



MINISTRY OF EDUCATION, ARTS & CULTURE

Namibia Library & Archives Service

ANNUAL REPORT 2019/2020

*Namibia Library and Archives
Service (NLAS)*

Annual Report 2019/2020

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Introduction

This report summarises the activities carried out at the National Library of Namibia and the National Archives of Namibia, all Public Libraries, Ministerial Libraries, and School Libraries in the country, during the financial year 2019/2020.

1. NATIONAL LIBRARY OF NAMIBIA

SUBDIVISIONAL ACTIVITIES

1.1. Document Delivery

The Document Delivery Section is at the centre of information provision and user interaction. The report of this section, therefore, covers activities that were undertaken and as well as ways of improving the services and service delivery to users.

1.1.1. Stack Rooms and the Open Shelf

The interns, together with the volunteers, assisted with the reorganisation of periodicals to create enough space for the Government Gazettes. They also assisted with the shifting and re-organising of newspapers, specifically The Namibian newspaper.

About 41 Titles (making up 334 books) were weeded from the Reference Collection in June 2019. After weeding, the Titles were deleted from the library database. The statutes were also updated, and the files were re-organised to ensure that the content would fit in each file. These exercises and tasks were performed by the interns and volunteers under supervision.

The Reference materials were re-organised after weeding. In Quarter 3 of the year

under review, the Document Delivery Section made changes related to how the statistics are captured. This was done by creating an Excel form and file on the desktop compelling staff members to enter statistics on a daily basis. This has ensured that calculations are done automatically as the numbers are entered on the form. This was introduced at the beginning of October. In November, computer bookings were also computerized to prevent users from signing multiple times. Bookings are now done by the Reference Desk staff.

1.1.2. Tours and Orientations

To help users find their way through the library and make the most of our collection, introductory sessions and tours are given to the public upon request and during the desired dates. Our library tours include library orientation. The purpose of these library orientations is to make our users aware of the National Library and the services available. The users are therefore educated on the general use of the library during the tours.

On the 10th of June 2019, the SWAPO Party School toured the library with 18 Students and 2 Instructors. They mainly wanted to

know how the students can borrow materials and use the library. Further two tours were given during the Second Quarter. On 5th August, 26 students and 3 faculty members (Lecturers) from the National Institute of Technology's (NIT) School of Business were given a library tour and familiarisation session. On 22nd of August, 6 students and 2 guardians from the Erongo Junior Regional Council were also on a familiarisation tour of the library. The National Library conducted one tour for the participants who participated in the Goethe Institut *Best Library Photo Competition*. This comprised of 6 people.

1.1.3. Outreach and Training

This section includes seminars and conferences attended, in addition to training and outreach. Outreach involves awareness campaigns and display of National Library resources.

Ms. Monalisa Kauraisa has been tutored on how to install and troubleshoot Workflow. She also managed to acquire troubleshooting skills like setting up a whole new computer for the NLAS and the outside users that make use of the computers at Reference Section. Mr Fabian Kapepiso attended a two-day workshop on *Induction of Industry Experts as Peer Reviewers* conducted by the National Council of Higher Education (NCHE) at NIPAM from 20-21

August 2019. Ms. Lukia Silima and Ms. Mwatilange Hadula attended the Book Fair hosted by Yambeka Trading at the Namibia University of Science and Technology (NUST) on 6th of September 2019. The team marketed services offered by the National Library and also emphasized the importance of Legal Deposit by displaying and handing out brochures. Some publishers who also exhibited their publications deposited their 5 copies at the National Library stall. Mr. Fabian Kapepiso also attended the *4th Open and Distance Learning Conference* at the Namibia University of Science and Technology (NUST) from 23 to 25 October 2019.

Ms. Victoria Isaacks attended the EIFL training on library space and basic ICT skills from 18 to 21 November in Windhoek. Ms. Victoria Isaacks was also invited to attend the EIFL General Assembly in Bishkek, Kyrgyzstan from 8-10 August 2019. The General Assembly is EIFL's annual knowledge sharing and networking event for library professionals in developing and transitional economy countries.

1.2. Bibliographic Section

The Bibliographic Section deals with the technical services of the library such as cataloguing and classification of library resources. In addition, this Section is responsible for overseeing and facilitating Legal Deposit, issuing ISBNs and ISSN numbers to authors and publishers, and overseeing the

stack rooms (Periodicals, Newspapers, Last Copy and Surplus, and Namibiana Collections).

1.2.1. Legal Deposit, Namibiana and Periodicals

During the 1st Quarter, a number of 450 books were received from various publishers and self-publishers. Reminders were sent to publishers who do not comply with the Namibia Library and Archives Act, Act no 4 of 2000. The Namibiana collection is growing tremendously, and the National Library of Namibia is experiencing a lack of space to accommodate new materials in the Collection. The Bibliographic Section staff members planned to rearrange the stack rooms to cater for a growing collection.

The National library of Namibia sincerely thank the publishers who assured and comply with the Act.

1.2.2. Binding and Processing

There have been some challenges with the binding of materials at the National Library of Namibia and this process was put on hold for a while.

Processing of materials and barcoding of Namibiana books, periodicals and daily /weekly newspapers is an ongoing process. Books were partially processed due to a shortage of security strips and other processing materials which will only be procured during the next financial year.

1.2.3. ISBNs and ISSNs

The National Library of Namibia issued 123 ISBNs during the 1st Quarter. Daily ISBN applications have been submitted by various Authors. To strengthen the ISBN rules and regulations, the National Library requested Authors to submit their manuscripts as proof that the book is ready for printing before an ISBN can be issued.

ISBN International Office shares all important information regarding ISBN and was planning to host the African ISBN general assembly in Uganda in July 2020, however, due to Covid-19 pandemic, this meeting was cancelled until further notice.

Namibia ISBN Agency data file is due on 30th of June 2020. Thus the file is being updated for submission.

The National Library did not receive a lot of ISSN applications. Awareness for the journal and periodicals publishing should be done. This is planned for the next financial year.

1.2.4. Consignments

The Bibliographic Section prepared consignments of materials for the Legal Deposit centres during the 2nd Quarter. The consignments were dispatched to UNAM Oshakati, Parliament Library and the Community Library as shown in the table below.

Types of dispatched items	UNAM Oshakati Campus	Keetmanshoop Community Library	Parliament Library
Namibiana Books	283	308	283
Periodicals	52	51	52
Total:	335	359	335

Table 1. Dispatched Consignments

1.3. IT Section

This section deals with computer and technology-related issues, such as; computer repairs, networks, Wi-Fi connectivity, and updating computers. This Section does not only cater to the National Library but also caters for the Resource Centre, Community Library Services, Education Library Services, and the National Archives.

1.3.1. Wi-Fi

In the Second Quarter, Business Connexion assisted with the Firmware updates for the access points for Wi-Fi access. This made it easier to manage the access points for the Wi-Fi access of the National Library.

1.3.2. Firewall

In the 1st Quarter, the firewall was acquired and configured and it became operational. The Internet is filtered and websites with malicious activities are not tolerated by the firewall. Since the installation of this firewall, there were no issues related to the Library management System.

1.3.3. National Archives Website

The ICT section assisted the National Archives of Namibia to commission a website during the First Quarter. The website is currently up and running.

1.3.4. IT Stock Control

The IT delivered and installed LaserJet P3015dn printers for Windhoek, Otjomuise, Rossing Katutura Public Library. Printers for public libraries out of Windhoek were delivered to the Head of Community Library Services for further distribution.

1.3.5. Licences

The MAN 3000 telephone system had the license renewed by Telecom. The system is monitoring the outgoing and incoming calls as it should be and in the colleagues use up their given credit the system blocks their accounts.

1.3.6. Computers

The cables that were lying around the front desk, and user's computers were re-arranged. All of the computers in the laboratory were tested to see if they are all

functional. It has been found that two of the computers are not working. One does not have a power supply and the other one has a dead monitor.

1.4. General Services

This Section oversees the National Library stock and materials. In addition, the section is responsible for cleaning materials, photocopy papers, and building maintenance, among others.

1.4.1. Building Maintenance

The tenders for building maintenance was awarded in March to NMC and the one for air-conditioning was awarded in June to Seasonaire. The renovations started in June and was expected to end in March 2020, however shifted to later months due to Covid-19. There are weekly technical meetings and monthly progress meetings that are being held to update on the progress of the building.

1.4.2. Bookings and events

There were two book launches in the foyer and a Poetry session by Mr. Joseph Molapong. There were also nine bookings for the Auditorium mainly by the National Archives, and by E60 Safety Training who conducted the First Aid training.

There was also a Book Fair workshop in the Auditorium as well as the foyer on the 7th of September 2019 and a training which took place on the 25th of September 2020.

1.4.3. Procurement

The National Library managed to receive the items which were delayed due to the procurement processes. The cables that were lying around at the reference desk are now well arranged.

1.5 CHALLENGES AND RECOMMENDATIONS

1.5.1 Challenges

Cataloguing of the general collection is very slow due to the fact that the Bibliographic Section only has one Cataloguer who is responsible for the Namibiana collection. The library is unable to accommodate new materials in the Namibiana Section, due to a lack of space. There were no funds available to purchase some materials for cleaning and others. For most parts of the year under review, there was darkness in some parts of the Periodicals Collection, thus preventing the commencement of the barcoding of periodicals. The major challenge in the Bibliographic Section was the binding of Newspapers and periodicals, which is of great concern. This activity is delayed by a limited budget, although the binding of materials extends the lifespan/cycle of material and also limits changes of materials worn out. The National Library submitted quotations for the procurement of security strips to the Namibia Library and Information Council (NLIC), for consideration, but due to lockdown the request has not been attended to.

1.5.2 Recommendations

It is recommended for sufficient budget, in order to acquire the E-resources as the National Library faced a major challenge with the provision of services during the lockdown due to the Covid-19 pandemic.

The staff structure within the Bibliographic Control Section is not satisfactory and it is also not adequate. The National Library is growing, and as a study and research library and the Bibliographic Control Section specifically is impacted by the growing book publishing sector in the county. A real need exists for professional Librarians in the Bibliographic Section, who are experienced in cataloguing and classification to cope with the ever-increasing delivery of publications. The number of books, journals, reports, magazines, etc. published in Namibia and delivered on legal deposit has increased tremendously over the years. Cataloguing all of these materials have become the main task and full-time responsibility of the one Librarian in the Bibliographic Section. As a result, many professional tasks in this section are not being executed because the time of the Librarian is taken up only with cataloguing.

A very important task that is left unattended is the indexing of periodicals which often contain very important

information that would only be accessible when the article is indexed.

1.6. Statistics

1.6.1. Document Delivery

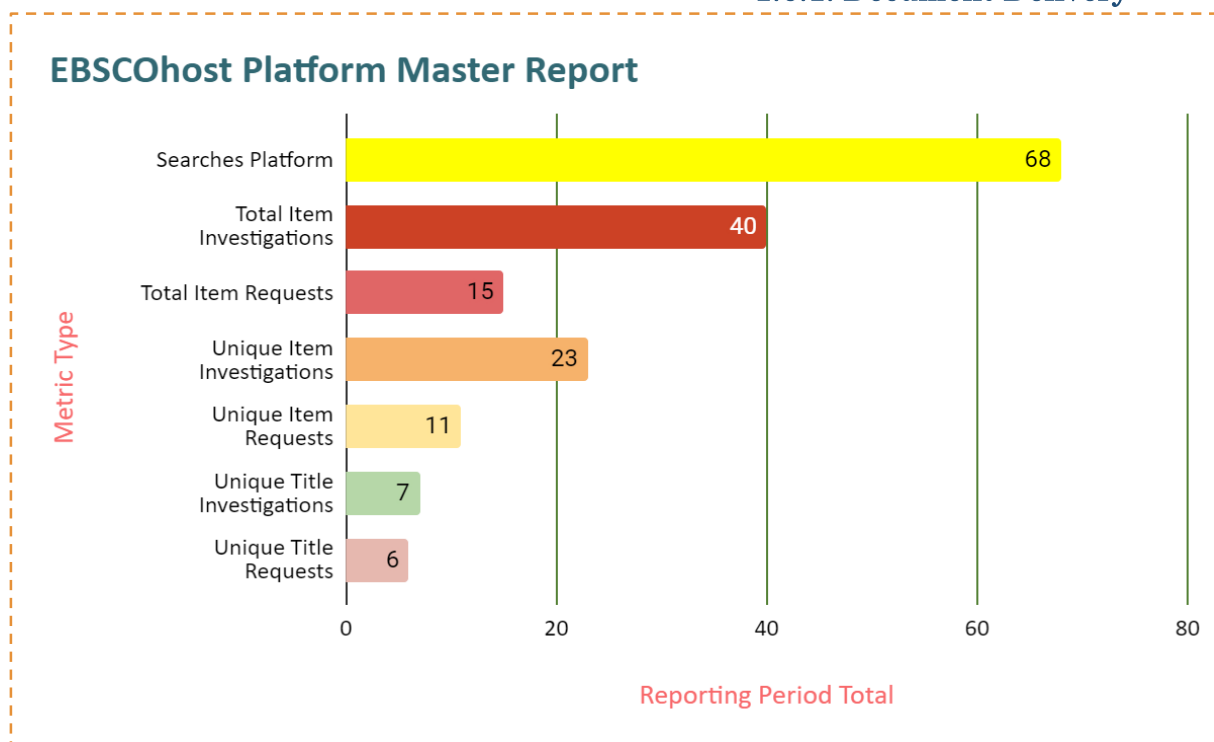


Figure 1. EBSCOhost Platforms

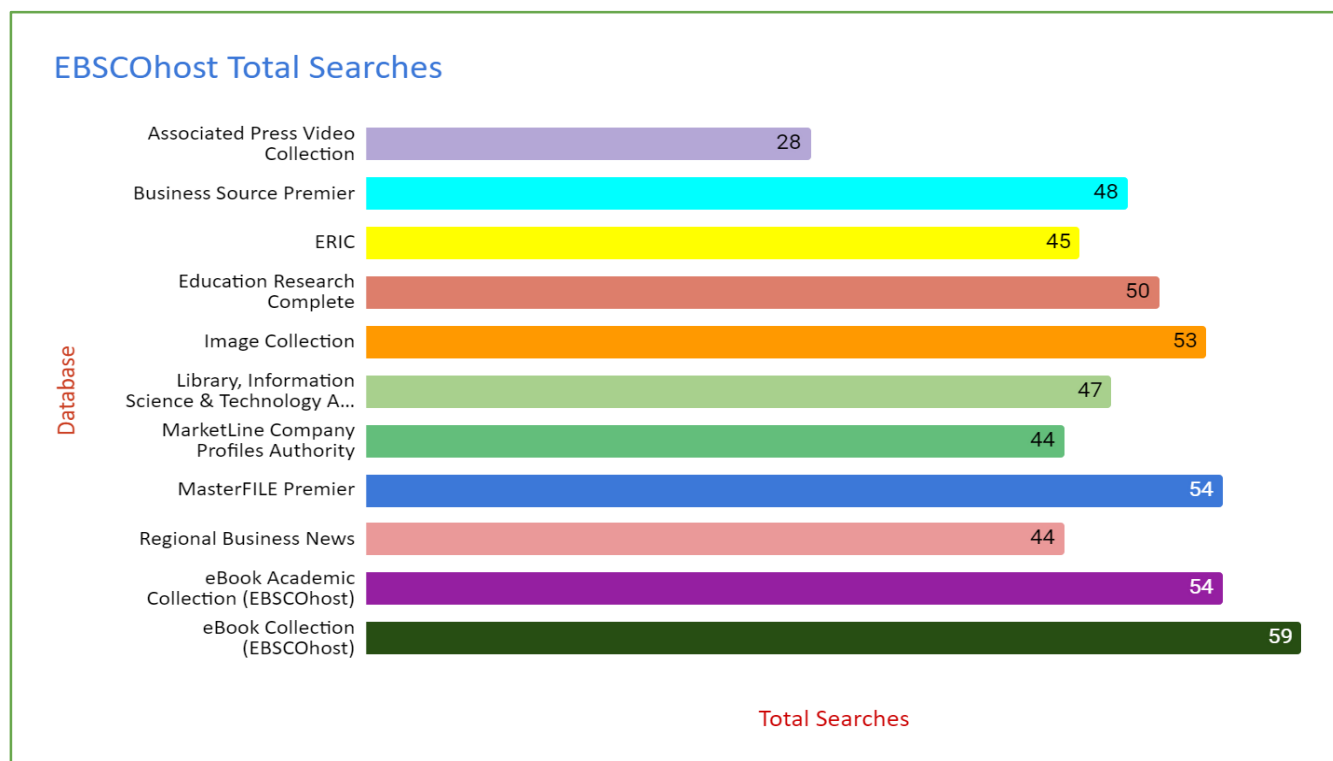


Figure 2. EBSCOhost Searches

EBSCOhost was only active from April to June. Due to lack of funds from the Annual Budget, EBSCOhost was among other

resource providers not renewed during the financial year 2019/20.

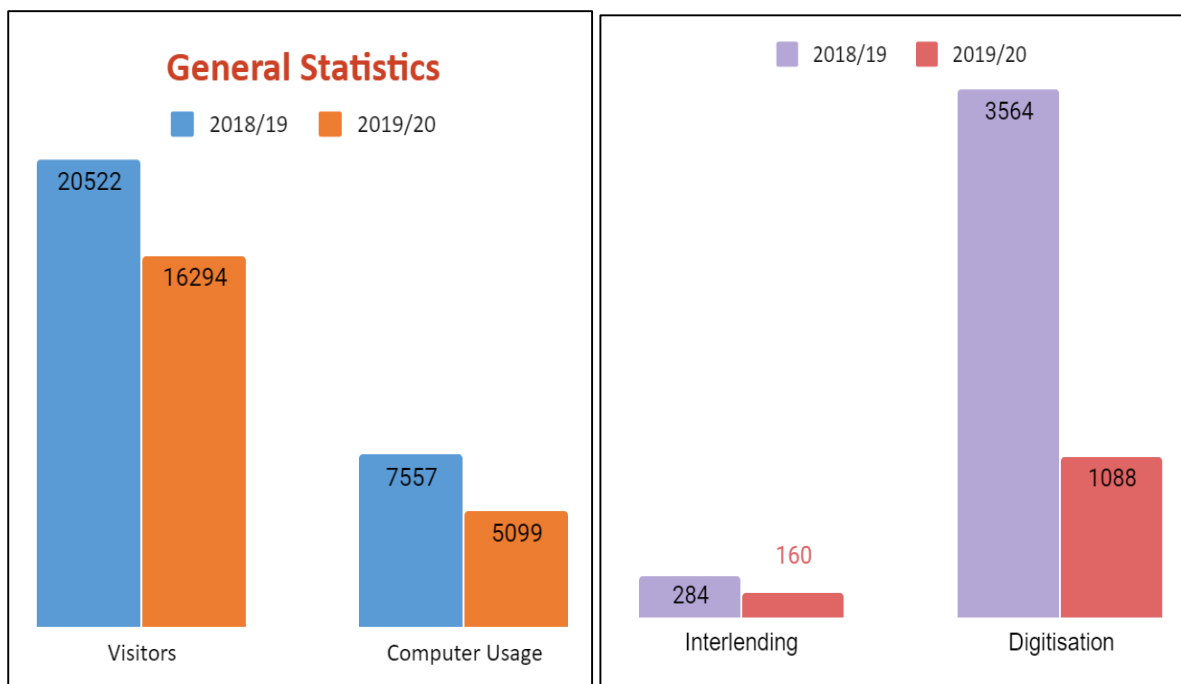


Figure 3. General Library Statistics

For most parts of the year, the library was closed due to building maintenance. The major cause of library closures was regular pipe bursts, which demanded the closure of water in the whole building. Moreover, the commencement of the building renovations in 2019 also required the library to close at certain times, to allow contractors to do some work, such as drilling, without disturbing users. All these might be the cause of why the figures for the year 2019/2020 are low. Digitisation only began in the Third Quarter due to the fact that it requires proper and thorough identification

of library materials to be digitised. Therefore, the resources which were identified are from the Manuscript Collections, which are rare and very fragile and may not endure the conditions for so long. They are therefore vulnerable to damage if, and when they are used by researchers or the public. The materials have valuable information for research.

The chart below shows the effects of library closures due to renovations and maintenance may be the cause of the drop in figures.

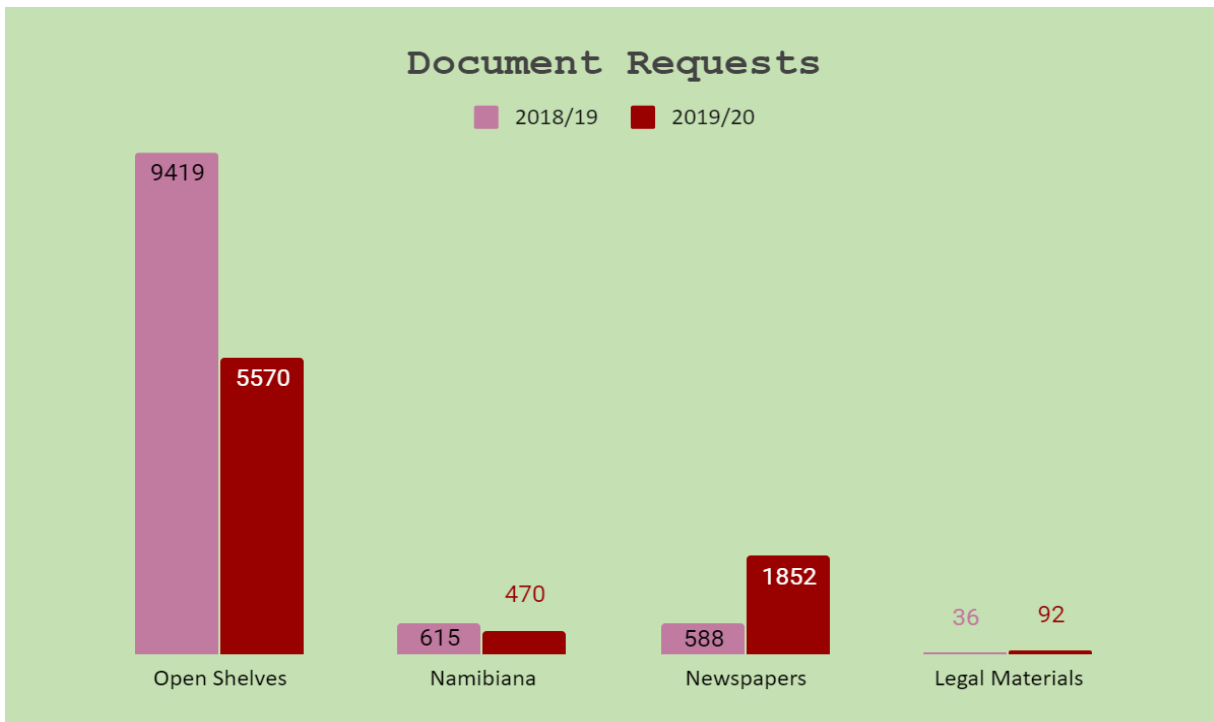


Figure 4. Requested Documents

Library users were introduced to SABINET free databases and resources in the Third Quarter. A reflection and statistics of SABINET usage are reflected in the chart below. Users were provided with the password and username to the database. However, disruptions and library closures, as mentioned above, did not bring much

fruit in terms of usage. In addition to the already-mentioned closures and disruptions, Internet connectivity was also disrupted in the Fourth Quarter as a result of cable and switch damage. This caused two computers reserved for research to be damaged.

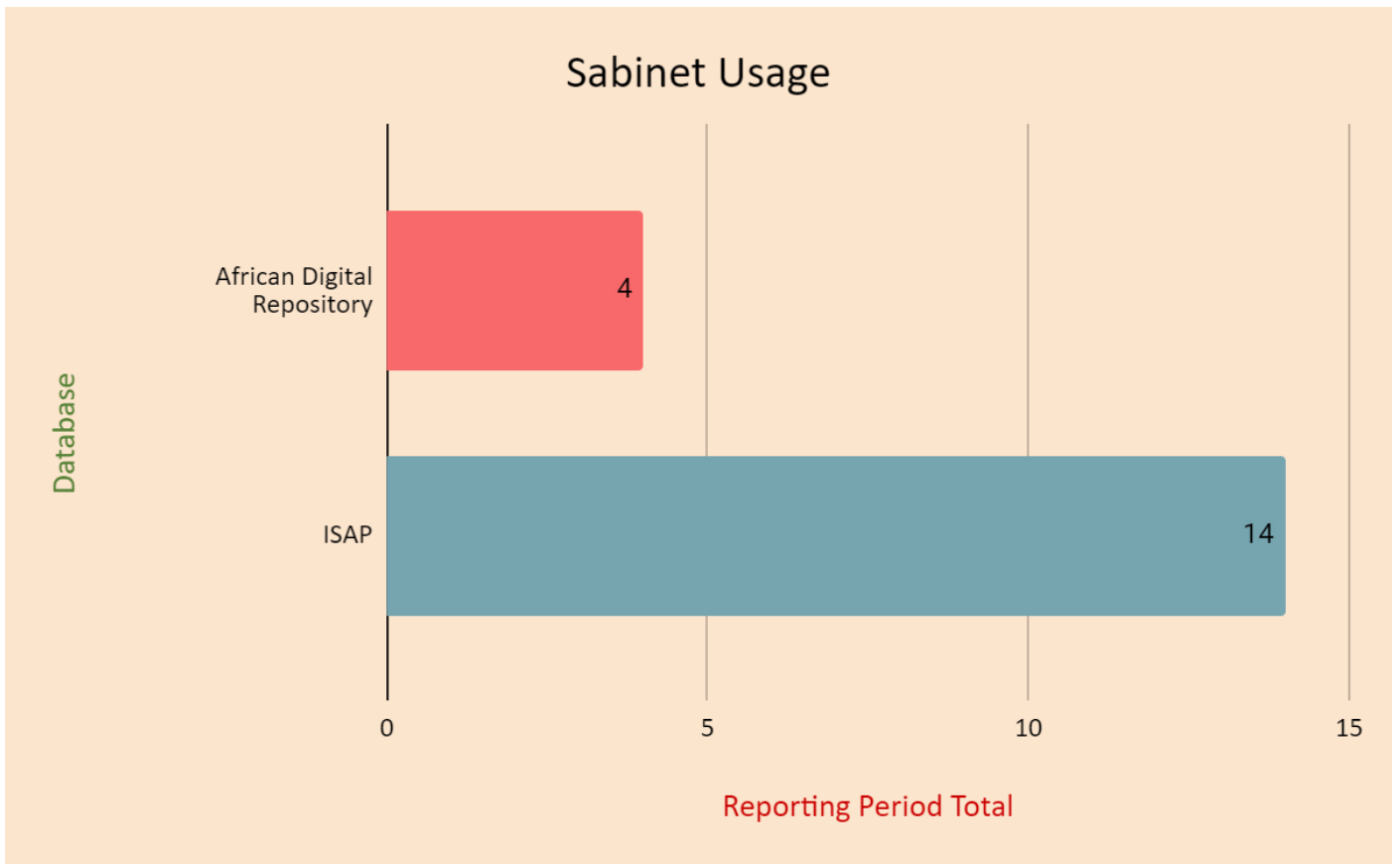


Figure 5. Sabinet Usage

1.6.2. Bibliographic Section

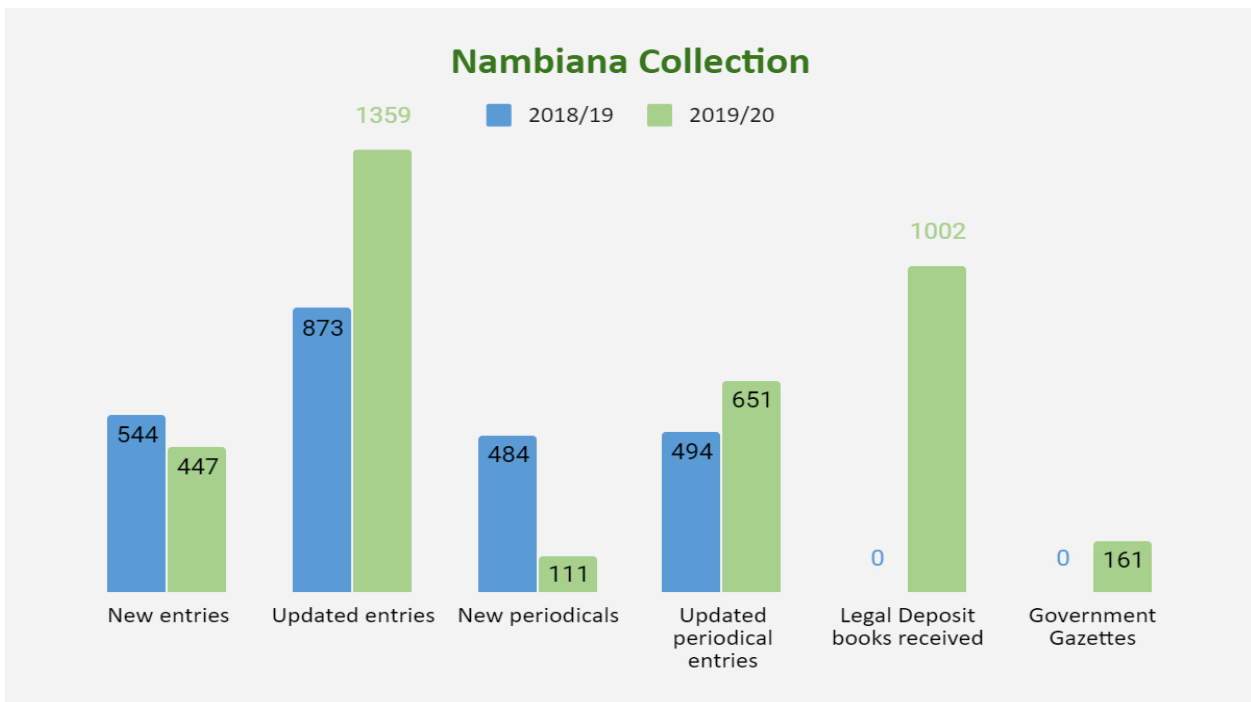


Figure 6. Namibiana Cataloguing and Updating

NB: Please note Namibiana books deposit and Government Gazettes received during 2018/19 financial year were not captured.

Some of the statistical data for the Financial Year 2018/19 was not available for some items.

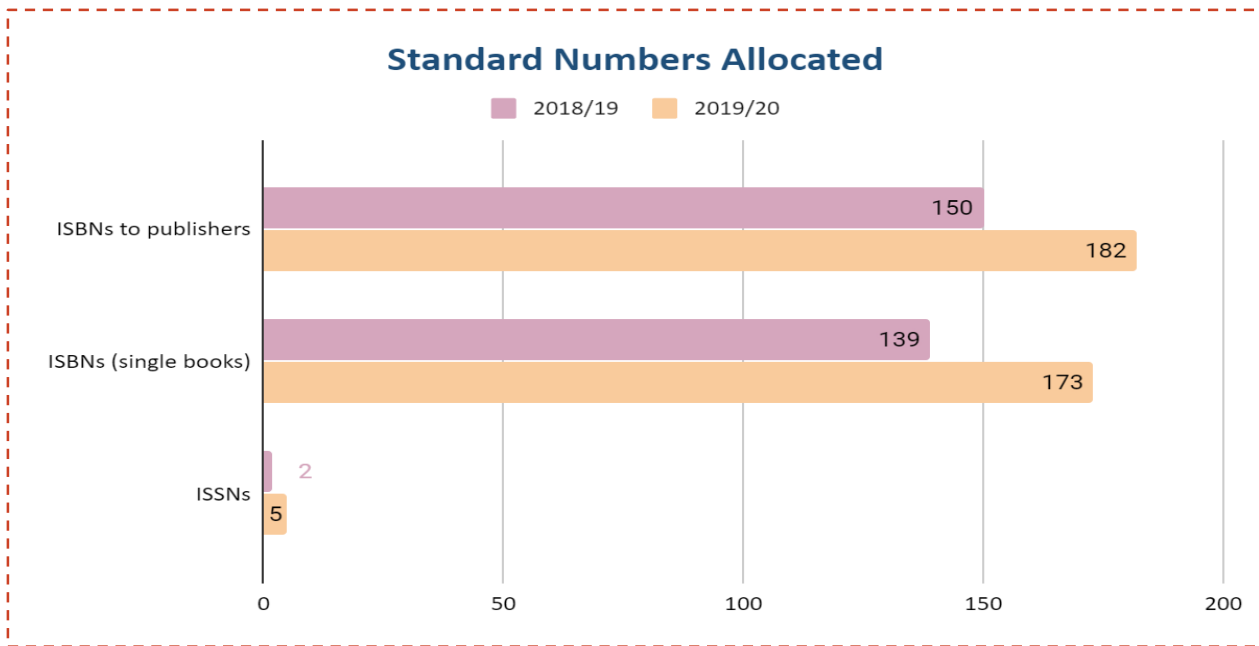


Figure 7. Allocation of International Standard Numbers

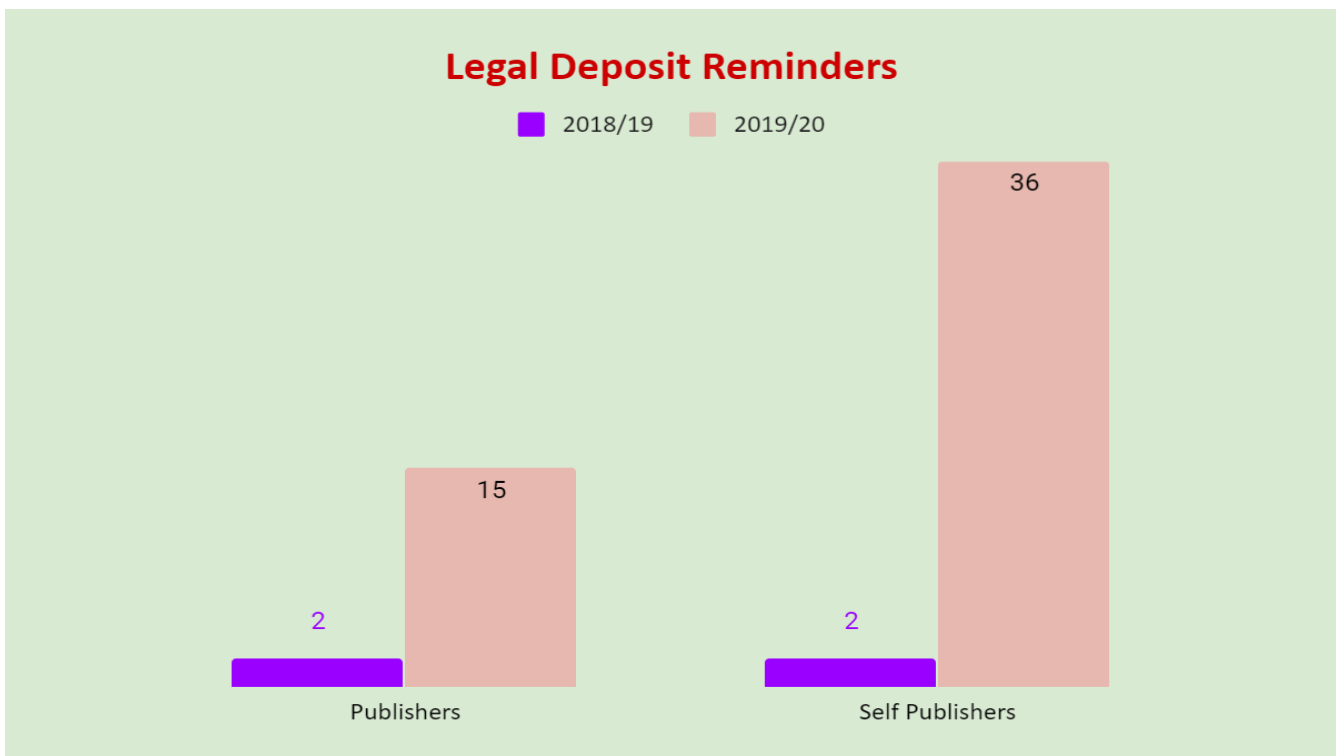


Figure 8. Reminders sent to Publishers and Self-Publishers

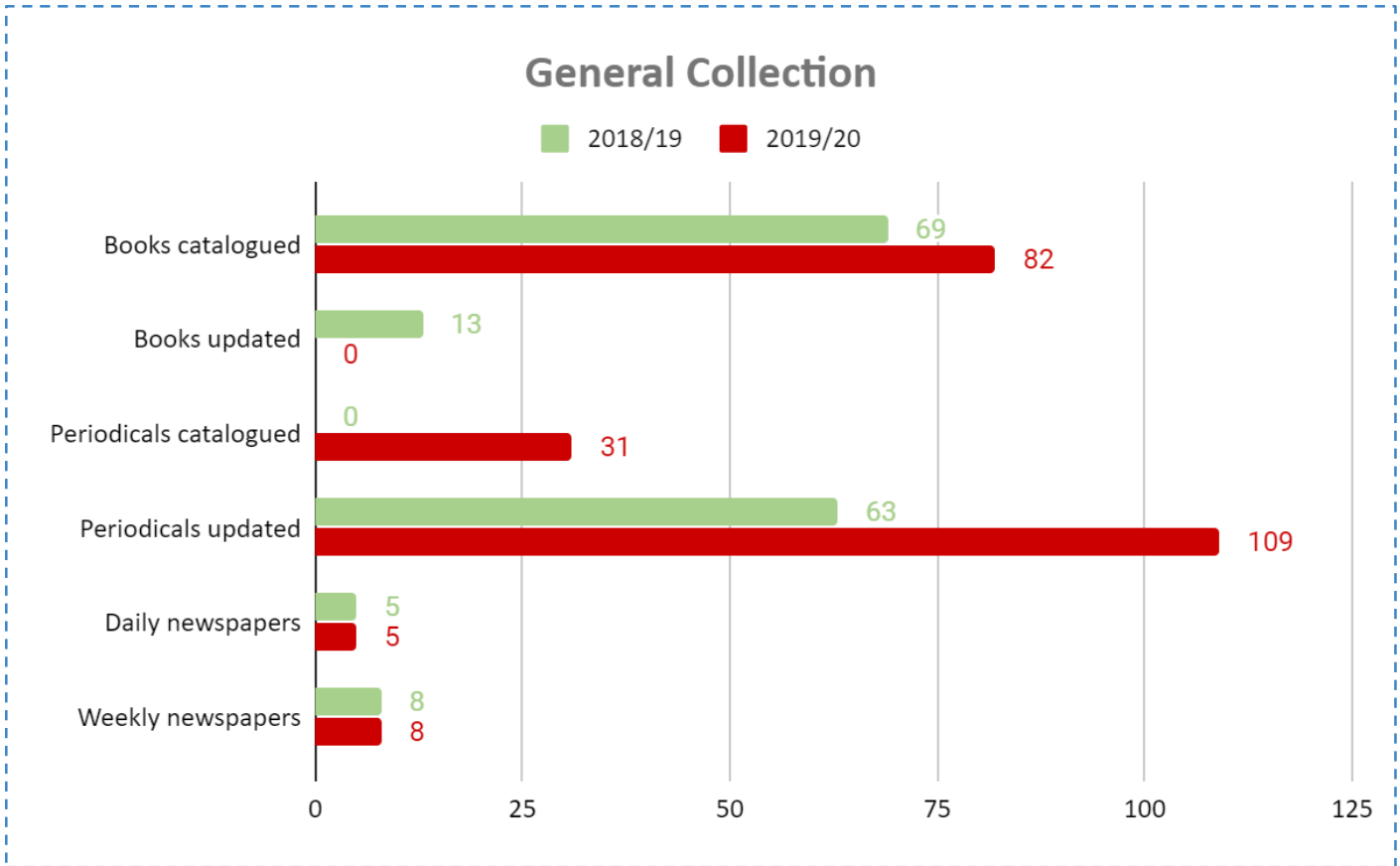


Figure 9. Cataloguing and Updating of General Materials

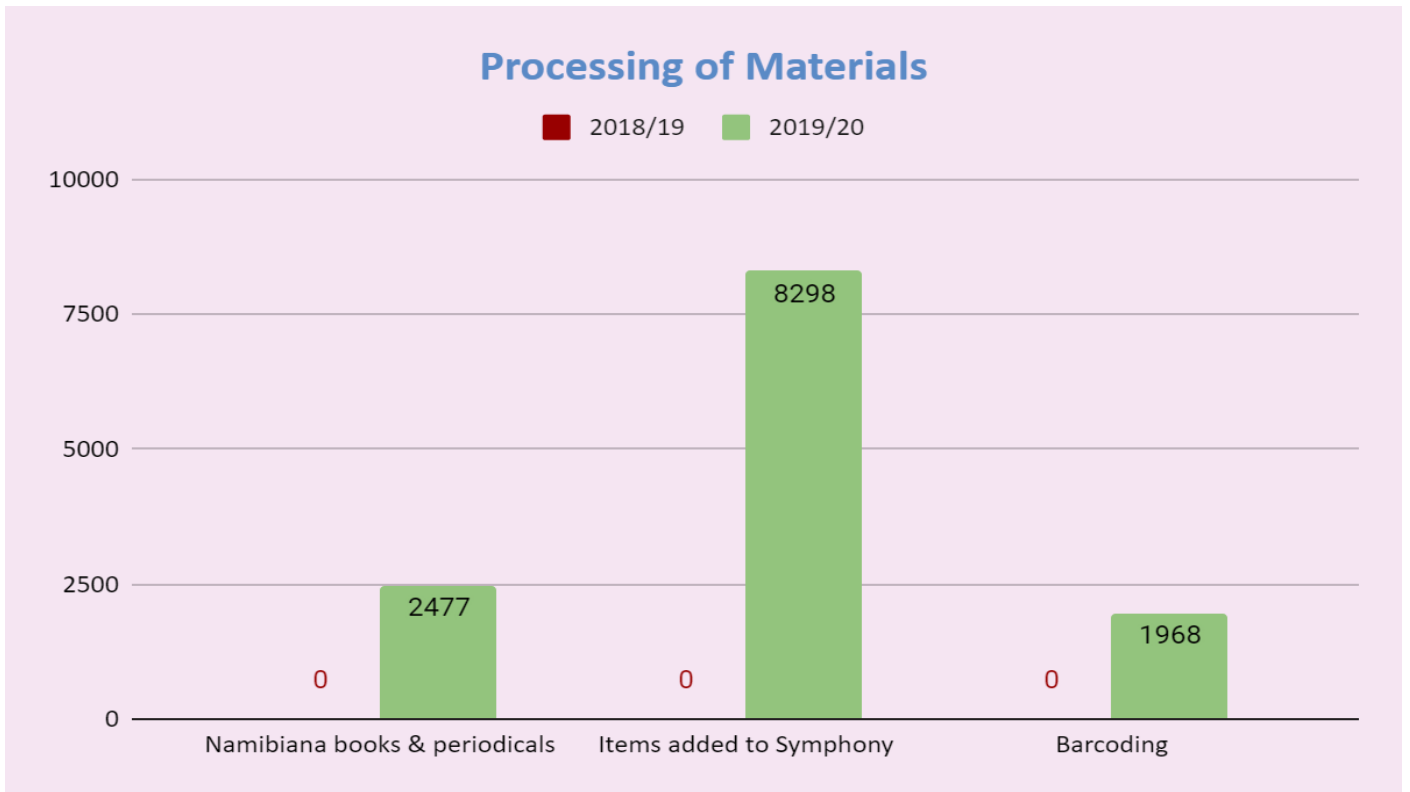


Figure 10. Processing of Library Materials

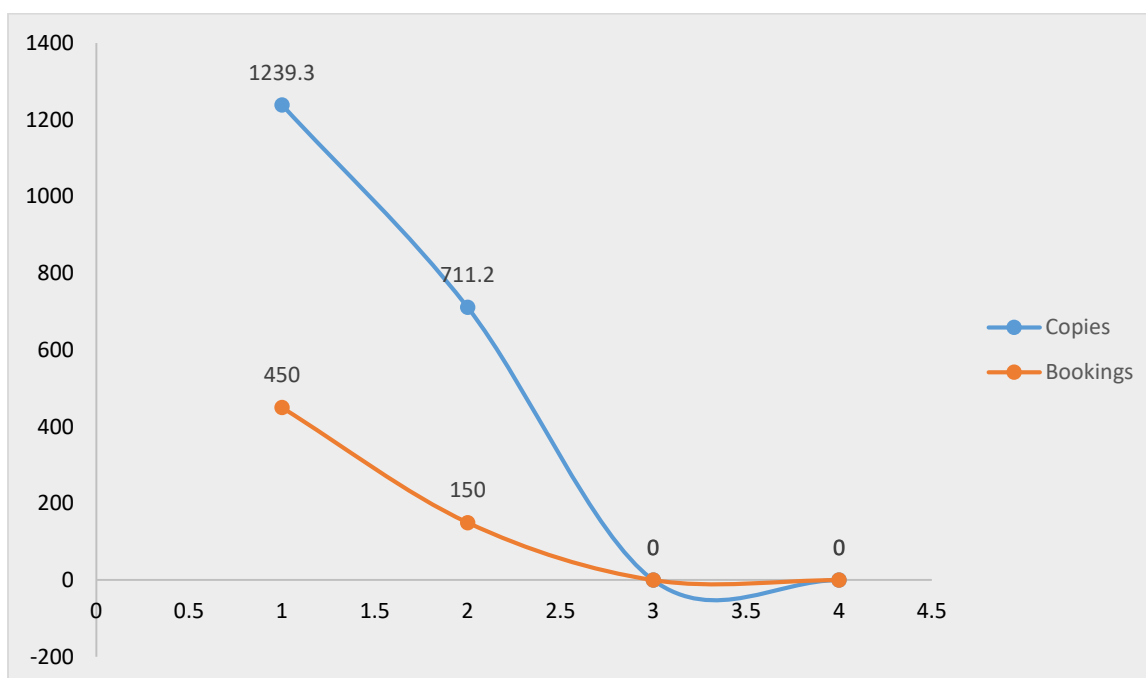
NB: Please note processing of library materials statistics were not captured during 2018/19 financial year.

1.7 Financial Report

This pertains to finances generated by the library and deposited into the NLIC (Namibia Libraries and Information Council) account.

Quarter	Bookings	Copies
1 st Quarter	N\$450.00	N\$1,239.30
2 nd Quarter	N\$150.00	N\$711.20
3 rd Quarter		
4 th Quarter		

Table 2. Finances deposited into the NLIC account



1.8 Staffing Matters

Ms. Bianca Basson joined the National library on the 3rd of June 2019 in the position of Librarian Grade 9, Section: Document Delivery. However, she was requested to help at the library of the Ministry of Mines and Energy for some months, as there was no Librarian. She re-joined the National Library in December 2019. Two of the volunteers, Ms. Miryam Shinedima and Ms. Monika Shiimbi, left the library in September to take up new opportunities elsewhere. As a result, the library was left with one volunteer, Ms. Justina Niingo.

Mr. Charles Mlambo's contract came to an end in November 2019, whereas, Ms. Christine Kahiriko went on early retirement on the 30th of August 2019. Mr. Markus Dzagho resigned on the 31st of January 2020 and Ms. Loide Namupala joined the library on the 3rd of December 2019.

2. NATIONAL ARCHIVES OF NAMIBIA

2.1 INTRODUCTION & HIGHLIGHTS OF THE REPORTING PERIOD

The National Archives has committed itself to ensure that planned activities are on course and on-schedule in meeting the objectives and performance targets. This report gives an overview of the performance of the National Archives for the 2019/20 financial year. The activities of Archives are divided as follows;

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

2.2 REPORT ON PROGRESS AND ACTIVITIES

In this report, the activities of the National Archives are discussed according to the different sections of the institution. This includes Archive Administration, Records Management, and Research, Information and Publication and Preservation sections.

2.3. RECORDS MANAGEMENT SECTION

The section has been busy with updating and reviewing the Records Management Policy over the course of the year, it was finalised in December 2019 and was forwarded to the National Planning Commission for final approval before national wide implementation. The review of the policy indicated that the policy reflected element of an institutional policy rather than a national policy, therefore, there is still a lot to be done so as to align the draft to the standards of a national policy.

Besides that, the National Archives reviewed and analysed fifty-six (56) Filing Systems/Pans during the 2019/2020 financial year. The Filing Systems/Pans were from the Office of the Prime Minister, Office of the Judiciary, NamPort, National Council for Higher Education, Bank of Namibia and the National Council. The National Archives also reviewed 17 disposal guidelines and 3 disposal authorities were issued.

Furthermore, the National Archives offered four (4) training sessions for various institutions such as Social Security Commission staff, Ministry of Health staff, MOEAC staff, as well as the National Archives staff members. The training included

the compilation of Filing Systems/Pans, the implementation and use of Filing Systems/Pans and reference numbers, Registry procedures, Registry tools, file movement management, managing semi-current/closed records as well as the management and design of records centres. The National Archives also organised the first Archives Week celebration in Namibia, it was attended by 200 staffs from different institutions, including those from the regions. The participants had an opportunity to visit Registries in Windhoek, in order to see how others are managing their records. Figure. 1. Shows a group of people who attended the Archives week programme.



Figure 1 - Group of Participants of the Archives Week Celebration at the entrance of the Independence Memorial Museum



Figure 2 – Training session of MOEAC HR and Secretaries

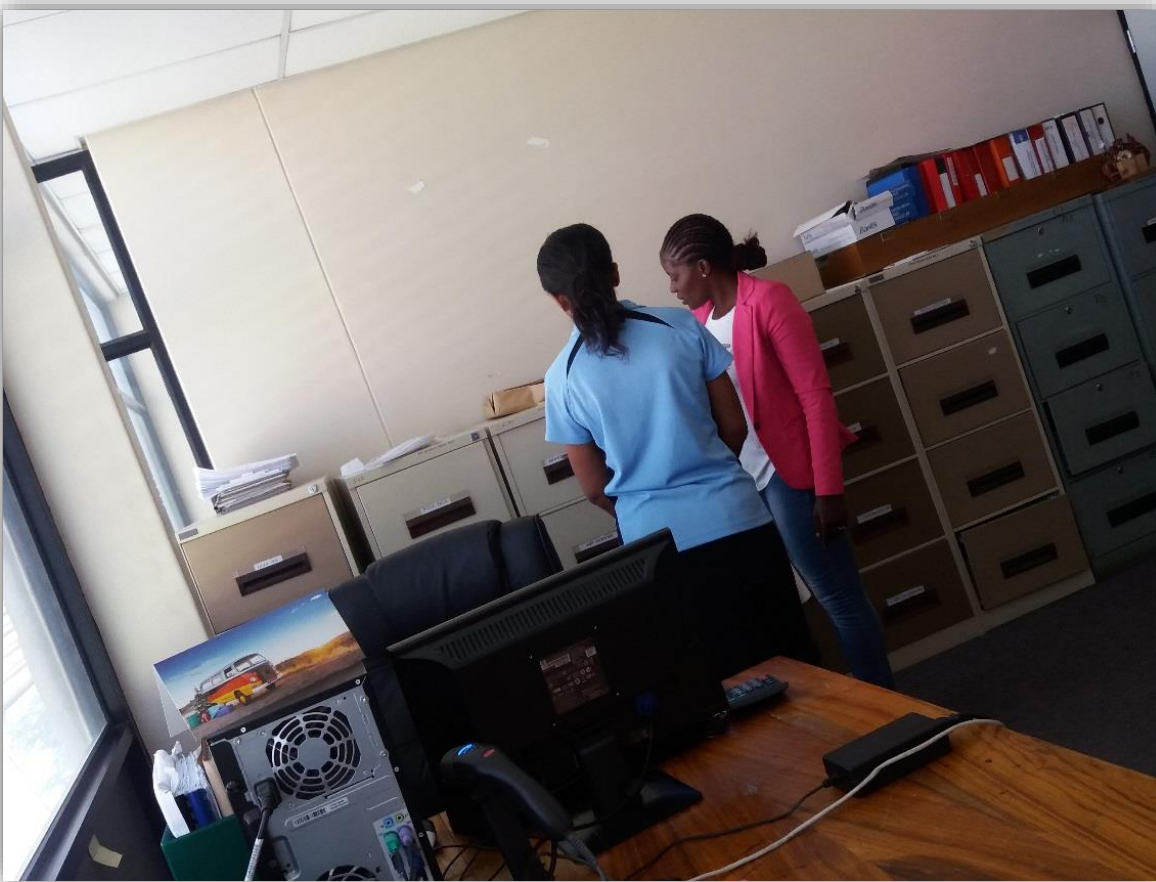


Figure 3 - Registry Procedures training to records officers from NHE

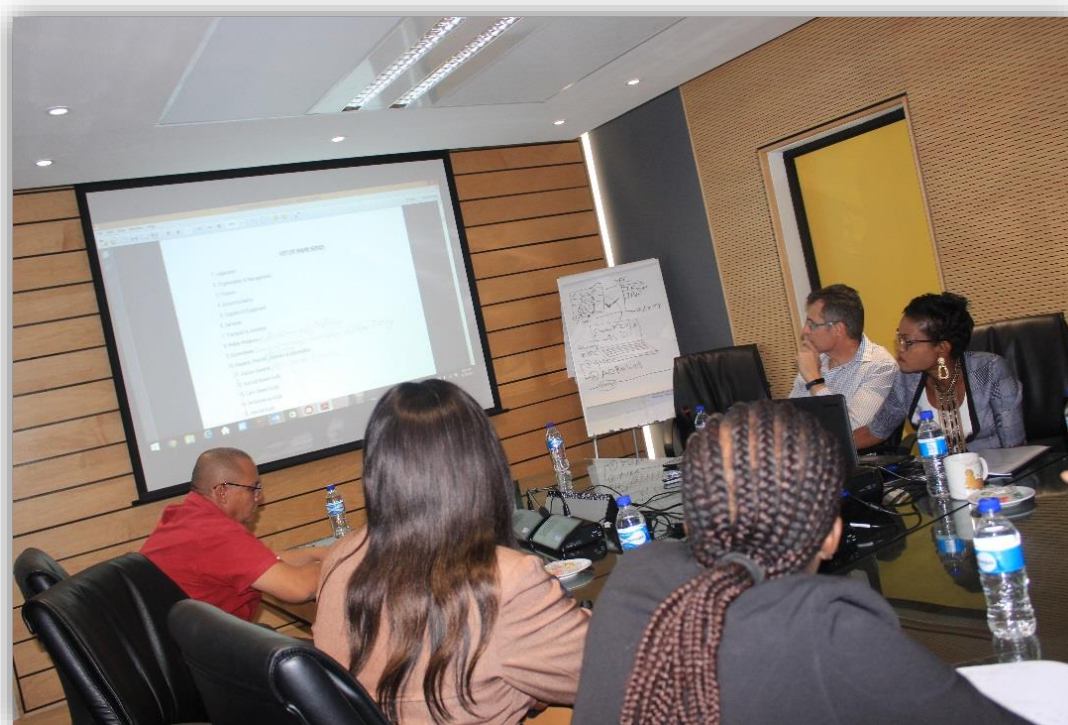


Figure 4 - File Plan Training Session at the Auditor-General's Office

Additionally, ten (10) records management inspections were conducted at the Khomas Regional record centre, Ministry of Mines and Energy, Ministry of Works, Auditor General Records Centre, Document Warehouse, NAMCOL, Office of the President, Windhoek Central State Hospital, Katutura State Hospital and the School of hearing and impairment during the period under review.



Figure 5 - Inspection undergoing at the Katutura State Hospital

Moreover, during the course of the year the section holds consultative meetings with stakeholder regarding reviewing of Filing Systems/Pans and records keeping practices. This year meetings were held with NAMCOL (November 2019), NAMWATER (October 2019), School of hearing impaired students, Katutura State Hospital (including inspection), Ministry of Works (including inspection) and Ministry of Health officials.

Total: 9 Consultative meetings

2.3.1 CHALLENGES

Registries of the public sector institutions are managed by administration officials with no tertiary qualifications in records and archives management. The situation is hampering and negatively affecting records management activities in Offices, Ministries and Agencies.

2.3.2 RECOMMENDATIONS

- Institutions are advised to review their establishment and employ records management officials at professional level, in order to ensure sound records management practices in the public service.
- There is a need for institutions to avail adequate space for recordkeeping since the National Archives does not have space to keep semi-current records from the various institutions of the public service.

2.4 RECORDS MANAGEMENT IN REGIONS

2.4.1 OMUSATI REGION

The Regional Archivist successfully conducted two (2) records inspections, the first inspection was at Social Security Commission and the other was at the Ministry of Veterans.

2.4.2 OSHIKOTO REGION

During the period under review the following activities took place:

- In January the decongestion processes were conducted at the Procurement Office as well as the Office of the Director. 15± linear meters were processed.
- In February appraisal process were conducted to the application for employment in Human Resource Office. About 20 linear meter application forms range from 2010 to 2017 were appraised. Figure 8 below reveal a huge pile of unsuccessful application forms for employment in Oshikoto Region.



Figure 8 - Application for employment waiting for destruction

The destruction authority for unsuccessful application for employment was already granted by the National Archives. In March, 750 registry files were closed and transferred to the Main Registry.

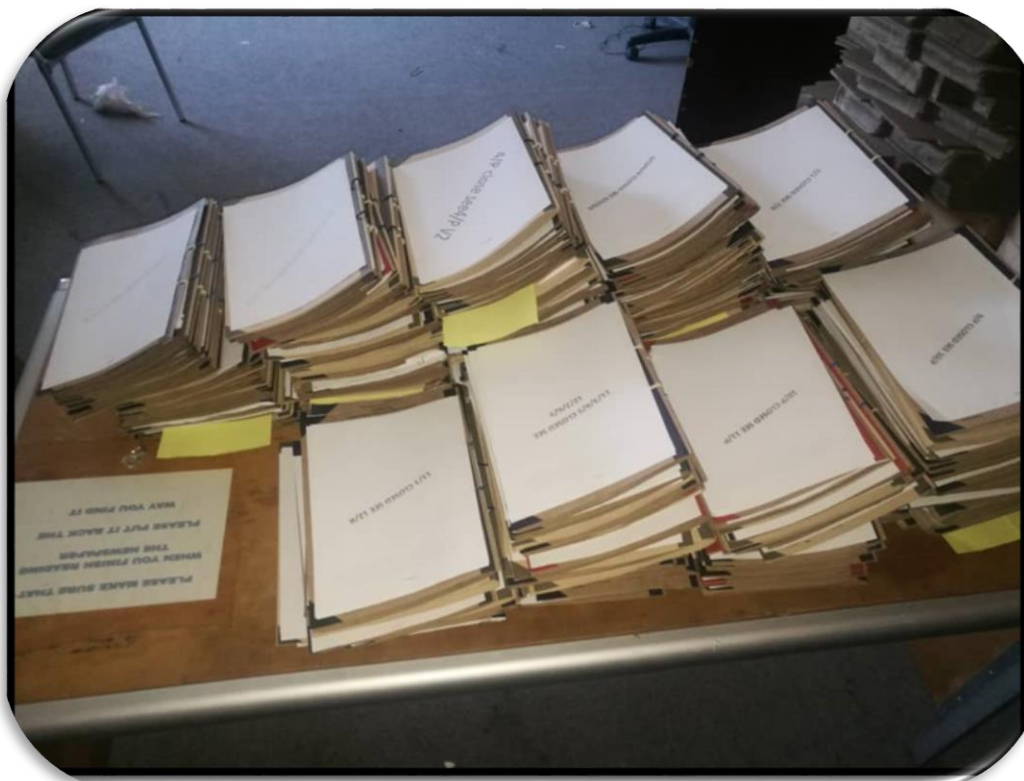


Figure 9 - Files sorted and ready for filing



Figure 10 - Officials filing records in cabinets at the Main Registry

2.4.3 Archives project

Archives project is another activity under way; this is an initiative of the Archives office in the region. This project is aimed on collecting, documenting and preserving the historical background of all schools in the region. During the period under review 92% of the Archives questionnaires were received back from schools. The questionnaires were sent to schools during November 2018 to collect historical information about the establishment of schools.

2.4.3 OSHANA REGION

Oshana Region experienced challenges during the fourth quarter, there was only one staff member who was multi-tasked the responsibilities of Records Management and Library functions, most of the staff members were on leave. Work was bit overloaded especially when the Files are being requested from the Finance Department. The Archive section focuses mostly on two activities, the training and also the retrieval of files. There was only one Circuit which was trained in this quarter and it is the Oshakati Circuit. The section had difficulties with packing records in archival boxes because there are no boxes due to inadequate budget for records management.

The Archives Section this quarter focused more on the retrieval of files and training of staff members.

Retrieved Files

A total number of 25 files were requested in quarter 4 and they are all in the archives.

Files Subject	Files retrieved	Files not returned
Commitment Files/Alpha list Oct 2004*16	25	25

Fig no 1: The table above shows a total number of files requested and returned during quarter 4

Semi-current records

The Archives section also discovered that there were semi-current records that were created when the library was operating in an old building. The files were abandoned or rather left unattended when library officials moved, hence, the staff member took the files from the garage and preserved them in cabinets while awaiting the acquisition of the archival boxes.



Figure 11 - Some of the files that were found in the garage and now placed in the cabinets

Letter to all Circuits in the region

The section drafted a letter to all Circuits, to advise them on the implementation of the amended file plan that was received in 2018.

Shortage of Staff

Records Management is experiencing a shortage of qualified records management officials. There are 3 staff members available one of the staff members is always helping out at the other departments

Training of Administrative officers in Oshakati Circuit

The Oshana records management unit held a one-day training for the Administrative Officers in Oshakati Circuit, **25 Administrative Officers** and **4 Teachers** from various schools were trained on how to allocate reference numbers on their correspondences. The training was well attended and it was a successful event.



Figure 12 – Records Management Training for administrative Officers at Oshana Regional Library.

2.4.4 KAVANGO EAST

No record survey or inspections was conducted as their Assistant Archivist resigned.

2.4.5 KAVANGO WEST

The Archives section visited Kandjimi and Nzinze circuits to assess how their records are being kept. In addition, staff members from the Division Archive and Records Centre also visited registries of the Ministry of Education such as Human Resource Division, Main registry and Finance.

2.5. RESEARCH, INFORMATION AND PUBLICATION

The National Archives of Namibia provide information services to the local and international researchers. During the year the National Archives had 1 542 users and a total number of 13 611 archival records were accessed by the users.



Figure 13 - Archivist attending to researchers at the Reading Room



Figure 14 - Researchers at Reading Room



Figure 15 - Researcher having access to digital records



Figure 16 - Users posing for a photo at National Archives

2.5.1 ARCHIVES EXHIBITIONS AND TOURS

The National Archives exhibited its documentary heritage and provided guided tours to the public, both local and international users. A total number of six (6) exhibitions were displayed and eight (8) tours were conducted. These activities included: the visit of the University of Namibia Library Science students on which an exhibition and

tour was done, focusing on the early resistance leaders such as Kaptein Hendrik Witbooi and Chief Maharero. Among the documents that were presented included the Witbooi Bible and the correspondences, it also contained the cultural aspects of Aawambo and the works of the Missionaries in the country.

Additional, tours and exhibitions were conducted to different organisations and stakeholders such as employees from Social Security Commission, Archives Week Conference, Ministry of Veterans Affairs accompanied by delegates from South Africa; the Rehoboth History group accompanied by students from University of Hamburg, Germany; Goethe Institut; delegates from Germany as well as the heritage enthusiasts from the German Retired Teachers Association.



Figuer 17 – Ms. Matongo explaining and showing a manunscript of the Bible to some of the students



Figure 18- Viewing of books written about the history of Hendrick Witbooi



Figure 18 - Viewing of the correspondences of Hendrick Witbooi



Figure 19 - German delegates viewing the SWA Administration Files as part of the tour.



Figure 20 - Tour of the National Archives by UNAM students



Figure 21 A guided tour of the Oombale dhihaka exhibition by the German Retired Teachers Association Members at NAN

2.6. PRESERVATION OF ARCHIVES

On preservation, archival records were classified and organised so that they can be listed and made available to the users. Since 2018 there was a shortage of archival boxes and the National Archives managed to acquire 2000 on the 27th of March 2019.

The following fond or groups of records were processed whereby some were catalogued and placed in archival boxes.

- (i) **Inspector of Mines (IMW)**, the group has a collection of 576 bunches of files of which 178 from that bunch were packed into archival boxes.
- (ii) **SWA Administration: Director of Agriculture (AGR)**, contains 922 bunches of files and 625 files have been boxed in archival boxes.
- (iii) **RSA Department of Coloured, Rehoboth and Nama Affairs, SWA Regional Office (CRN)**, the collection contains 440 bunches of unprocessed files which were not packed in archival boxes. After these all files were appraised, it

has been decided that only 392 of these files will be kept for permanent preservation. Therefore, all the 392 were processed and packed in archival boxes. Additionally, the 392 CRN files were catalogued on the Archives database, and it's accessible for the general public use. A finding aid for CRN collection is available in the Archives reading room.

- (iv) **Chief Bantu Affairs Commissioner Windhoek (BAC)**, this collection comprises 762 boxes that have been fully processed, put in archival boxes and catalogued, thus the entire collection has been entered onto the database and is available for public use.



Figure 22 - Archivist appraising, sorting and listing records

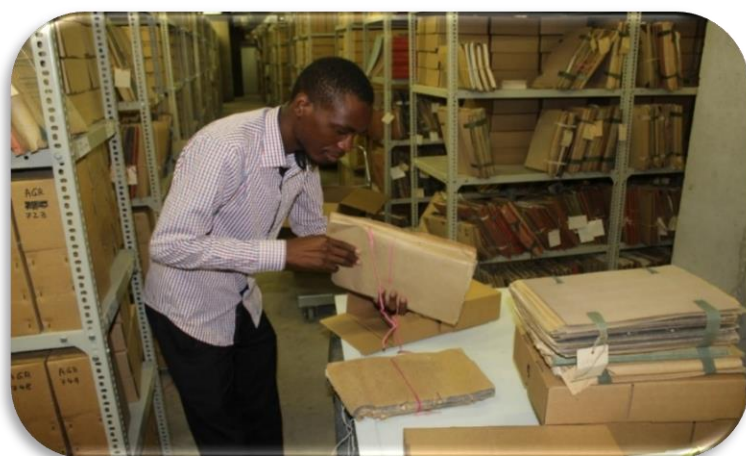


Figure 23 - Packing records in archival boxes

2.7. DIGITISATION

A number of **4,803** records for the Native Estates were digitised, however, they are not accessible due to the fact that the server has run out of space. The other challenge

is that the equipment used for digitisation is very slow in processing which results in a small number of digitised records. Additionally, there is a challenge of shortage of staff members, as there is only one officer, who is assigned for digital responsibility. The assigned officer is pursuing her studies at the University of Namibia, so that means that when she is at school there is nobody who can continue with her work.

2.8 CONSERVATION OF RECORDS

The National Archives staff members received on the job training on Archives preservation and restoration from the delegation of the LandesArchiv Baden-Württemberg from Germany on damaged maps during February 2020.



Figure 23 - Delegate from LandesArchiv Baden-Württemberg-

Germany training the Archivist, Mr. Hangula how to restore a damaged map.



Figure 24 - Archives staff member observing during the practical training sessions offered by German Archivist delegates from LandesArchiv Baden-Württemberg

2.9 REVENUE COLLECTED

The National Archives generate money through making copy services, selling books and others as indicated in the table below.

Income

Description	Number of items	Money Generated
Copies made	9 563	N\$4,107.60
Number of digital archives issued	12 825	N\$14,824.50
Publications sold	132	N\$2,893.40
Total		N\$21,825.50

2.10 CONCLUSION

Archiving and Records Management should be seen as integral part of government administration, which if managed properly will produce significant and measurable gains in the Government. The National Archives of Namibia staff members are willing to work, in order to ensure sound records management practices in public sector institutions, to enable good service delivery at every level of the government.

3 MINISTERIAL LIBRARY SERVICES

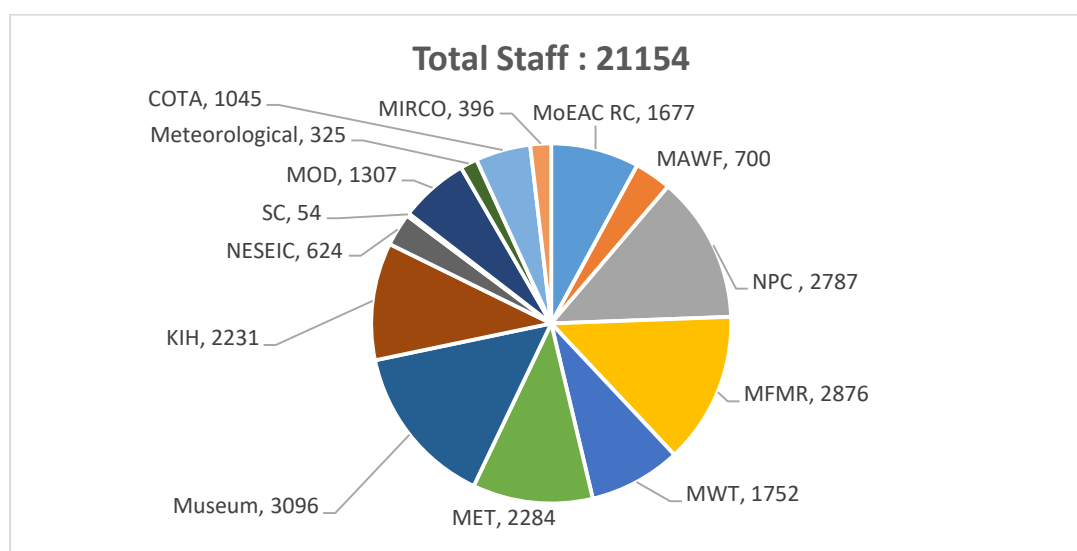
3.1 Introduction & Highlights of The Reporting Period

This report summarizes the activities performed during the 2019/ 2020 financial year by the Ministerial Library Service (MLS). Below is the summary of some of the activities that were executed at various libraries.

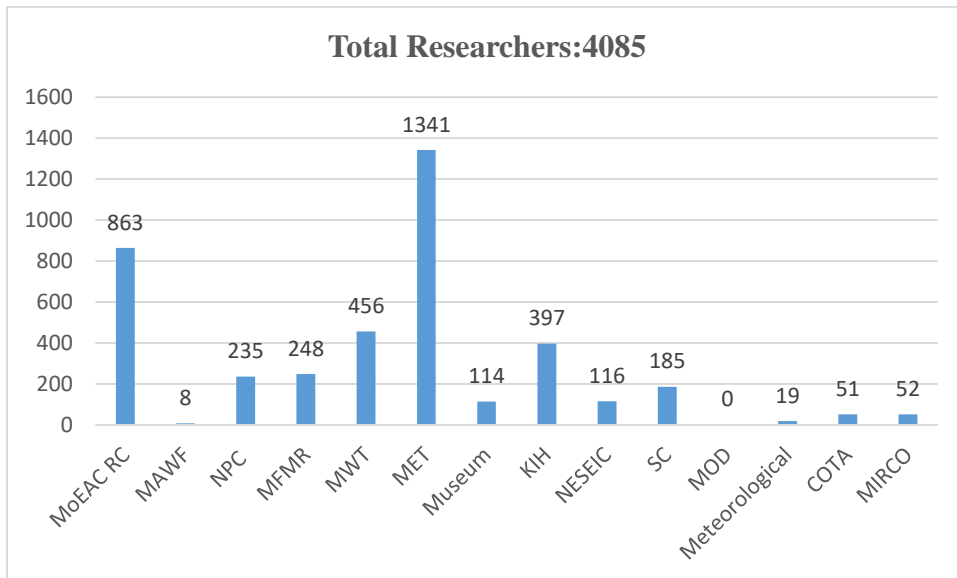
- ❖ Sensitization of the E-resources, library usage through presentations and awareness campaigns for staff members.
- ❖ Providing selective dissemination of information.
- ❖ Reference and query services.
- ❖ Inter-library loan.
- ❖ Compilation of library statistics reports and quarterly reports.
- ❖ Procurement of Library materials.
- ❖ Processing of library materials through classification and cataloguing.
- ❖ Conducting awareness and advocacy campaigns.

3.2 REPORT ON PROGRESS AND ACTIVITIES

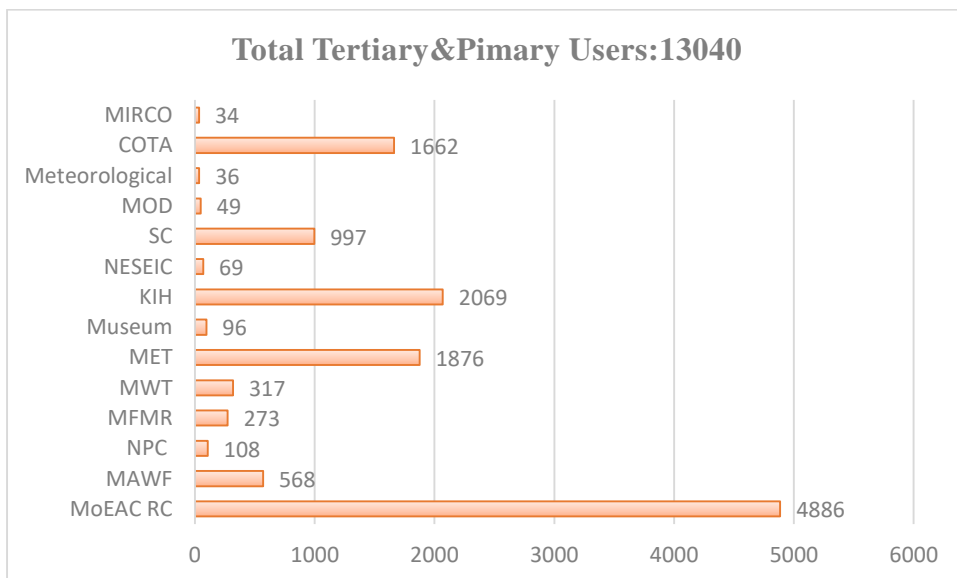
3.2.1 Staff members who visited the libraries



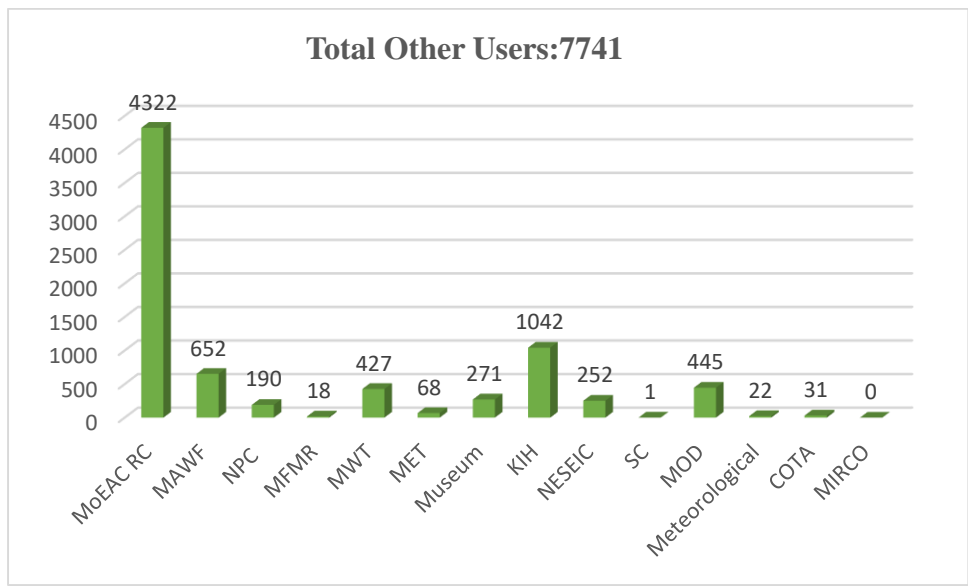
3.2.2 Researchers who visited the libraries



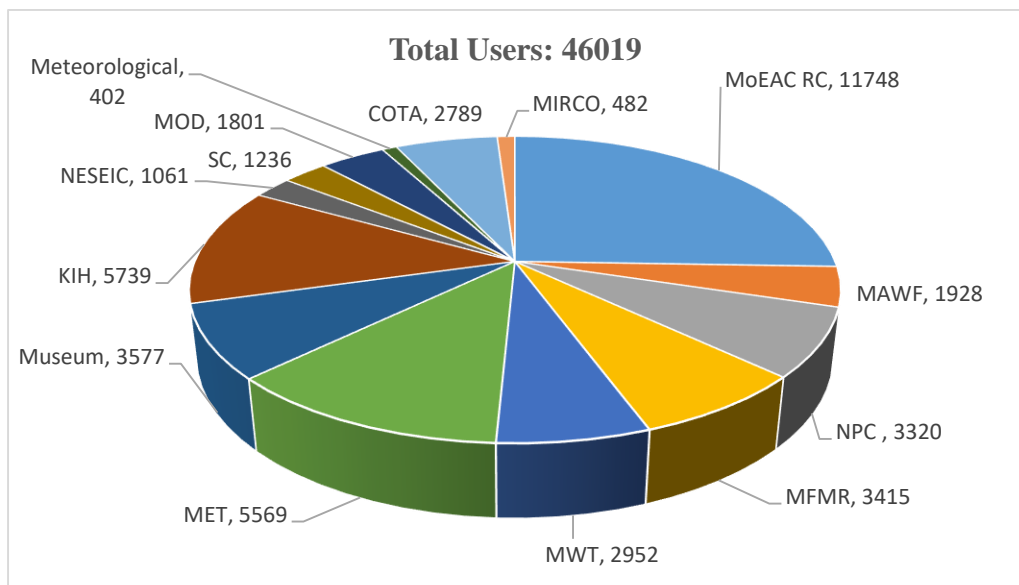
3.2.3 Tertiary and Primary users



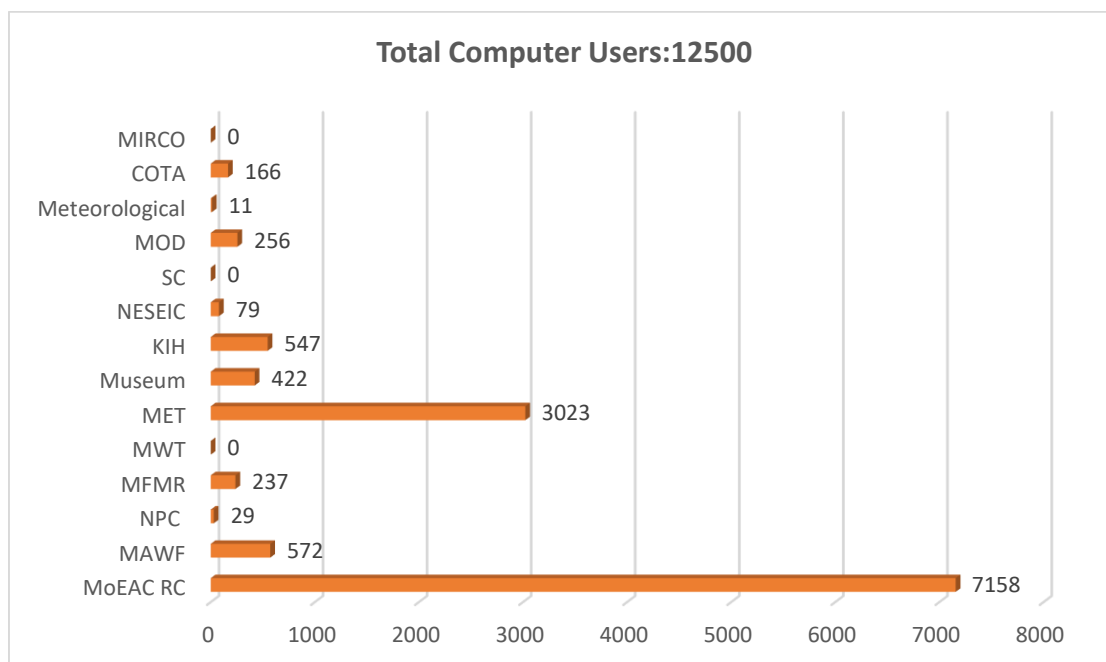
3.2.4 Other Users



3.2.5 Total users (Staff members, Researchers, Tertiary and Primary users, Other users)

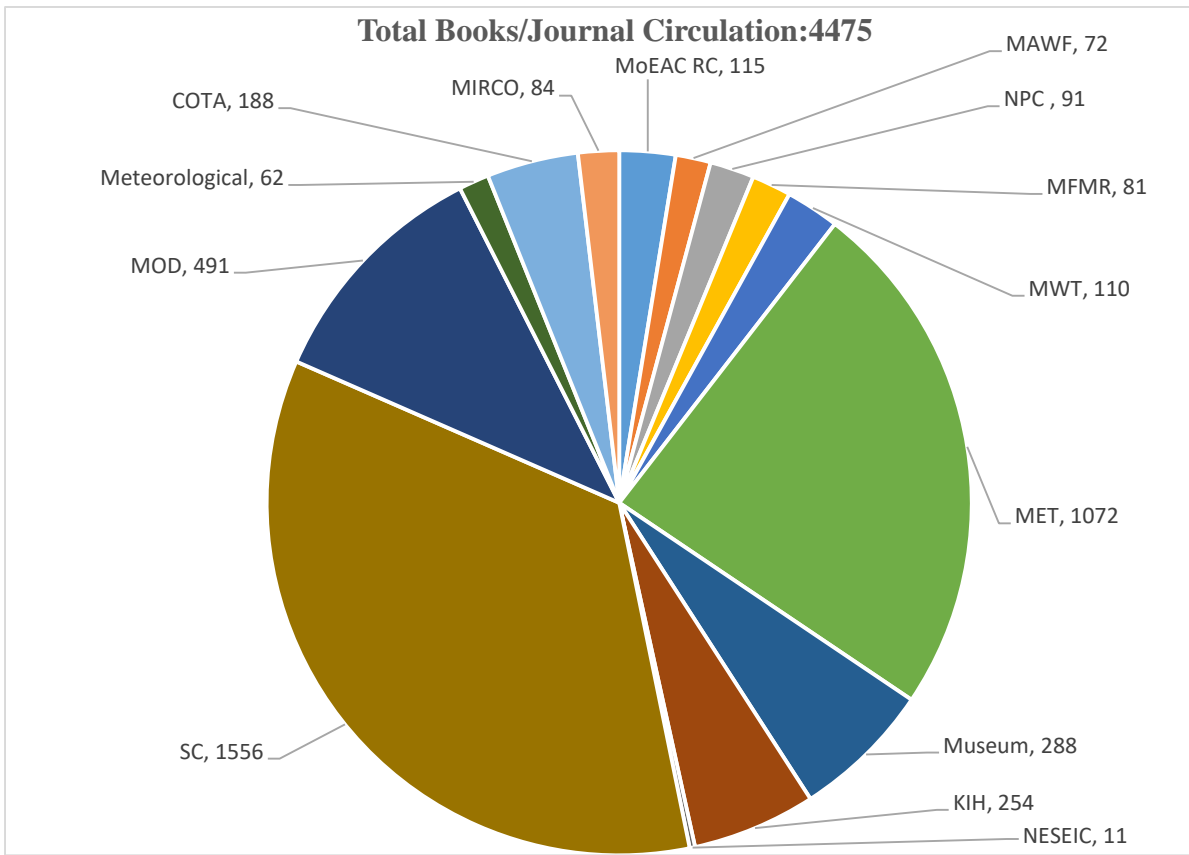


3.2.6 Computers users

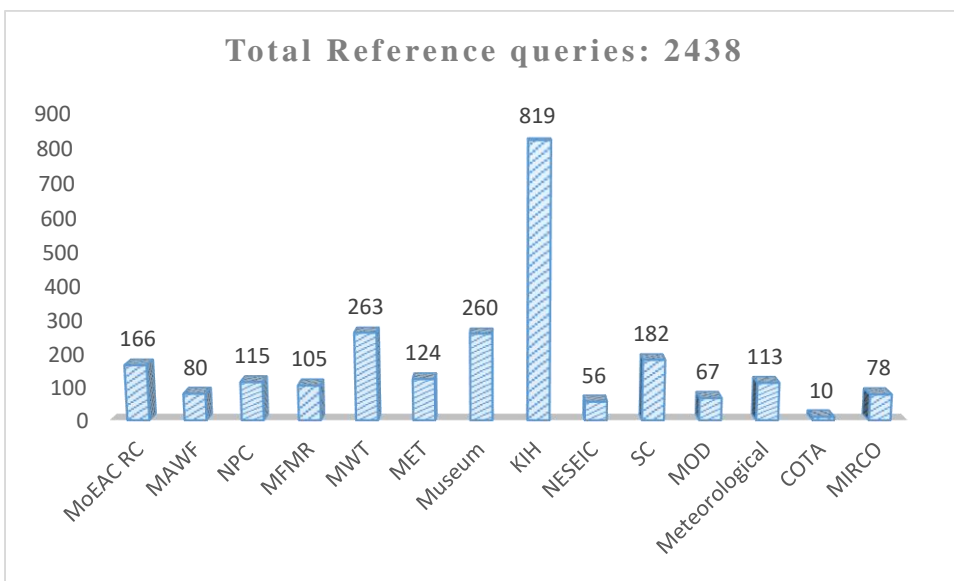


The illustration as shown above clearly shows the various figures that were recorded from different libraries representing the computer usage. There are three (3) libraries that recorded zero (0) or no computer users during the 2019/2020 financial year and this outcome is attributed to no available computers at these libraries, namely at the Ministry of International Relations and Cooperation (MIRCO), the Supreme Court library (SC) and at the Ministry of Works and Transport (MWT).

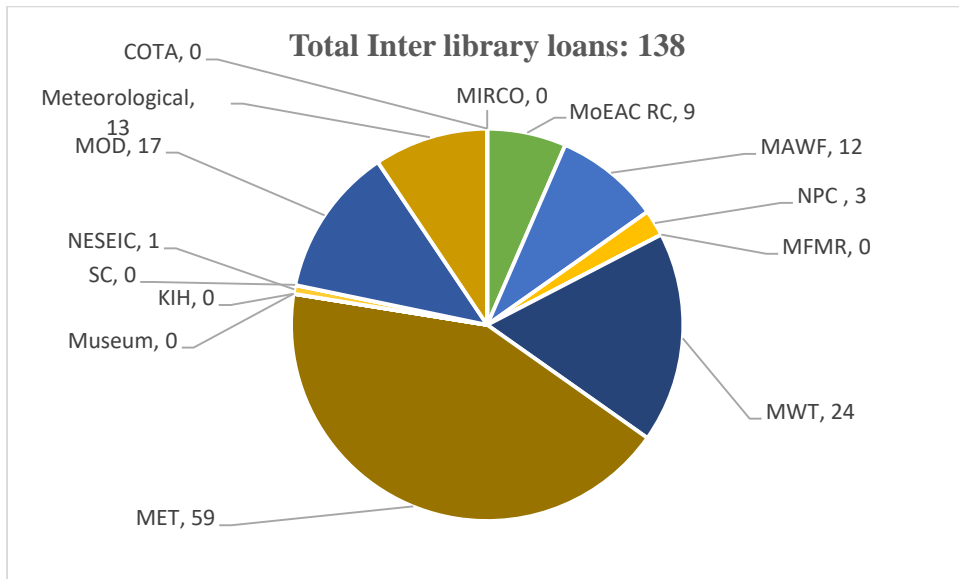
3.2.7 Books Journal Circulation



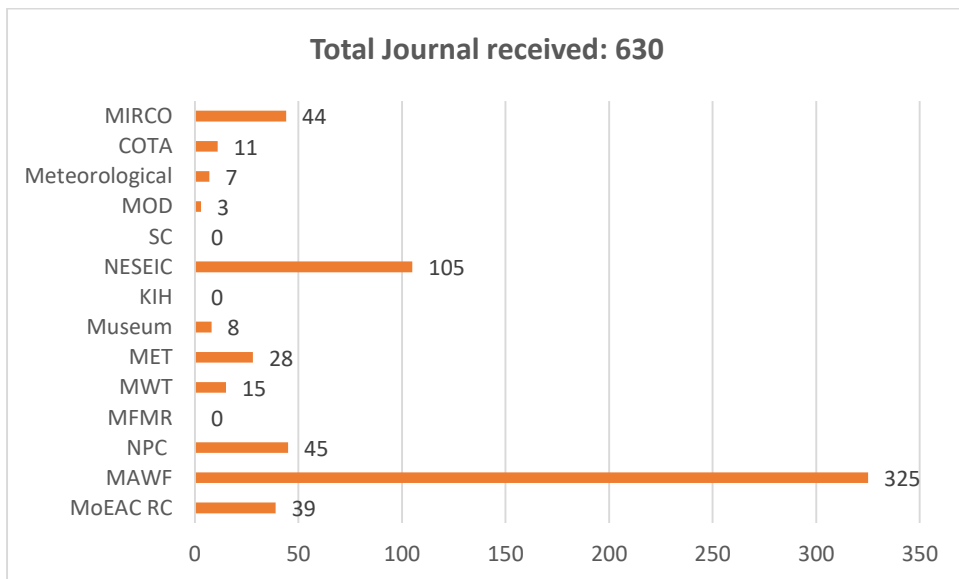
3.2.8 Reference queries



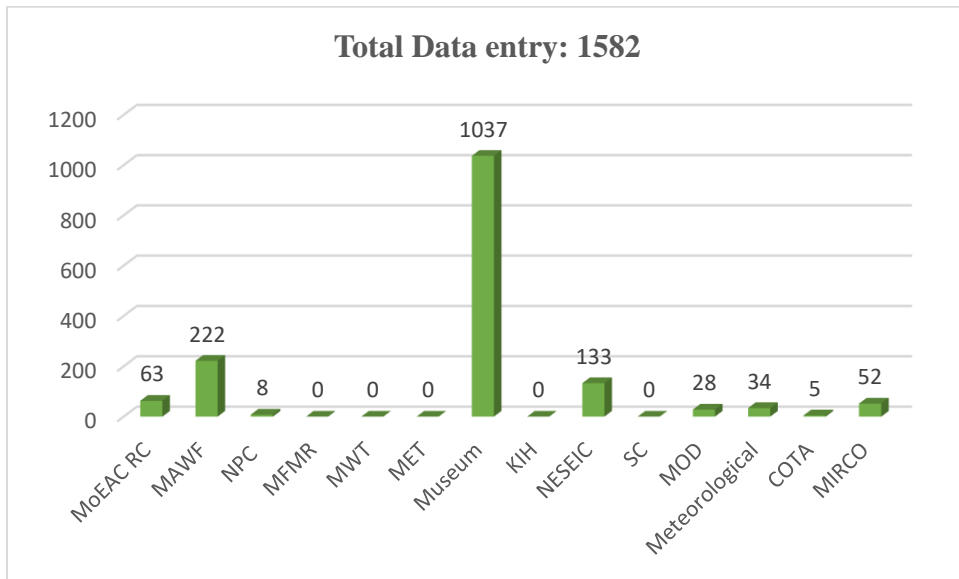
3.2.9 Inter Library loan



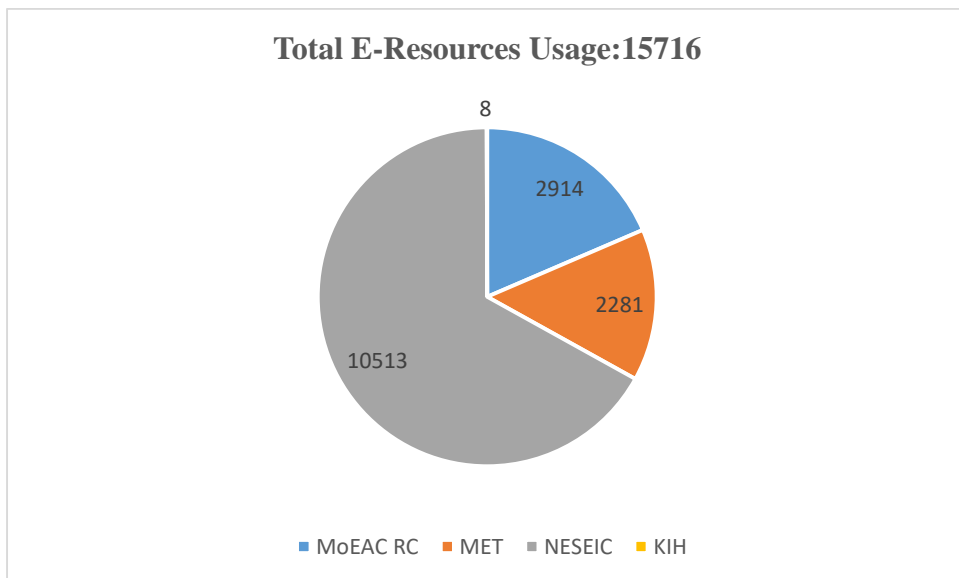
Journal Received



3.2.10 Data Entry



3.2.11 E- Resources Usage



3.3 ACHIEVEMENTS

Important activities, meetings and workshops attended

- The Ministerial Libraries held two (2) information sharing days during 2019/2020 at the Ministry of Agriculture, Water and Forestry (MAWF) premises on the 17th April 2019 from 9h00 to 13h00. The aim of the event was to create awareness amongst the MAWF staff members about the importance of Ministerial Libraries and the services offered.
- Additionally, the aim was also to advocate for support from the decision makers. The event was attended by Ministerial Library Staff members and specifically those from the following Libraries: Namibia Agriculture, Water & Forestry Information Centre (**host**), Ministry of Education, Arts and Culture Resource Centre, Ministry of Mines and Energy, Katutura Intermediate Hospital, the National Planning Commission of Namibia, Ministry of Environment and Tourism, Supreme Court Library, Meteorological Library and the Ministry of Defence Library.
- Apart from the Librarians, the event comprised of 90 attendees from MAWF including top Management. The official opening of the event was done as follows: Mr. Goodwell Shikongo (Deputy Director: Auxiliary Services), who presented the welcoming remark, Ms. Kachana Kamwi-Homba (Director of General Services) who presented the Keynote address and officiated the event as delegated by the Executive Director, whereas Ms. Namutenya Hamwaalwa: Deputy Director of NLAS/MoEAC emphasized on the purpose of the event.
- The second information sharing day took place at the Independence Memorial Museum hosted by the National Museum of Namibia Library on the 05 March 2020 under the theme “**Behind every successful institution, there is a great library**”. The Independence Memorial Museum is one of the display centre of the National Museum of Namibia that displays historical events. The Librarians with their Assistant Librarians set up their Library stands/desks and displayed various publications in line with their Ministries or institutions’ information resources. The event started at 07h00 to 13h00. The event kicked

off with a road show where Librarians distributed information (brochures, books makers and word of mouth) to the public and ended with the main campaign where users visited each stand /desk to acquire various information regarding Ministries or Institutions.

- About 200 people were reached out and they were given different brochures, book markers and Librarians invited them to attend the event at the Independence Memorial Museum. A total number of 75 participants were observed at the Independence Memorial Museum to witness the Ministerial' information awareness and advocacy campaign. The Librarians preformed a very informative play that explained the main purpose of the event. The Librarians also emphasized the importance of libraries and why they should be used.
- The participants indicated that they like the idea because they did not know why they should use libraries if they are not furthering their studies. The event was captured by Namibia Broadcast Corporation and it was published in one of the local newspaper, namely, the Observer.
- The Librarian from MAWF attended authorship workshop at MET on the 27th of May 2019 and on the 24thof June 2019, NAWFIC had four (4) quarterly meeting with the NAWFIC library Committee.
- The Librarian from the NAWFIC library visited the Ministry of Agriculture, Water and Forestry offices in Oshana Region to assess the situation at the Resource Center from 12 August 2019 – 16 August 2019.
- The Library committee at the National Planning Commission managed to have two (2) meeting during 2019/2020 to discuss Library matters.
- The Librarian at the National Planning Commission compiled an article in collaboration with the NPC Public Relations Officer concerning the library as a way of informing new staff members of the library services. Furthermore, the Librarians at the NPC has been working with the NPC Public Relations Officer

to attend in-house information sharing forums held by different departments to acquire in-depth information about NPC.

- NLAS IT Librarian installed Windows 10 and the anti-virus at the MoEAC Resource Centre on the 31st of January 2020.
- The Library staff at the MoEAC RC attended a meeting and demonstration on fire extinguisher ball conducted by the Nautica Investment on the 20th of February 2020.

3.4 INNOVATIVE/ CREATIVE IDEAS IMPLEMENTED

- MET Resource Centre Interns organized an information sharing day on the 18th of April 2019 as part of the lined-up activities which the Librarian had drawn for them. They were required to create awareness on the services offered in the library to the staff members. A total of 15 staff members attended this event and the Librarian was present to assess their creativity and innovation. The aim was to equip the interns with skills of marketing the library and how to go about the whole process to ensure that the event is a success and the impact is made.
- MIRCO Resource Centre created a Facebook page which received a massive number of followers comprising of staff members from the Ministry and Missions abroad, Students who are studying International Relations from IUM and UNISA and members of the public who are interested in International Relations Information.
- The media monitoring for MIRCO is also under the Resource Centre which is aiming at collecting and preserving information. The media monitoring captures all the stories that has to do with MIRCO, the Namibian Missions abroad, state visits of Presidents and High Commission officials from other countries and state house activities with Members of the Diplomatic Corps.

3.5 CONTINUES PROFESSIONAL DEVELOPMENT

- The Librarian at the National Planning Commission attended a seminar course on Development & Management of Libraries that took place in China from the 21st of November to the 12th of December 2019 sponsored by the Chinese Government.
- The Senior Librarian at the Ministry of International Relations and Cooperation attended the Diplomatic training at the Foreign Service Institute in New Delhi, India on the 29th of November to the 15th of December 2019, sponsored by the Indian Government.
- Mr. Russel Shihepo, the Librarian at Katutura Intermediate Hospital, attended the training/workshop on the library Software KOHA which will took place from the 25th to the 29th of November 2019 at UNAM which was sponsored by the Goethe Institute Namibia.
- The Ministerial Library Service staffs attended an in-house training on Library Advocacy on the 11th of November 2019 at the Ministry of Education, Arts and Culture Resource Centre.
- The Librarians from NPC and MAWF attended a training on KOHA library management system offered by the Goethe Institute on the 28th of February 2020.

3.6 DONATIONS RECEIVED

- NAWFIC (MAWF) received a donation of 40 FAO books from the office of the Deputy Executive Director on the 9th of August 2019.
- The MoEAC Resource Centre received a donation of 50 information resources from UNESCO with the help of Reverend April from the National Heritage Council and 5 annual reports books from the Office of the Executive Director of the Ministry of Education, Arts and Culture.

- The MoEAC Resource Centre also received a donation of seven (7) sample materials for grade 10 and 11 by Oxford University Press.
- The National Planning Commission received 13 copies of journals from the office of the Executive Director.
- The MIRCO Resource Centre received a donation of forty-three (43) books and 11 government publications donated by staff members, Minister's Office, Executive Director's office, MIRCO Procurement Division, Konrad-Adenauer Stiftung, High Commission of India, Namibian Missions Abroad, Ministry of Finance and Ministry of Justice.

3.7 PERSONNEL MOVEMENTS

- Ms. Aune Iiyambo joined the Ministerial Library Service as a Senior Librarian on the 01st of August 2019, seconded to the National Museum of Namibia.
- Ms. Maria N. Shilongo also joined the Ministerial Library Service as an Assistant Librarian on the 4th of September 2019 at the Ministry of Education, Arts and Culture Resource Centre.
- Ms. Rachel B. Maswahu joined the Ministerial Library Service as a Librarian on the 01st of January 2020, seconded to the Ministry of Environment and Tourism.
- Ms. Elizabeth Matheus joined the Ministerial Library Service as a Librarian on the 15th of January 2020, seconded to the Ministry of Mines and Energy and resigned on the 28th February 2020.
- A student intern from the University of Namibia started at the MoEAC RC on the 2nd of March 2020.

3.8 CHALLENGES AND RECOMMENDATIONS

Challenges	Recommendations
<ul style="list-style-type: none"> ➤ The Ministry of Agriculture, Water and Forestry's library photocopying machine has been out of order since the beginning of 2018/2019 financial year, as a 	<ul style="list-style-type: none"> ➤ The Directorate of General services, sub division Auxiliary was informed and they reverted back that the machine could not be taken in for service since the contract between

<p>result, users could not be assisted with photocopies.</p>	<p>the Ministry and the service provider had expired. Thus, the Ministry resolved to consider purchasing a new photocopy machine upon availability of funds.</p>
<p>➤ The Ministry of Defence have been experiencing poor internet connectivity and the library management system is non-functional.</p>	<p>➤ The Management of the Ministry were aware and the Librarian is awaiting intervention when funds will be made available.</p>
<p>➤ The library management system at MET resource centre is not functional that makes the cataloguing of resources difficult, as a result materials are only classified.</p>	<p>➤ The Management is well aware; however, the constraint is not resolved, pending availability of funds.</p>
<p>➤ The library at the National Planning Commission experiences lack of computers.</p>	<p>➤ The concern has been reported to Management and the non-availability of funds is a contributing factor.</p>
<p>➤ The Katutura Intermediate Hospital library has only one (1) shared computer among staff and users as a result of a break-in that occurred. The library has a high demand of computer use and users unfortunately cannot be assisted as there are no computers. The library is also experiencing challenges with water leakages and old broken library furniture's.</p>	<p>➤ There is a need to procure additional computers in order to mitigate the high demand among computer usages and the Management is fully aware of the concern and promised to procure computers when funds are available.</p>

<p>➤ The Supreme Court library management system has been out of order during 2019/2020 financial year.</p>	<p>➤ The Management is fully aware of the constraint and the library is waiting for the authorization by the Executive Director for the library management system to be re-installed.</p>
<p>➤ The National Museum Library does not have computers for users.</p>	<p>➤ The concern has been reported and Management is fully aware and the unavailability of funds is the main challenge.</p>
<p>➤ The Ministry of Works and Transport Library and the Ministry of Fisheries Library does not have computers.</p>	<p>➤ The concerns are well known by Management.</p>
<p>➤ The Ministry of Education Resource Centre has become unsafe as incidents of users' bags are being frequently stolen and the CCTV cameras are not functional.</p>	<p>➤ It is highly recommended to have new CCTV cameras installed for security enhancement, since lockers for users are not adequate and it is earmarked that upon availability of funds the concerns will be prioritized.</p>

GALLERY



Mr. Shikongo delivering the welcoming remarks and Ms. Homba as she officiated the event



Librarians with the Management team from the Ministry of Agriculture in jovial mood.



Some of the MAWF staff members in attendance



Librarians: "We made it" happy moments.

Pictures of the Seminar on Development and Management of Libraries



Librarians attending a lecture in China during seminar sessions.



A group of (26) delegates representing different library institutions from different countries, worldwide. The Librarians were visiting the National Library of Beijing accompanied by the programme facilitators.



The sewage water leakages at the Katutura Intermediate Hospital library.



Broken chairs at the Katutura Intermediate Hospital Library

Advocacy and awareness day campaign on the 05th of March 2020 hosted by the National Museum of Namibia.



Audiences at the 7th information awareness & Advocacy day official opening



Librarians interacting and serving the users



The Director of National Museum browsing through the books and publications at the Ministry of International Relations.



Librarians from MOEAC Library & Supreme Court engaging the users.

4. EDUCATION LIBRARY SERVICES

INTRODUCTION

Education Library Service (ELS) is the Headquarter of all school libraries across the country and its role is to provide library and information services, presumably to all government schools in Namibia. This report is an overview of activities done by ELS with and through school libraries. The reporting period is from April 2019 to March 2020.

REPORT ON PROGRESS AND ACTIVITIES

Education Library Service routine work

Education Library Service' main duty is to support the school curriculum by providing resource based, instructional information sources & skills to access, retrieve & use information for life-long learning.

Acquisition of school library books

During the financial year 2019/20, ELS did not received any budget for purchasing school library materials.

Cataloguing and classification

During the financial year 2019/20, 1,105 Titles have been classified.

Packing of School library books

A total number of 32,870 library materials were packed and sent to the schools across all 14 regions.

Table 1: Library materials packed per quarter

QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	TOTAL
8,913	2,179	14,181	7,597	32,870

Number of Librarians and Assistant Librarians in schools

There are only 47 school library staff in 8 regions. Some Regions does not have school library staff members at all.

Table 2: Number of Librarians and Assistant Librarians at school libraries

Region	# of schools in the region	Job title	Number of staff per region
Khomas	104	Assistant Librarian	5
		Librarian	5
Ohangwena	256	Assistant Librarian	9
		Librarian	1
Oshikoto	219	Assistant Librarian	5
Omusati		Assistant Librarian	9
Oshana	135	Assistant Librarian	4
		IUM student volunteer	1
		Grade 12 completed learners	2
Kavango East	162	Assistant Librarian	2
Erongo	66	Librarian	2
Omaheke	44	Librarian	2

Books processed by staff members

During the financial year 2019/2020, a total of 30,173 books have been processed by ELS staff. The figure below shows staff performance in processing school library books.

4.3. SCHOOL LIBRARY STATISTICS

4.3.1 ICT usage in school libraries

ICT statistics are collected from all schools that have ICT equipment in their libraries, however during the financial year 2019/20, school library statistics were only received from an average of 25 schools. Some schools are not submitting ICT statistics, as their computers are broken, no internet access service and some schools do not have Librarians or Teachers responsible for the libraries.

Table 3: School ICT usage statistics

SCHOOL LIBRARY ICT USAGE STATISTICS		
	ICT USAGE	NUMBER OF SCHOOLS
QUARTER 1	13 167	20
QUARTER 2	16 328	25
QUARTER 3	19 447	21
QUARTER 4	10 744	17
TOTAL	59 686	

4.3.2 School library circulation statistics

ELS collect the fiction and non-fiction circulation statistics which helps to plan and monitor the usage of school library materials sent to schools. Some schools do not submit statistics due to several reasons such as lack of library space and unavailability of staff to run the library.

Table 4: School library circulation statistics for non-fiction books and library visits

	Circulation statistics	Number of schools	Library visits	Number of schools
Quarter 1	42 584	152	48 422	51
Quarter 2	38 846	99	57 141	41
Quarter 3	43 509	145	44 992	42
Quarter 4	21 499	63	45 711	49
Total	146 438		196 266	

4.4 READING PROMOTION ACTIVITIES

4.4.1 African Child Day reading activity at three schools in Khomas region

On the 14th of June 2019, the Read Namibia Coalition together with the ELS had reading activities to celebrate the Day of the African Child at three schools in Windhoek namely: Gammams PS, Gardner Academy and Maarti Ahtisaari PS. Reading activities such as Read Aloud, Leap Reader and Big Boet Spelling were carried out. The table below shows statistics of the learners who participated in the reading activities.

School Name	Number of learners
Maarti Ahtisaari Primary School	Whole school
Gammams Primary School	400 learners (Grade 4-6)
Gardner Academy	70 learners



African Child Day at Gammams PS

4.4.2 READ NAMIBIA fourth Namibia book fair reading activity – 6th of September 2019

On the 6th of September READ NAMIBIA conducted reading activities at the Namibia Book Fair held at NUST. Learners from different schools took part in the Big Boet Spelling, Leap Reader, Quizzes and Read Aloud Sessions.

Number of learners who participated in the Big Boet Activity – 49

Number of learners who participated in the Leap Reader Activity – 41

Number of learners who participated in the Quizzes Activity – 30



Big Boet Word Block



Read Aloud Corner



Quizzes



Learners enjoying the Leap Reader

4.4.3 Reading statistics

The table below shows reading statistics for the financial year 2019/20

Table 5: Reading statistics

SCHOOL LIBRARY READING STATISTICS		
	READING	NUMBER OF SCHOOLS
QUARTER 1	28 031	65
QUARTER 2	20 986	91
QUARTER 3	25 946	65
QUARTER 4	15 841	56
TOTAL	90 804	

4.4.4 Leap Reader statistics

The Leap Reader sets were initially piloted in 10 schools in Khomas Region. In the third quarter they have now been extended to 8 more schools and 2 regional libraries: School Library Section. Only the schools that are run by Librarians sent statistics for the Leap Reader.

Table 6: Leap Reader statistics

SCHOOL LIBRARY LEAP READER STATISTICS		
	READING	NUMBER OF SCHOOLS
QUARTER 1	599	5
QUARTER 2	7309	5
QUARTER 3	4744	5
QUARTER 4	257	5
TOTAL	12 909	

4.5. READATHON

The National Readathon celebrations were celebrated at Maria Mwengere SSS, Shambyu Circuit from the 23rd – 27th September 2019 in Kavango East region. This year's Readathon was celebrated under the theme: READ NAMIBIA; COMBAT DROUGHT TO IMPROVE FOOD SECURITY. Three hundred and fifty (350) learners from ten (10) schools in the Shambyu Circuit participated in the celebrations. The event kicked off with a March and opening ceremony on Monday. The reading workshops ran from Tuesday and Wednesday whilst the competitions were held on Thursday. Reading workshops were conducted in partnership with Goethe Institut and all the outstanding learners were awarded with prizes of books on Friday, during the awards ceremony. It was indeed an awesome and fun experience to read and conduct activities with learners from Kavango East Region.



The march before the opening ceremony



Teacher Training at Kayengona CS



Learner reading during the Reading Passports session
Competition

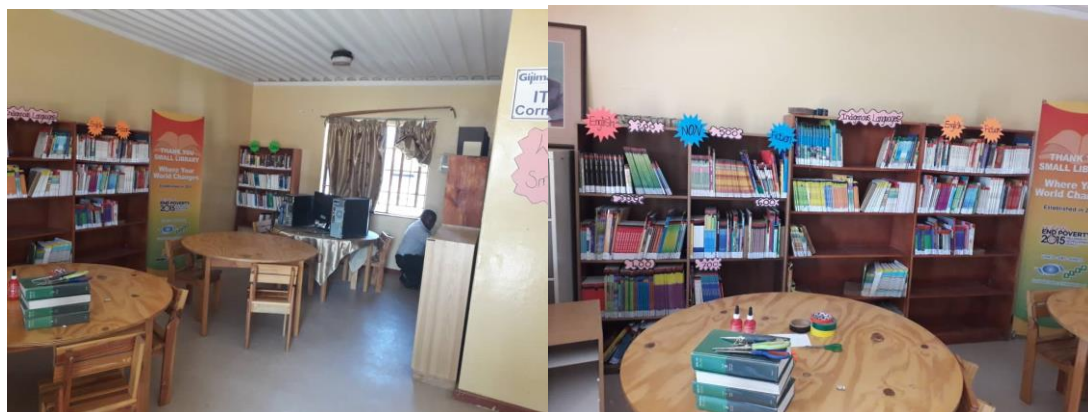


Big Boet Spelling

4.6 FUNCTIONAL SCHOOL LIBRARIES

6.1 Khomas Regional

In the first quarter, the Khomas Regional team assisted A. I. Steenkamp and Olof Palme Primary Schools with revamping their school libraries. The exercise took place from 8th April 2019 to 12th April 2019.



Olof Palme Primary School Library

During the second quarter, Khomas Regional team assisted Namutuni and Gammans Primary Schools with revamping their school libraries. The exercise took place from 5th August 2019 to 9th August 2019. Khomas Regional in the third quarter, assisted Chairman Mao Zedong High School with revamping their school library. The exercise took place from the 18th to 20th of November 2019. The school also employed a full time Assistant Librarian.

6.2 Support from Education Library Service

During the school visits in Khomas Region, the ELS team discovered that some schools needed help in terms of processing and arrangement of library books in order for the library to be fully functional. As such ELS took 120 unprocessed books from Rocky Crest Primary School and processed them. The library teacher was also encouraged to send school library statistics. The visit took place from the 10th to 11th of September 2019 whereby Ms. Tobias and Ms. Spargo rearranged the library and conducted a reading activity at the school with Grade 6 learners. The school however needs more books for it to be fully functional. A total of 35 learners participated in the reading activity.



Rocky Crest PS library before

Rocky Crest PS library after



Ms. Tobias explaining what book reviews are Ms. Spargo reading a story to the Grade 6 learners

4.7 WORKSHOPS AND TRAININGS

Workshops and trainings conducted and attended by ELS staff members during the financial year 2019/2020.

4.7.1 National School Library Standards for Namibia Consultative Workshop

ELS conducted a stakeholder consultative workshop for the National School Library Standards Draft Document on the 8th October 2019 at Goethe Institut. The workshop was attended by stakeholders both from public and private sector. Stakeholders were invited to give practical input and recommendations to the draft document. The workshop aim was also to get a buy-in from stakeholders in order to ensure successful implementation.



Workshop participants

4.7.2 The 4th Open and Distance Learning Conference

Ms. Esther Tobias attended the *4th Open and Distance Learning Conference* at the Namibia University of Science and Technology (NUST) from 23rd to 25th of October 2019.

4.7.3 Global Media and Information Literacy (MIL) Week

ELS joined the world to celebrate the eighth annual global celebration of Global Media and Information Literacy (MIL) Week, celebrated under the theme “**Media and Information Literate Citizens: Informed, Engaged, Empowered.**” In line with the theme, ELS conducted a two (2) days’ workshop for 10 School Librarians from Khomas Region with a sub-theme; Research Skills for learners. The aim of the

workshop was to equip the Librarians with skills on how to teach learners research skills.



Participants during the workshop

4.7.4 Okahandja Peace Corps Volunteer training

The ELS team as per custom, offered training on how to manage a school library to the US Peace Corps Volunteers on the 5th of February 2020. It is hoped that the schools which will receive the volunteers will be able to send statistics to Head Office.



Okahandja Peace Corps Volunteer training

4.7.5 READ NAMIBIA STUDENTS TRAINING SESSION AT UNAM: HOW TO CONDUCT CHILDREN'S ACTIVITIES

On the 10th of March, the ELS officials went to UNAM to conduct a training, on how to conduct children's activities with 31 Library Science students. The training was focused on Leap Reader, Big Boet Spelling and Reading Passports. Below are some pictures during the training.



Reading Passports training



Big Boet training in session

4.8. SCHOOL LIBRARY VISITS

4.8.1 School visits: Khomas region

ELS staff member conducted school visits in Khomas region to assess the teaching of Information Communication (IC) subject and the functioning of the school library. The school visit took place from the 16th of May 2019 to 18th of June 2019.

A total of fifty-two (52) schools were visited in Khomas region regarding the teaching of IC and the status of school libraries. The results of the visits show that there are major challenges in terms of classroom space which result in purpose built libraries to be converted into classrooms. Some school libraries are locked due to unavailability of staff members to manage the library. In some school libraries, most of the books are not processed and most of the books are outdated.

As part of immediate response, ELS staff members took books from Rocky Crest and Moses //Garob Primary Schools to assist with processing them. It was observed that most schools were not in possession of the new IC Syllabi, due to that schools are

teaching basic computer skills during the IC period. In some schools, the teachers who received IC training had either left the school without proper handover or given other responsibilities which made the school not to implement the IC subject.



Library books not processed



library converted into a classroom

4.8.2 School Library Visits: Erongo Region

NLAS staff members, namely; Ms. Sarah Negumbo, the NLAS Director, Ms. Esther Tobias, the ELS Chief Librarian, Ms. Kathleen Gowases, the ELS Senior Librarian and Mr. Jermain Tjiramba, the NLAS Driver, visited three (3) schools in Walvis Bay, Erongo region on the 9th of July 2019. The visit was to inspect the newly constructed library at Duinesig High School, to provide in-service training library staff as well as to monitor and evaluate the status of Duneside and Tataleni High School Libraries.

The implementation and teaching of Information Communication (IC) was also assessed. This involves the laying out of the accepted standards of a well-functioning School Libraries in terms of collection, staffing, school library programs and activities, funding and the library furniture, design and layout. An in-service training was conducted at Duinesig High School on library management, submission of statistics, shelving of library resources and the importance of reading promotion. The training was attended by ten (10) participants from four (4) schools namely; Duinesig High School, Duneside High School, Tataleni High school and De Dune Secondary School.



Ms. Tobias, Ms. Gowases and the participants during the in-service training



Newly constructed Duinesig High School Library

4.9. DONATIONS RECEIVED

4.9.1 Books received through the one book one child reading campaign

ELS has so far received a donation of **1,022** books, Bank Windhoek (261 books), First Rand Namibia Foundation Trust (308 books), United Nations Information Center Windhoek (53 books plus 100 copies of the SDG book) and National Fish Consumption Promotion Trust (400 books). These books are for the One Book One Child Reading Campaign and will be distributed to Namibian schools. The total value of the donation is **N\$90 462.69** with a break down as follows:

- *Bank Windhoek – N\$24 973.88*
- *First Rand Namibia Foundation Trust – N\$49 892.00*
- *United Nations Information Center Windhoek – N\$5 596.81*
- *Namibia Fish Consumption Promotion Trust (NFCPT)- N\$10 000.00*

4.9.2 Donation handover ceremonies gallery



During Bank Windhoek handover ceremony



United Nations Information Center (UNIC) handover ceremony



First Rand Namibia Foundation Trust handover ceremony

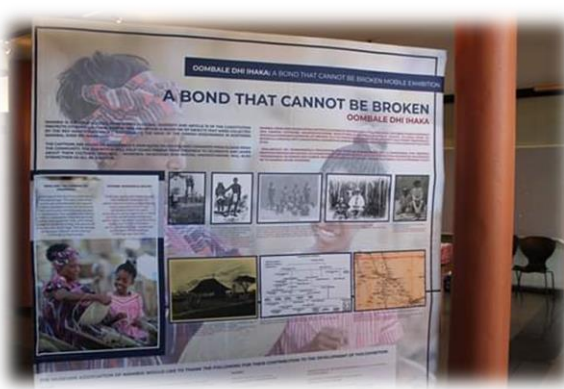


Handover ceremony of the NFCPT books to MoEAC

On the 20th of February 2020, a handover ceremony of the NFCPT donated books to MoEAC and in particular, the One Book One Child Reading Campaign was done at the National Library Auditorium. 400 books were officially handed over to the ELS team.

4.9.3 Other donations

Education Library Service received a donation of **250** copies of a catalogue called *Oombale dhiihaka: A bond that cannot be broken*, a Historical book in Ondonga Kingdom from Museums Association of Namibia. These catalogues are for 178 Secondary schools across 14 regions in Namibia and they are valued at **N\$37,500.00**.



Ms. Sarah Negumbo receiving the donation from the EU Ambassador during the handover ceremony

Office of the First Lady donated 18,322 copies of a comic book called 'Paul Story' to be distributed to Schools in all fourteen regions.

4.10. STUDENTS VOLUNTEERS

During the December month, there were three student volunteers at ELS from the University of Namibia. The volunteers assisted with classification, processing and packing of school library resources.



Student volunteers busy packing school library books, assisted by Ms. Spargo & Ms. Shivolo

4.11 STAFFING

11.1 Staff appointments

ELS appointed a new Assistant Librarian, Mr. Martin Shikoha who assumed duties on 2nd of January 2020.

11.2 Staff movement

Ms. Daisy Likukela (Assistant Librarian) transferred to Khomas Regional from the 01st of May 2019.

Ms. Ashipala and Ms. Ndala (Senior Education Officers) have been transferred to the Directorate of Planning Quality Assurance (PQA) early January 2020.

4.12 CHALLENGES AND RECOMMENDATIONS

The table below shows challenges experienced and some recommendations to address the challenges.

CHALLENGES	RECOMMENDATIONS
Purpose built school libraries are converted into either classrooms or store rooms to accommodate old furniture, school feeding programme items and accommodation for teachers	The Deputy Directors for Lifelong Learning Arts & Culture in the Regions need to engage schools at different intervals, to ensure that purpose built school libraries are used for their intended purpose.
Due to the unavailability of Library personnel at schools, library buildings at some schools are closed, leaving	The Ministry need to seriously look in the issue of school libraries to ensure proper management of school libraries.

resources collecting dust. As a result, access to supplementary resources and the teaching of information literacy skills to learners is compromised.	In the absence of a Librarian, schools need to identify a staff member to support this service as stipulated in 'Guidelines for School Principals' page 128-129.
Delay in school library usage statistics. Some regions do not send school library usage statistics.	Deputy Directors should ensure all schools submit statistics and school library questionnaire on time.
Lack of qualified library staff in school libraries.	The Ministry need to re-look at the implementation of the Staffing Norms for Namibian Schools Circular Number 12/6/4 & S. 1/3 of 12 July 2013.
Insufficient funding for school library collection development at the national and school level.	Allocate funds to procure school library materials. Schools need to set aside funds for the school library development.
Lack of internet connectivity in most school libraries. Lack of ICT equipment maintenance in school libraries	The regional IT personnel to provide technical support to school libraries at all times and ensure maintenance of library equipment.

4.13 CONCLUSION

During the financial year 2019/20 ELS processed a total of 30,173 books and packed a total of 32,870 materials for school libraries across the country.

The report recorded that a total of 59,686 learners made use of ICT in school libraries. A total of 90,804 learners participated in reading activities and 12,909 learners took part in the Leap Readers activities. Several trainings and workshops were offered and attended by ELS staff members. ELS conducted various school library visits in Khomas and Erongo regions to assess the teaching of IC subject and the functionality of school libraries, however the report indicates that six (6) school libraries in Khomas region were made functional. A total of 34,822 books, 250 catalogues and 18,322 comic

books were acquired by ELS through donation, hence ELS rely heavily on donations for resource acquisition due to very limited budget allocation. It is worth reporting that the statistics provided herewith might under present the actual usage of school libraries in the country, due to the fact that majority of schools and regions are not submitting school library usage statistics.

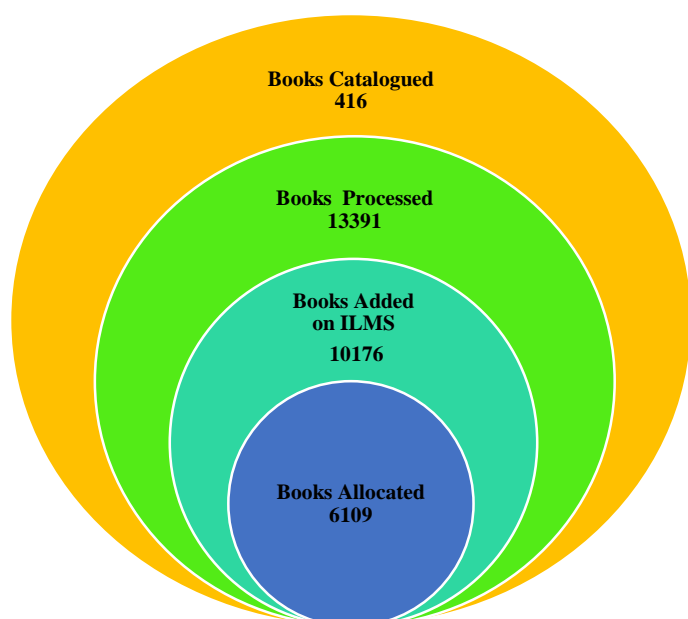
5. PUBLIC LIBRARY SERVICE

5.1 INTRODUCTION

This section summarised the activities performed at all 65 public libraries in the country, including the three (3) Regional Libraries. It is worth noting here that the network of public libraries in the country is continuously growing from strength to strength, with the newest edition of the Mondesa Public Library. This library is established as a result of a partnership between the municipality of Swakopmund and Ministry of Education Arts and Culture. The official hand over and opening of the Mondesa public library was done on the 14th of November 2019.

5.2 Public Library Service Activities (Head Office)

The following chart gives an indication of the activities carried out at Public Library Service (Head Office) in support of Public Libraries Network.



5.3 Consignments send to the regions.

Processed books have been packed as consignments and are ready for collection to all 66 public libraries. The following table gives an indication on the amount of books designated for the regions respectively.

Region	Number of the libraries	Number of books during this consignment.
Khomas	7	1408
//Kharas	8	1629
Oshana	3	652

Oshikoto	4	682
Kavango East	3	565
Erongo	8	1584
Hardap	7	1374
Kavango West	1	203
Kunene	4	869
Omaheke	3	733
Ohangwena	4	782
Omusati	5	809
Otjozondjupa	6	1193
Zambezi	3	584
Total:	66	13067

5.4 HIGHLIGHTS OF PROGRESS ON ACTIVITIES FROM THE REGIONAL LIBRARIES

OMAHEKE REGIONAL LIBRARY

1. Introduction

Omaheke Libraries, Archive and Information Services are consisting of the following three parts, namely Omaheke Regional Library, Archive division and Leonardville Community Library.

2. Staffing

Position & Library		Name
Omaheke Regional Library		
1	Chief Librarian	Josbackassa Tjimbundu
2	Senior Librarian Users & Outreach Section	Elizabeth Norbert
3	Librarian	Martha Nampola
4	Librarian	James Kathora
5	Assistant Librarian	Gift Tjizera
6	Assistant Librarian	Vacant
7	Assistant Librarian	Vacant
8	Assistant Librarian	Vacant
9	Administrative Officer	Rejoice Kandjou
10	Watchman	Anton Sa-Oabeb
11	Watchman	Bella Nghinomito
12	Watchman	Ewaldine Muvangua
13	Watchman	Petrina Wohler
14	Cleaner	Ronny Tjipueja
15	Cleaner	Fredicka Humbu
16	Cleaner	Aquila Ngarizemo
17	Cleaner	Vacant
18	Driver	Steven Kambirongo
19	Senior Librarian Children's Library Section	Vacant
20	Librarian	Vacant
21	Librarian	Vacant
22	Assistant Librarian	Selma Kambanda
23	Assistant Librarian	Vacant
24	Senior Librarian Business & Research Information Section	Vacant
25	Librarian	Vacant
26	Librarian	Vacant
27	Assistant Librarian	Vacant
28	Assistant Librarian	Vacant
29	Senior Librarian School Library Section	Vacant

30	Senior System Administrator	Lee Mwemba
31	System Administrator	Vacant
32	IT technician	Vacant
33	Senior Archivist	Clemencia Kandjou
34	Archives assistant	Vacant
35	Administrative officer	Loide Nelago
Leonardville Community Library		
36	Librarian	Vacant
37	Assistant Librarian	Moses Kharuxab
38	Cleaner	Vacant
Ritquelle JSS		
30	Librarian	Vacant
Gustavl Kandjii SSS		
40	Librarian	Vacant
Epako SSS		
41	Librarian	Henrietta Nehemiah

Table 1 above shows the staff structure and the positions filled and vacant positions in the Omaheke Libraries, Archive and Information services. Out of forty (40), positions as per the library structure twenty-one (21) positions are vacant and most of them are very critical positions which drives library operations at supervisory level. Critical activities at school libraries and at the community libraries are therefore affected by understaffing thus leading to under performance in achieving targets in the Annual Plan.

5.4.1. USER SERVICES & OUTREACH SECTION/LEONARDVILLE COMMUNITY LIBRARY

These combined section and community library are responsible for the provision of individual assistance to library users.

Library visitors

Omaheke Library	Regional Statistics	Leonardville CL Statistics	Total
Month	Statistics	Statistics	
April	-	-	-
May	-	-	-
June	909	-	909
July	1365	-	1365
August	1070	405	1475
September	1529	588	2117
October	1356	615	1971
November	1622	348	1970
December	434	415	849
January	1524	445	1969
February	1812	419	2231

March	1293	167	1460
Total	12914	3402	16316

Table 2 above is indicating that 16316 visitors visited community libraries in Omaheke Region.

Membership

Omaheke Regional Library	
Month	Statistics
April	-
May	-
June	12
July	7
August	32
September	32
October	19
November	7
December	6
January	46
February	32
March	60
Total	256

*Two hundred and fifty six library users has become library members this year as shown above in **Table 3**.*

Books circulation

Omaheke Library	Regional Statistics	Leonardville CL Statistics	Total
Month	Statistics	Statistics	
April	-	-	-
May	-	-	-
June	91	-	91
July	116	-	116
August	121	164	285
September	172	162	334
October	288	87	375
November	101	216	317
December	59	182	241
January	151	234	385
February	209	246	455
March	120	112	232
Total	1428	1403	2831

5.4.2. CHILDREN SECTION

This section facilitates a variety of activities such reading and computer basics and games and open talks, which are aimed at nurturing a reading culture, developing motor skills and subsequently help to administer early childhood developmental needs for children.

Activities carried out				
Month	Reading	Games	Computer usage	Section visitors
April	-	-	-	-
May	-	-	-	-
June	27	16	-	225
July	254	-	-	
August	13	28	24	183
September	36	13	5	405
October	95	50	37	299
November	24	82	16	98
December	13	56	59	40
January	59	8	-	109
February	39	10	11	105
March	26	7	28	134
Total	605	270	180	1598

Table 5 above shows how various critical activities were carried in children section throughout the year.

5.4.3 ARCHIVES SECTION

The Regional Records Management Unit serve the purpose of improving records management in the region by conducting records inspection, advice, raising awareness on the proper management of records through presentations and training of staffs.

Month	Training	Inspections
April	-	-
May	-	-
June	-	5
July	-	8
August	1	-
September	2	-
October	1	4
November	-	1
December	-	-
January	-	-
February	1	3
March	-	-
Total	5	21

Table 6 is indicating the statistics from Archive section activities for this financial year.

5.4.4 ICT SECTION

ICT centre aims to promote the usage of ICT facilities by the community members. Above all it is the ICT's mandate to equip the Omaheke Community with Basic Computer skills.

Activities carried out			
Month	Computer training	Computer usage	Internet connectivity
April	-	-	-
May	-	-	-
June	56	-	-
July	-	-	-
August	57	69	1688
September	-	48	
October	-	180	2656
November	-	216	1958
December	-	295	
January	-	269	2017
February	-	269	2017
March	-	21	51
Total	113	1 367	10 387

Table 7 indicates the activities carried out, however it is important to note that computer training has been badly affected by understaffing.

5.4.5 SCHOOL LIBRARY SECTION

The School Library Services ensures that school learners and teachers receive supplementary materials and books for both reading and studying. Such services are to encourage the development of information literacy and inculcate the culture of reading. It enables schools to run their educational programmes that respond to the needs of the learners and teachers effectively.

Activities carried out				
Month	ICT	Books circulation	Visited school libraries	Library visitors
April	-	-	-	-
May	-	-	-	-
June	-	301	4	-
July	-	705	4	1110
August	-	3292	-	-
September	-	-	1	3292
October	-	1160	-	1282
November	-	-	-	-
December	-	-	-	-
January	-	-	-	-

February	-	1115	1	-
March	-	-	-	-
Total	0	6573	10	5684

Table 8 is indicating the lack of statistical information from school librarians due to vacant positions and support from the library as the position of a Senior Schools Librarian is still vacant.

5.4.6. BUSINESS & RESEARCH INFORMATION SECTION

The section aims are to provide relevant business and occupational information to local entrepreneurs, SME's and community at large and to ensure that they are empowered with its resources and activities to assist with economic development. Due understaffing this section activities such as facilities bookings photocopying and printing is carried out from User Service section and the other section activities are affected.

Facilities bookings			
Month	Bookings	No. of participants	of
April	-	-	
May	-	-	
June	-	-	
July	-	-	
August	10	57	
September	4	106	
October	6	147	
November	13	502	
December	3	81	
January	8	148	
February	12	348	
March	-	-	
Total	56	1389	

Table 9 is showing how the library facilities were booked for trainings, workshops and meeting by government institutions, NGOs and private companies.

5.4.7 CHALLENGES

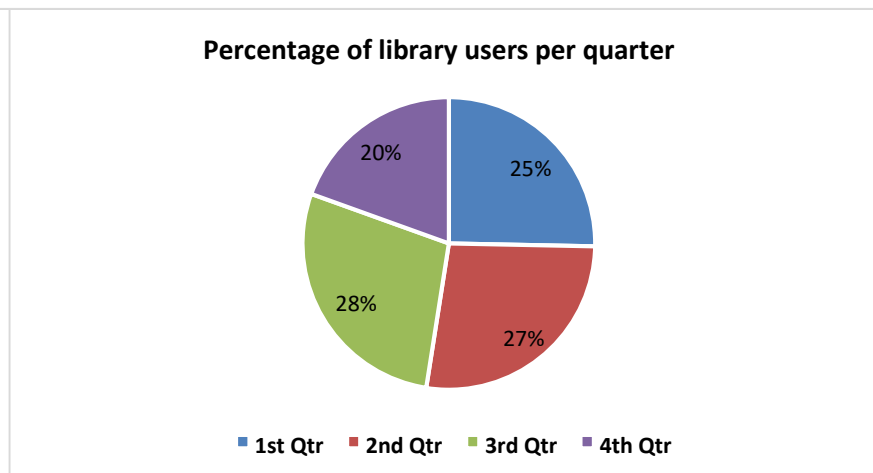
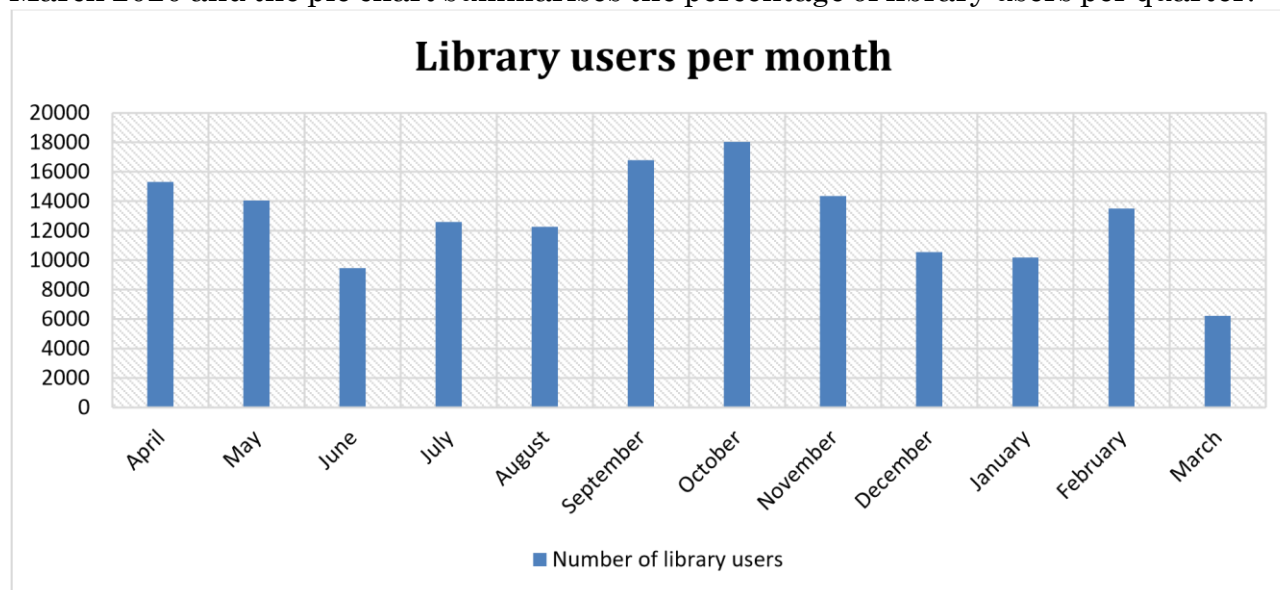
Section/Library	Challenges
User Services & Outreach	<ul style="list-style-type: none"> • Understaffing (affecting some activities not to be carried out) • Leaking library roof (causing damage to books, shelves and electrical equipment and the building itself in the long run)
Business & Research Information	<ul style="list-style-type: none"> • No staff members available (limited section duties carried out by Users Services section)
Children's Library Section	<ul style="list-style-type: none"> • Toilets floor worn out • Lack of schools subjects supplementary materials
Information & Communication Technology Section	<ul style="list-style-type: none"> • Expired firewall license • No Microsoft and OP license • Outdated computers • Understaffing (affecting computer training not to meet expected targets)
Archive Section	<ul style="list-style-type: none"> • Lack of filing materials delaying adherence to records management procedures in various offices.
Leonardville Community Library	Damage floor Worn out chairs Lack of computers and photocopier machine Library signage, road sign and on the library front wall

Table 10 is indicating the challenges faced by the Omaheke Libraries, Archive & Information Services Division.

5.5. OSHANA REGIONAL LIBRARY

A total of **153,317** library users recorded during the reporting period. The figure is recorded as an achievement because it represents 90% of the annual target (171,314). However, there are notable factors that contributed to the target not met such as the festive season which stretched from quarter 3 to quarter 4 and the country lockdown during the last two weeks of March in quarter 4 because of COVID-19 pandemic.

The graph below indicates the number of library users per month from April 2019 to March 2020 and the pie chart summarises the percentage of library users per quarter.



Library membership Statistics

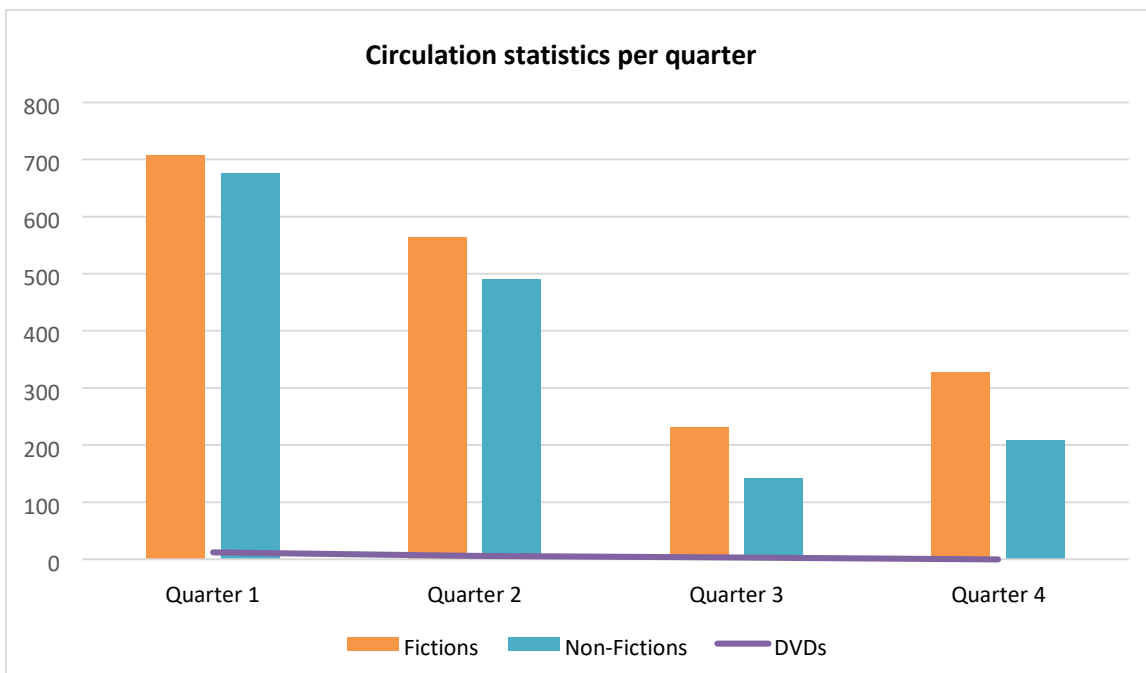
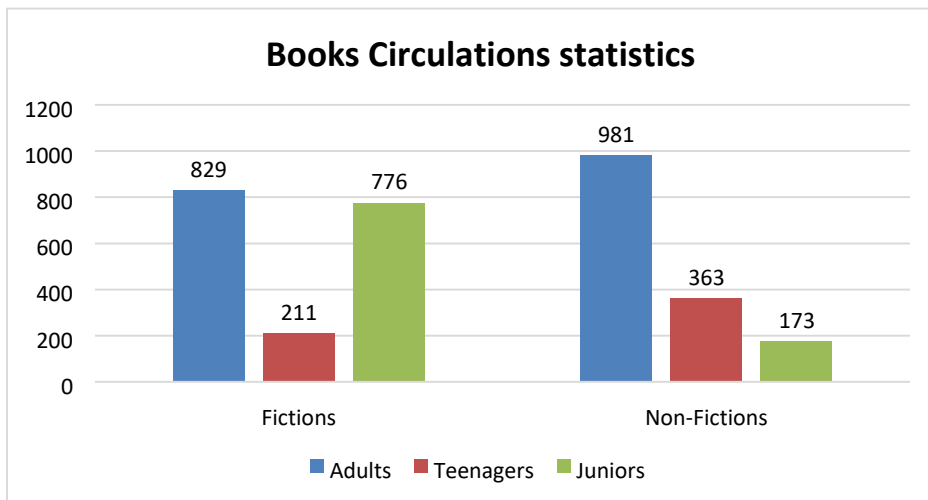
The library registered 500 new members during the reporting period. Adults are the majority followed by junior library users and only one pensioner registered in 12 months. The table below represents the summary of membership statistics.

Profile	Adults		Juniors		Teenagers		Pensioners		Total Females	Total Males
	Female	Male	Female	Male	Female	Male	Female	Male		
	179	138	59	55	41	27	0	1	279	221

Total	317	114	68	1	500
Grand Total					

5.5.1 Circulation Statistics

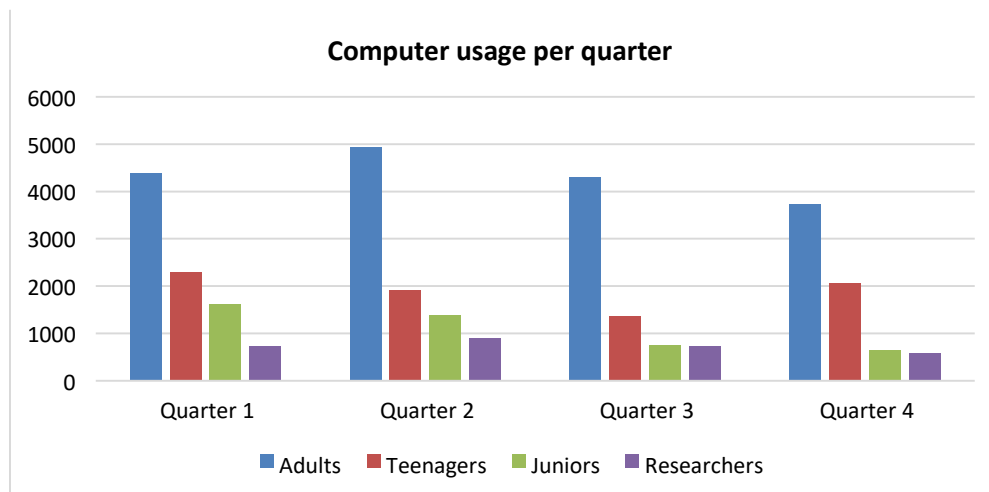
A total of 3,333 books borrowed out from Oshana Regional Library during the reporting period. Other resources checked out are 21 DVDs. Fictions are the most borrowed books (1816) compared to non-fiction (1517). However, the user categories; Adult users borrowed more non-fictions (981), junior users borrowed more fictions (776) while teenagers checked out more non-fictions (363).

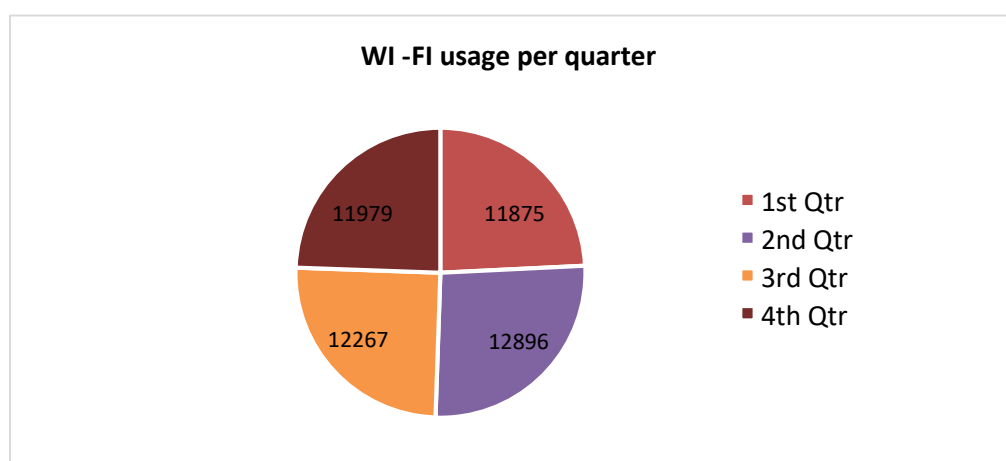


Computer usage statistics

A total of 32,907 library users used the computers and 49,017 used wireless network (WI-FI) at Oshana Regional Library from April 2019 to March 2020. The table and the graph below outline detailed ICT usage during the reporting period.

April 2019 to March 2020			
	Male	Female	Total
Adults	13 043	4 308	17 351
Teenagers	5 775	1 844	7 619
Juniors	2 923	2 054	4 977
Researchers	1 502	1 458	2 960
Total	23 243	9 664	32 907
Wireless Connection			49 017
Grand Total			81 924





5.5.2 Basic ICT Training statistics

A total of 468 out of 683 registered potential trainees completed the training during the reporting period. This translated into a 69% completion rate. Thirty-six (36) junior library users were also trained on basic ICT in April (14), August (12) and December (10) holidays. A total of 504 community members trained on basic ICT from April 2019 to March 2020. Below is the basic ICT training completion data:

	Registered	Not Show-up	Dropped	Completed	% of completion rate
Males	262	40	48	170	69%
Females	421	79	48	298	
Total	683	119	96	468	

Others achievements through different activities by sections of the library

5.5.3 USER SERVICE AND OUTREACH SECTION

Apart from the contribution to the statistical achievements above this section also reordered other achievements as follow:

i) Repairing of damaged books

A total of 174 books were repaired during the reporting period. Repairs and renew of damaged books are done occasionally throughout the year to prolong the lifespan and usability of the books.

ii) Bookings of meet/conference Rooms

A total of 300 bookings were processed from April 2019 to March 2020 at Oshana Regional Library and 77 are paid-up bookings.

iii) Oshana Library Day

The library day was held at Eluwa Special School on 13th June 2019. “Oshana Library Day” is a non-fixed day/s designated for social responsibility of the Community Libraries in Oshana Region to special groups or learners on special centres/schools such Orphans and Vulnerable Children Centers, Day Cares Centres, Pre-primary etc. The day meant to have fun with target groups and offer them various library activities to promote reading for improving academic performance as well as give the little that library can offer for their social needs to address both Sustainable Development Goals 1 and 4.

All three libraries’ staff members and the Archives staff members participated in the library day. The programmes started at 14h00 and by 17h00 learners still wanted more engagement as the time for activities seemed to be short.

The Library staff put resources together and donated 110 sanitary pads, 60 plastic plates, 50 plastic cups and 400 snacks to Eluwa special school. Different reading and library fun activities were conducted.

iv) Financial report

Oshana Regional library collected a total of N\$94 2768.50 from fines, photocopying, rent of conference facilities and laminations, during the reporting period. The money has been deposited into the National Library Fund account administered by Namibia Library and Information Council (NLIC). The figure does not include money deposited directly to NLIC account by some library clients.

5.5.4 CHILDREN LIBRARY SECTION

The children library service recorded other achievements through regular activities conducted as follow:

i) Homework helper

A homework helper is a daily activity conducted by section whereby the librarians assist the children to do their home works by locating relevant sources that help learners to undertake their school work. A total of **568 learners** were assisted during the reporting period.

ii) Storytelling sessions

Storytelling is conducted by librarians to enhance the listening skills of children and encourage the development of emotions and feelings in children. A total of 142 children attended storytelling sessions from April 2019 to March 2020.

iii) Reading sessions

This activity includes reading audiobooks, reading aloud and reading aloud from pictures with the ultimate aim of improving children's reading skills. A total of 133 children participated in this activity during the reporting period.

iv) Drawing and Colouring sessions

Drawing session is meant to assist children who do not yet have the verbal skills to communicate their feelings. It also helps to develop manipulative skills that will assist children to write. Through colouring session, children learn about boundaries and structure. It also improves children motor skills, focus, stimulates creativity and contributes to better handwriting. A total of 52 children participated in drawing and colouring sessions during the reporting period.

v) Puppet show

Puppets offer children an engaging way to interact and explore their knowledge and understanding of the world. One session of the puppet show was conducted during the reporting period and 38 children attended the session.

vi) Christmas at the library

The annual Christmas celebration for the children library was held on 20 December 2019 and was attended by 82 children. The sections' Librarians had organized the party specifically to thank the children for utilizing library resources to meet their daily information needs and to keep themselves informed about the history and relevance of Christmas to mankind. The event was coloured with various Christmas decorations, videos, songs and reading Christmas stories. Library staff members contributed cash for the children's Christmas party.

5.5.5 BUSINESS AND RESEARCH INFORMATION SECTION

The section recorded achievements through some targeted group activities as listed below.

i) Media and Information Literacy Learning Initiative (MILLI) Youth Program

MILLI is a Namibia new Media and Information Literacy Initiative that was initiated by Media and Information Arts Technology Studies of the College of the Arts in Windhoek. Business and research information section in collaboration with Ms. Veronika Hango, MILLI Facilitator organized the training in December 2019. Sixteen (16) youth attended this training and were awarded certificates of attendance. Topic covered during the training include create, analyses, reflect and act with media, news factors, news categories, media machine and agenda-setting.

ii) Guiding and assisting students with an online application

The section assisted learners and students who were applying online for admission to the two institutions namely University of Namibia (UNAM) and Namibia

University of Science and Technology (NUST). A total of 262 (179 females and 83 males) were assisted and successfully applied online using the computers at the Business and Research Information section.

The section also assisted 9 students to upload their documents on the Namibian Student Financial Assistant Fund (NSFAF) portal and applied for study loans in February 2020.

iii) **Out of school youth training programme**

The section conducted training for the out of school youth in April and July 2019. This training session was about on how to complete government employment application form, how to write Curriculum Vitae (CV), how to write a cover letter for employment application and how to prepare for the job interview. A total of **47 youth** attended this training.

5.5.6 SCHOOL LIBRARY SERVICE

This section is responsible for monitoring school libraries, compile statistics on school libraries' resources usage, guide learners and teachers when touring the Regional library etc. Below are notable activities and statistics for April 2019 to Mach 2020.

i) **Books borrowed in school libraries**

A total of 23 560 (16 696 fictions and 6864 non-fictions) books borrowed out from school libraries during the reporting period. Forty-two school libraries have been functional during the financial year 2019/2020.

ii) **ICT usage in School Libraries**

A total of **14 217** learners used ICT facilities in school libraries during the reporting period.

The ICT access/usage include internet access for learning research, using a computer to type school work for learners, educational games, e-learning toolkits etc.

iii) **Library and LIS career promotion to learners**

The section participated in the Oshakati Secondary School career expo in May 2019 and 105 learners reached.

5.5.7 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SECTION

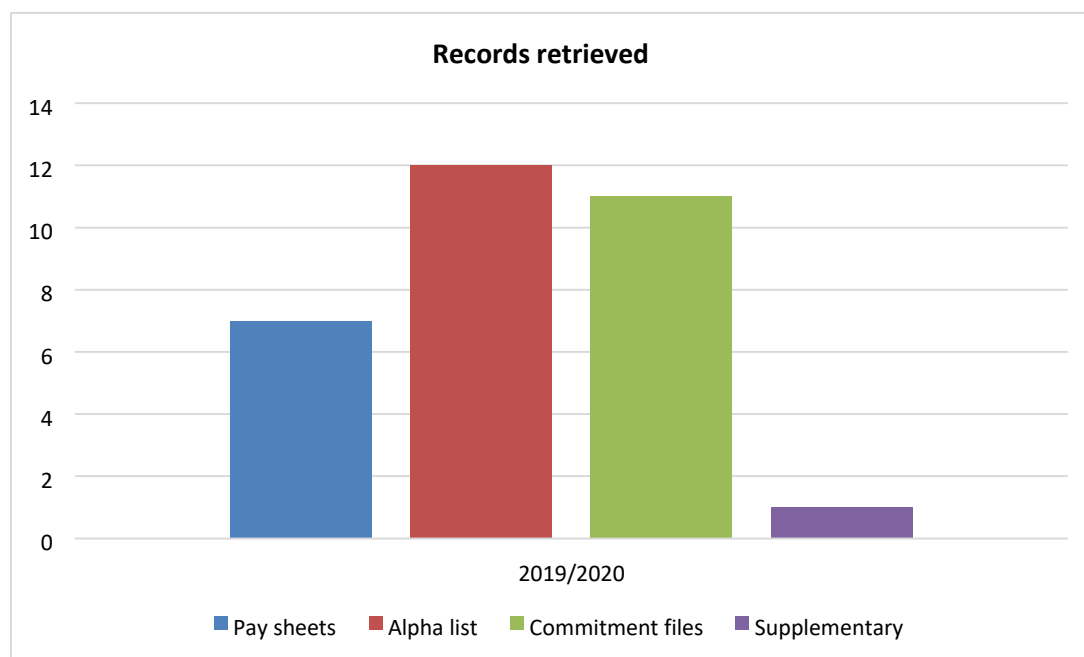
This section maintains routine activities that are geared at strengthening the IT environment, enforcing security measures as well as ensuring that the wellbeing of the system is maintained in the library. Most of the ICT equipment in the library are more than 5 years old, hence the section compiled a five years ICT replacement plan (2019/2020- 2022/2023) during the reporting period.

5.5.8 REGIONAL ARCHIVES AND RECORDS CENTER

This is the section within Library, Archives and Information Service (LAIS) of Oshana Region and it performed as follow during the 2019/2020 financial year.

i) Files Retrieval

A total of **31 files** were retrieved from the records centre during the reporting periods. These are semi-current records that are occasionally still used by offices such as Finance and Human Resource. The graph below represents the different files consulted.



ii) Schools visited

The section visited 7 schools in Oshakati Town to monitor the implementation of the ministerial filing system after the training on records management were conducted in 2018 for all schools' Administrative Officers. Only a few schools visited during the reporting period due to budget constraints as vehicles were grounded in the region.

iii) Staff members trained on records management

Four Administrative Officers were trained on records management on request from different schools as there were no mass training planned for 2019/2020. The section also assisted Oshana Regional Council staff members on the finalization of the Council's filing system which is due for approval by the National Archives of Namibia.

5.5.9 CHALLENGES

The followings are the major challenges experienced during the 2019/2020 financial year by Oshana Regional Library or Oshana Library, Archives and Information Service Sub-division.

- **Budget constraints:** The library operated with a total of N\$35,000 (N\$15,000 for security and N\$20,000 for DSA) during the reporting period. Hence, most planned activities were not conducted and some set targets were not met. ICT strategic replacement plan for libraries did not kick-off.

- **Understaffing:** The Oshana regional library has vacancies of 5 librarians and the post of a Senior Archivist has never been filled.
- **Broken Mobile Library Truck:** This truck is broken and it was not used during the reporting period.
- **Lack of Open Access Catalogue (OPAC)** at Oshana Regional Library
- **Opening hours of the library:** users are requesting for extended hours and the library to open on Saturdays.
- **Un-serviced ICT equipment:** 90% of the library photocopiers machine are out of function (only one working), overhead projectors in the meeting/conference rooms and computer lab are malfunctioning.
- **Lack of Archives boxes:** the organization of records in the Regional Records Center is affected.
- **COVID-19 pandemic:** the library closed physically half of March 2020 and whole April 2020.

RECOMMENDATIONS

- Library budget should be increased to enable the planned activities to be conducted. Sufficient budget allocation is required for maintenance vote to enable the library to maintain the building and equipment.
- The five vacant posts for librarians should be filled to enable the library to operate normal with enough professional staff as well as to effect shift work.
- The post of a Senior Archivist should also be filled in order to manage and facilitate records management activities in the region.
- Mobile library truck needs to be fixed to maximise library services in the region and take the library service to the community in rural areas.
- Open Access Catalogue module should be subscribed to through Symphony to allow faster search and retrieval of library resources by the library users.
- NLAS should facilitate the implementation of extended working hours of libraries in Namibia and the legal framework of shift hours in libraries.
- Archives boxes should be procured to ensure proper records management by the Regional Records centre.

5.5.10 CONCLUSION

The library has been operating under the pressure of the under budget and it affects most activities of the library. According to the MCA Namibia report, Oshana Regional Library building and its resources were established at a cost of N\$54 million. After 6 years since its establishment, the library never received a budget of more than 3 million. Hence, the maintenance of the building and equipment is highly affected.

5.6 OHANGWENA REGIONAL LIBRARY

5.6.1 Key Library statistics

Statistics are summarized as follow:

		# of users/v visitors	# of books borrowed	# of users accesses ICT	# of users trained on basic ICT	# of Com. Members reached by mobile library	# of Staff members trained on Records Management	# of Children visited the Library	Number of children participated in reading programs
1st Quarter	April	3471	117	4092	37	0	0	856	130
	May	2981	142	4108	39	0	0	938	256
	June	2705	115	4163	52	0	47		
	Sub-Total	9157	374	12363	128	0	47	1315	345
2nd Quarter	July	3749	120	4762	55	0	0	902	341
	August	3466	51	4524	50	0	0	611	272
	September	3516	103	4579	60	0	29		
	Sub-Total	10731	274	13865	165	0	29	1730	428
3rd Quarter	October	5155	93	4999	21	0	0	1373	452
	November	2494	36	3674	18	0	0	491	211
	December	1236	39	2665	17	0	0	310	143
	Sub-Total	8885	168	11338	56	0	0	2174	806
4th Quarter	January	2230	41	3276	0	0	0	532	386
	February	2077	44	3467	14	0	0	692	391
	March	No report received during March due to library temporary closure as a result of Covid 19 Outbreak.							
	Sub-Total	4307	85	6743	14	0	0	1224	777
	Total	33080	901	44309	363	0	76	9750	3048

3.2 Highlights of other activities:

□ *Commemoration and celebration of significant and historical days*

Remembrance and celebration of days is done to sensitize and remind the community on the significant and recognized national, continental and international days. This is done in various ways such as through display, presentations and dramas.



Figure 1: 21 March Independence celebration



Figure 2 14 February Valentine's day



Figure 3 Demonstrating African tradition



Figure 4 Ms. Pineas explaining the importance of Africa Day



Figure 5 Display some Namibian Heroes events



Figure 6 Presentation on the importance of heroes' day



Figure 7 Preparation and display for festive Season: Christmas and New Year



Figure 8 Display for 14 June African Child Day



Figure 9 Cultural performance for 20 September Heritage Day

□ *Library tour visits*



Figure 10 Omundudu CS library tour



Figure 11 Northridge Private School library tour

End Year Function

The regional library held its End Year Function on 9th of November 2019, at Namundjebo Lodge, Helao Nafidi from 13h00 to 21h00. Food and drinks consumed at the event was catered by the social fund for the team. The purpose of the function was to strengthen team work spirit among the colleagues.



Figure 12 Staff pay attention to end year speech by the Chief Librarian



Figure 13 Group photo



Figure 14 Braai

5.6.2 READATHON

Read-a-thon event is celebrated annually at national, regional and school level to mark the promotion of the importance of reading. The week-long reading and book festival was held both by community and school libraries. Read-a-thon was celebrated from the 23rd – 27th of September 2019 under the **theme: *Read Namibia, combat drought to improve food security***. The Regional Library team visited different schools to support schools regarding Readathon Activities/Celebration. Five (5) schools were visited as randomly identified by their respective circuit office and they were Oumbada PS - Ondobe Circuit, Ohakafiya CS – Ohakafiya Circuit, Amwiimbi CS – Epembe Circuit, Enyana CS – Okongo Circuit and Otunganga CS -Otunganga Circuit. Learners took part in reading, poetry, storytelling, spelling, quiz, drama, poster presentation competitions.



The event was celebrated at the Regional Library and the following schools participated as per the invitations: Nakambuda Combined School; Ndjukuma Primary School; Ohangwena Combined School; Oshikango Combined School; Omutaku Combined School; Brainson English Private School.

Activities conducted:

Quiz	Storytelling	Reading	Spelling
Grade 4 to 7, all had 4 runner-ups except for grade 2 that had only one participant.	Grade 5 to 7, all had 4 runner-ups except for grade 3 that had only 1 participant and grade 4 with 2.	Grade 5 to 7, all had 4 runner-ups except for grade 2 that had only 1 participant, grade 3 with 2 and grade 4 with 3.	Grade 4 to 7, all had 4 runner-ups except for grade 2 that had only one participant.
Winners were awarded with certificates and books in accordance of their levels.	Winners were awarded with certificates and books in accordance of their levels.	Winners were awarded with certificates and books in accordance of their levels.	Winners were awarded with certificates and books in accordance of their levels.
Overall winner was Rejoice Nghilongwa from Nakambuda Combined School.			



Figure 1 Welcoming remarks by Mr. Shilongo



Figure 2 Awarding of certificates by the Chief Librarian



Awarding of Certificates

5.6.3 Continuous Professional Development (CPD)

The library has agreed to be conducting CPD sessions for all staff members as per request as well skills gap identified.

- *In February 2020*- Meeting management presentation for all library staff. The topic came as a result of identifying majority of staff with inadequate/lack of meeting management skills. Done by Chief Librarian
- *March 2020*- refresher session for all Assistant librarians whom had difficulties at using the Dewey Decimal Classification (DDC) system for shelve reading. Done by Senior librarians and Chief librarian

5.6.4 Donations

The library is faced with the challenge of shortage of books. In attempt to address the aforementioned challenge, the library received a donation of 40 books valued at N\$ 20 728.50 from Namibia University of Science and Technology (NUST).

5.6.5. Archives and record center

The center achieved the following during the period under report:

Record inspections: A total of 21 offices has been visited for record inspections.

Staff trained on Record management: The section trained a total of 77 staff members in record management.

Additional training: During September 2019 the section conducted a two days' records management and filing system training for the Kavango West Education Directorate staff members. The staff members trained were 29.

Work done to reduce mini registries at Regional Office: by quarter 4 of the financial year the section managed to reduce creation of mini registries at regional Office by 50%



Figure 15 Record inspection at Oshikango constituency office Figure 16 Ohangwena circuit record management training



Figure 17 Record management training for Kavango West

5.6.6 Challenges

- **Budget constraints:** The library operated on N\$ 1,580,290.47 (*DSA: 100 000; Material and supplies: 250 000; Maintenance: 47 500; Office furniture/equipment: 2,500; Utilities: 1,180,290.47*) budget for the period reported, including community libraries and archives. The budget is not adequate for what is required to perform all its activities and meet the targets.
- **Air-conditioning system and water supply:** These are all affected by the booster pump which is not function. Therefore, this has affected the water flow in the building.
- **No power backup:** The generator allocated to the building never worked ever since its installation. Therefore, when the power goes of the library is left with no back up.
- **Understaffing:** The library has a total of 5 vacancies that are not filled. This results in difficulty to fully achieve plans since some staff feels overloaded when allocated with extra duties.
- **Library operating hours:** Ohangwena community is not in exemption on demanding for extended working hours as well as working on Saturdays. Arrangement for Saturday operations has come to a halt at the regional library.
- **Mobile library truck:** The mobile truck did not function on the period under report due to, minor faults and change of ownership
- **Shade for vehicles:** The library is allocated with an area intended for parking and shade for staff members and government vehicles. Currently the parking is available without shade, leaving the vehicles (4 x4 pick up and mobile library truck) allocated to be parked under a harsh condition which is exposed to the sun and rain. An arrangement has been made for the truck to be parked at Helao Nafidi town council.

- **Lack of library science skills among non-library by profession staff:** This is one of the major challenge affecting the performance of the library. The situation portrays the need of these staff to be offered a full training on how library operates.
- **COVID-19 pandemic:** Due to COVID-19 outbreak, the library received an instruction to close during March and April 2020 and this has affected the performance of quarter 1 and 4 where a lot is done as we round off the financial year and start the new financial year.

5.6.7. Recommendations

- **Budget** increase is required for the library to perform and achieve its target as well as maintain the building and equipment.
- **Mobile library truck:** the truck need to be fixed as soon as possible as it left the remote areas with limited access to library services
- **Understaffing:** Regional office to engage OPM to fast track the recruitment process
- **Library science skills:** NLAS to advice staff members to take library science course for a certain period of time and facilitate the whole process.

5.6.8. Conclusion

Ohangwena regional library is operating under a lot of challenges that are affecting its performance. Reports has indicated that the facility is under-utilized, comparing to other regional libraries such as Oshana. These judgments may not carry weight as both challenges; the remoteness of its location as well as the remoteness of the region itself highly contributes to the utilization of the facility.

5.7. ERONGO PUBLIC LIBRARIES

Hentiesbay Public Library

6 students from Martin Luther High School came to work at the library from 19-26 November as part of their Entrepreneurship course-work. They assisted in the processing of the Non-fiction books.

Arandis Public library

During the month of July 2019, 10 kids from Rainbow Kindergarten visited the Library and enjoyed playing Puzzle games and Watching Educational Videos.

Omaruru Public Library

18 Learners from different schools participated in in the German language Spelling Bee competition on the 19th of October 2019.

Swakopmund Public Library

There are 3 common benefits of development for kids who builds puzzles. Physical skills -- from holding **puzzle** pieces and turning them until they fit.

Cognitive skills -- as they solve the problems of a **puzzle**.

Emotional skills -- they learn patience and are rewarded when they complete the **puzzle**.

7 children took part in the reading program, and puzzle building during the Month of August 2019.



Pre-primary learners from Rainbow Kindergarten



German Language spelling B at Omaruru



Puzzle building is a creative way of learning

5.8 OMUSATI PUBLIC LIBRARIES

Okahao Public Library

During the Month of November 2019 Okahao library reported an increase in the number of library users, due to the preparation of exams that were taking place

Researchers, students of various tertiary institutions, and learners from local schools used the library thoroughly during October 2019 in preparation of their end-of-year examination.

Elao Primary school was visited on the 17 June 2019 by the Librarian from Okalongo. The librarian discovered that the school uses one side of the store room as the library. Learners did not borrow books but the books were mainly used by the teachers for their lessons. The librarian however assisted, and managed to shelve the books accordingly and gave proper training to the teacher responsible with the management of the library.

Pre-primary outreach: the library received 46 learners from Sheetekela Combined School for the pre-primary outreach. The principal opted for the children to come to the library instead of the librarians going to the school. According to him the children will have more knowledge by seeing the physical library itself and not just to be told by word of mouth. Some of the activities done were introduction to what the library is/orientation, watching educational videos, reading and playing puzzles



27 juniors studying in the library during the month of November



Researchers doing their research in the library



46 learners from Sheetekela combined school attending library orientation

5.9. //KHARAS PUBLIC LIBRARIES

Bethanie Public Library

Bethanie public library conducted outreach services, where a total number of **20** children were reached during the month of July 2019, and during the outreach program children took part in activity with the Vrolike Voetjie kindergarden, such as playing educational games. Using colour paper, for them to identify the different colours. The kids enjoyed the games, while they learn about the colours.

Bethanie library took part and celebrated Readathon in style with Bethanie Primary School with different grades. **16 girls and 27 boys** took part in this event.

One grade 7 learner read a story from a printed picture to a group of pre-primary up to grade 4 were questions could be asked afterwards with lots of funny answers from the audiences.

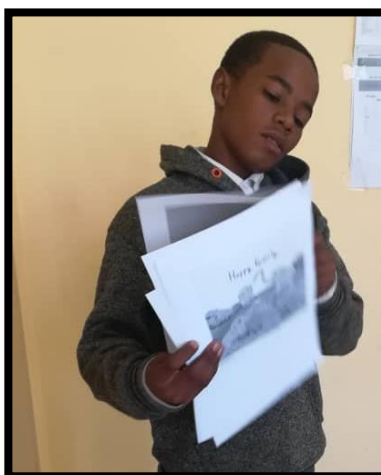
Two grade 4 learners had a read out loud session in front of all the other learners. The principal also had her chance to read a story to the learners.

Luderitz Public Library

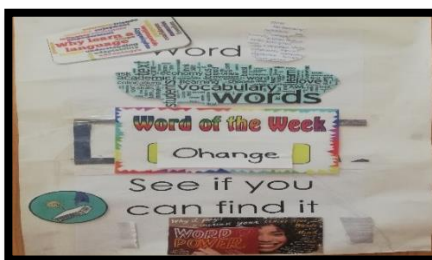
The Librarian introduced “Word of the week” challenge, where learners enjoy searching through dictionaries to find the definition of the word. They then let the librarian know the minute they find the word. This activity broaden their vocabulary. The librarian also started to introduce words in Indigenous languages. The second word for the month was in Herero: Ohange – Vrede (Afr.); Peace (Eng.). Learners use the Otjherero dictionary to search for the correct meaning.



Luderitz public library visited the prisons library and trained the inmate responsible with managing the library on shelving



Grade 7 Learner from Bethanie P/School



Word of the week activity

5.10 HARDAP PUBLIC LIBRARIES

Mariental public library

From May to July 12 learners took part in the reading program at the library, this is an ongoing reading session. **34 Learners** attend these sessions twice a week.

Mariental community library in collaboration with all line ministries had a Youth Skills day on the 29th August 2019. This was an event to share information and to promote awareness about the importance of youth skills development.

The campaign aimed to educate, contribute to the reduction of unemployment and to draw the youth attention to the critical need for marketable skills in the competitive world.

Rehoboth Public library

The Library reached out to **82** during the month of August 2019, on International Youth Day.

Rehoboth library staff members helped with the arrangement and re-shelving of Rehoboth TRC library books due to the lack of qualified staffs at the TRC.

On international heritage day the library celebrated the day by baking, cooking traditional meals and showcased the items in the library to users.



12 learner participating in the reading program



A group of 3 people entertained guests through performances on international youth day



Library books before arranged



Display of traditional food on heritage day.

5.11. KHOMAS PUBLIC LIBRARIES

Windhoek public library

On the 25th October 2019, Windhoek Public Library had Cancer Awareness Day, under the Theme: "HOPE OVER FEAR".

Books, and other information on cancer was made available to users on the display table.

Staff put up a display for World Book Day on the 23rd of April 2019, and also has a story telling day with the kids. Since its holiday only 10 children attend this event.



Display of Books on cancer day



Display of books on world book day



10 children participant story telling session

5.12 ZAMBEZI PUBLIC LIBRARIES

Katima Mulilo Public Library

The librarian conducted orientation in January 2020 to new users and also assisted with daily routines. However, January month was a busy and very challenging as most of the users were doing online applications.

November was a very busy month hence most of the users were busy with examinations. A total number of **9 614** visited the library to use internet/WIFI and other library services of which **788** were male children / learners; **4516** were male adults; **1311** were female children / learners and **2 999** were female adults.

The library offered different library services according to the needs of the users, and one of them was children playing educational games, and building puzzles, which helps in improving their vocabulary.

Secondary school learners visited the library during the month of November to prepare for their examinations, they utilized library books available on different subjects.



Learners during library orientation



Learners busy studying for November exams 2019



Learners playing games and building puzzles in November 2019

5.13 OSHANA PUBLIC LIBRARIES

Rossing Ondangwa

During the month of May 2019 the Library celebrated Africa day at Ondangwa Community Library under the theme, “Healthy Lifestyle prolongs Life”.

Africa day is celebrate and acknowledged for the successes of the organization of African Unity OAU (Organization of African Unity) now the AU (African Union) since its establishment in May 25, 1963.

In July Ms Namulombo attended the Launch of campaign on admission of learners in schools for 2020,

The library also celebrated African child Day at Rossing/Ondangwa community library.

In addition the library also trained and awarded some certificates to the **7 participants** who took part in basic computer training



31 learners pause for a picture on the 25 may in the library



Parents attending the campaign on admission of learners



40 learners pause for a picture on African child day



Participants receiving their certificates

5.14 OHANGWENA PUBLIC LIBRARIES

Eenhana Public Library

Culture is develop in many ways. Children are learning easier by doing partial session such as **leap reader** and building puzzles. These educational programs is helping patrons of all ages to learn, grow and achieve success. **39 Learners** attended these sessions.

Reading out loud gives learners the potential of better understanding and vocabulary a total of **14 learners** took part in reading sessions during the month of January 2020. The activity was facilitated by Mrs. Kanahole for Eenhana public library

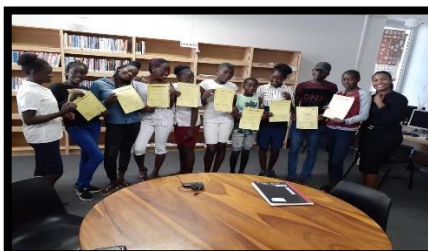
During the month of August 2019, the library managed to train and award certificates of attendance in basic ITC to 11 participants, and out of this 11, 2 were male whilst the 9 were female, the objectives of the training is to equip the participants with basic skills in ITC that helps the participant's to competent in Microsoft office.



Learners building puzzles



Children participating in reading aloud session



11 Participant's receiving their attendance certificate

5.15 KUNENE PUBLIC LIBRARIES

Kamanjab Public Library

Training on basic ICT Started at Kamanjab Public Library. During 2019/2020 FY, the library managed to train **126** public members on basic computer training. The training enhances basic computer skill which community members can use for applying for vacancies, compile their resume, and typing skills.



Participants receiving their attendance certificate in basic ICT

Opuwo Community library

During the month of November, the library received a total number of visitors amounting to **139**, and the visits were necessitated by the October/ November exam preparations.

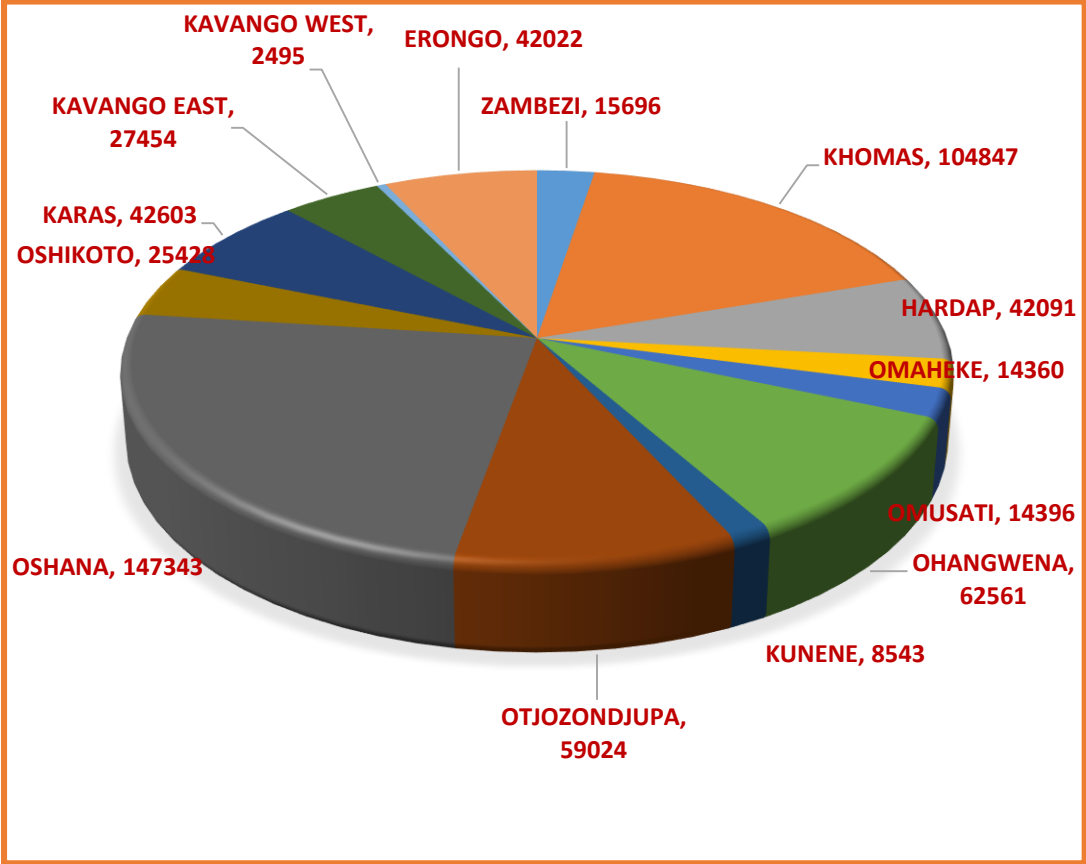
Despite the users visiting the library in November, the library battles challenges such as lack of sufficient chairs to accommodate users which lead to users seating on the floor, in addition the library also does not have enough tables and space.



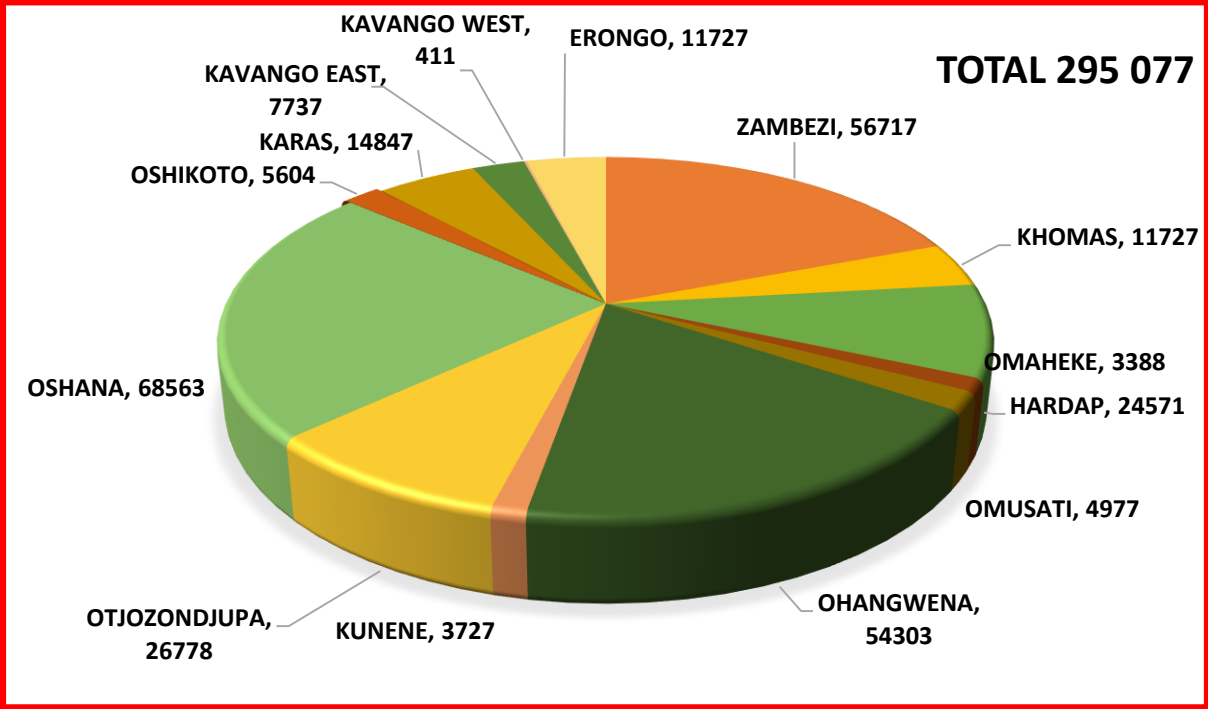
Library users seating on the floor, while the other users uses the table full of books

5.16 STATISTICS COLLECTED FROM ALL PUBLIC LIBRARIES

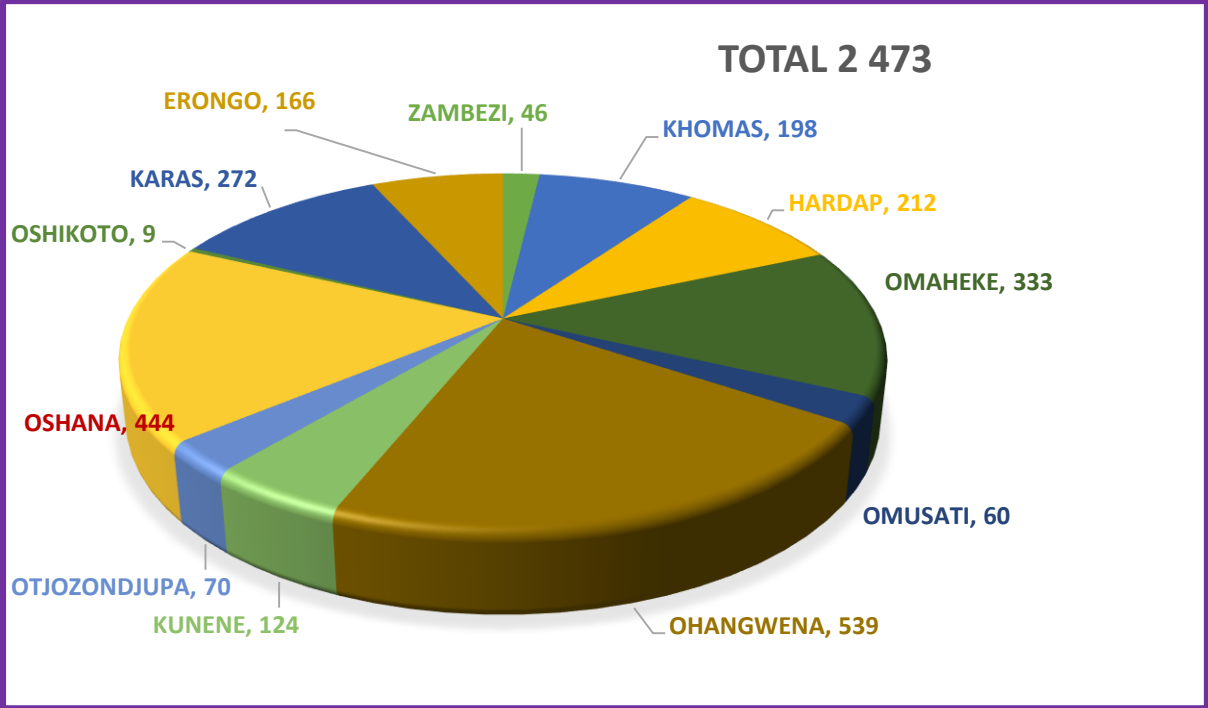
5.16.1 Daily Visitors 2019/2020 at 62 public libraries: Total 608 863



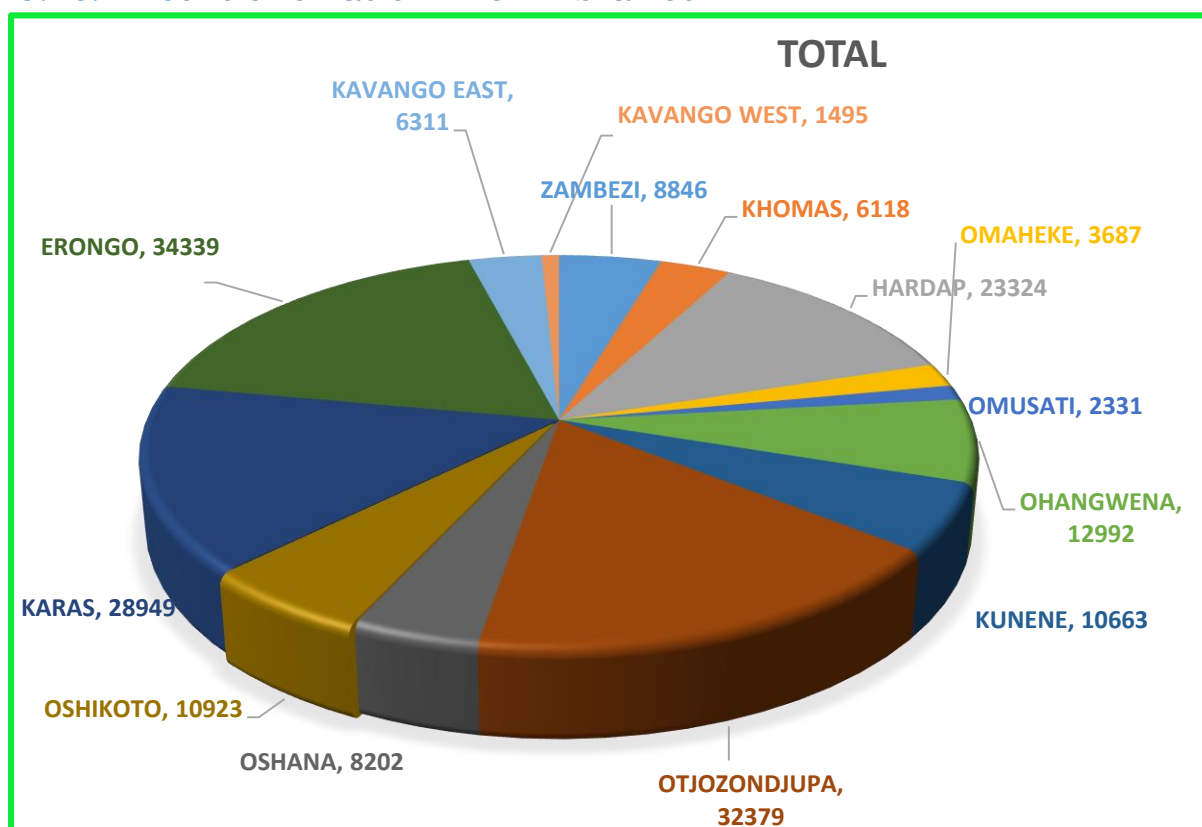
5.16.2 ICT USAGE 2019/2020



5.16.3 ICT training in 40 libraries



5.16.4 Books circulation in 62 Libraries



5.17 SMART KIDS APPLICATION

Namibia through the Ministry of Education Arts and Culture received a sponsorship from Foundation for Accessible Children's Education (FACE) at the value of 1 Million USD, that is equivalent to about N\$14, 390 000.00. The aim of this sponsorship is to make reading resources readily available and accessible and also to stimulate the interest of reading in children from the ages of 3 to 12. The following link can be accessed to download the free app. For each book read, children will receive coins. After they have read a number of books, they are receiving a badge.

<https://drive.google.com/file/d/1vYF53BFPCSjV8yPH9xSX0XaGQKRuoR7b/view?usp=sharing>



5.18 CONTINUOUS PROFESSIONAL DEVELOPMENT IN NAMIBIA

The Ministry of Education, Arts and Culture, through Namibia Library and Archives Service (NLAS) and co funded partner, Electronic Information for Libraries (EIFL) trained 17 Trainers of Trainees (ToTs) on eight (8) different modules.

ToTs are now the key people to facilitate Capacity Development Programmes for public librarians' country wide as they have been empowered with critical skills required to provide innovative library programs and services. It has therefor become necessarily for all trained TOT's to prove their ability and knowledge during cascade trainings to improve the lives of public members they serve. 3 (Three) Staff members from Head Office are part of the TOT's and can conduct training in the regions where assistance is needed.

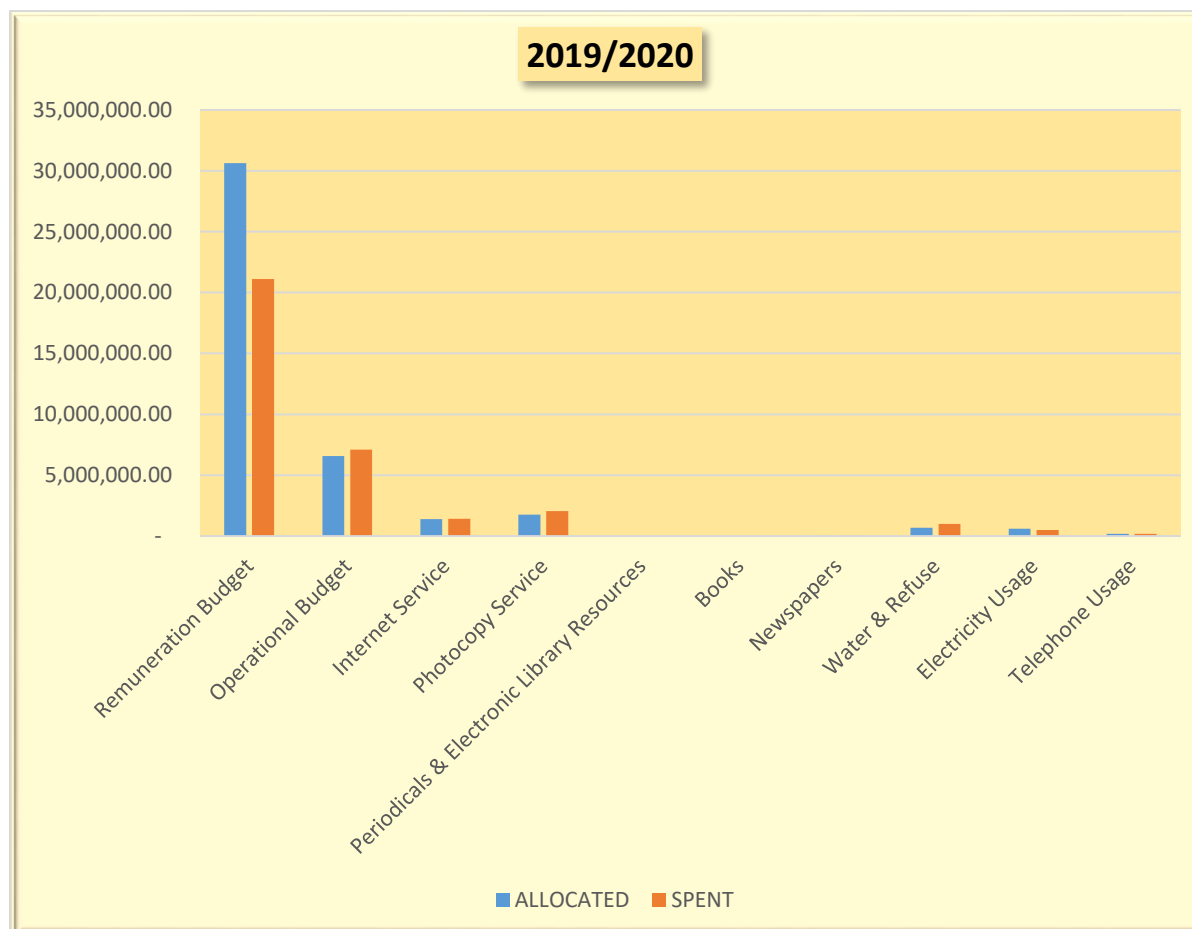
5.19 Challenges experienced by regional Libraries in all 14 regions.

1. Lack of library book shelves
2. Educational videos on subject related e.g. Maths etc. not sufficient
3. Library Lab are too small compared to the number of users visiting the libraries for computer use and training (there is a big demand for computer training & services).
4. Library space limited to accommodate users and Library collection (Tsandi).
5. Insufficient staffing at some libraries as positions that have been vacant for long cannot be filled.
6. Few computers in libraries due to the increasing number of users.
7. Internet speed needs upgrades in order for libraries to fully support e-learning.

5.20 Conclusion

At its core, Libraries exist to make ideas and opportunities available to all, improve lives, and strengthen communities. The wide variety of information which Libraries offer, should empower people and communities to reach their full potential.

NLAS BUDGET AND EXPENDITURE FOR THE YEAR 2019/2020



	ALLOCATED	SPENT
Remuneration Budget	30,623,000.00	21,122,334.00
Operational Budget	6,573,000.00	7,106,028.94
Internet Service	1,400,000.00	1,413,611.88
Photocopy Service	1,746,000.00	2,057,609.74
Periodicals & Electronic Library Resources	-	-
Books	-	-
Newspapers	7,600.00	6,011.50
Water & Refuse	672,000.00	990,875.84
Electricity Usage	603,500.00	508,375.33
Telephone Usage	192,276.00	171,452.74

As it can be noticed, the biggest chunk of NLAS budget is allocated for Remuneration. The fact that not all funds for remuneration could be spent, is indicative of vacant positions that could unfortunately not be filled as part of the measure to reduce the wage bill of the Government. No funding were provided for Periodicals and Electronic Library Resources and Library books during this financial year, and that is a major challenge in provision of up to date information to the public members.

SUMMARY OF PUBLIC LIBRARIES ACTIVITIES FOR 2019/2020

Activities	National Library	Ministerial Library Services	Public Library Service	TOTAL
Library Users	16 294	46 019	608 863	671 176
ICT Usage	5099	12 500	295 077	312 676
ICT Training	-	-	2 473	2 473
Circulation	7 984	4 475	190 556	203 015
Digitization				
Pre- primary learners participating in reading programs (Leap readers program)	-	-	13 943	13 943
Reference queries	-	2 438	-	2 438
Interlibrary Loan	160	138	-	298
Data Entry	2 568	1 582	-	4 150
Books received through Donation	-	158	40	198
Membership	-	-	256	256
Periodicals updated records				
ISBN to publishers	182	-	-	182
ISBN to single books	173	-	-	173
ISSN	5	-	-	5
Legal Deposit	1 002	-	-	1 002

SUMMARY OF NATIONAL ARCHIVES ACTIVITIES FOR 2019/2020

ACTIVITIES	Total
File Plans reviewed	56
Disposal guidelines reviewed	17
Training sessions for institutions (Head Office)	4
People trained on Records Management (Regions)	144
Records Inspection conducted (Head Office)	10
Records Inspection conducted (Regions)	44
Consultative meetings conducted	9

SUMMARY OF SCHOOL LIBRARIES ACTIVITIES FOR 2019/2020

ACTIVITIES	Total
Library users	196 266
ICT Usage	59 686
Circulation	146 438
Readathon participants	350
Read Namibia Project participants	120
Learners participated in reading programs	90 804
Library resources catalogued	1 105
Library resources sent to Libraries (1 781 libraries)	32 870
Donations of Books received	19 594

**“The capacity to
learn is a gift;
The ability to learn
is a skill’
The willingness to
learn is a choice”**

Brian Herbert