016 with twenty-nine (29) participants in attendance from all the 14 education regions of Namibia. Upon this training, it was recommended that the same training should be taken to the regions, in order to reach a wider audience, henceforth, there

was a similar training in Mariental from the 22–24 May 2017, with six (6) participants from 4 regions and in Ondangwa from the 12th—14th July, attended by Eleven (11) participants from 4 regions. There is still a need to train Kavango East, Kavango West, Zambezi, Erongo, Otjozondjupa and Kunene. This regions will be trained in 2018 once the funds are available from UNESCO.

Picture 4: Media and information literacy Workshop participants

5.3.2 International Computer Driving License training

Ms. Hambeleleni Ashipala, Ms. Hellen Spargo and Ms. Daisy Likukela attended and successfully completed the ICDL training for 3 months from March-May 2017. The ability to use a computer effectively is now an essential life skill therefore these officials managed to improve their computer skills through this very important course.

5.4 Donations Received

5.4.1 Handover of posters by ANPRIS Trading Enterprises

On the 5th of July 2017, Mr. Andrew Harris, Managing Partner of Anpris Trading Enterprises, handed over 3,200 home language posters at the total retail value of N$85,000 to the Directorate of Namibia Library and Archives Service, to be sent to School Libraries of all Primary and Combined Schools in Namibia. The posters are in English and in the various home language used in schools. This donation came at a right time given the shortage of library resources written in the indigenous languages of Namibia. The Anpris donation was a response to the overwhelming evidence across the world that the longer a child learns in his or her home language the more likely it is for the child to succeed academically and the quicker a child will learn a second or third language when the time comes.

The major message from these posters is "Your home language and culture is as important at school as it is at home. School and home is working together to bring you an excellent education." Mr. Manga

expressed a heartfelt gratitude on behalf of NLAS to Mr. Harris for the donation and encouraged other SMEs to do the same.

Picture 5: NLAS officials receiving the donation from Mr. Andrew Harris

5.4.2 USAID Books Handover

The Ministry of Education, Arts & Culture through Namibia Library and Archives Service (NLAS) received a donation of 36,500 new school and community library books to the value of N$ 3.9 million from the United States Agency for International Development (USAID). These books are earmarked for 48 school libraries in all 14 regions three (3) Regional Resource Centers and two (2) community libraries.

The US Ambassador, delightedly handed over these books to the school libraries. In his speech, he mentioned that the books were being donated for three reasons; "the gift is part of our larger effort to nurture and support a culture of reading in Namibian schools, we are also seeking to increase access to library books for learners across the country, and lastly but certainly not least, we want to give learners a chance to participate in this year's annual National Readathon, which is scheduled for September."
The Deputy Minister of Basic Education Hon. Ester Anna Nghipondoka assured USAID that the books were going to be put to good use and that the books will help as resources to be used for Readathon and many other reading activities conducted in schools.

Picture 6: USAID donation recipients

5.4.3 IOL Book Donation

The Institute for Open Learning (IOL) donated books to the value of N$3 million to Namibia Library and Archives Service (NLAS), which will be distributed amongst the different subdivisions namely Community Library Service, Education Library Service and the National Library. Mr. Hipa Murangi, the Chief Operations Officer for ICT Learning and Distribution said this donation was inspired by a number of factors, mainly; the inspirational pupils in rural areas who go above and beyond what they learn in class to design and build airplanes and mobile phones from scrap material. He also said this supported their mission to contribute to the educational, economic and social advancement of all Namibians.

The donation was accepted with joy by the NLAS Director, Mr. Elias Manga who assured the IOL delegates that the books were indeed going to be utilized and that the Directorate was deeply grateful for such an initiative given the current financial status quo.

5.5 Innovative/ Creative Ideas Implemented

5.5.1 Media and Information Literacy Week, 24th October-01st November 2017

From left to right: Mr. Manga, NLAS Director, Ms. Brown, NUST, Dr. Mwilima, UNAM, Dr. Ilboudo, UNESCO, Hon. Nghipondoka, MOEAC and Ms. Kiana: IUM

The Namibia Library and Archives Service (NLAS) organized a Media and Information Literacy Week in Namibia for the first time with the participation of stakeholders such as UNESCO, UNAM, NUST, IUM and Khomas Education Regional Council. The purpose of the celebrations was to sensitize the Namibians especially the youth on how to behave online, the risks and dangers of abusing social media and what social media platforms were created for. The main focus was on hate speech, fake news, cyberbullying, sexting, teen dating abuse and violent extremism.

The celebrations were done around Windhoek starting with an opening ceremony at the National Library Foyer with approximately 30 attendants from different institutions. Public shows were held at Soweto Market, Wernhill Park and Government Office Park where the general public were educated on MIL issues and stereotypes. The MIL team also visited Windhoek High School and David Bezuidenhoudt High School and focused more on cyberbullying. Institutions of higher level; UNAM and IUM organised public lectures on Social Media Ethics and Sexting respectively. It was indeed an exciting and informative week, which managed to reach 588 people.

5.6 Challenges and Recommendation

Challenges	Recommendations
Schools cannot sustain the usage of Netman due to budgetary constraints	
No designated Senior School Librarians in some regions such as Kunene, Oshikoto, Hardap, //Kharas and Kavango West, hence it is difficult to follow up on progress	Deputy Directors and librarians to be sensitized on the importance of School Library Circulation and ICT Usage Statistics.
Most Schools don't have school Librarians.	
Malfunctioning computers.	Maintenance of library equipment by the regional IT personnel.

6. REVENUE COLLECTED AS FROM JANUARY TO DECEMBER 2017.

LIBRARY NAME	AMOUNT
Aranos	**2 443.00**
Auala	**17 027.90**
Bethanie	**2 037.00**
Eenhana	**15 053.50**
Gibeon	**373.47**
Gochas	**1 603.00**
Grootfontein	**311.50**
Kabbe	**186.00**
Kalkrand	**24.50**
Kamanjab	**574.00**
Karasburg	**17 224.80**
Karibib	**1 116.00**
Katima Mulilo	**3 162.65**
Katutura Rossing	**5 781.35**
Keetmanshoop	**40 032.80**
Koes	**78.50**

Luderitz	**9 229.18**
Maltahohe	**738.00**
Mariental	**19 071.70**
MoEAC Resource Centre	**1 402.00**
Mukwe	**530.00**
National Archives	**14 526.01**
National Library	**25 584.55**
Ohangwena Regional Library	**74 293.80**
Okahao	**23 418.25**
Okalongo	**1 100.00**
Omaheke Regional Library	**48 907.20**
Omaruru	**11 281.62**
Omungwelume	**3 558.95**
Omuthiya	**15 504.00**
Ongwediva Teacher Resource Centre	**961.35**
Opuwo	**762.00**
Oshana Regional Library	**60 189.20**
Otjiwarongo	**790.20**
Outapi	**11 700.05**
Outjo	**5 734.75**
Ozondje	**599.50**
Rehoboth	**1 842.00**
Roshpinah	**355.00**
Rossing Khomasdal	**10 911.00**
Rundu	**4 084.00**
Swakopmund	**8 496.50**
Tsumeb	**1 300.00**
Uis	**770.50**
Warmbad	**427.00**
Windhoek Public Library	**5 485.50**
TOTAL	**470 583.78**

7. SUMMARY OF PUBLIC LIBRARIES ACTIVITIES FOR 2017/2018

Activities	National Library	Ministerial Library Services	Public Library Service	TOTAL
Library Users	24 412	51 884	851 932	**928 228**
ICT Usage	8 144	12 129	247 710	**267 983**
ICT Training	-	-	2 596	**2 596**
Circulation	12 251	6 053	106 421	**124 725**
Digitization	2 507	-	-	**2 507**
Pre- primary learners participating in reading programs (Leap readers program)	-	-	732	**732**
Reference queries	-	1 900	-	**1 900**
Interlibrary Loan	-	242	-	**242**
Outreach programs	-	43	0	**43**
Journals received	-	901	-	**901**
Data Entry	-	1 430	15 227	**16 657**
Donation received				
Membership	-	-	35 854	**35 854**
Namibian books accessioned	1 236	-	-	**1 236**
New entries on NAMLIT	543	-	-	**543**
Updated entries on NAMLIT	49	-	-	**49**
Periodicals catalogued	938	-	-	**938**
Periodicals first copies	16	-	-	**16**
ISBN to publishers	15 sets	-	-	**15**
ISBN to single books	71	-	-	**71**

ISSN	12	-	-	**12**
Legal Deposit				
Reminders sent for Periodicals	71	-	-	**71**
Reminders for books	86	-	-	**86**
No. of visits to publishers	2	-	-	**2**
No. of Legal deposit consignments sent	2	2	-	**2**

8. SUMMARY OF SCHOOL LIBRARIES ACTIVITIES FOR 2017/2018

Activities	Total
Library users	**99 608**
ICT Usage	**50 267**
Circulation	**101 568**
Readathon participants	**1 188**
Read Namibia Project participants	**8 298**
Learners participated in reading programs	**7 816**
Library resources catalogued	**40 735** (570 titles)
Library resources sent to Libraries (1 781 libraries)	**43 558**
Donations of Books received	**36 500**
Donation of posters received	**2 200**

9. SUMMARY OF NATIONAL ARCHIVES ACTIVITIES FOR 2017/2018

Activities	Total
Record Management Presentation conducted	**9**
File Plan approved	**14**
Records Digitized	**7 131**
Archives Users	**1 500**
Number of Records used	**11 589 (fond)**

10. OVERALL NLAS CHALLENGES

1. Budget cuts
NLAS faced a biggest challenge during the 2017/2018 financial year as there was no budget allocation for Library resources and funds for renewal of electronic resources. This resulted in all libraries not procuring library resources.

2. Slow Internet Connectivity
This limits the use of the network and slows down searches, downloads, cataloguing and other electronic services. A network upgrade is needed in the new financial year to address this situation. This is a critical project as the internet is the anchor that facilitates most of libraries operations.

3. Digitization Project
This exercise is moving at a slow pace due to staffing, equipment and training challenges.

4. Air Conditioning System
Air conditions at the National Library/ National Archives building has not been working for a long time and it is a big concern as it makes the working environment hazardous for both users and staff members.

5. Delay In Procuring Of Processing Materials
This activity affected the performance of all staff members at Public Library Service in quarter 3. This delayed the delivery of book consignments to libraries on the third quarter.

6. Newspapers Subscriptions
The public libraries did not subscribe to the local daily newspapers during the 2017/18 financial year due to the unavailability of funds. Newspapers subscription is one of the main services that libraries are offering to community members who are searching for new opportunities to improve their lives or to find job.

7. Resources for Special Social Groups

NLAS is striving to provide equal access to library services as resources for special groups is currently very limited. There is a need to establish ways such as consultation with the Visual Impaired Association to determine their members' needs and to establish the contacts with relevant institutions where such materials/ resources can be found. NLAS is aiming to make library resources and services accessible to all community members.

8. ICT equipment maintenance

NLAS is facing a challenge with ICT technical support in the regions. Some of the computers in libraries are not working and the regional IT technicians are not coming forth to assist with fixing of the ICT equipment. This problem is hindering the usage of computers in the library as well as the basics Computer skills trainings.

9. Lack of Librarians to run school libraries

Lack of qualified and dedicated librarians for school libraries is badly affecting the functions and operations of school libraries. Most of school libraries are currently not providing enough support to learners as even opening hours are limited. This need to be addressed in a new future.

GALLERY

USAID donation recipients

Assistant Librarian, Ms Van Zyl from the Ministry of Environment and Tourism Library on the left serving the user

NLN National Press Coverage

National library closes over funding

• **NDAPEWOSHALI SHAPWANALE**

THE National Library and National Archives in Windhoek have been closed since last week Monday after maintenance work was put on hold due to a lack of funds.

The library and archives share the same building. Part of the building, according to a worker who requested anonymity, is also used as a public library where books meant for schools in the regions are kept.

According to the worker, they are waiting for a pipe to be fixed after it burst earlier.

"We cannot tell you when the library will open because we don't know when they will fix the pipes," an employee said when asked when the library is expected to open.

The employee said the main tap had to be closed because the burst pipe may damage books that are meant for schools in the regions.

"There are books kept downstairs, and they are in boxes, waiting to be taken to the regions. Those books can be damaged by the water from the burst pipe," the worker explained.

Education spokesperson, Absalom Absalom confirmed to *The Namibian* on Thursday that the national library and national archives have been closed to the public since last week Monday and will be closed until further notice.

He said the library was closed due to maintenance work that needs to be done.

"The maintenance work will be done as soon as money is made available," Absalom said.

He added that they do not have an estimate of how much money will be needed for the maintenance work, or when it will be made available.

"We are not able to say when the money will be made available," the spokesperson said yesterday.

Meanwhile, there has also been no electricity at the Supreme Court of Namibia's library last Wednesday and Thursday.

Officials at the court could not tell *The Namibian* why there was no electricity at the library, or when it is expected to be reconnected.

When contacted for comment, spokesperson for the office of the judiciary, Yvette Hüsselmann could not say why there was no electricity at the library.

Although she requested for questions to be sent to her via email and confirming receiving the queries, the spokesperson did not respond to any of the questions sent to her on Thursday, nor did she answer her phone or respond to text messages sent to her yesterday.

National Library & National Archives.

The Namibian Newspaper, 15 January 2018

National library, archives temporarily closed

Alvine Kapitako
Windhoek

The abrupt closure yesterday of the national library and archives as a result of urgent maintenance work has angered academic researchers who need their services for their academic work.

An American researcher is among the affected people and feared she would not meet her deadline of January 31 to submit her work.

The closure has affected library and archive users.

"An archive is unique in the sense that what we have in Namibia may not be available in South Africa – and some people travelled long distances to use the national archives, yet were denied that privilege because of poor maintenance," lamented a concerned user yesterday.

"This is a government building – why is it falling apart like this? It was dangerous even for passersby. I don't know if they don't have funds," said another person. Employees of the national library and archives refused to speak on the matter, fearing for their jobs.

New Era however learnt that the closure is as a result of a pipe burst that left water at the premises disconnected.

"The water problem just started. We as a national library and archives have many users. Those users and the staff are using the toilets so now if there is no water you can imagine the stench. Even now there is a very strong odour and it's just the staff – now imagine if the public have to use the library and archives, it will be worse," said the source.

Library and archives employees even resorted to using the toilets of nearby government institutions. "We first check if there is someone we know because we don't want to turn the whole ministry into a hostel. So, we pretend as if we are going to visit someone while we really just want to relieve ourselves," said another source.

Meanwhile, the public relations officer in the Ministry of Education, Arts and Culture, Absalom Absalom, confirmed the state of affairs at the national library and archives. "We had to close the library because of flooding which resulted from a plumbing issue on Friday evening. No damage was done," added Absalom.

"We have initiated the rehabilitation process and we will attend to the ailing items at the library," said Absalom. Yesterday, maintenance officials were at the site to determine the cost of damage, added Absalom. Absalom could also not state how long the library and archives would be closed because that would be determined by how soon funds are availed by the ministry.

Shut... The national library and archives is closed for maintenance work.
Photo: Emmency Nuukala

New Era Newspaper, 11 January 2018

National library and archives to close doors temporarily

Staff Reporter
Windhoek

Due to emergency plumbing repair work currently underway, the National Library and National Archives will be closing their doors temporarily to the public.

According to a press statement issued by the Ministry of Education, Arts and Culture, the National Library and National Archives building has major structural problems, which were discovered during a feasibility study carried out in 2012.

The emergency plumbing repair work commenced on January 8. "The ministry would like to apologize for any inconvenience that might have been caused by the closure and we would like to assure our stakeholders that we are working tirelessly to ensure that the National Library and National Archives doors are re-opened to the public soon," explained Sanet Steenkamp, education ministry permanent secretary.

The Ministry of Works and Transport over the years did repairs as problems occurred. Given the magnitude of the problem, the ministry has prioritized the renovation of the building as one of the urgent projects to be funded by the African Development Bank, according to the statement.

The National Library of Namibia is the only public research institution mandated by the Namibia Library & Information Service Act, (Act No. 4 of 2000), to collect, preserve and promote access to its collection, nationally and internationally.

Equally important, the National Archives of Namibia is the only government institution responsible for setting standards, inspecting records and making sure that all offices, ministries and state-owned enterprises follow proper record management as mandated by an act of parliament. The institutions preserve Namibian history and provide access to these records. They hold records dating from the 1800's.

The public are urged to make use of the Windhoek Public Library in Lüderitz Street, the ministry's library at Government Office Park, the Greavwe Jl Matong Library and the Rössing Foundation Library in Khomasdal and Katutura.
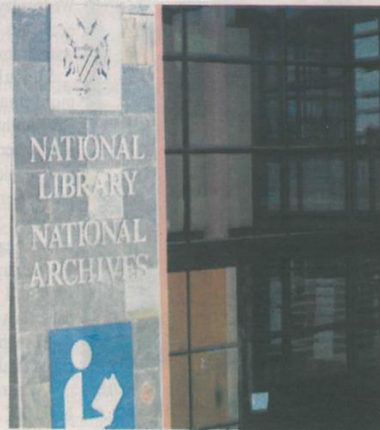
Photo: Nampa
The National Library/National Archives building

New Era Newspaper, Jan 29, 2018

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