

# Namibia Library & Archives Service Annual Report 2020/2021



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## ***FOREWORD BY THE NLAS DIRECTOR***

The 2020/2021 Annual Report for the Namibia Library and Archives Service (NLAS) showcases yet again the activities that were successfully realized, as well as the challenges that were stumbled upon by the NLAS Sub-divisions.

It is worth mentioning at the onset that the world pandemic Covid-19 brought a lot of limitations towards the service delivery of information to our clientele. Having said that, the decrease in the number of users accessing our libraries, archives and information centres were witnessed.

Beside the challenges caused by the world pandemic, Covid-19, we are delighted to announce that NLAS acted swiftly and availed information at Online platforms, of which the users were able to access during lockdown. Furthermore, it is also worth acknowledging that some of the successes were achieved through the continuous support from some of our strategic partners and sponsors, such as the Electronic Information for Libraries (EIFL), the Smart Kidz Club, embassies and various institutions, to mention but a few.

In conclusion, NLAS would like to affirm its clientele that together with our many partners, we are endlessly committed to ensure the provision of equal access to knowledge and information for lifelong learning, by creating and maintaining professional expertise and nationwide network of libraries & information centres, hence, we are going to continue advocating vigorously for easy and equal access to information in the right format for all of our users.



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Sarah Negumbo  
Director

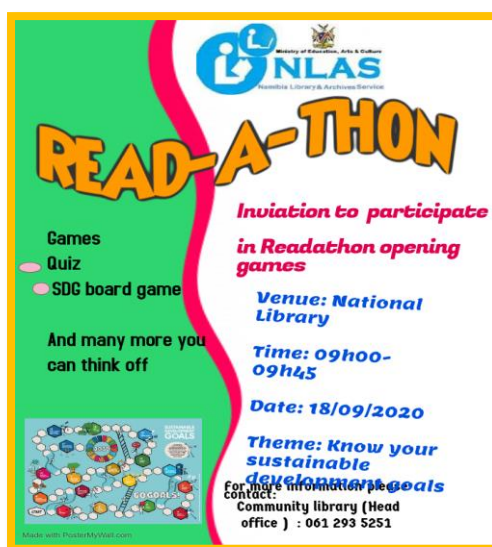
# 1. PUBLIC LIBRARY SERVICE

## 1. INTRODUCTION

This report is a brief overview of the work done by Public Library Service staff members together with the activities prepared in Public Libraries country wide for the 2020-2021 financial year.

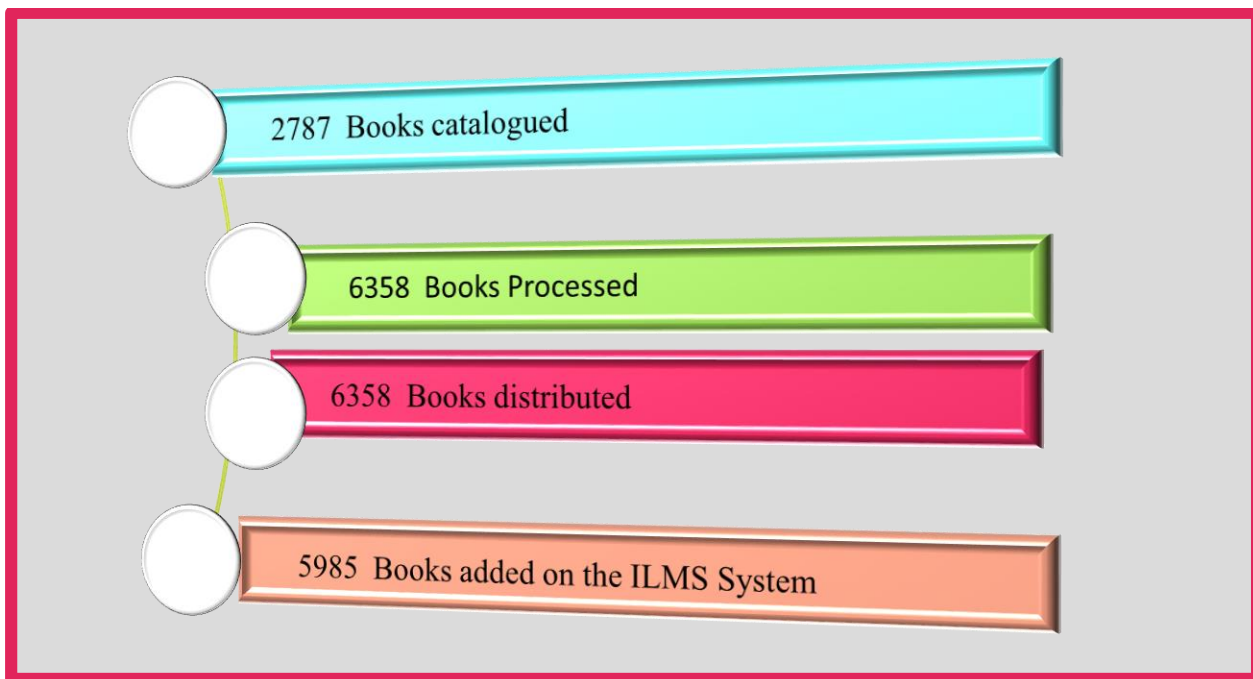
Library Services in the regions were able to continue in providing a wide range of support and services to learners, students and community members when libraries opened their doors on the 5th May 2020 after the lock down from 26 March 2020. Public libraries had to shift their focus from the ordinary face to face services to online services in support of online learning and research.

Annual Readathon was celebrated differently than normal in September 2020, all over Namibia with no exception from Head Office. NLAS staff members gathered to celebrate the day under the theme *“Read Namibia: Know your Sustainable Development Goals (SDGs) and make the world a better place for everyone.”* by playing board games, quiz games and by just having fun.



## 2. PUBLIC LIBRARY SERVICE: HQ

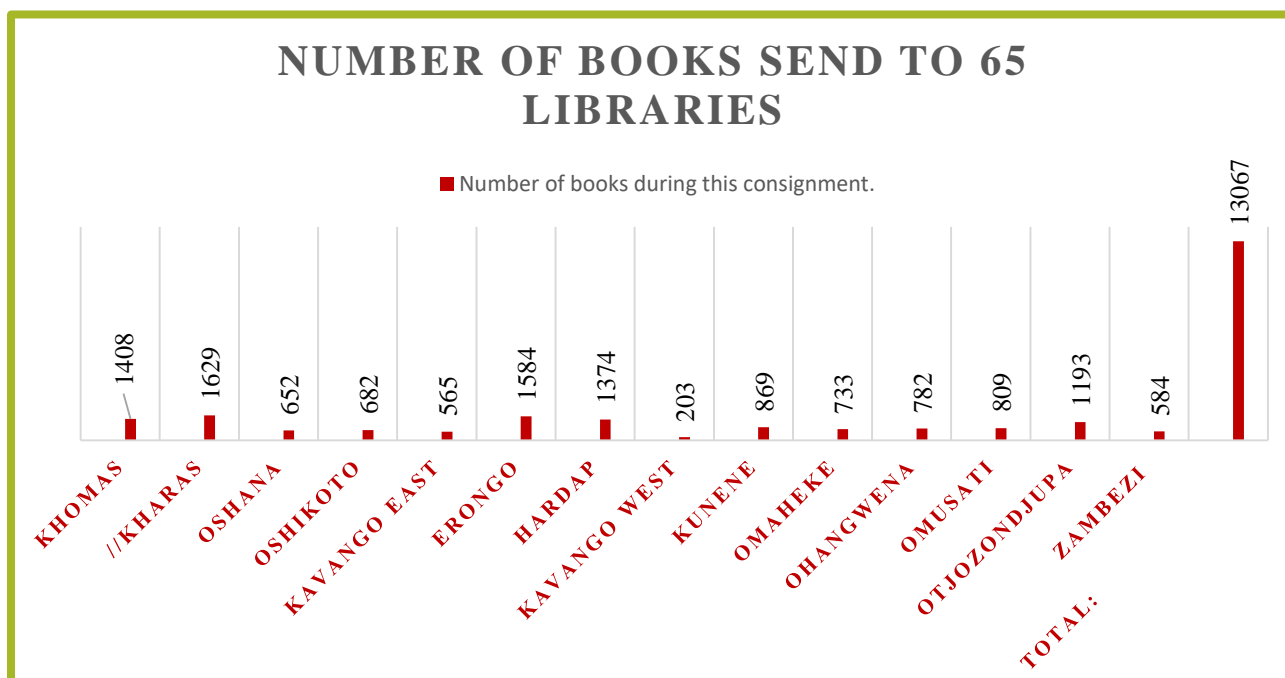
The following chart gives an indication of the activities carried out at Public Library Service (Head Office) to attain better services at public libraries.



Activities carried out at Public Library Service (Head Office)

### 3. Consignments sent to all 65 libraries in the regions.

The following table gives an indication on the amount of books designated for the regions respectively. The consignment meant for Ben Hur Public Library which is currently closed, will be allocated to Otjinene Public Library. This library is in the planning phase and need resources such as furniture, staff members, computers printers, copy machines and many other resources.





### 3. SUMMARY FROM PUBLIC LIBRARIES AN ALL 14 REGIONS

#### 3.1 ERONGO REGION

##### 1. Hentiesbay Public Library

###### Activities

###### Leap reading

Hentiesbay public library conducted the leap reader program and 101 children took part in this activity. This program is designed to improve basic numeracy and cognitive skill within children, therefore regarded as one of the important activities offered in libraries.

From the 21-25<sup>th</sup> September, the library celebrated the Readathon week, where activities such as reading, poetry, drama, Spelling Bee and a Jerusalem dance. Forty-three 43 participants/ children (15 males, and 28 females) participated in this amazing events.



Children that participated in the leap reader



Group of Jerusalem dance pausing for a picture.



Leap reader participants in September with the librarian enjoying reading and building puzzles.



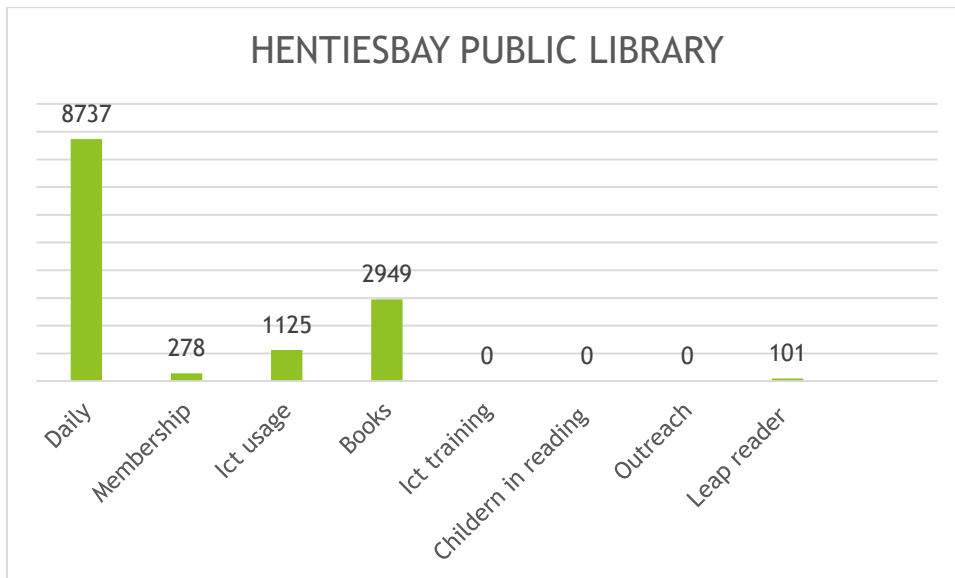
Group of participants in the reading activity

###### Challenges experienced by Hentiesbay library

The library currently operates with only 4 computers

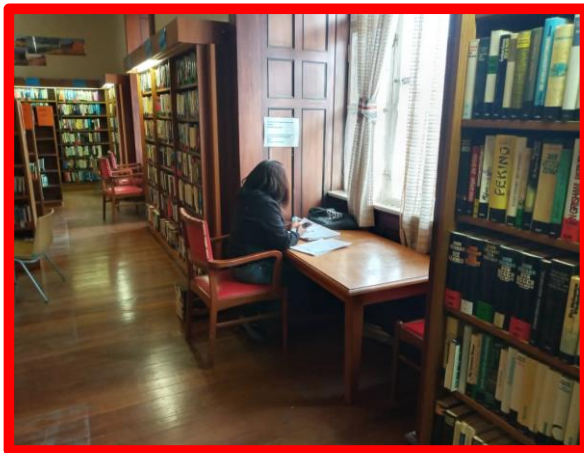
The library needs new software to upgrade their computers

The library does not have cartridges for printing and photo copying for the library users.

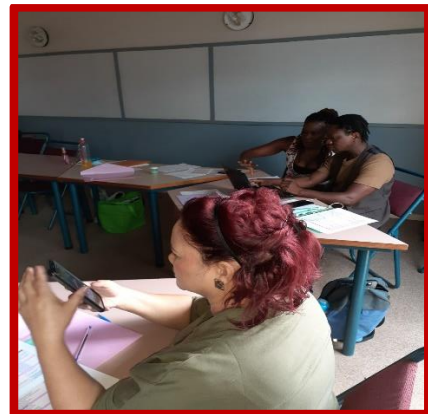


## 2. Swakopmund Public Library

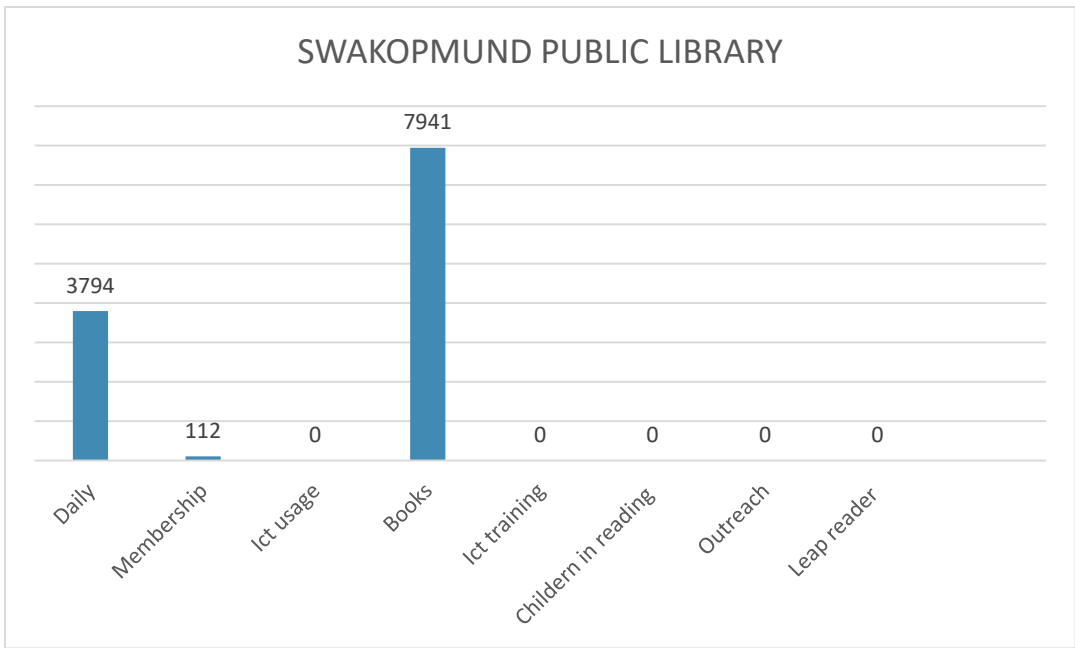
Covid-19 pandemic hit the library hard. Many users stopped coming to the library compared to months prior to the pandemic. Hence the library activities became somewhat dormant however the library remained opened to the users especially school learners preparing for exams.



*Learners from different schools studying for exams*



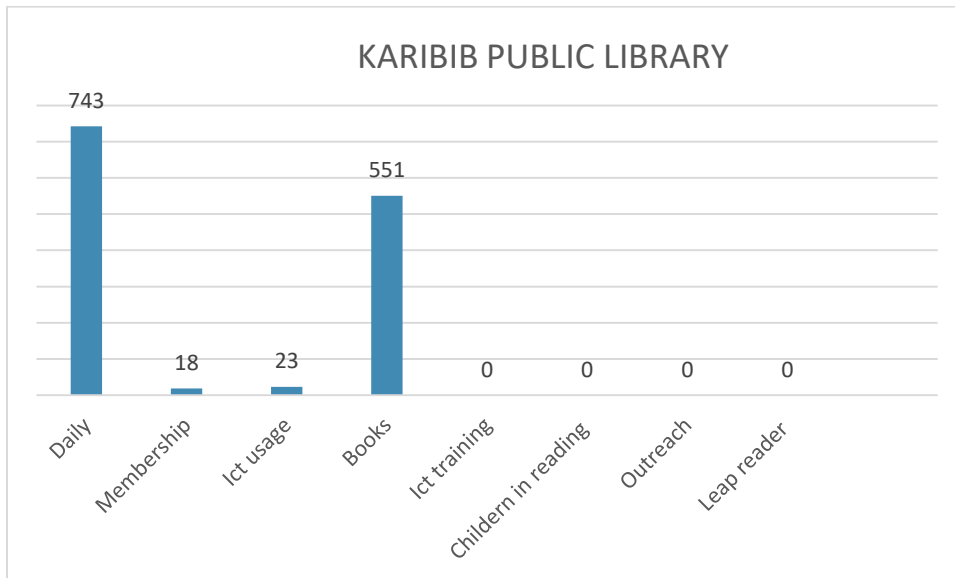
*Capacity building training attended by Erongo, Kunene and Otjozondjupa*



**3. Karibib Public library**

The Karibib community library during the 2020/2021 FY received library visitors for various reasons such as scanning, photocopying, and the usage of WIFI totalling to 743, among these users 18 accounts for ICT

users, 551 visited the library to borrow books, 14 were recorded as newly registered members, whilst 160 accounted for others who visited the library for reading/ studying purposes.



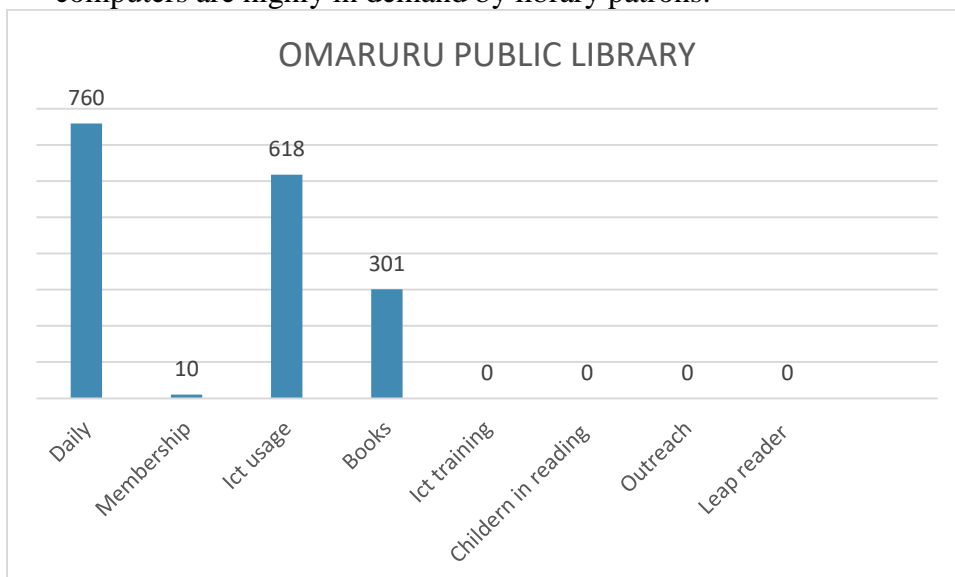
#### 4. Omaruru Public Library

Omaruru Public Library despite staff members not being at work fully during quarter two, the library received daily visitors amounting to 760, and among the daily visitors, 202 counted for junior category users, and the majority which is 558 we adult users who visited the library. The ICT section recorded a number of 520 users who accessed ICT services, such as WIFI, and among the ICT patrons, 217 were male adults, 303 female adults. Like other libraries the library also partook and celebrated the Readathon week in style and joined other libraries in reading activity from the 21<sup>st</sup> to 26 September.

The library was closed from the 12<sup>th</sup> of August 2020 when the Senior Librarian, got a promotional position at the National Library of Namibia.

#### Challenges

- ❖ It was reported that all 10 computers at the Main Library are not working.
- ❖ The remaining front computers needs to be updated with ant viruses and other programs.
- ❖ The non-working computers in the library has discouraged users from visiting the library, since computers are highly in demand by library patrons.

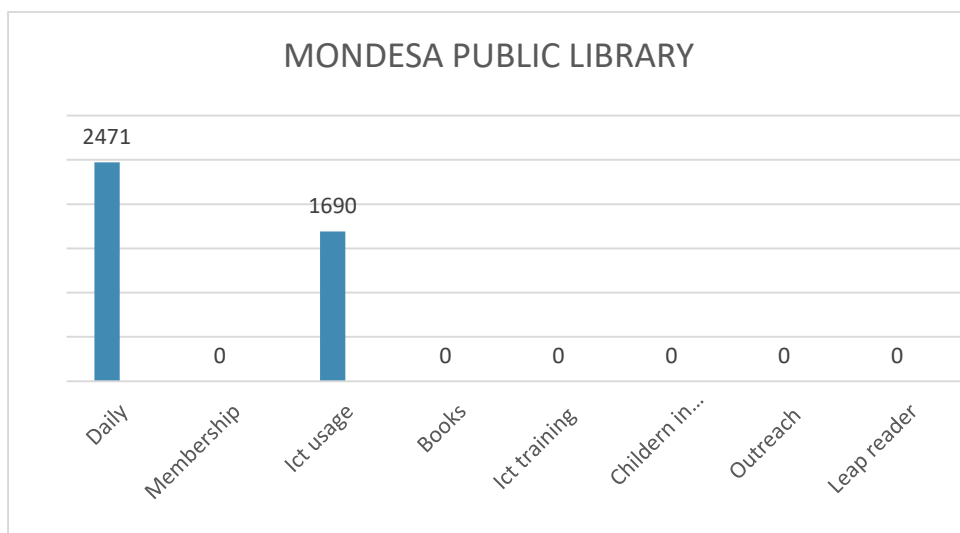


### 5. Mondesa Public Library

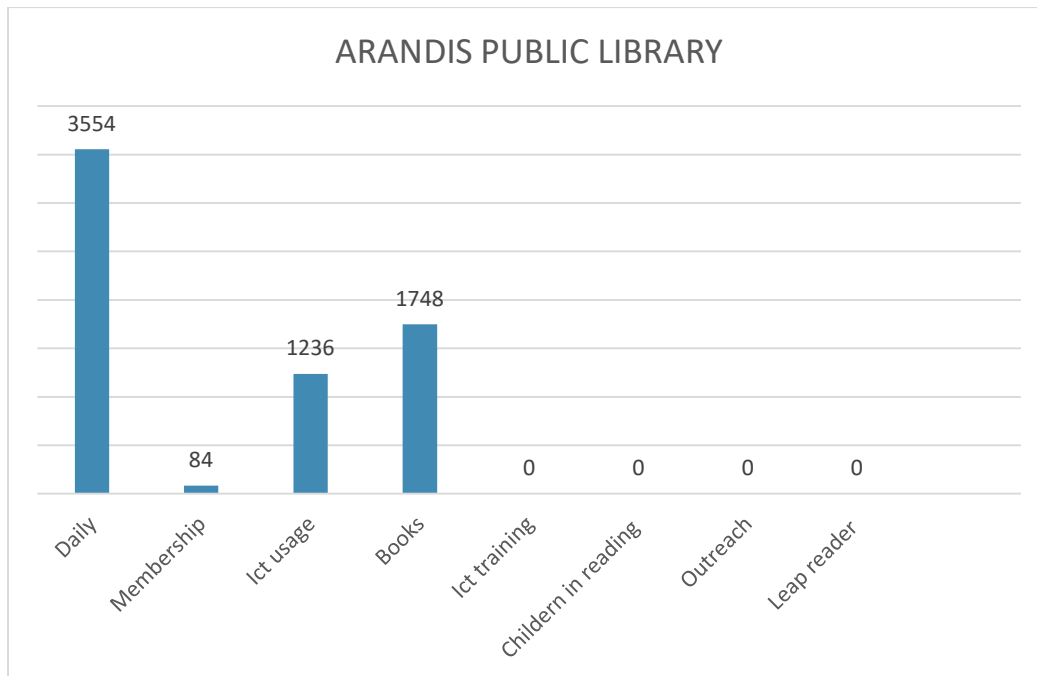
Movie time at Mondesa Library is one of the most popular activities. Young kids and teens join the library every Friday from 3pm until 4:30pm for movies.



Movie time every Friday @ 15h00



## 6. Arandis Public Library

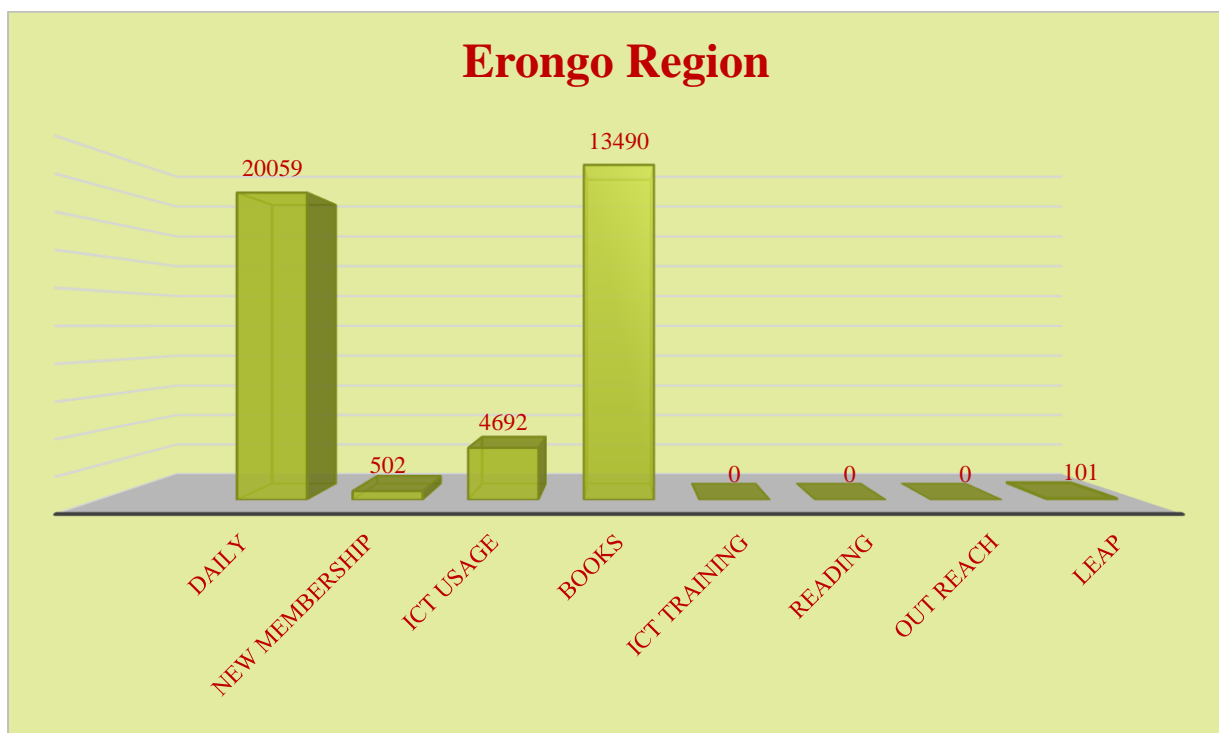


## 7. Usakos Public Library

After several reminders, Usakos public library has not sent statistics for 2020/2021 financial year.

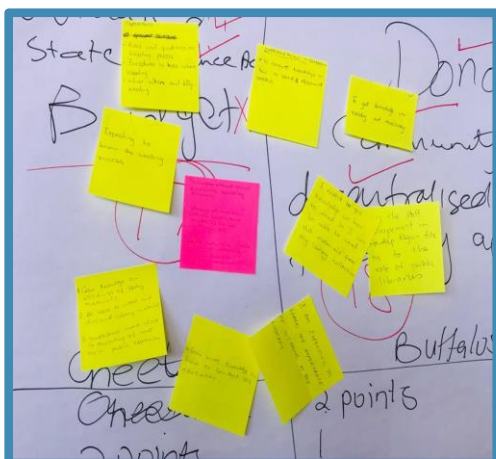
## 8. Uis Public Library

Uis public library was closed for the entire 2020/2021 financial year, and just recently moved to the vicinity or accommodated in the Ministry of Youth and sports.



### 3.2 HARDAP REGION

NLAS Head Office staff members conducted a Weeding Training from 16-18 February 2021 to eleven (11) Information Professionals at Mariental Public Library, Hardap Region. The purpose of the training was to capacitate library staff members on the weeding and discarding process, what should be weeded and discarded, why it has become necessary to weed and discard resources and the guidelines based on Treasury Instructions.



*Expectations form participants during weeding training*



*Hardap Librarians attended the weeding training*

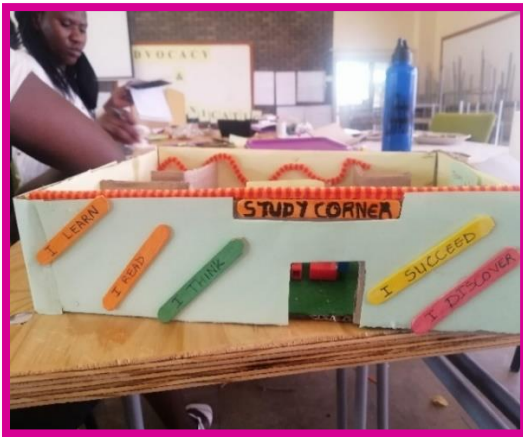
#### 1. Mariental Public Library

The girl child mentorship Program is one of the libraries ongoing annual activity, where the library has been mentoring a group of young girls for the past 5 years. The library staff member engages the learners through selected topics that was picked and selected by the learners themselves. The programme was introduced to support, guide and teach young girls about contemporary social issues that any teen might face as they grow up. This is an initiative that not many can have access to in life. The programme also groom this young girl to be knowledgeable in various topics and this is because we live in a world where life does not come with a manual on how to live life or how to be a well-mannered teenager, it is a great benefit to find this for free of charge at a community library.



*Girl Child Mentorship Program participants*

**Mariental Community Library** from the 6<sup>th</sup> to the 9<sup>th</sup> October 2020 Ms. Letta Shivute conducted the Cascading Continues Professional Development Training Program with all community librarians in Hardap Region on Design Thinking. The lack of space in libraries are of concern when it comes to conducting activities in the library. This module is giving clear directions, ideas and guidelines on how to use the minimal space available to make libraries usable for activities



*Continues Professional Development (Cascading) Training with all community librarians in Hardap Region.*

**Reading activities** are conducted in public Libraries to embrace a reading culture among children and increase their vocabulary and comprehension skills. The Assistant Librarians asked participating children to pick a book of their choice and gave each child an opportunity to read any paragraph from the book. She would then help the children in pronouncing the words that they were struggling to pronounce. The children gained confidence in reading and are able to read aloud, however some learners experienced a lack of concentration and the inability to pronounce challenging words



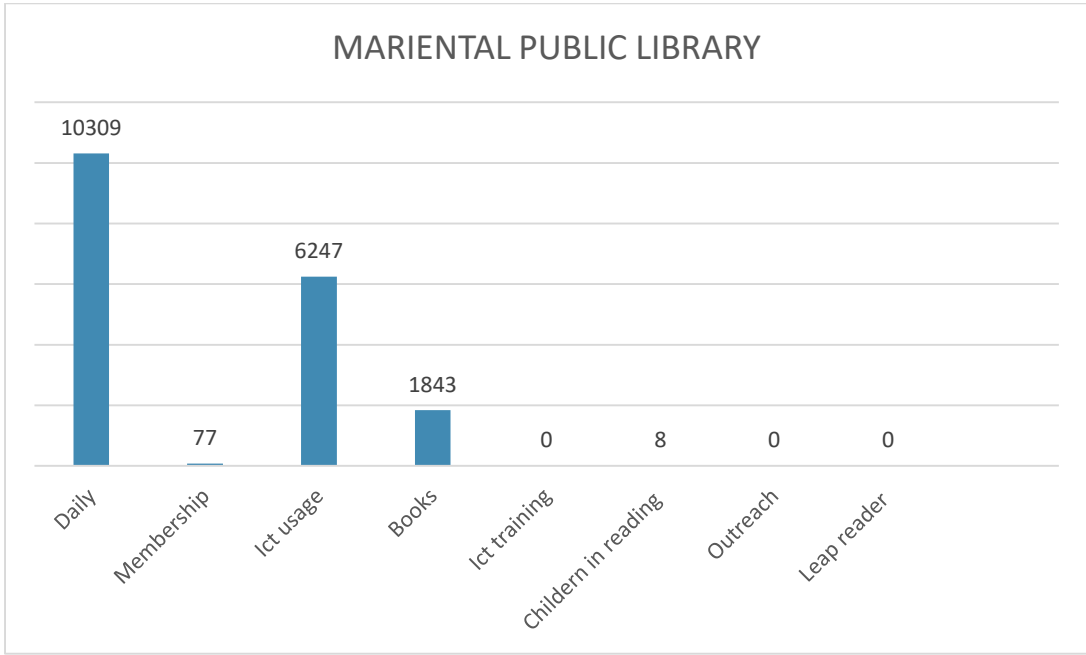
*Ms. Ndangi Amuzembi, Assistant Librarian engaging with the reading group*

**Spelling Bee** helps children to improve their reading skills. About **58** children improved in spelling, increased vocabulary skills and developed the correct English. **Through this activity**, children became literate and will enjoy reading when they are able to understand more words.





Spelling Bee activities offered in Hardap Libraries



**2. Rehoboth Public Library**

a) **Read Aloud session at the library:** Children from grade 5 to 7 are participating in read aloud sessions to improve their academic performances. Learning to read and write is an ongoing process therefore it has become critical for public libraries to support children's language and literacy.



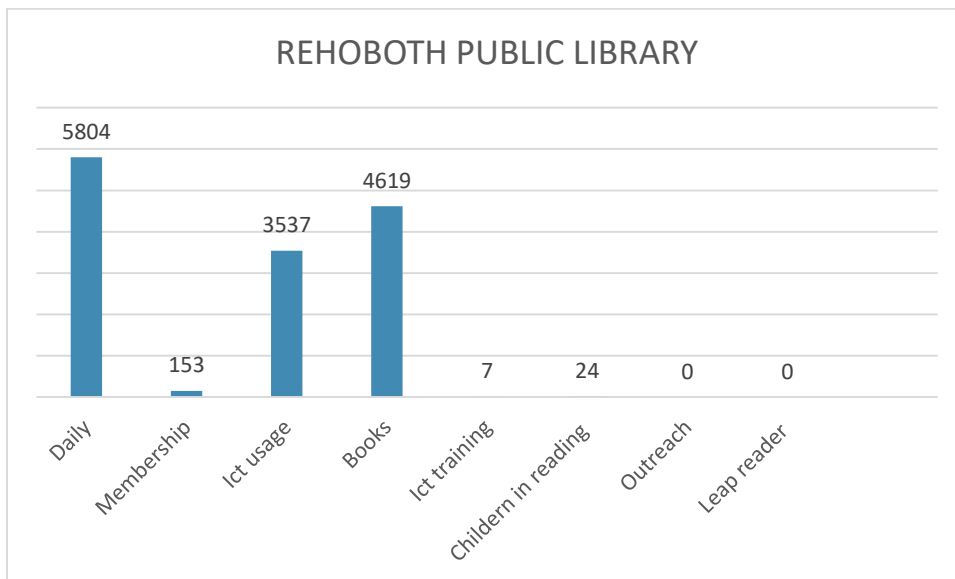
- b) **Word search for primary learners:** During the sessions, the librarian could experience how the memory abilities of these 13 children improved



- c) **Story telling** 13 children joined the library for this programme and one could notice how their listening skills increased, their imaginary skills were fostered and their communication skills got better. They are more comfortable in standing up to explain what they have read.



- d) **Job search guidance and training:** 4 male and 9 female community members attended the training on writing a cover letter, CV, completing government application forms, searching for jobs on NIES and how to prepare for interviews 4male & 9female



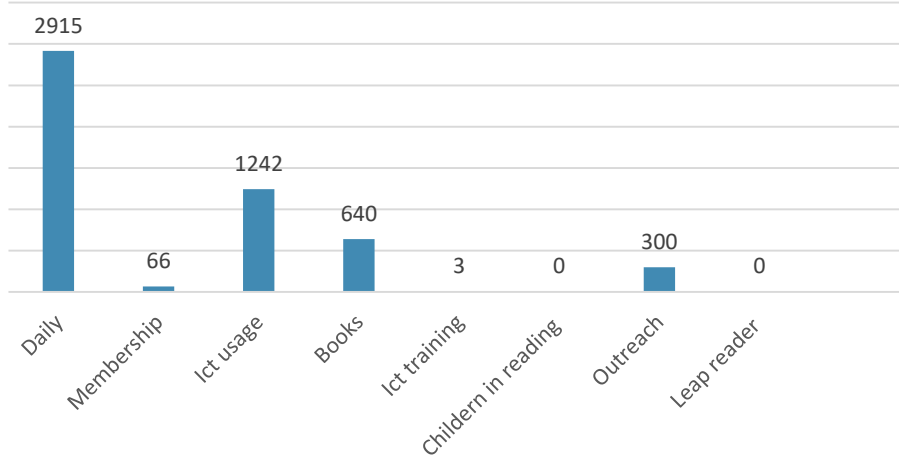
### ***3. Maltahohe Public Library***

The Library held the World Youth Skills Day, under the theme “Skills for a resilient youth”, which is initially celebrated in July, on a belated date (30 October 2020) due to the COVID–19 constraints. The library invited prominent speakers from different ministries to come and sensitize the youth about programs they offer to the youth and how these programs could be beneficial to the youth. About 11 ministerial representatives gave these presentations. In turn, the youth asked questions and discussions were held after the presentations. The governor of the Hardap Region, honourable Rev. Salomon April graced us with his presence and gave the key note address.

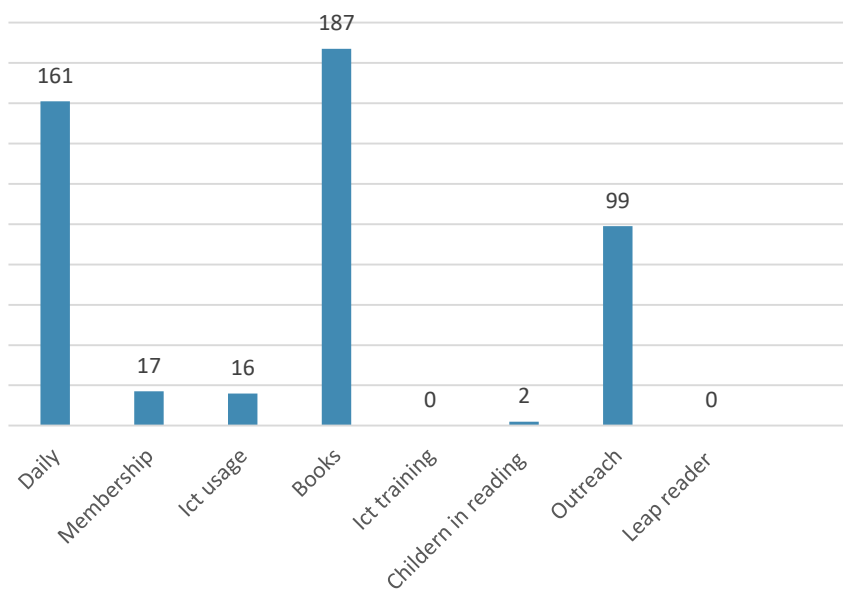


*World Skills Day celebrations*

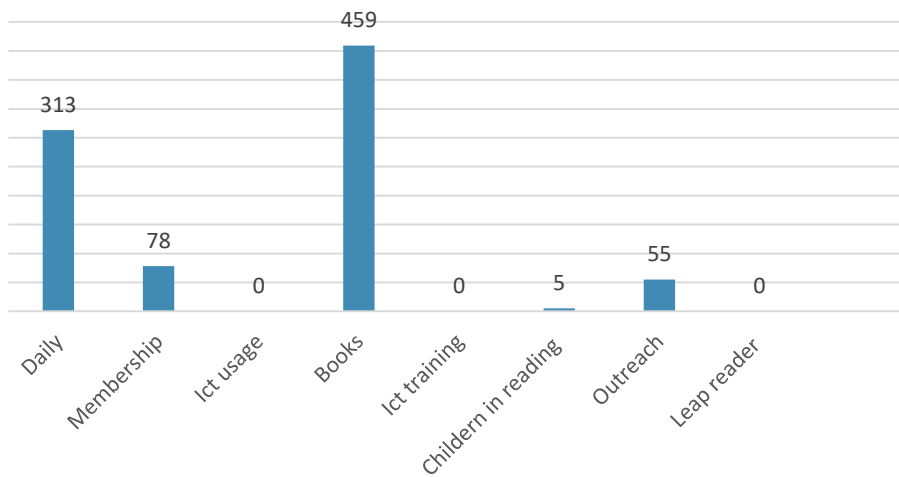
### MALTAHOHE PUBLIC LIBRARY

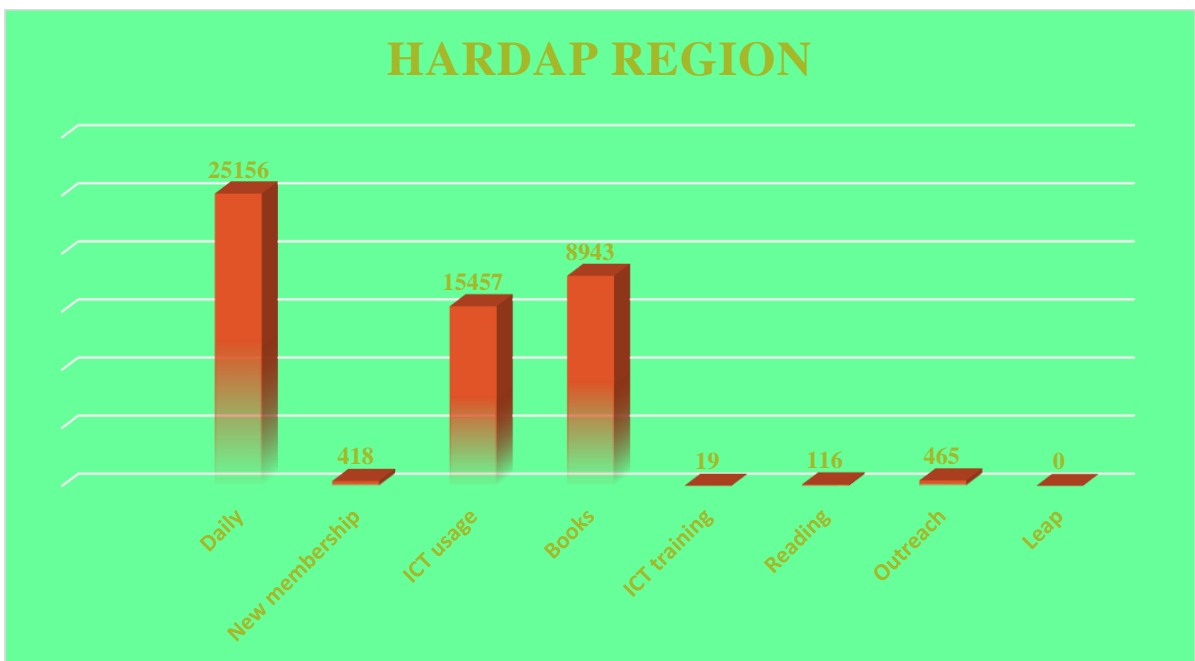
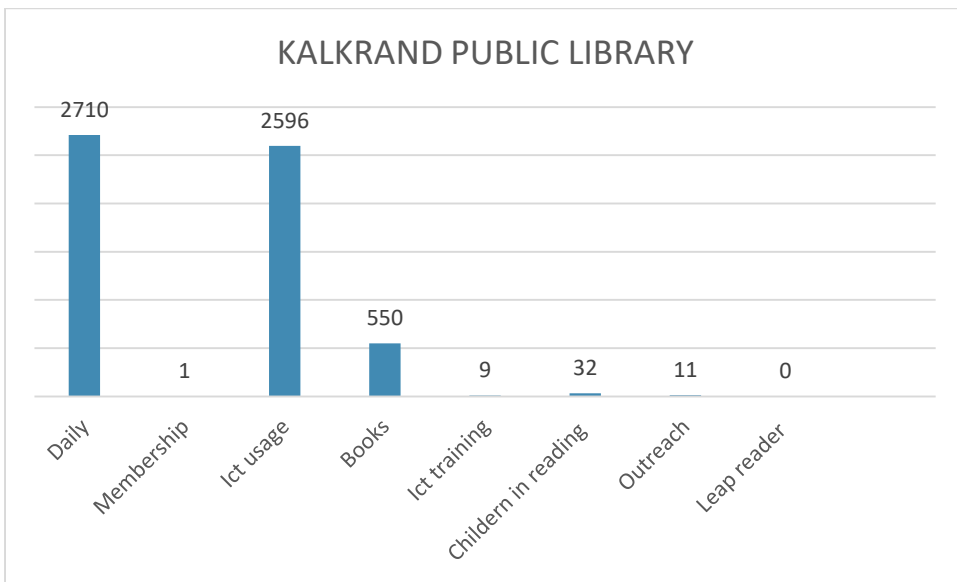
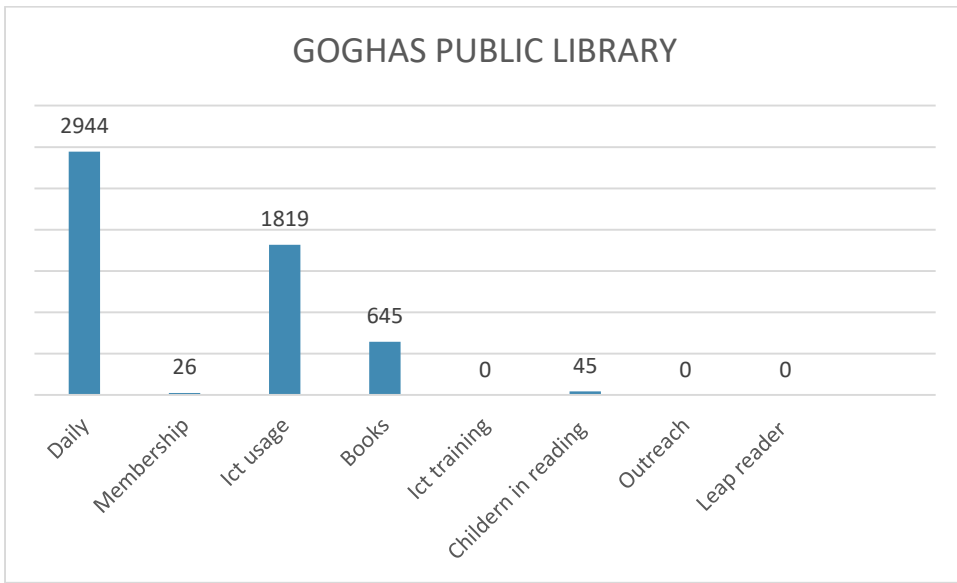


### ARANOS PUBLIC LIBRARY



### GIBEON PUBLIC LIBRARY





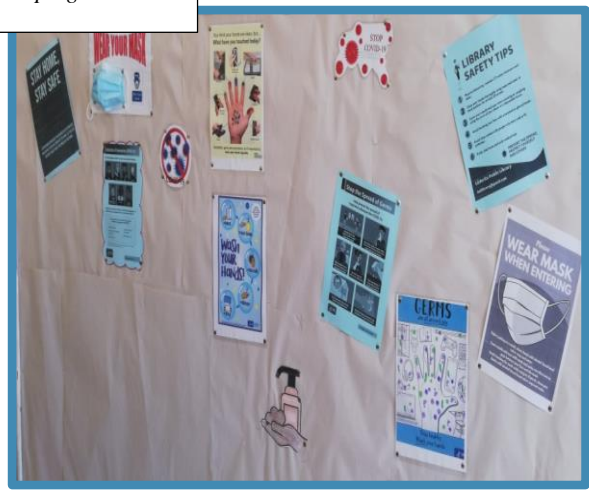
### 3.2 //KHARAS REGION

#### 1. Luderitz Library

**Luderitz Public library** held a Covid-19 safety campaign by putting up posters and giving more information on the pandemic to the users. They also promoted sanitation and the importance of sanitation.



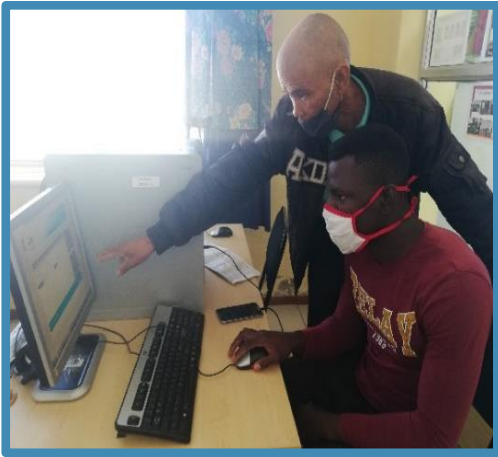
Covid-19 safety campaign



**Luderitz community library** continues to assist NUST and UNAM students to write their online examination by using the library's computers and network. The library experienced a sharp increase in (gr. 10 – 12) learners using the library to study and prepare themselves for the examination. The library provided GRN application forms to unemployed community members. Tertiary students and school learners use the study hall to prepare themselves for the examinations. The library also has career guidance activities to prepare learners for tertiary institutions and various career options available.



*Online exam*



*ECN online application*



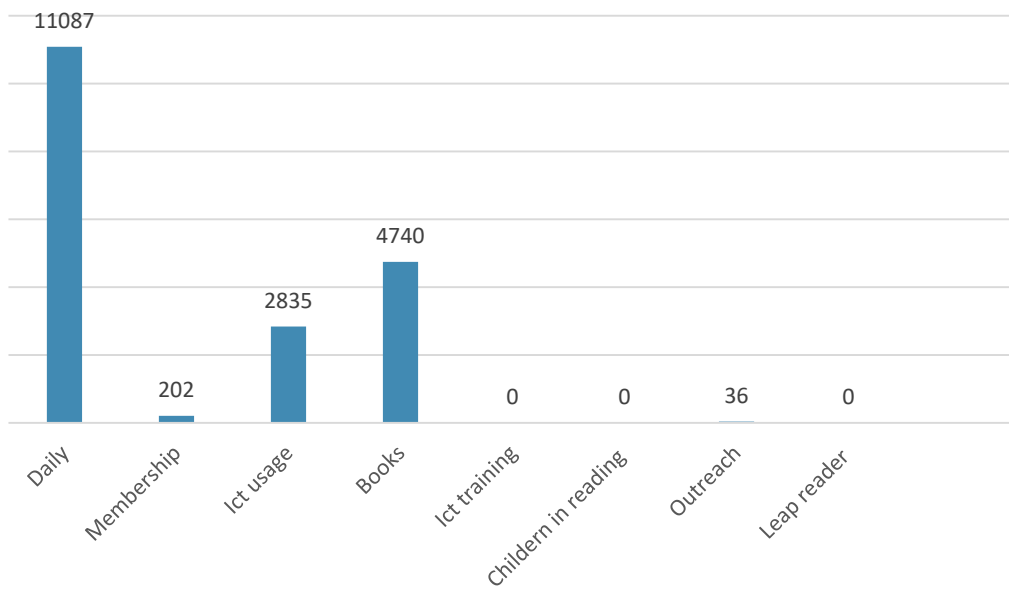
*Cosdec students*



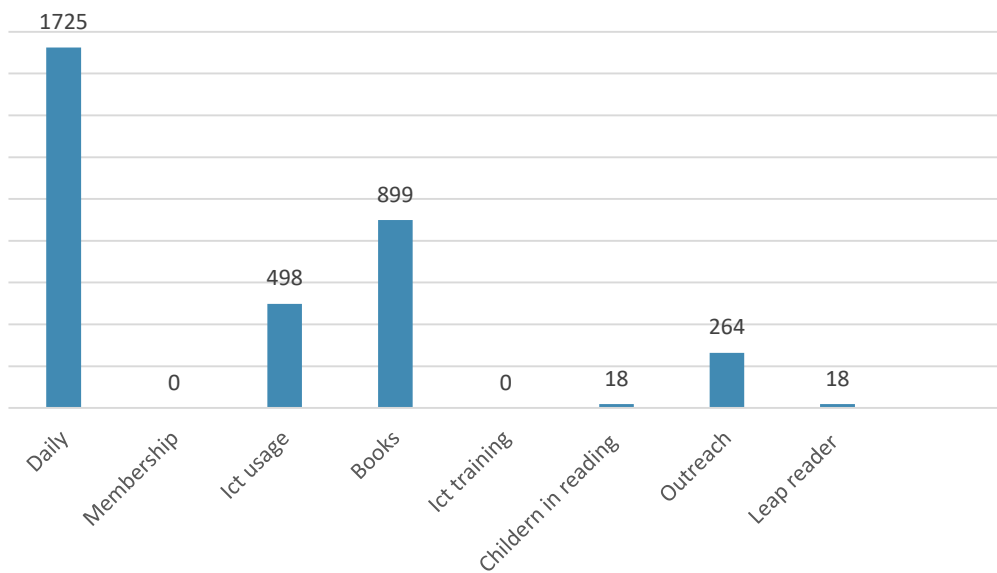
*Grade 12 learners preparing for November and December examinations*

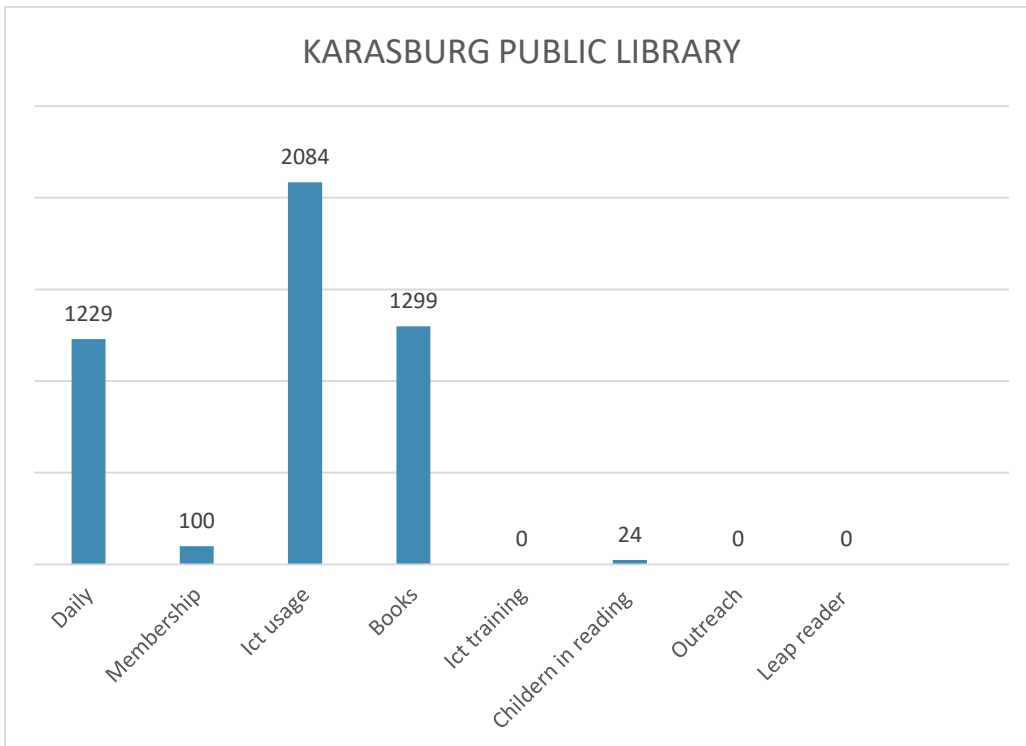
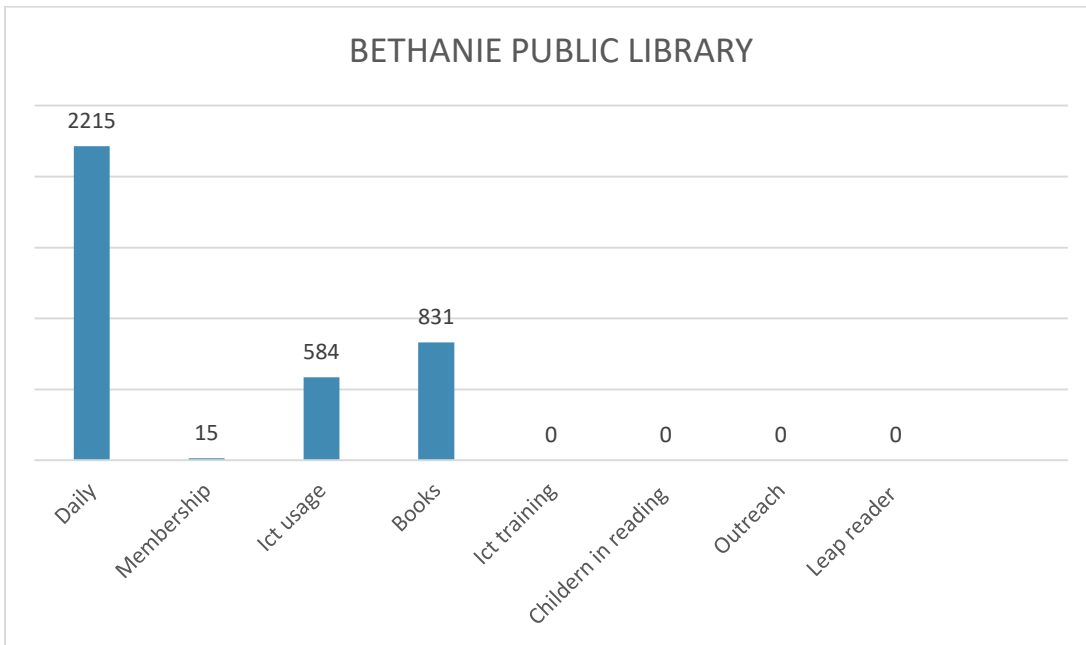


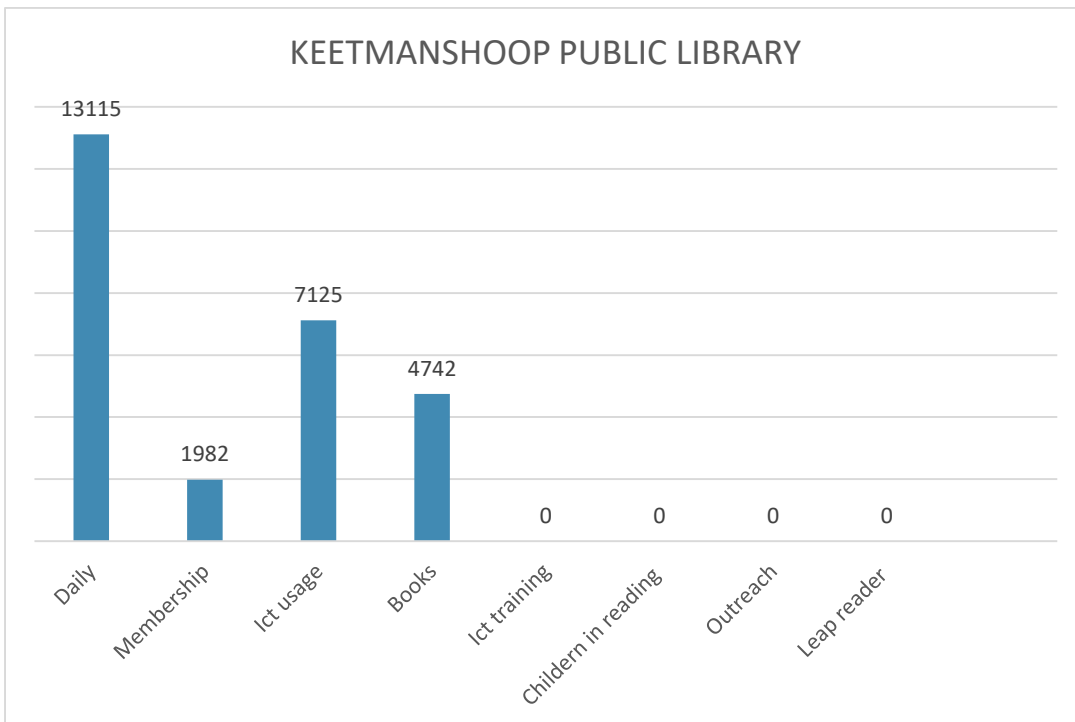
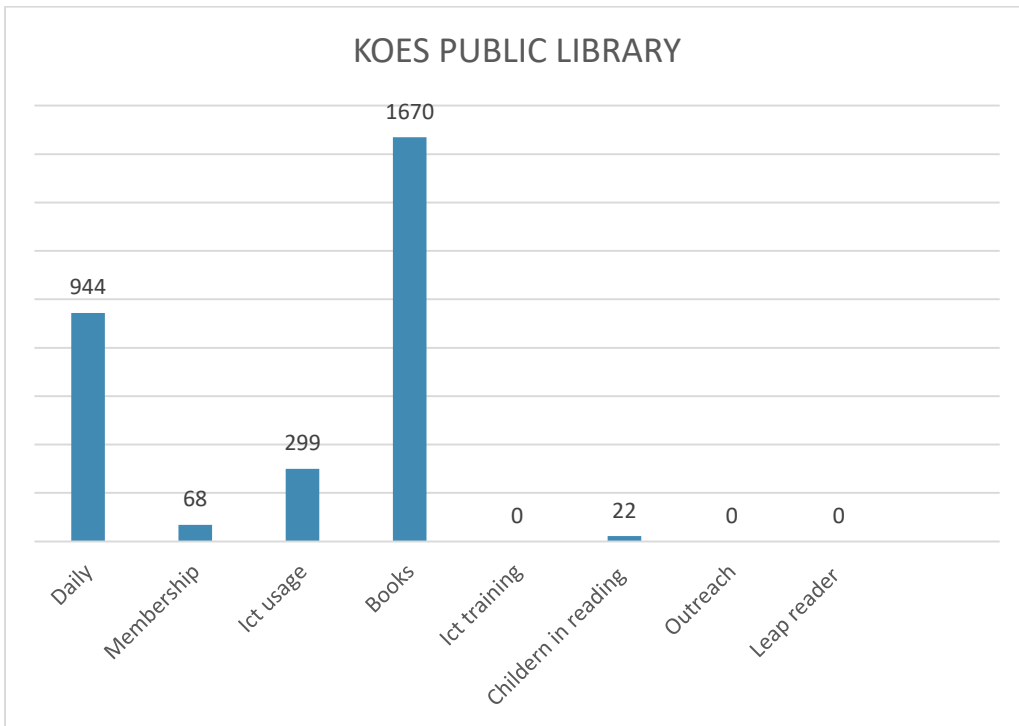
### LUDERITZ PUBLIC LIBRARY

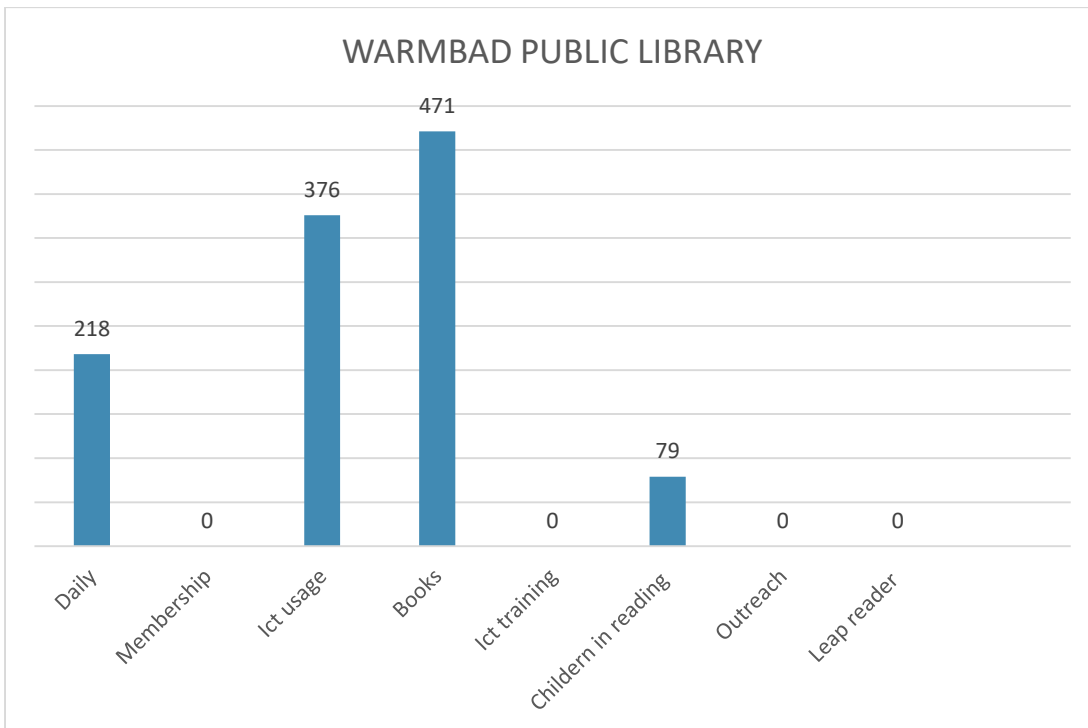
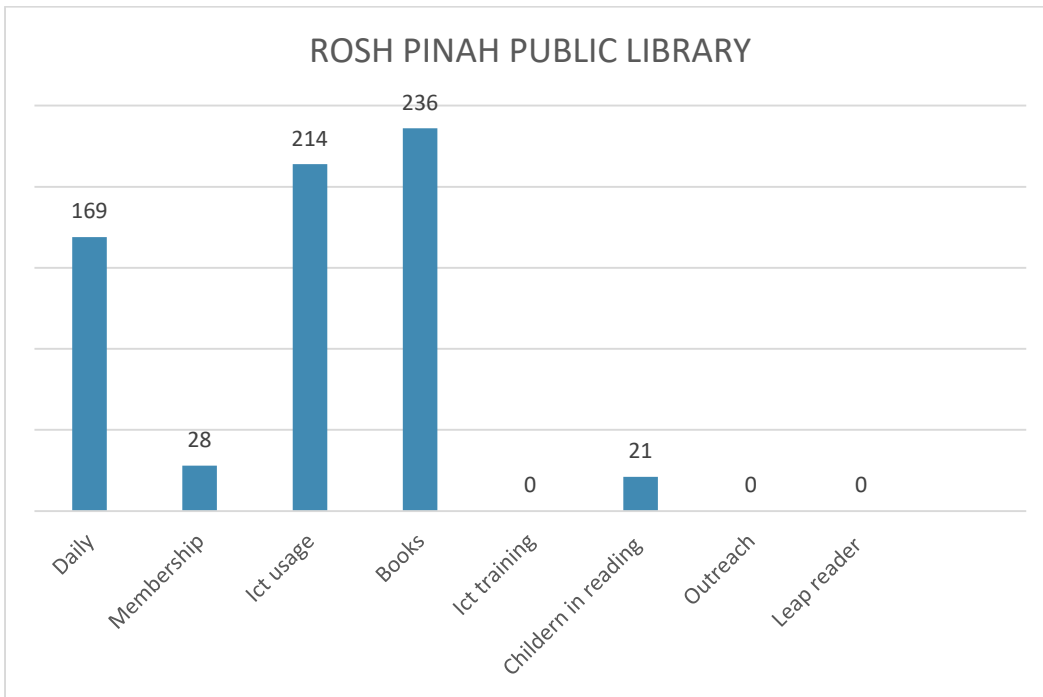


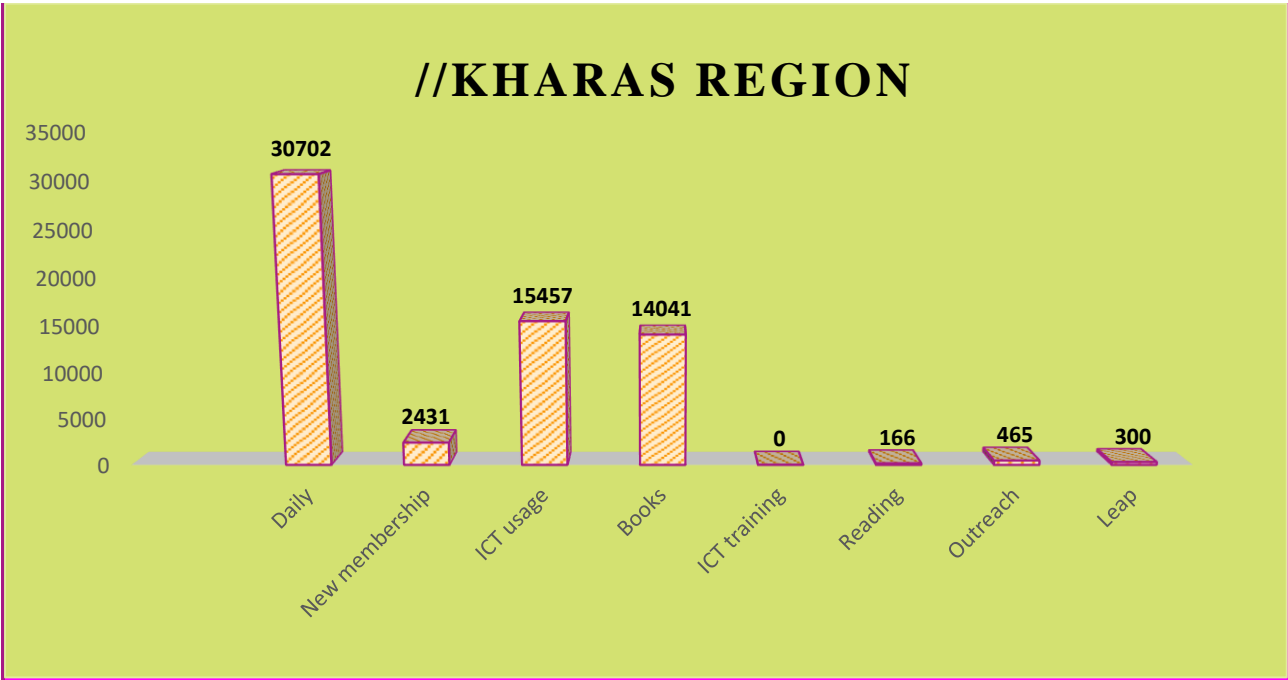
### AROAB PUBLIC LIBRARY







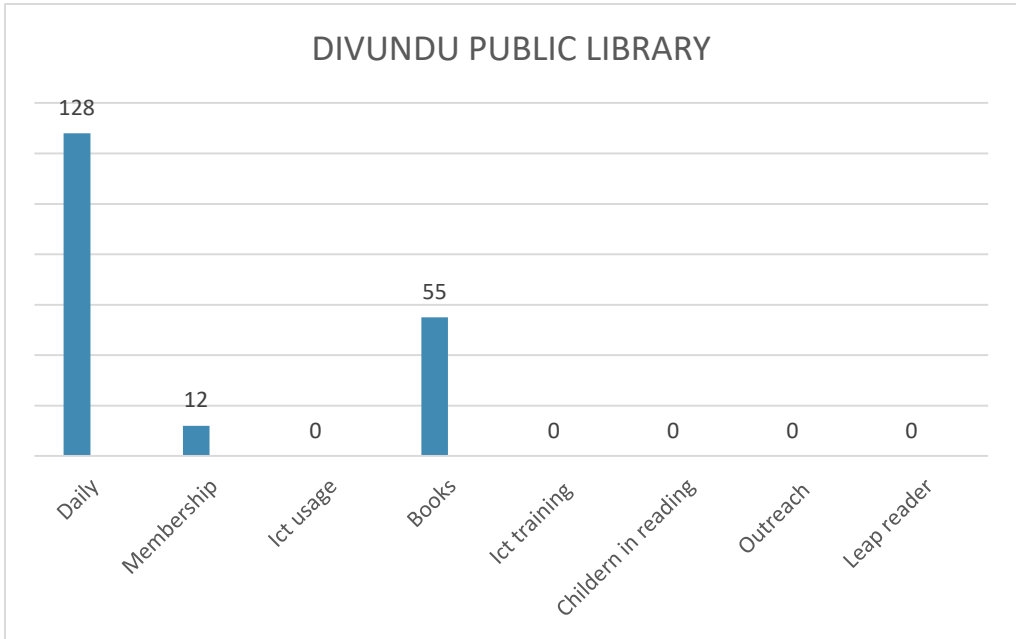




### 3.3 KAVANGO EAST

#### 1. Divundu public library

The library received daily visitors for different purposes, and among them were the borrowing of books, and for studying. Despite not providing a variety of services it recorded daily visitor in the second quarter amounting to 94. Among the 94 users 37 were teenagers, and 57 were adults. The library is currently in need of computers for library users.



## 2. Rundu public library

The library like other libraries remained open to its users despite the pandemic. The library also continued with its reading programs and activities. The library celebrated Namibian child day, which was followed by the Namibia Readathon Week. The library continuous to provide space for users to study prepare for examinations and also to do their school work. The users have access to computers and internet to do their work.



*Children playing puzzle games*



*Children drawing the Namibian flag*

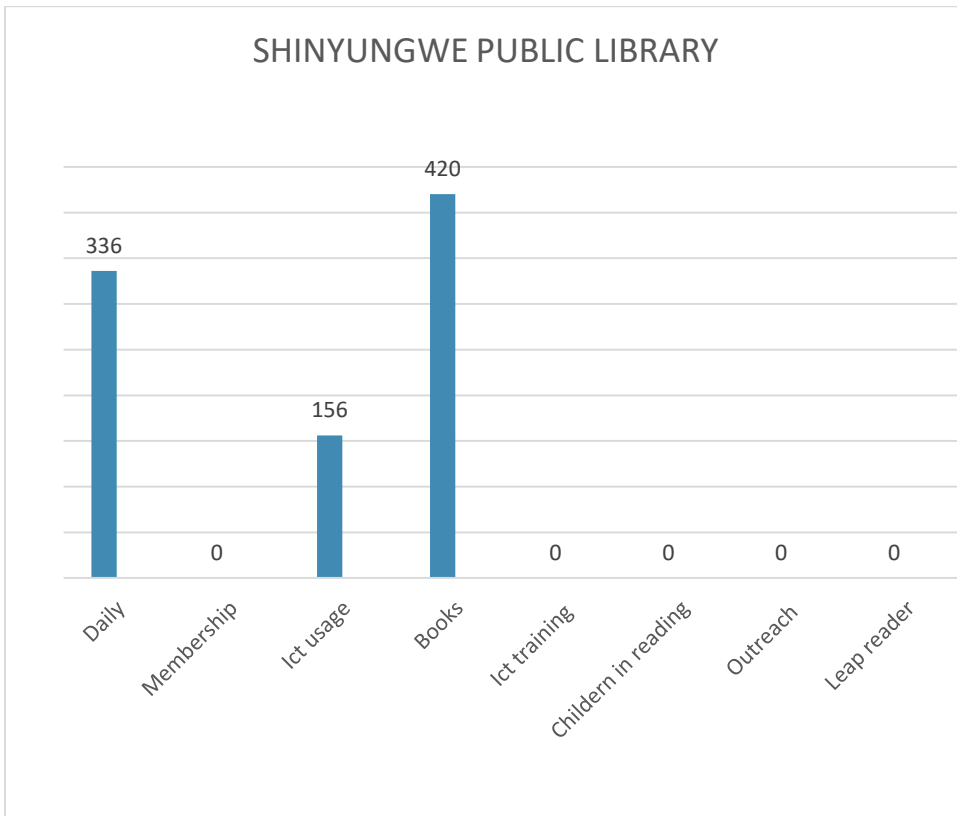
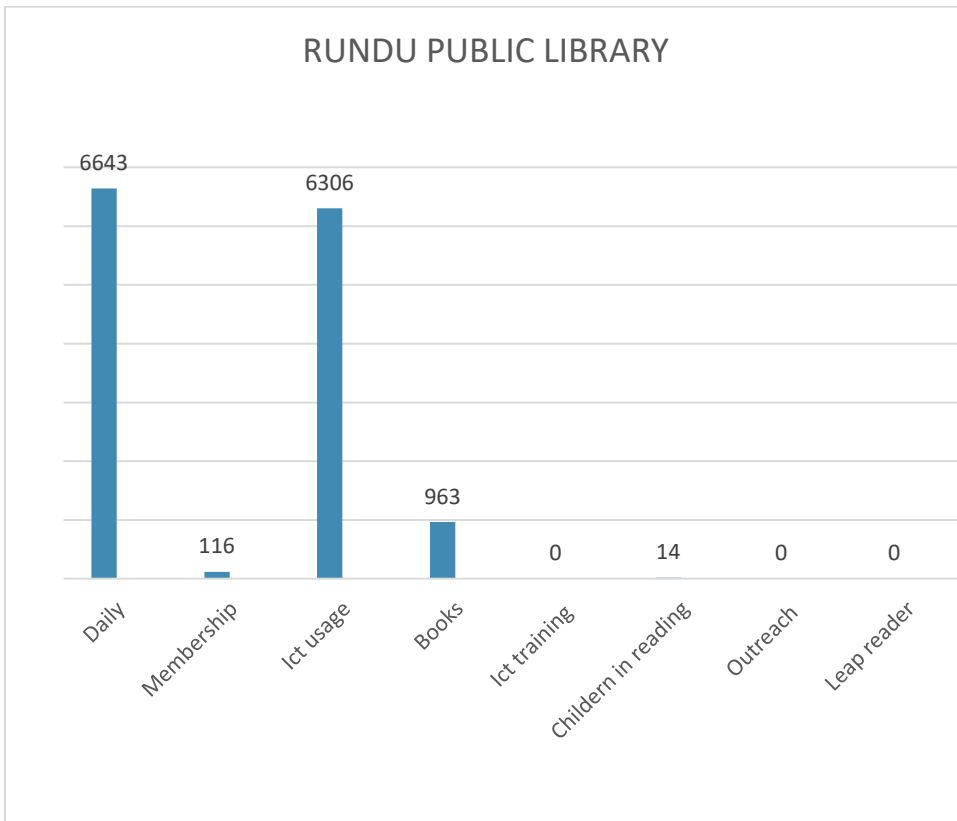


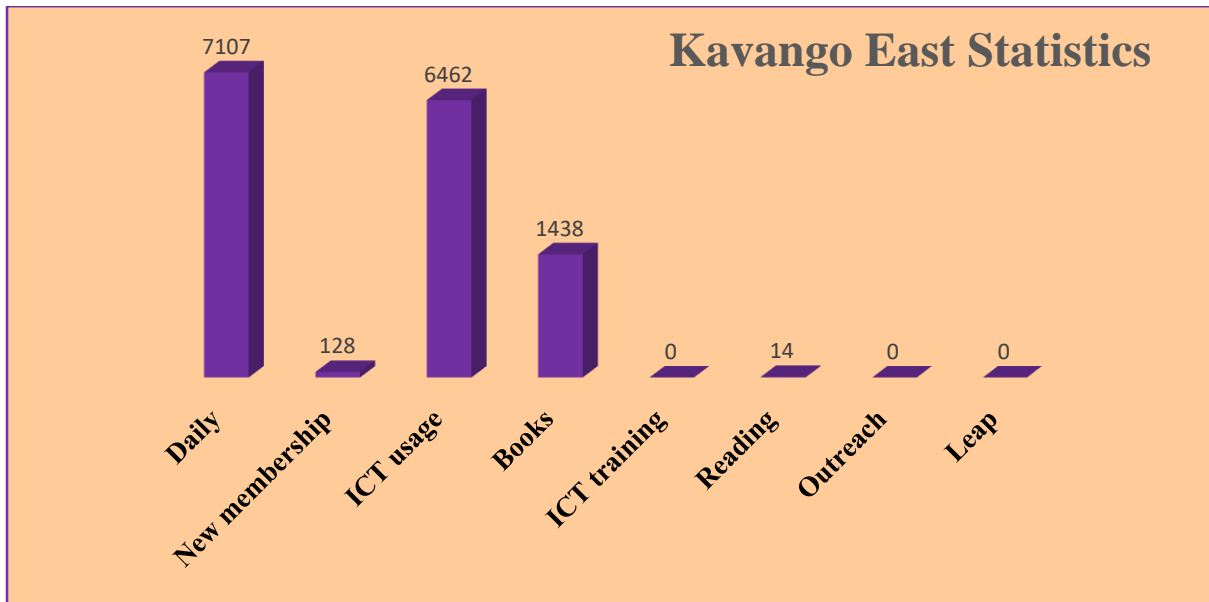
*Day of the Namibian child celebrations*



*Children participated into the reading activity*







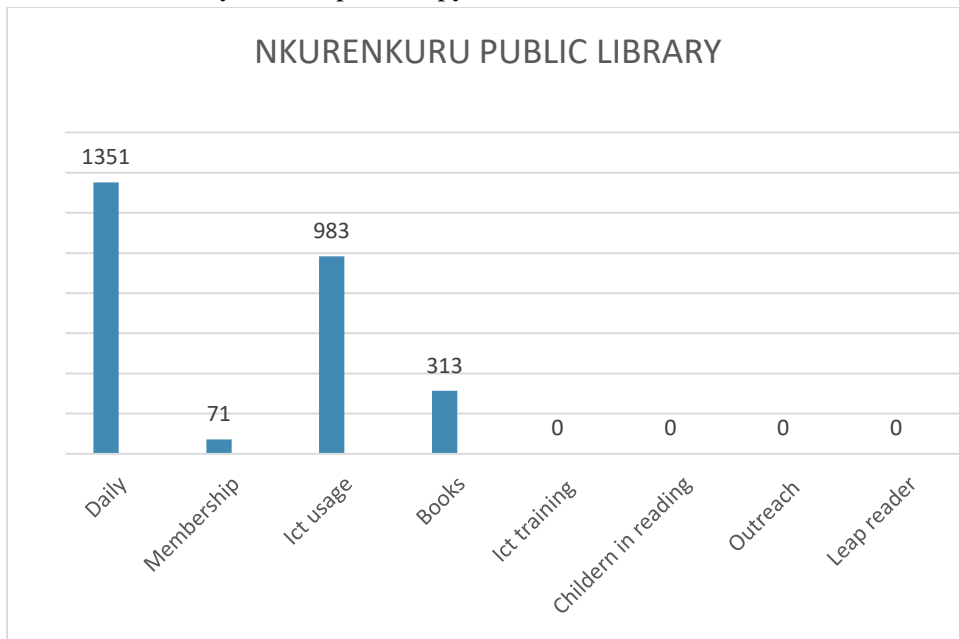
### 3.4 KAVANGO WEST REGION

#### 1. Nkurenkuru public library

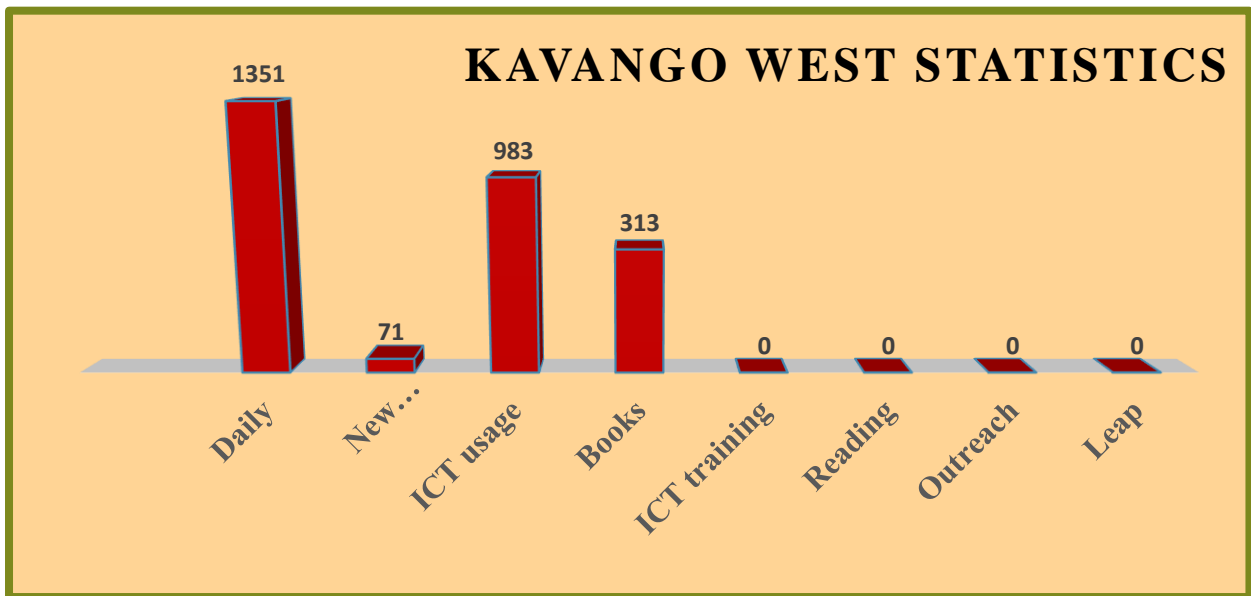
Nkurenkuru public Library is the smallest public library in Namibia with only one room measuring 8mx5m= 40square meters. With such a small building, the library has a Chief Librarian, Librarian and assistant librarian.

#### Challenges

- ❖ The library space is too small for the library to be fully functional and offer its services to the public.
- ❖ The library needs a photo copy machine.



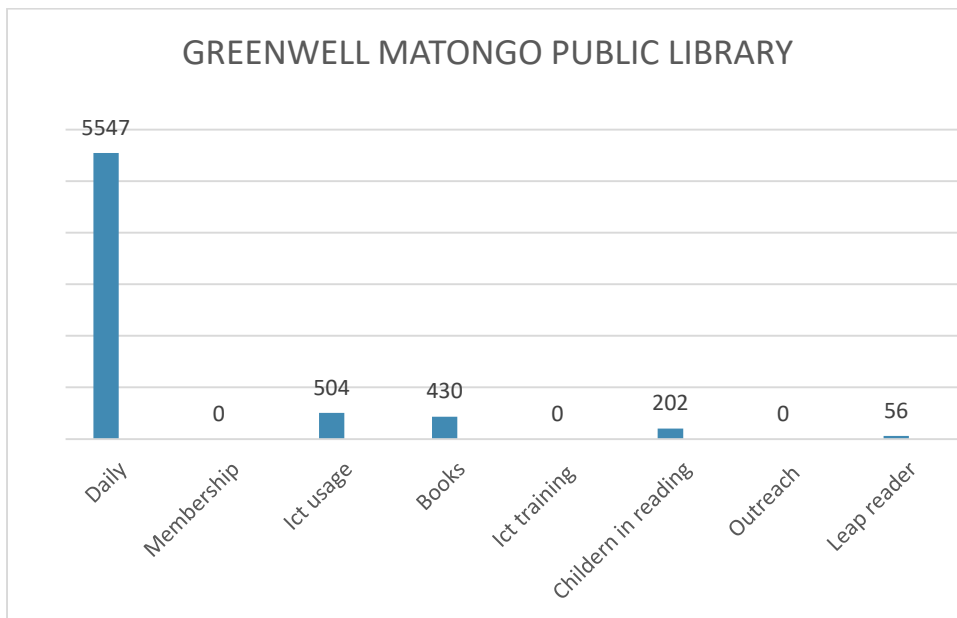




### 3.5 KHOMAS REGION

#### 1. Greenwell Matongo public library

During the reporting period the library received daily visitor totalling to 5547. The library did not report on the ICT section due to no connectivity of internet in the library. The library does not also borrow out books to the public, users are only allowed to use the library books within the library.



#### 2. Rossing Khomasdal public library

Rossing Khomasdal library was patronized by users during the reporting period and, recorded serving daily users totalling to 2505, among the daily users the library reported that 509 accounted for juniors, 564, were teenagers, 831 adults, and 601 were others. In addition, the library among others offered ICT services to its users, and among those who visited the library for ICT.

#### *Challenges faced by the library*

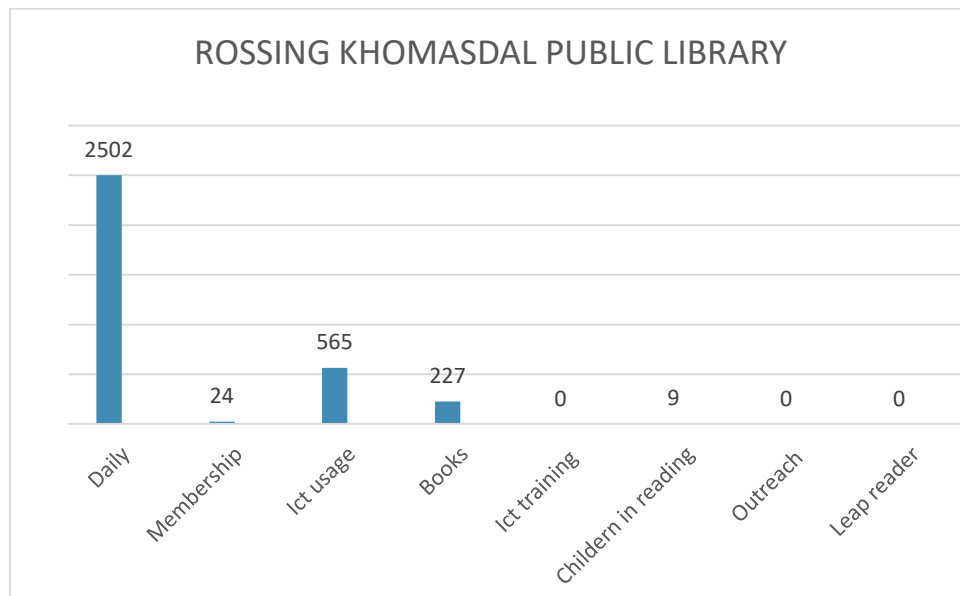
Despite the library being operational the library internet is very slow due to issues of bandwidth.

The library does not have air conditioning facility, resulting in the library hot always.

The library faces challenges with photo copy papers resulting in turning away clients and this is the service on demand.

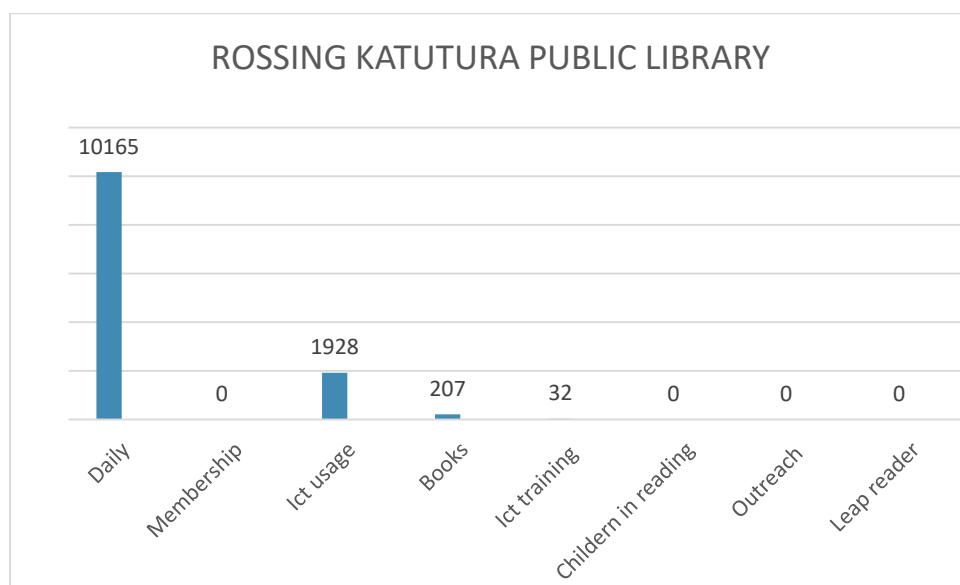
The library does not have enough computers to accommodate all its users.

Library computers needs software updating.



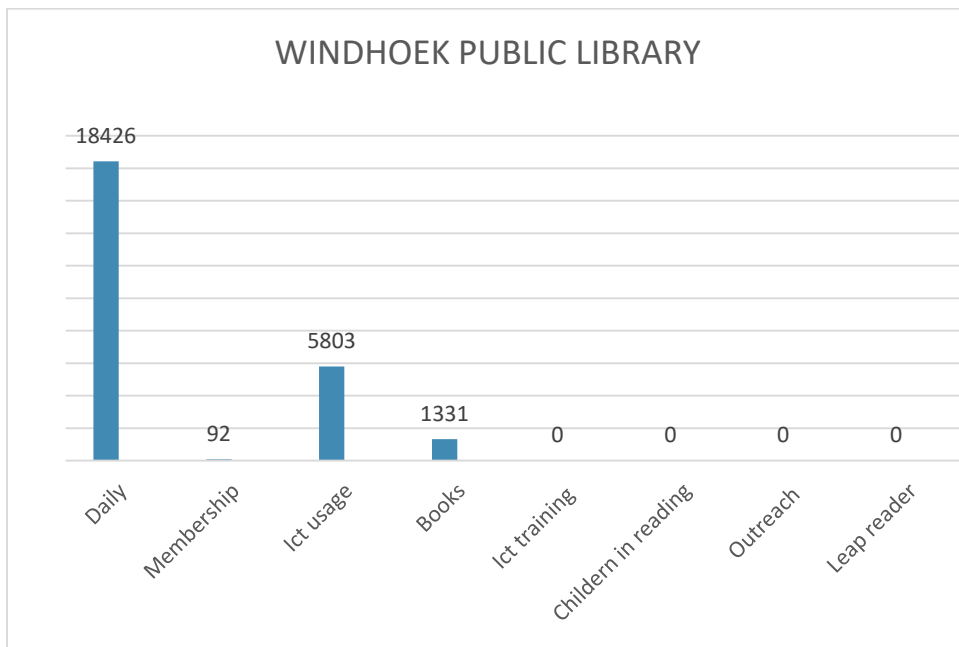
### 3. Rossing Katutura public library

The library during the reporting period was operational, and recorded the daily users amounting to **10165**, which is an indication that the library is highly on demand, and highly used by users. The library recorded that among the daily users, 743 of the users were juniors, 815 teenagers, and 4382 were adults 1006 were recorded under others. Among the users the ICT section records that 1106 were adult male, 1072 adult females, and 529 junior males, whilst 486 were junior female. In addition, the library managed to conduct basic computer training totalling to 24 during the reporting period.



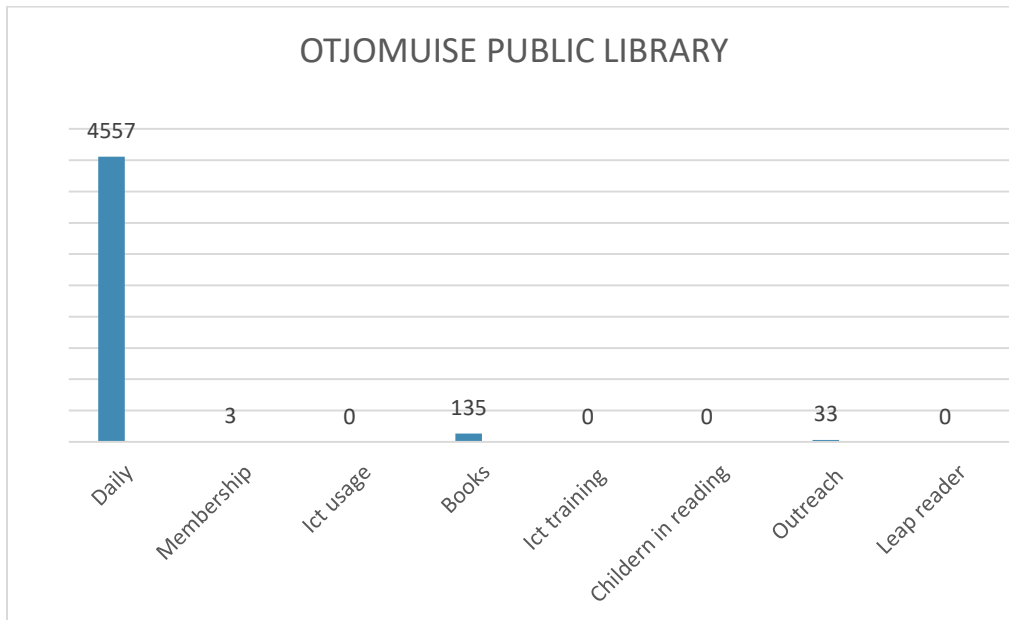
### 4. Windhoek public Library

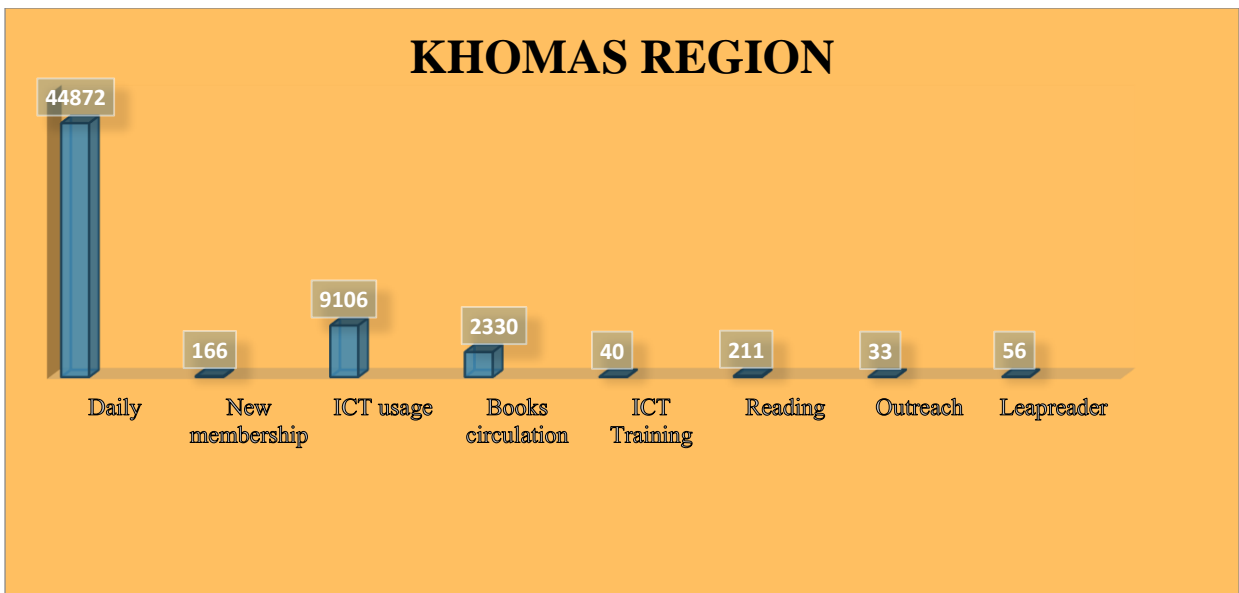
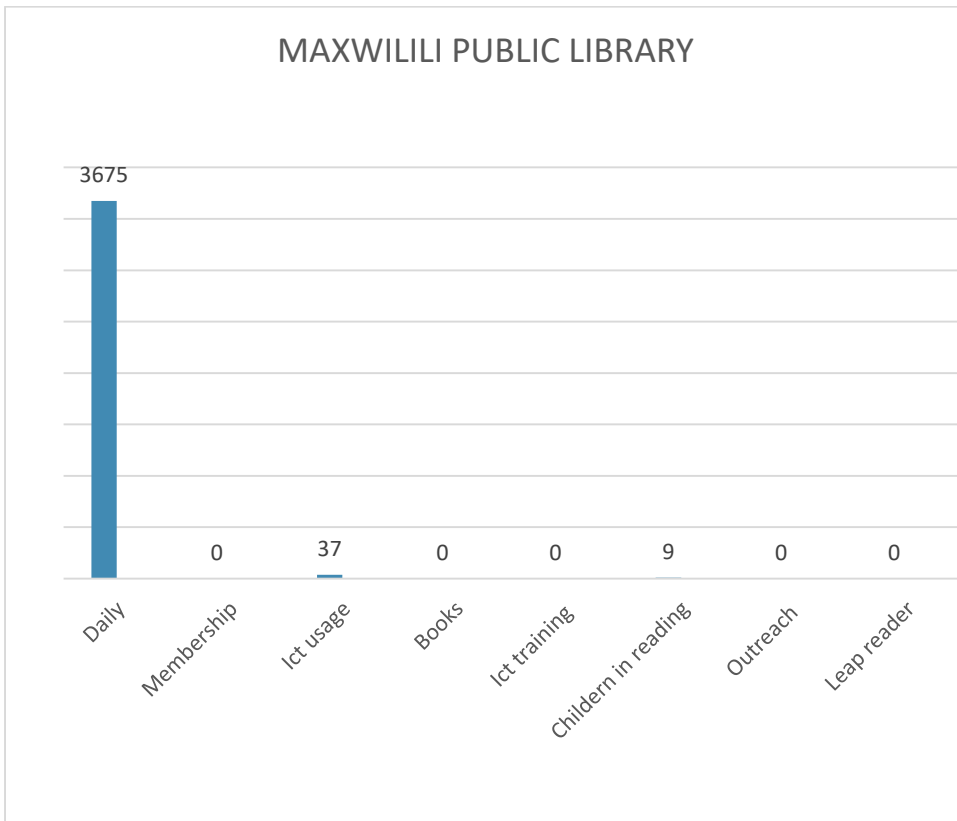
During the reporting period, Windhoek public Library like other libraries opened its doors to users to access its services. The library reported that a total number of 19627 daily users visited the library for various reasons among them borrowing books, and the use or utilization of ICT services. Among the daily visitors reported 973 were juniors, 3411 teenagers, 8239 accounted for adults, whilst the majority which was 7004 were recorded under the category of others. Additional to the daily, the library ICT section also recorded some users who visited the library for ICT services offered by the library.



### 5. Otjomuise public Library

During the reporting financial year, the library recorded that the library assisted daily users totalling to 4797. The library did not report on ICT services due to the unavailability of computers for users in the library. Among those who visited the library 1092 were juniors, 1175 were teenagers, and 1638 accounted for adults whilst 892 accounted for others. The library reported that among the services users frequents the library for, are the borrowing of books.





### 3.5 KUNENE REGION

#### 1. Khorixas public Library

This library is run by one (1) Senior Librarian-Ms Hilma Kambala and one (1) assistant librarian, Ms Eleide Anton and one cleaner Ms. Adelheid Areses. The library got a donation of 5 computers from Parliamentary Standing Committee and Communication Technology.

Three (3) of these computers were repaired after a visit by the IT from Head Office on the 5<sup>th</sup> August 2020 however the computers need to be connected to the internet. The fourth computer became obsolete and is beyond repair.

During the annual Readathon, learners had the opportunity to write a poem in their mother tongue.



Fig 1: Neatly & orderly arranged shelves

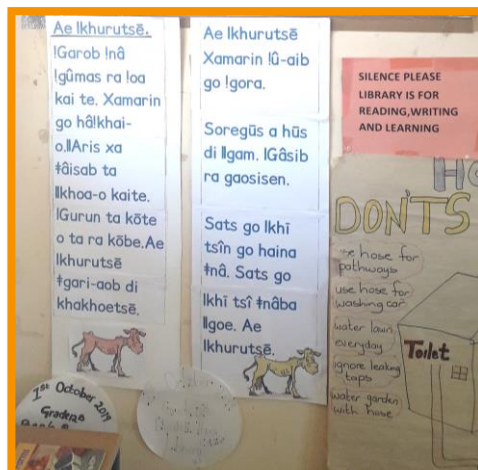
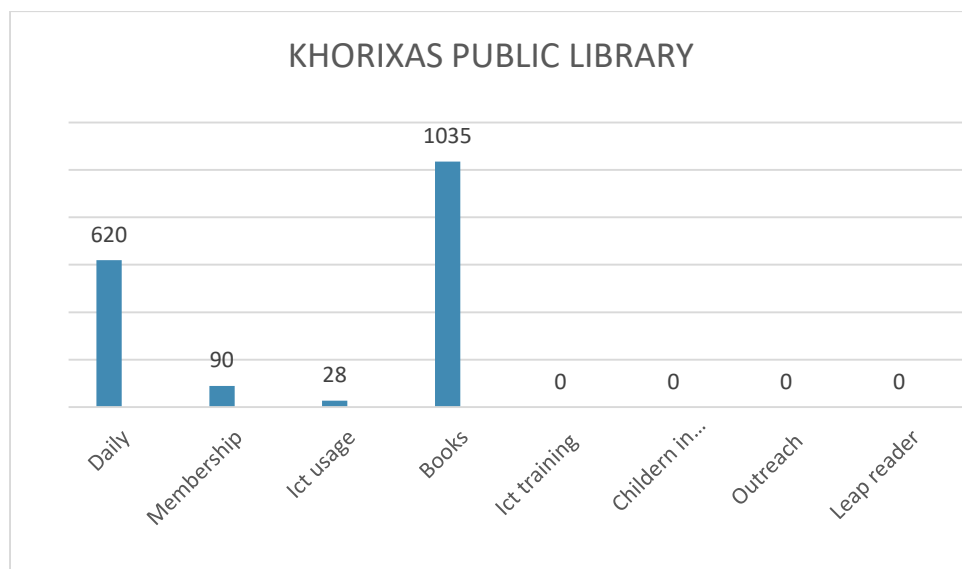


Fig 2: Readathon Activities conducted at the library

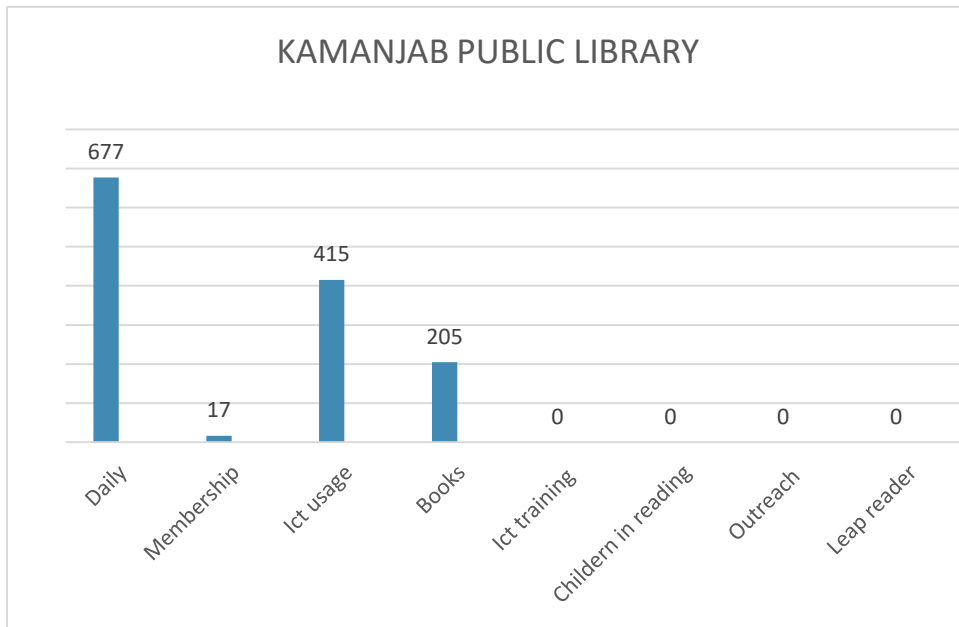


#### 2. Kamanjab public library

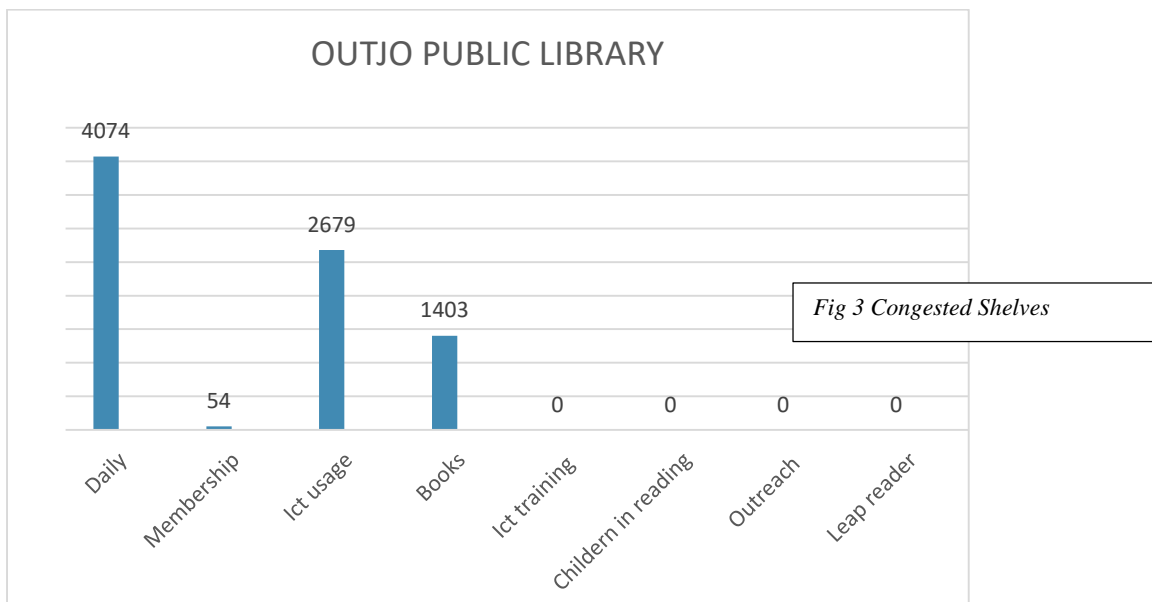
Kamanjab public library is among the four libraries that are found in Kunene region, like other libraries it provides information resources to the resident of Kamanjab. And the general public, both educational, and entertainment. During the reporting quarter the library was operation and opened its doors to the users and recorded daily visitors totalling to 41, among the recorded users 8 were juniors, 8 teenagers, and the majority 25 were reported to be adults. In addition, the library among other services offered to its users reports that users visited the library to borrow books as well as ICT usage.

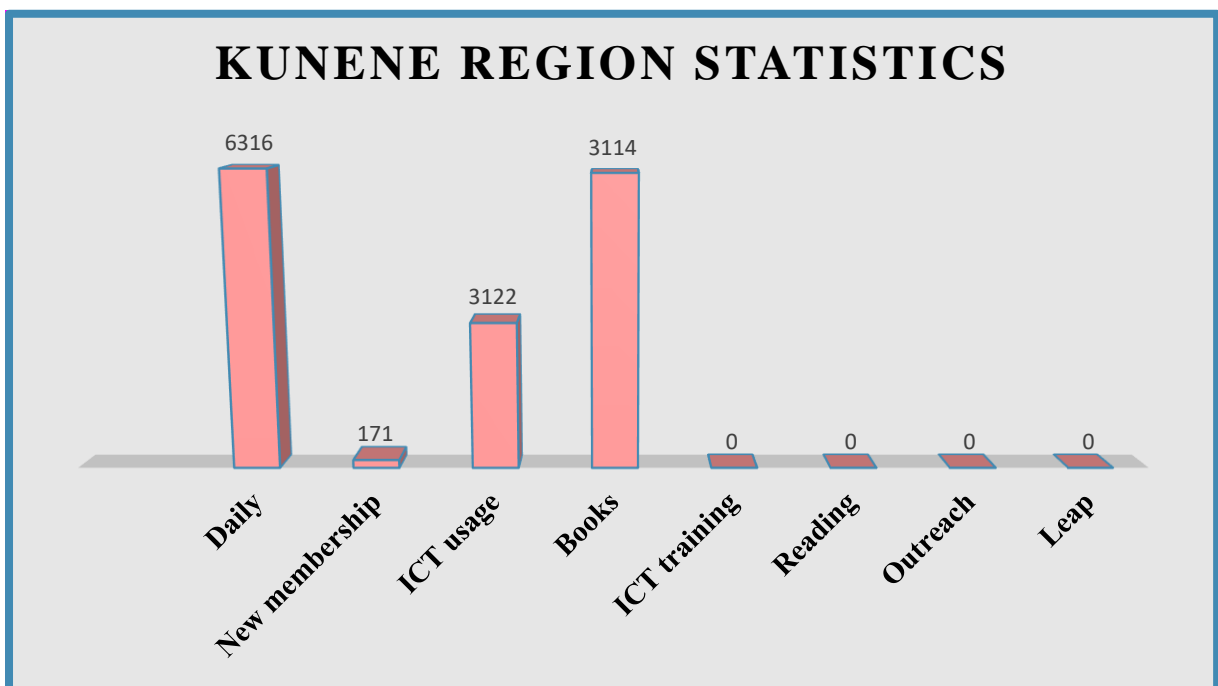
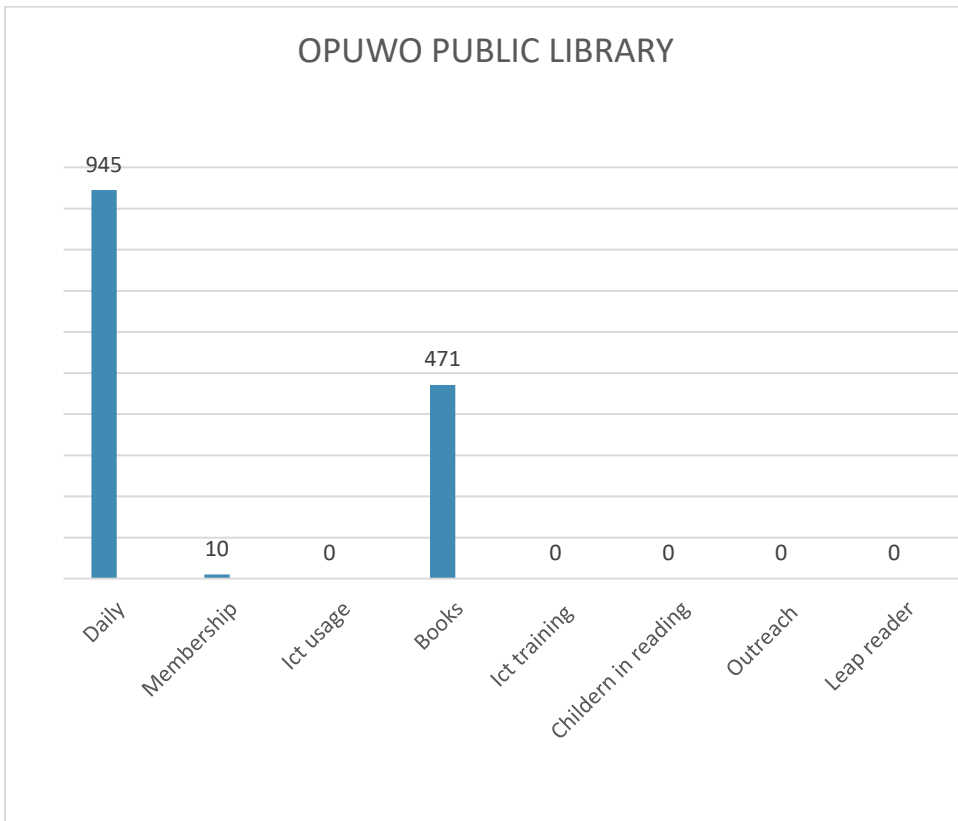
## Activities

The library participated in the training of TOT that took place in Outjo between the 20<sup>th</sup> to the 23<sup>rd</sup> of July 2020.



### 3. Outjo public Library





## 3.6 OSHIKOTO REGION

### 1. Omuthiya public library

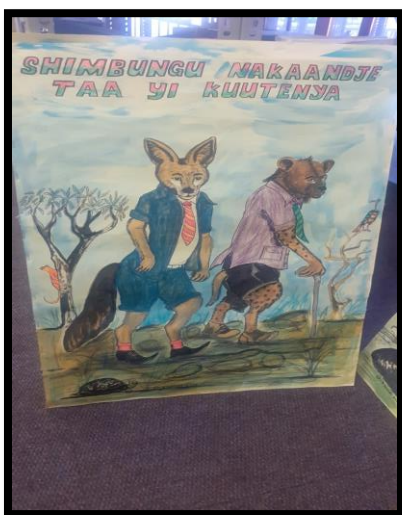
Libraries remain as the most powerful gateway that seems to bridge the divide between those that have and those that are not having by affording equal access to services such as printing, photocopying, typing, and access to internet, like other libraries, during the reporting period, Oshikoto region has witnessed a significant increase in the use of libraries in the previous financial year. Despite the outbreak of Covid, Omuthiya public library continued offering its services while considering the health protocols established by the Ministry of health and social services, the library recorded a number of daily users amounting to 13 099, whereby among those who visited the library 5829 were reported to have accessed the library for its ICT services, and 1666 visited the library to borrow books. Due to the variety of services that the library offers, some user went to the library to study, some went for printing and making copies, therefor accounting for others as per the records indications.

The library indicated that due to the increase in the number of users who frequents the library to patronise its services, there is a need for new computers, the library is in need of chairs, and staff members to accommodate and serve well the needs of its users. The reports indicated that there is a need to hire a chief librarian since currently the position is vacant. In addition the library is in need of a new photocopy machine, since the current one is old and breaking all the time.

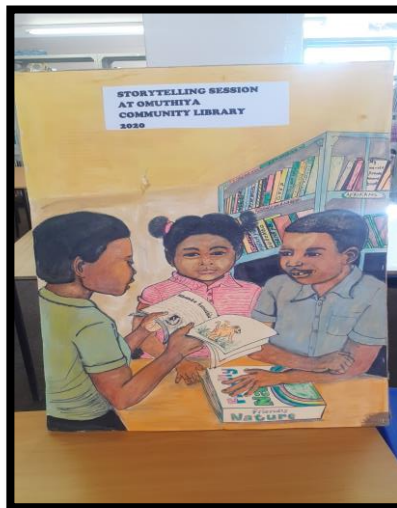
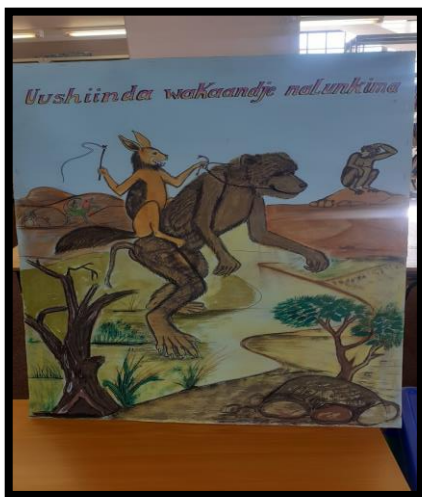
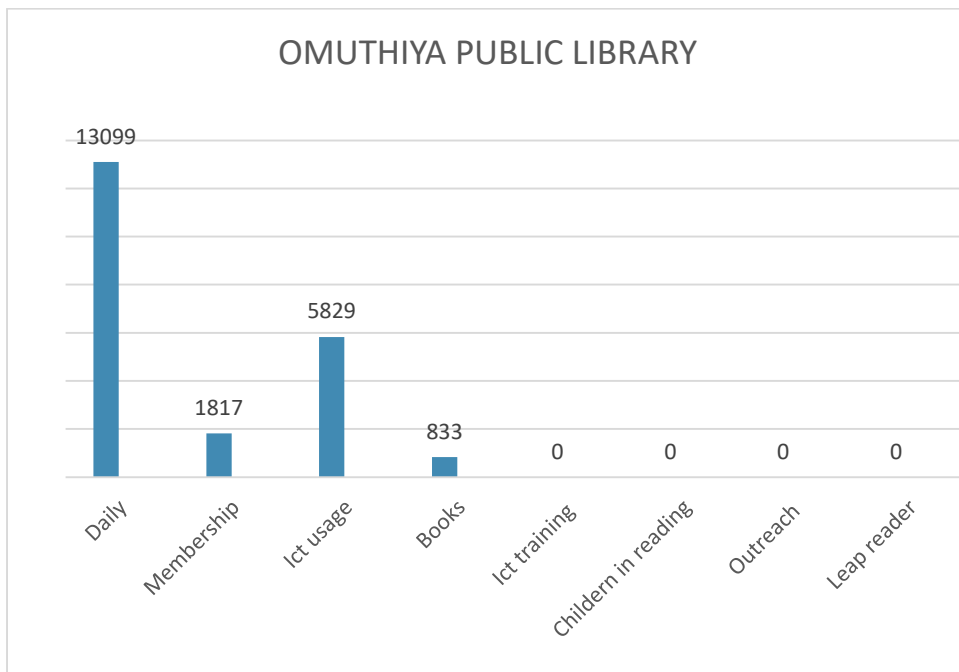
### Activities

Omuthiya library did not conduct library programs due to the pandemic, however they indicated that with the reduction of Covid 19 cases, the library hopes to resume all its programs.

The Library reported that they helped Unam students with applications and registrations, secondly the library continues to assist users who are applying for NSFAP study loans for tertiary education.







*Posters designed by Mr. Samuel Kamati the Visual Artists based at Omuthiya during the lockdown period, the posters brought more users into the Library*

## 2. Auala public library

Auala public library is one of the libraries that are found in Oshikoto region, the library reported that daily users amounting to 1497 visited the library to access its services, and among those who visited the library some were reported to have utilized ICT services and borrowing of books.

Compared to other libraries the library statistics shows a big decline, and this has been reported to have been caused by the pandemic.

The library hopes to see change as there is low cases of Covid 19, therefore the fear from users is over as well.

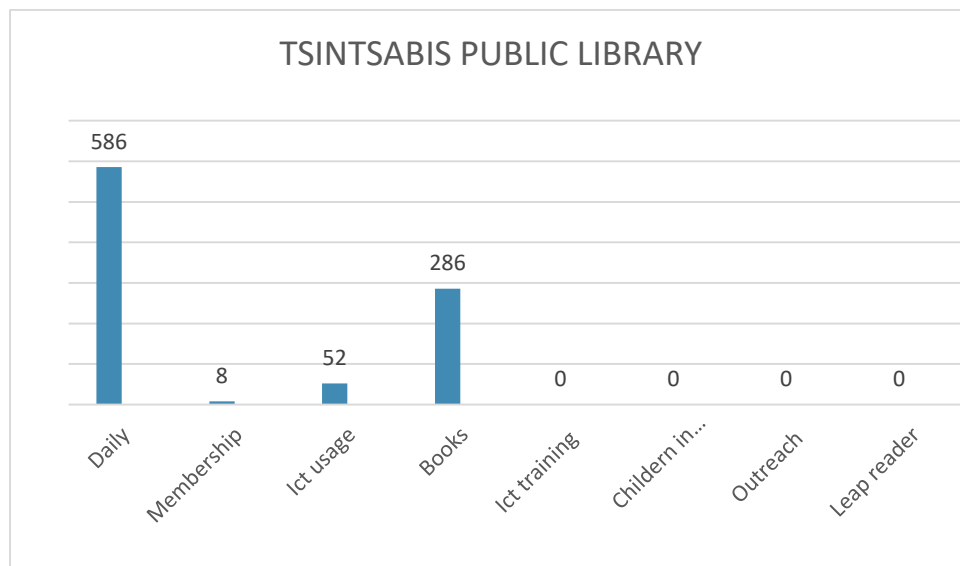
### Challenges.

- No cleaning staff since 01 August 2019.
- No enough budget.
- Lack of computerized cataloguing system in our Library cause difficulty to find and retrieve information materials as well as recording Library materials, for many years now. Our users get discouraged and always blame the staff.
- There has not been updating of computer system, software's and antivirus for quiet so long now.

### 3. Tsintsabis public library

Among the libraries found in Oshikoto Region, Tsintsabis public library appears to be part of them, the library was not operational for a very long period of time, however it got operational in 2019, the library continues to strive for success though not that much visible, during the reporting period the library reported to have assisted users amounting to 586, the library does not offer ICT services because it does not have computers and photo copy machine.

The library is in dire need for new computers, photo copy machine, burglars bars in front of the windows to minimize theft break-inn at the library.



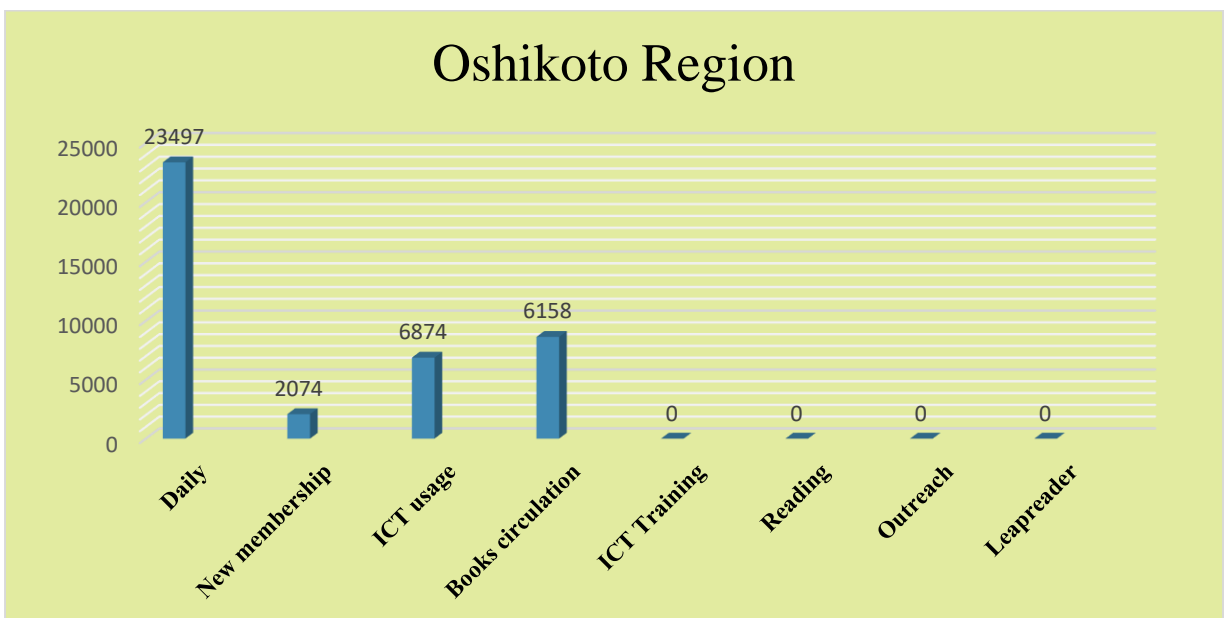
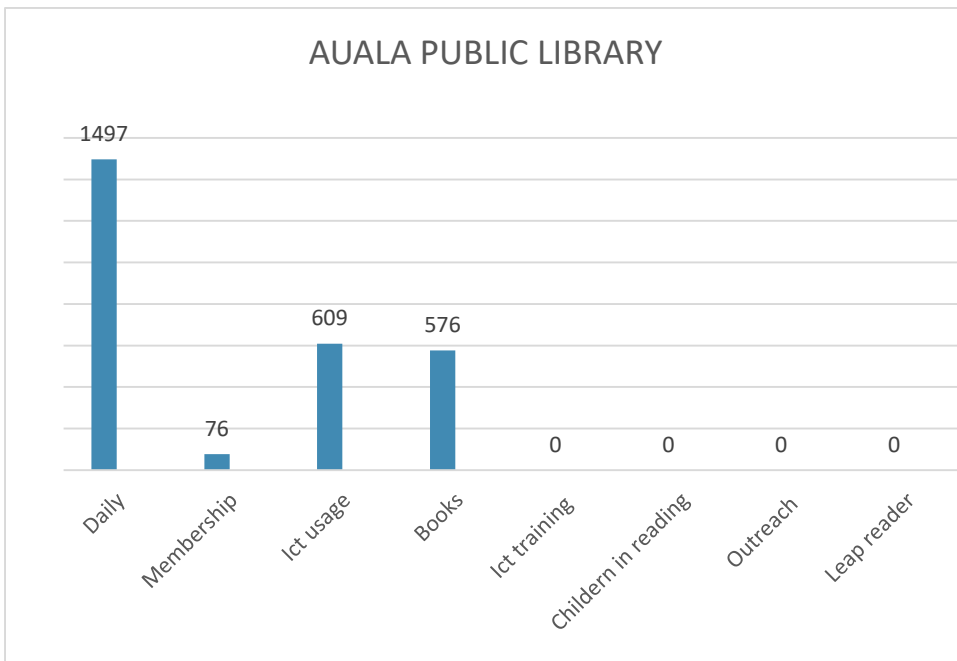
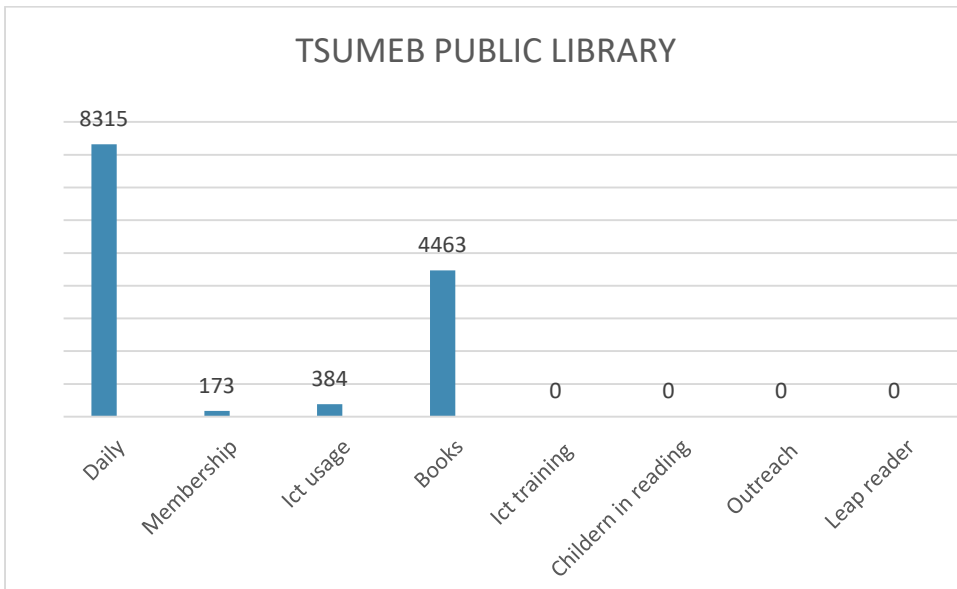
### 4. Tsumeb public library

During the reporting period, Tsumeb public library reported to have received daily users totalling to 8315, and among the daily visitor 384 were reported to have accessed ICT services, whereby the remaining figure went to the library to borrow books.

The library report shows that during the reporting period, the circulation services recorded to have borrowed out 2637 books to the library users, which gives an indication that the circulation department is always busy in the sense that users patronized the library to borrow books.

The library reported some challenges as well, such as lack of computers in the library, where the staff members finds themselves sharing computers with the users. The library is in need of new computers to be able to conduct basic computer trainings, secondly the library in also in need of photo copy machine, and also looking for financial support to build the library boundary wall since the old one has fallen.

The library is again in need of library shelves to accommodate the growing collection of books.



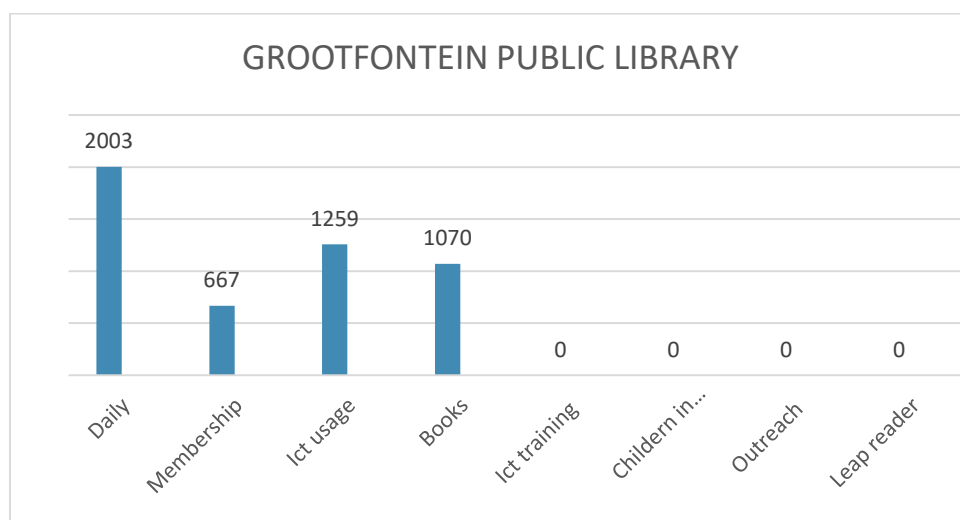
### 3.7 OTJOZONDJUPA REGION

#### 1. Tsumkwe public library

Tsumkwe public library is one of the libraries that are situated in Otjozondjupa region, the library houses a collection of information resources that are valuable to its community of users, CLS head office continues to source out and send information resources, however there has been no activities taking place in the library for the past few months due to the absence of a librarian to oversee the functionality of the library. The CLD coordinator is managing the library on a daily basis.

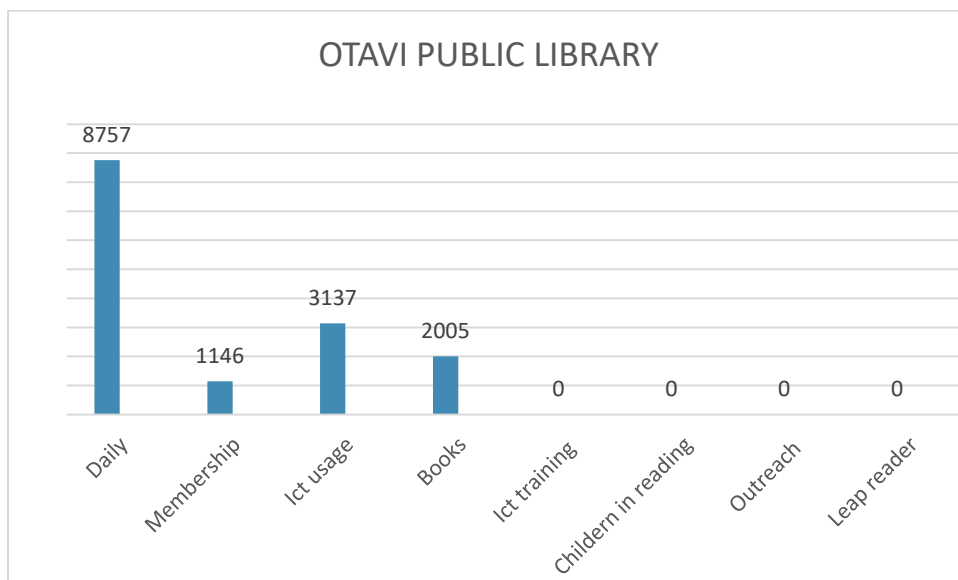
#### 2. Grootfontein public library

Grootfontein community library is one of the popular libraries in the region although it is managed by the cleaner. Ms Selma Shiimi got a promotional position in Ohangwena and Ms Kambala started as senior Librarian in Kunene Region. Due to its engagement within the town, like other libraries, the aim of this library is to remain relevant and offer access to information either for educational purposes, entertainment, and leisure therefore the library is kept open for public use by the supporting staff member. Library services have been minimized, however, both positions were advertised, and vacancies soon to be filled after successful interviews are conducted.



#### 3. Otavi public library

Libraries remains the most suitable places that plays a vital role bridging the gap between the haves and the have not by ensuring that there is equal access to information, and other services the public need. During the financial year the library was patronized by users and served daily users amounting to 8757, in addition the library registered 1147 new members in the library, which is an indication that the library is visible in the community, and among the daily users, the library records shows that visitors goes to the library for various reasons and among them is the use of computers, and accessing internet, secondly visitor goes to the library for printing, scanning, and borrowing of books.



#### ***4. Otjiwarongo public library***

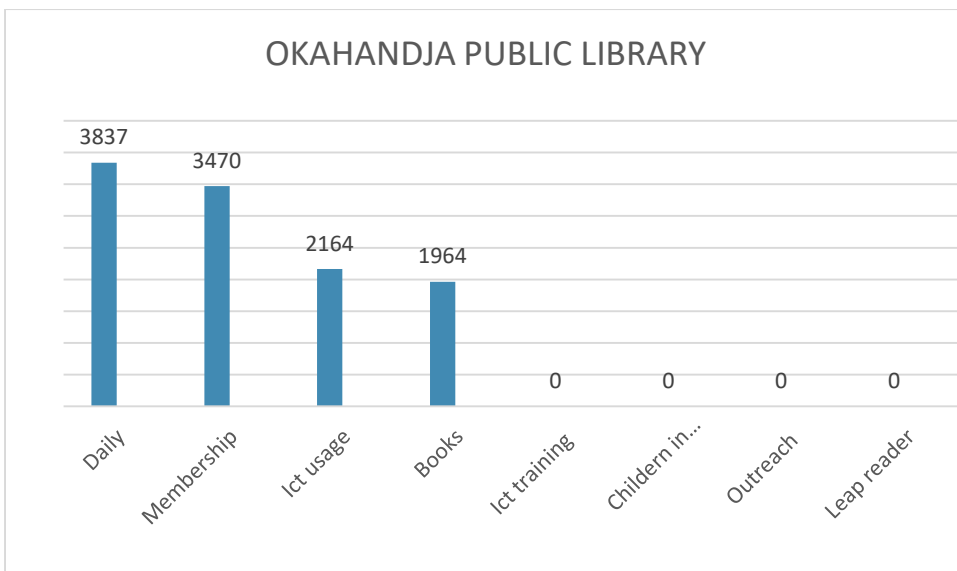
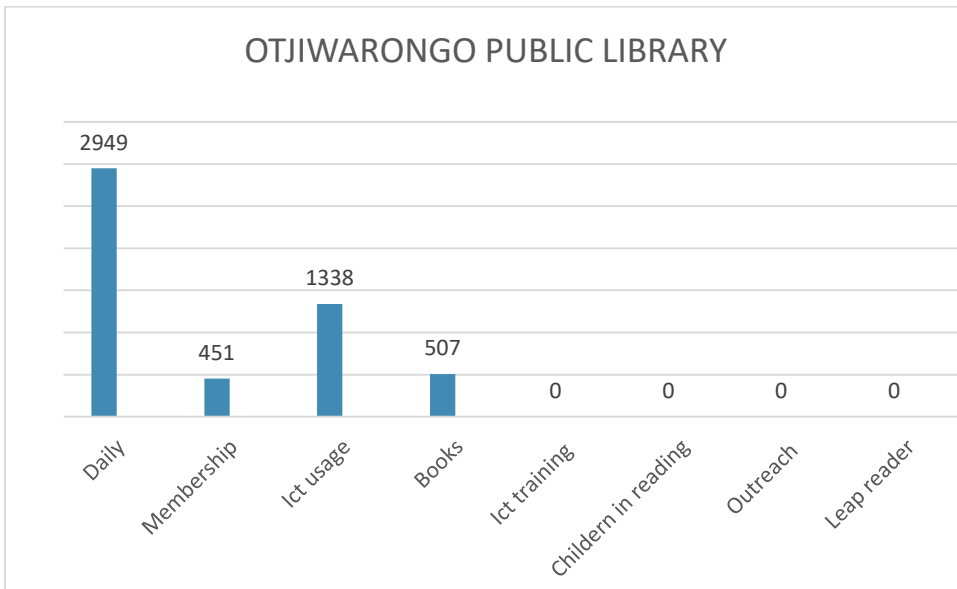
During the reporting financial year, like other public libraries, Otjiwarongo public library remained operational and offered information services to the public. The library records that a total number of 2949 daily users accessed the library for information resources, whereas among the daily visitors 622 accounted for ICT users, and 1014 were reported to have visited the library for borrowing books, and the remaining users were recorded under others.

The library did not conduct other programs such as reading, and ICT training due to the pandemic that had halted other library initiatives.

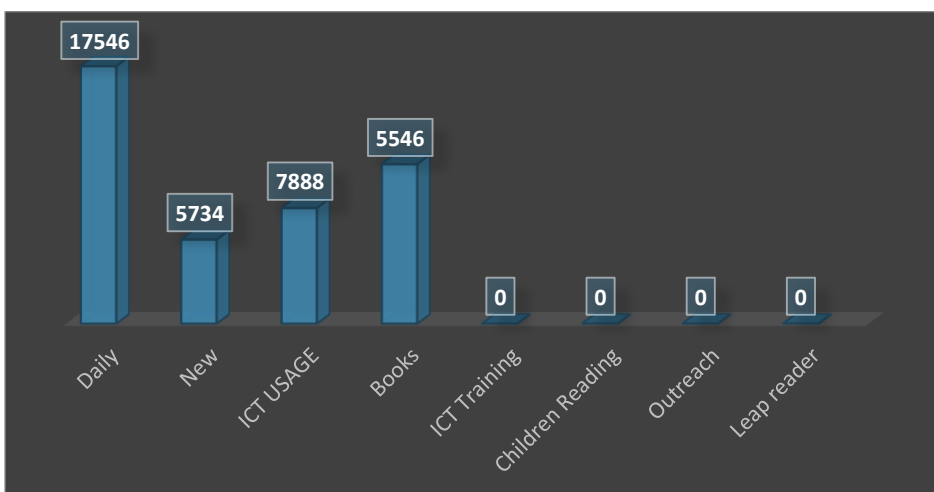
#### ***5. Okahandja public library***

Okahandja public library is also part of the libraries that are found in the Otjozondjupa region, and located in the town of Okahandja, 70 kilos outside the Khomas library. The library reported a significant improvement in terms the recognition the library continues to receive, the public appreciates the services that the library offers for free, and is among the libraries that are growing fast. During the reporting period the library indicated that a total number of 3837 daily users visited the library to utilize the library services. Among those who visited the library 2164 were reported to have utilized the ICT usage such as accessing computers for information search and research, 1570 borrowed books and the remaining 103 were recorded under others.

The library usage trend gives an impression that the majority of public library users frequents the library more to use ICT services since they are offered for free to the public. However like other libraries, the library services were also disrupted by the pandemic.



## Otjozondjupa region



## 3.8 OHANGWENA REGION

### 1. OHANGWENA REGIONAL LIBRARY

This report summarizes the Library's achievements during 2020/21 financial year at Ohangwena Regional Library. It also highlights the challenges faced by the library and suggests possible recommendations.

#### A) KEY LIBRARY STATISTICS

##### i) Daily Library Visitors

During 2020/21 financial year, the library recorded a total of **23 025 visitors**, including children. The total is comprised of Police officers, teachers, learners, students, business community, instructors, nurses, pastors etc. The records indicated that majority of these visitors were learners.

##### ii) Book circulation

Statistics shows that a total of **641 books** have been circulated during this financial year.

##### iii) Membership

A total of **333 Library membership** has been registered of which 6 were juniors, 75 teenagers and 257 adults.

Juniors	Teenagers	Adults	Total
6	75	257	333

##### iv) ICT usage

Statistics indicates that **27 318 visitors** have used the ICT equipment during this financial year.

##### v) Computer Training

A total of 65 community members registered for basic computer skills during the period under review. Out of 65, only *41 community members completed* the course; 10 dropped out and 14 never attended.

No of community members registered	No. of participants who completed the course	No. of members who dropped out	No. of members who did not attend
65	41	10	14



Figure 1 Participants for basic computer skills training

## ***B) ACHIVEMENTS THROUGH OTHERS ACTIVITIES PER SECTION***

### **• Users and Outreach Service:**

#### *Implementation of COVID 19 regulations*

- The library successfully implemented COVID 19 guidelines in order to resume with services after national lock down. This includes the acquiring of Personal Protective Equipment (PPEs) through regional office and head office and setting up the place to serve in a COVID 19 situation.

#### *16 days of activism against GBV*

- The library also joined the world in celebrating the 16 days of activism against GBV. A video slide show was prepared and displayed for those that visited the library.



*Figure 2 Display through slides show*

#### *Festive season celebration*

- As it has become a culture that the library joins others in celebrating the Festive season (Christmas and New Year eve) through displays of graphics and videos as well as decorations.

#### *End year and Team building function*

- The library successfully held a Team building function at the end of the academic year. The event was divided into two parts: gathering at the library for end year speeches, messages and gift exchange among staff members; and Refreshment and entertainment at Odila lodge.



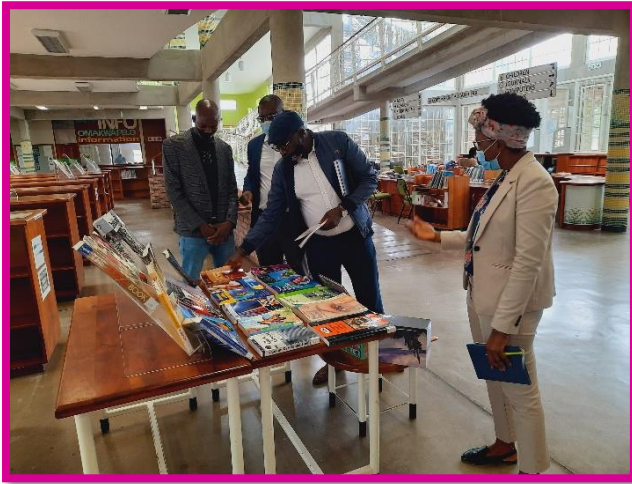


*Figure 3 From left: C. Simasiku, H., Shivute, A., Herman and F. Helao were awarded for hard work and dedication*

### ***Visit by Ohangwena Governor***

- On the 29<sup>th</sup> of January 2021 Ohangwena Regional Library received a visit by Honourable Governor Walde Ndevashiya of Ohangwena Region, His Worship the Mayor of Helao Nafidi town council Darius Shaalukeni and Deputy Director of Life-Long Learning of Ohangwena Directorate of Education Mr. Armas P. Kashiimbi. The delegation had a chance to meet the library management, whereby a brief presentation was shared.
- The presentation includes: library statistics for 2019/20 financial year; Services offered by the library as well as the challenges facing the library. Shortage of updated books especially the Academic ones was one of the concern raised by the Honourable Governor. However, he requested that the section should write to his office through the office of the Director for his intervention on the matter. He (Governor) applauded the team where we have done well, as well give words of encouragement. A library tour was done after the short meeting held. The library is pleased to receive this visit since it serves as an encouragement for staff members, knowing that decision makers counts and appreciate their effort in serving the community.

Pictures below were taken during the visit:



*Figure 4 Ms. Shikuni explaining the idea of new arrivals display to the delegation*



*Figure 5 Hon Governor borrowing some books*



*Figure 6 From left: Ms. Katrina Shikuni, Chief Librarian; Darius Shaalukeni, His worship the Major of Helao Nafidi town; Hon. Walde Ndevashiya, Governor of Ohangwena Region; and Mr. Armas P Kashiimbi, Deputy Director Lifelong Learning*

### ***Valentines' day celebration***

- On the 12<sup>th</sup> February 2021 Valentine's Day was celebrated through a library display at Ohangwena Regional Library and on the same day the library launched the sanitary pads donation initiative. The initiative came in response to the number of female learners who

sometimes approach staff members requesting to be helped with sanitary pads. The initiative is open to the public for donations and the donated pads will be shared with learners whom will approach staff members for such assistance. By February end, 15 packets of pads have been collected.

- Pictures below show staff members donating sanitary pads:



### ***C) Business and Research Information Section: Online Applications***

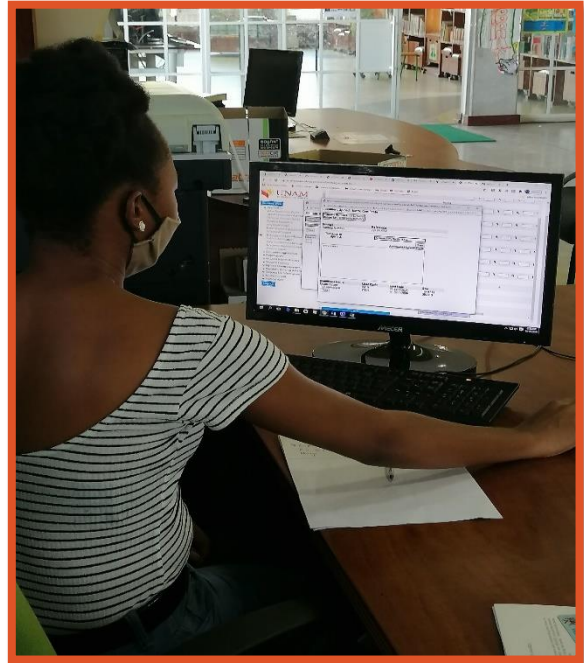
Online application is one of the services offered by business section. During the period under review, the library assisted community members as follow:

- 681 people were assisted with application to Tertiary institutions such as UNAM, NUST and WELWISTCHIA
- 162 people were assisted with application for vacancies, ECN and B2gold
- 97 people were assisted with application for study loans NASFAF,

#### *Facility bookings*

- A total of 67 Institutions booked to use the meeting facilities which benefited 2 862 participants

Pictures below shows staff members assisting library users with online applications:



#### ***D) Financial report***

An amount of **N\$ 136 085.50** has been generated from photocopying, printing, facility booking, overdue materials, lamination. The funds have been deposited into the NLIC account during the period under review.

#### ***E) Information Communication Technology Section ITAS training***

On 02 March 2021, Nine (9) Regional Library staff received a one-day training on Integrated Tax Administration System (ITAS), from the Oshakati Revenue Department. The training organized by ICT section was necessitated by the demand from community member requesting library staff to assist them with filing and submitting of tax returns. Thus it has been identified that staff members require to be competent in order to render services to the community, including skills on working with ITAS. During the period of submitting tax returns, community members visits the library requesting to be assisted with submitting their tax returns online for various reasons, of which one of them is to cut the distance short to submit manually.



*Figure 7 Participants (staff) attending ITAS training*

### ***F) Children Library:***

#### ***31<sup>st</sup> Namibia independence celebration***

The children section spearheaded in organizing the celebration 31<sup>st</sup> Independence celebration of at the library. The event took place on the 19<sup>th</sup> March at the Amphitheatre and play ground. Children were divided into two groups as per their grades whereby group one consisted of grade 0-3 while group two consisted of grade 4-7. Group one partook in the national anthem singing competition while group two partook in the spelling and quiz focusing on Namibia. They learned a lot from the quiz as it was about their own country. After the educational activities, they then enjoyed dancing to the music and eating snacks provided. Video footages are compiled and can be found on YouTube <https://www.youtube.com/watch?v=Sq1KsCj3KAw>.

*Pictures below shows highlights from the scene*



### ***G) Continuous Professional Development (CPD) for library staff***

During 2019/20 financial year, the library staff agreed to introduce a CPD programme aimed at upgrading and refreshing staff competence. During 2020/21 financial year, four (4) sessions of CPD were conducted.

Topics	Date	participants	Purpose of session	Facilitator
1. NLAS/EIFL Public Library Innovation	09/11/2020 - 26/11/2020	Ohangwena, Eenhana, Omungwelume	Train staff members on various areas that	Claret Misika (Senior Librarian, Omungwelume.)

Programme (PLIP) cascade training		libraries and Archives staff	enable them to adapt to changing library operations. Modules covered: Performance and Outcome Evaluation; Advocacy and Communication; Project Management; and Library Spaces.	and Katrina N Shikuni (Chief Librarian)
2. Performance Management System (PMS) in Public Service	19/02/2021	Ohangwena Library Staff	To equip staff with knowledge of understanding the PMS .	Katrina N Shikuni (Chief Librarian)
3. Integrated Tax Administration System (ITAS)	02/03/2021	Ohangwena Library Staff	To capacitate the staff with knowledge of ITAS so that they are able to assist community members.	Ministry of Finance, Inland revenue, Oshakati
4. Effective communication at workplace	12/03/2021	Ohangwena Library Staff	Refresh staff members on communication skills and to improve the status quo.	Katrina N Shikuni, Chief Librarian

*Pictures below were taken during CPD sessions*



### **H) Challenges**

- **Budget constraints:** The library operated on N\$500,000.00 (*DSA: 100 000; Material and supplies: N\$200,000; Maintenance: N\$200,000.00*) budget for the period reported, including community libraries and archives. The budget is not adequate for the section to execute all its plans and meet the targets.
- **No power backup:** The generator allocated to the library never worked ever since it's installation. Therefore, when the power goes off the library is left with no back up.
- **Understaffing:** The library has a total of 5 vacant positions of which some were vacated during this financial year. 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 and the demand from the community still stands.
- **Mobile library truck:** The mobile truck did not function on the period reported 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 and interest 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 as well as change their work attitude. Despite CPD sessions offered, there isn't much improvement.
- **COVID 19 pandemic:** The pandemic has heavily affected the overall service delivery. Some services have been suspended while others, limited number of people could be assisted.

### *I) 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
- **Library science skills:** NLAS to advice non-librarian staff members to take library science course.
- **COVID 19 pandemic:** Library together with stakeholders look into other means of delivering service.

### *J) Conclusion*

The library is operating under a lot of challenges that are affecting its performance. Budget constraints has been one major challenge that hinders service delivery. Team work is every day's challenge, thus team building spirit remain strong, however lack of skills and interest from non-librarians by profession staff members contributes heavily to unsuccessful service delivery.

## *2. Eenhana public library*

Eenhana public library is one of the four libraries that are situated in the Ohangwena region, the library offers services to the library who visits the library on the daily basis, among the services the library offers are the following, ICT services, Book circulation, conducting reading programs, and training the public members of basic ICT.

During the reporting quarter the library opened its doors to its users like other libraries, and recorded that a total number of daily visitors totalling to 4689 visited the library. Among those who visited the library 299 were reported to be juniors, 377 teenagers, and the majority which was 3061 accounted for adults. In addition, the section of ICT among the users recorded that 462 adult males utilized the ICT services such as internet, and 489 were adult female.

## Activities

Due to the pandemic, the library reported that all programs were halted due to the fear of contracting the virus. However, the library continues to enforce the washing of hands and sanitizing. Wearing of masks continues to be mandatory in the library.

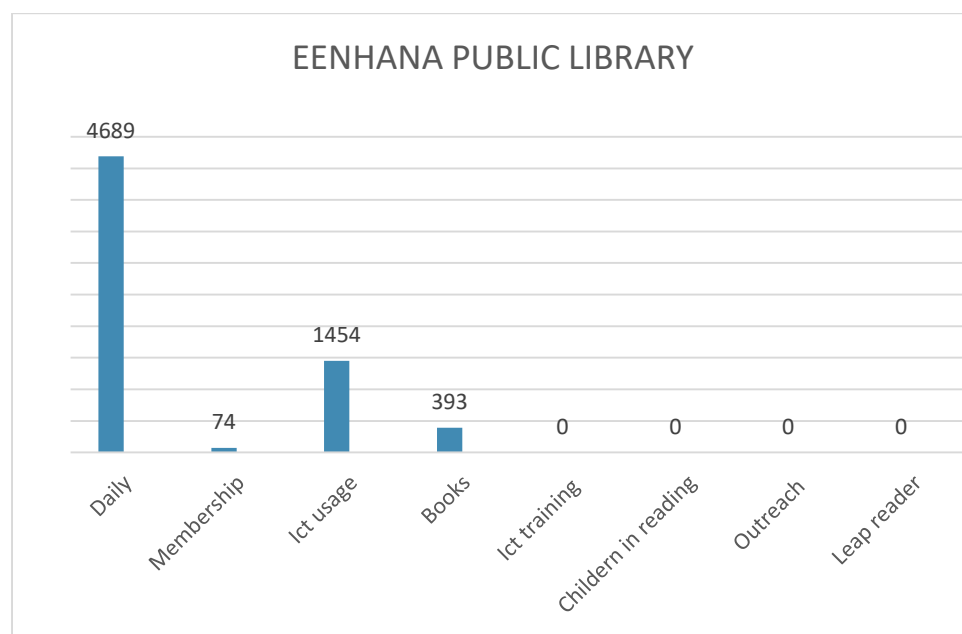
## Challenges/ needs

Headphones for children

The air conditioning remains an issue and needs urgent attention.

The library is in need of new games for junior section such as puzzles and clay for their pottery as this will unleash their creativity.

The library is in need of 2 office chairs for staff as current ones are damaged and might cause injuries.



### 3. Omungwelume public library

During the reporting period the library remained operational despite the challenges experienced due to covid-19. The library reported that a total number of 7310 daily visitor accessed library services, and among the recorded figure, 3310 were adults, 2500 accounted for Juniors, and the remaining 1500 were teenagers. The library managed to train at least 42 participants in basic computer. Among other services the library reported that users visited the library for study purposes and borrowing of books.

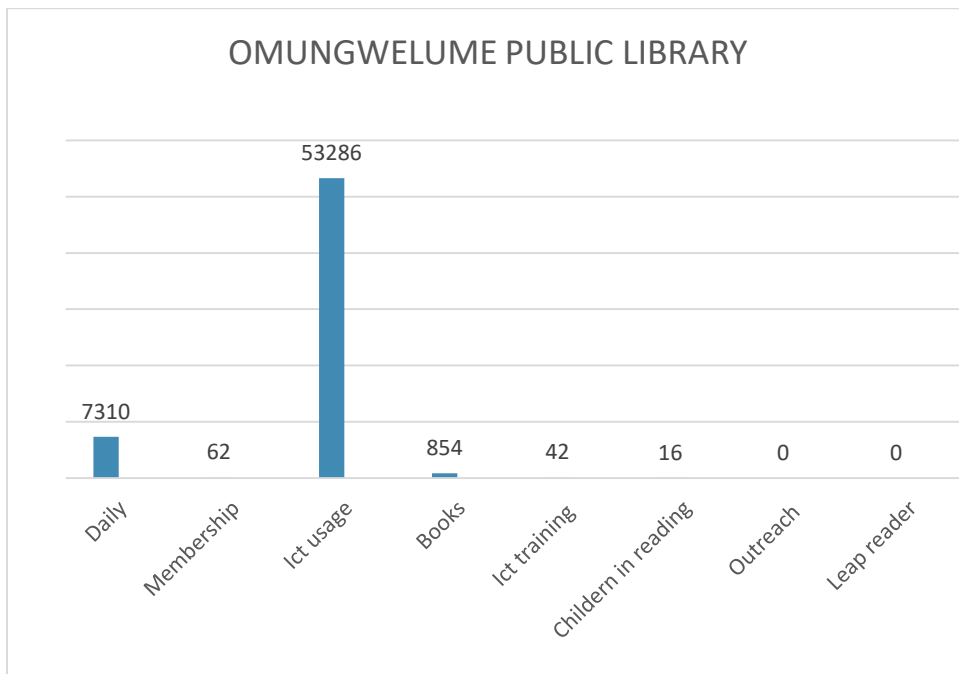
## Challenges/ needs

The library currently does not have a cleaner, therefore this work has been left to the Senior Librarian, because the assistant librarian is classified as a one of those with underline condition.





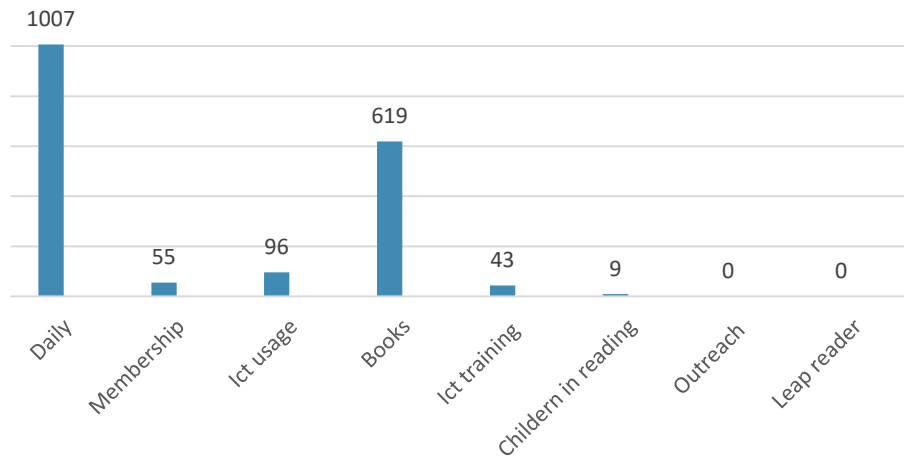
Users doing research on the internet



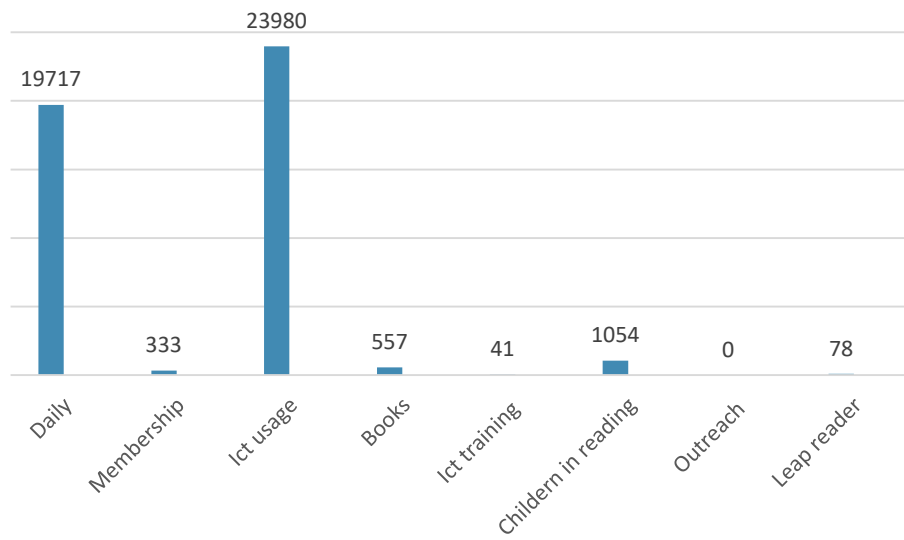
#### ***4. Okongo public library***

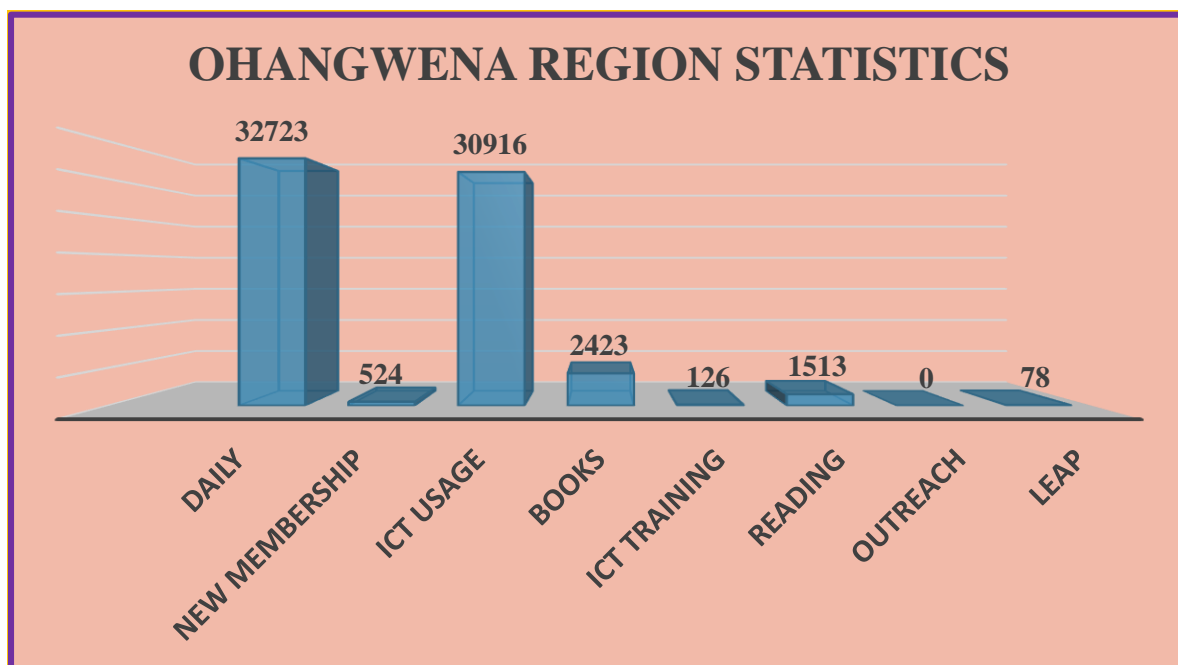
During the 2020/2021 financial year, Okongo library reported that the library received daily visitors totalling 1007. Among the recorded visitors, 300 were juniors, 250 were teenagers, and the remaining 457 which was the biggest figure were adults. The library records show that among the daily visitors some users visited the library to access the ICT section for ICT services. In addition, the library reported **that some users went to borrow books.**

### OKONGO PUBLIC LIBRARY



### OHANGWENA REGIONAL LIBRARY





## 3.9 OSHANA REGION

### 1. Oshana Regional library

#### Introduction

This report summarises the Statistics, challenges and recommendations of Oshana Regional Library during the financial year of 2020/2021. There have been no significant achievements by the library during the reporting period because most of the targets were not met due to various challenges as narrated throughout the report. However, in some activities, notable outputs were achieved although the impact cannot be immediately observed. The outputs are outlined in a form of graphics and a brief narrative based on the activities performed by the regional library during the reporting period.

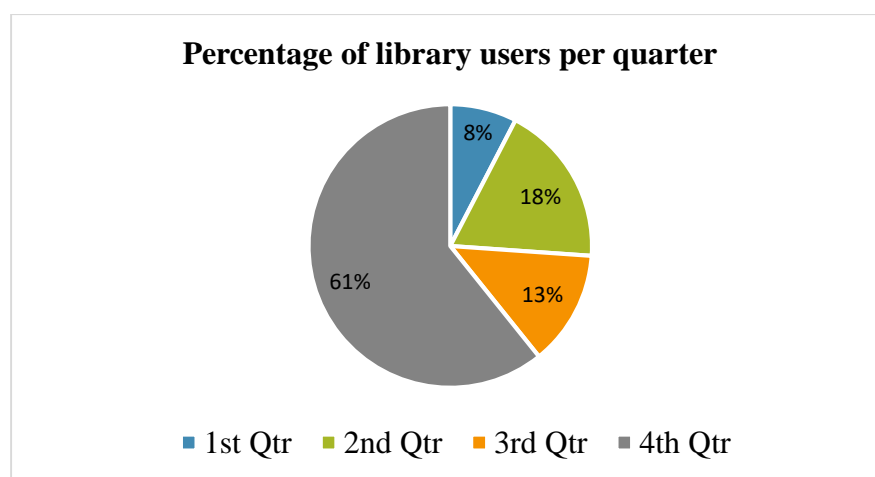
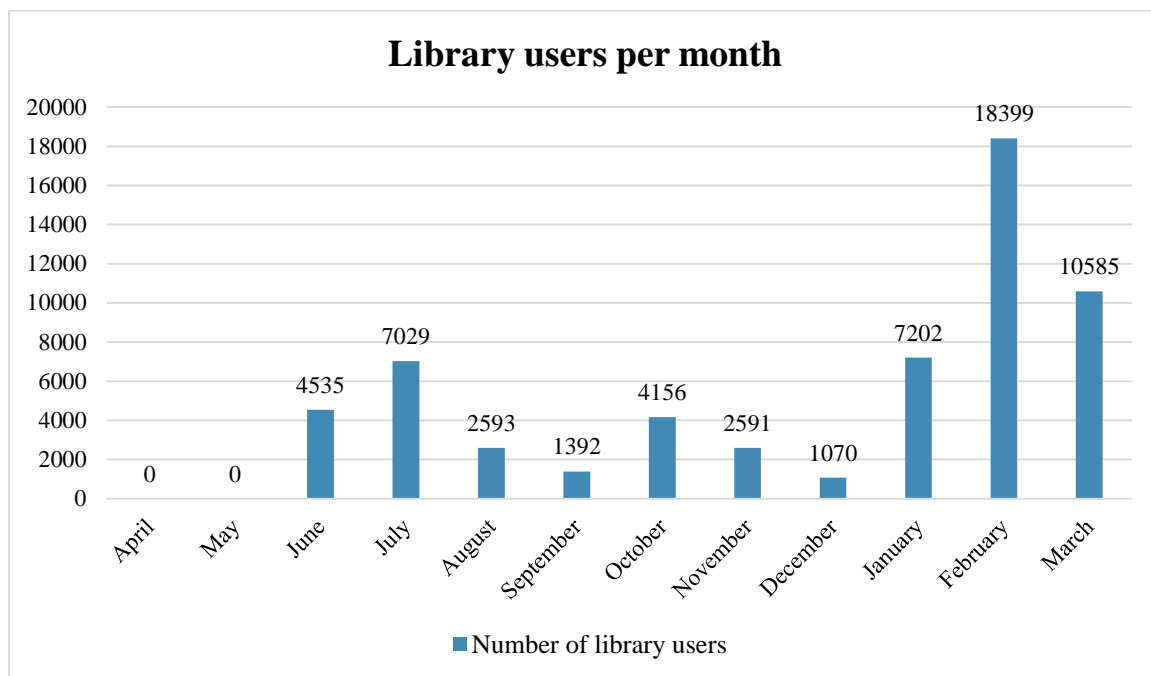
The report also includes the annual summary of activities performed by Achieves/Regional Records Centre which is an integral part of Sub-division: Library, Archives and Information Service (LAIS) in Oshana Region.

#### A) Statistics

##### i) Daily library users'/visitors' statistics

A total of **59 552** library users were recorded during the reporting period. The figure recorded represents **36.67%** of the annual target (**162 450**). The target was not met because of the COVID-19 pandemic as the library was closed for public use/visit the first two months of the first quarter. When the library re-opened the number per service point has been regulated to observe social distancing as well as a mass gathering of COVID-19 protocols.

The graph below indicates the number of library users per month from April 2020 to March 2021 and the pie chart summarises the percentage of library users per quarter.



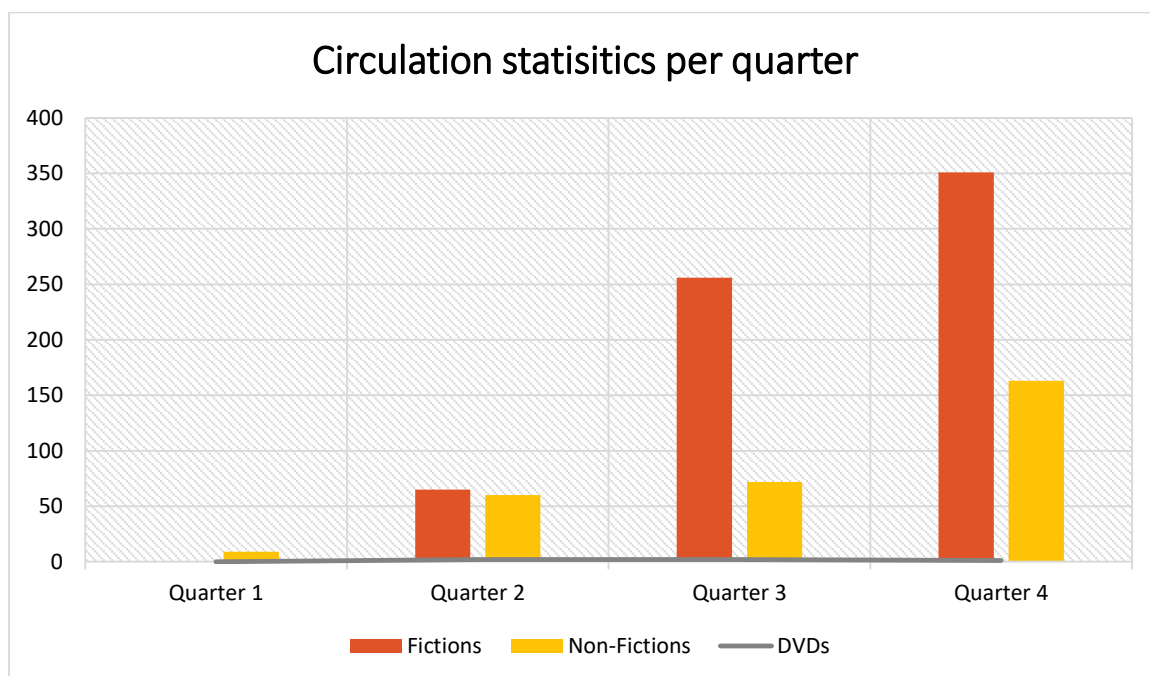
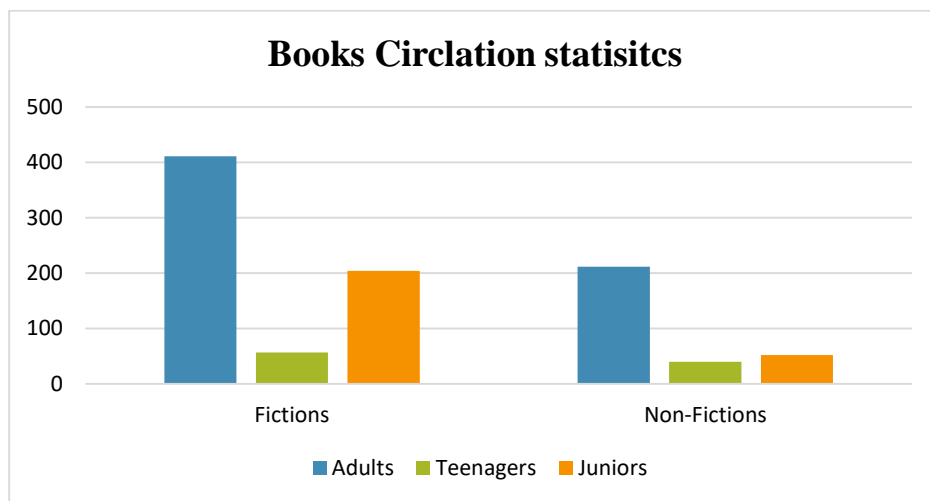
## ii) Library membership Statistics

The library registered **186** new members during the reporting period. Adults are the majority followed by junior library users and only two pensioners 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		
	48	59	25	20	24	8	0	2	97	89
<b>Total</b>	<b>107</b>		<b>45</b>		<b>32</b>		<b>2</b>		<b>186</b>	
<b>Grand Total</b>										

## iii) Circulation Statistics

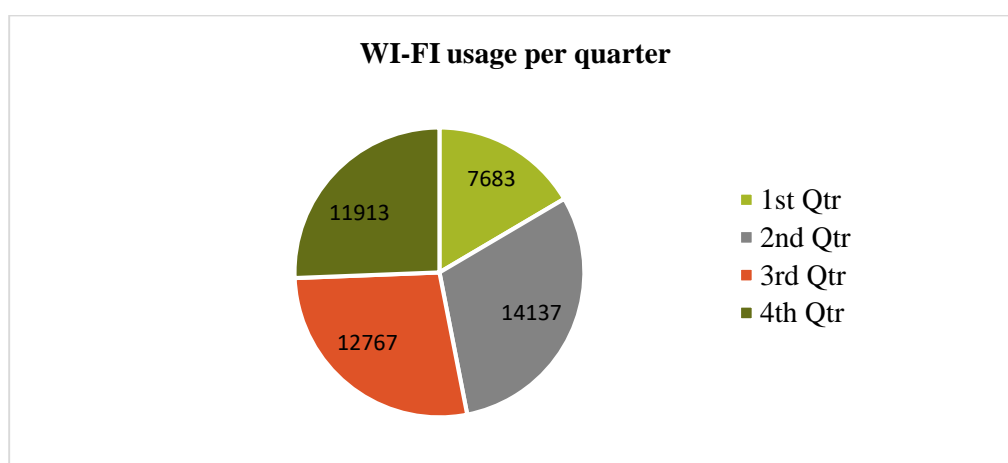
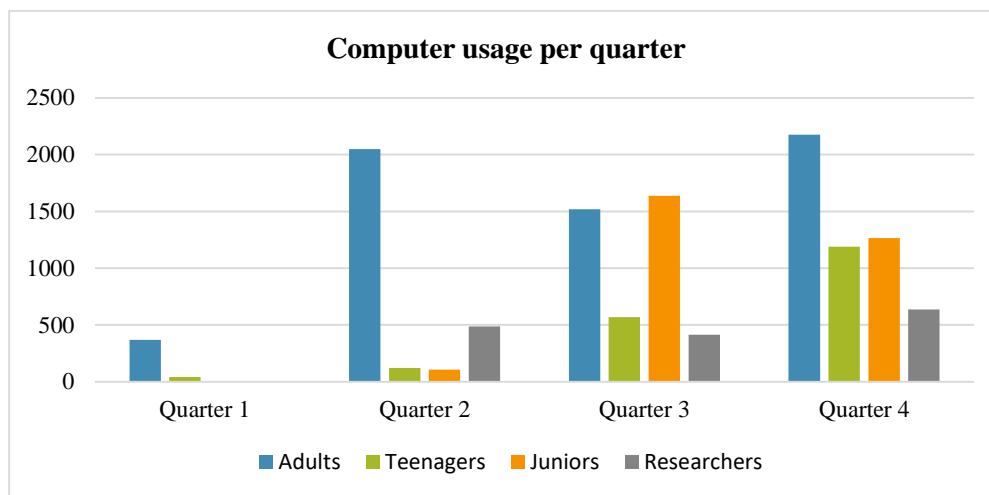
A total of **976** books borrowed out from Oshana Regional Library during the reporting period. Other resources checked out are 5 DVDs. Fictions are the most borrowed books (672) compared to non-fiction (304). However, the user categories; Adult users borrowed more fictions (411) followed by junior users who borrowed fictions (204) while teenagers checked out 57 fictions only.



#### iv) Computer usage statistics

A total of **11 731** library users used the computers and **46 500** used wireless network (WI-FI) at Oshana Regional Library from April 2020 to March 2021. The table and the graph below outline detailed ICT usage during the reporting period.

April 2020 to March 2021			
	<i>Male</i>	<i>Female</i>	<b>Total</b>
Adults	4252	1828	<b>6080</b>
Teenagers	1305	611	<b>1916</b>
Juniors	1481	817	<b>2298</b>
Researchers	693	744	<b>1437</b>
<b>Total</b>	<b>7 731</b>	<b>4000</b>	<b>11 731</b>
<i>Wireless Connection</i>			46 500
<b>Grand Total</b>			<b>58 231</b>



v) *Basic ICT Training statistics*

A total of **75** out of **123** registered potential trainees completed the training during the reporting period. This translates into **61%** completion rate. The figure of completed trainees includes thirteen (**13**) junior library users who were also trained on basic ICT in the December holiday. Hence, a total of **75** community members were trained on basic ICT from April 2020 to March 2021. Below is the basic ICT training completion data:

	Registered	Not Show-up	Dropped	Completed	% of completion rate
Males	49	6	7	34	<b>61%</b>
Females	74	24	11	41	
<b>Total</b>	<b>123</b>	<b>30</b>	<b>18</b>	<b>75</b>	

Another special/targeted ICT training conduct was **digital skills** training which mainly meant for the Basic ICT graduates and it was conducted on 04-05 August 2020. All Ten (2 males and 8 females) registered candidates attended and completed the training. This training included an introduction to Google Digital Skills for Africa and Namibia Integrated Employment Information System (NIEIS).

## **B) Other activities conducted by different sections of the library**

### **➤ User service and outreach section**

The User Service and Outreach Section conducted the following activities during the reporting period.

#### **i) Repairing of damaged books**

A total of **126** 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 meeting/conference rooms**

A total of **181** bookings were processed from April 2020 to March 2021 at Oshana Regional Library and **25** are paid-up bookings.

#### **iii) Teenagers homework helper activity**

A total of **30** learners (11 boys and 19 girls) were assisted with their homework during the reporting period. These learners were assisted to search for information for their homework and complete/type their homework using one computer allocated for this activity at the Circulation and Information Desk.

#### **iv) Recovery of long-overdue books**

The section conducted the cleaning and verification of long-overdue books as appeared in the library management system in July and August 2020 and a total of **107** books were recovered from users. Five users' contact numbers were not reachable.

#### **v) World cancer day activities**

The section observed the world cancer day on the 4<sup>th</sup> of February 2021 and the following awareness activities were conducted; posters display, cancer theme books display, sharing of cancer colour ribbons with 17 library users, and a PowerPoint information sharing session that was presented by Ms. Clementine Yakeya. Seventeen library users attended the presentation and among them, one was a cancer survivor.

A box of 100 cancer day apples was shared among the library users and staff members

#### **vi) Financial report**

Oshana Regional library collected a total of **N\$65 972.05** from fines, photocopying, rent of conference facilities and laminations etc. 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.

## **C) Children library section**

The children library service conducted regular and some event activities during 2020/2021 fiscal year 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 **195** learners were assisted during the reporting period.

#### **ii) Storytelling sessions**

The storytelling session currently is being conducted by librarians to enhance the listening skills of children and encourage the development of emotions and feelings in children. A total of **188** children attended storytelling sessions from April 2020 to March 2021.

#### **iii) Reading sessions**

This activity includes reading audiobooks, reading aloud and reading aloud from pictures with the ultimate aim of improving children reading skills. A total of **47** children participated in this activity during the reporting period.

#### **iv) Drawing and Colouring sessions**

The 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 **32** children participated in drawing and colouring sessions during the reporting period.

#### **v) Words search puzzles and Maths quizzes**

Words puzzles are great exercises for children's brain that are aimed to improve vocabulary and spelling skills. While maths quizzes are conducted to test learners' skills in mathematics to identify areas they need help. Forty-six (**46**) children participated in words search puzzles and **14** kids took part in the maths quizzes during the reporting period.

#### **vi) Christmas at the library**

The annual Christmas celebration for the children library was held on **17 December 2020** and was attended by **71** 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 humankind. 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 snacks as a refreshment.

### ***D) Business and research information section***

The section conducted some target group activities as listed below.

#### **i) Assisting users on ECN online application for employment**

The section assisted sixty (**60**) library users to submit their applications for employment to the Electoral Commission of Namibia (ECN) online, the vacancy positions that were advertised in **July 2020**. These are the people who were not able to do it on their own, others were only allocated computers and applied online without assistance from library staff.

#### **ii) Financial Literacy Training for Small and Medium Enterprises (SMEs)**

Oshana Regional Library hosted a Financial Literacy training for SMEs on **19-21 October 2020**. Thirty (**30**) SMEs (including one male) under the leadership of Ms. Katalina Aluketi a founder of Mocky Designers and Show Case attended these three days of training. The facilitators were Ms Chuma Siboleka and Ms. Iyaloo Ailonga, officials from the Ministry of Finance, the Financial Literacy Initiative (FLI) programme.

The participants were served two meals (Tea and lunch) every day paid by FLI and at the end of the training, they were issued certificates of participation.

This program is under the Financial Literacy Initiative (FLI), which initiated by the Ministry of Finance in 2009 with the support of the Deutsche Gesellschaft fur Internationale Zusammenarbeit (GIZ). Financial literacy is the possession of the set of skills and knowledge that allows an individual to make informed and effective decisions with all of their financial resources.



Its purpose to make people understanding basic financial concepts allows people to know how to navigate the financial system. People with appropriate financial literacy training make better financial decisions and manage money better than those without such training.

**iii) Guiding and assisting students and other library users with online applications**

The section assisted learners and students who were applying online for admission to the two institutions namely the University of Namibia (UNAM) and Namibia University of Science and Technology (NUST). A total of **23** (15 female and 8 male) were assisted and successfully applied online using the computers at the Business and Research Information section.

The section also assisted **71** (43 female and 28 male) students to upload their documents on the Namibian Student Financial Assistant Fund (NSFAF) portal and applied for study loans in January and February 2021.

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

The section conducted training for the out of school youth in March 2021. This training session was about how to write a competitive Curriculum Vitae (CV). Only six (**6**) youth out of **30** registered attended this training.

**E) 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 some activities conducted and statistics for April 2020 to Mach 2021.

**i) Books borrowed in school libraries**

A total of **4 813** (3 327 fictions and 1486 non-fictions) books borrowed out from school libraries during the reporting period. Only six school libraries have been functional during the financial year 2020/2021. Most school libraries were closed due to the COVID-19 pandemic. The six schools that provided statistics are Ekwafo SS, Gabriel Taapopi SS, Hashiyana PS, Ondjora CS, Olukolo JSS and Oshakati SS.

**ii) ICT usage in School Libraries**

A total of **349** 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) Readathon week celebration 2020**

The Regional Library organised and celebrated the **e-readathon** event through the Zoom meeting platform on the **21, 23 and 24 September 2020**. More than **20** learners participated in this event. It was the first time experiment of e-readathon and some learners had a connection problem as they may not have stable data at home. Activities such as **poetry, reading stories, drawing, spelling bee** etc. were conducted and there were prizes to be won for the learners who spell more words correctly as well as the best poster on SDGs.

The theme of the year was “*know your Sustainable Development Goals (SDGs) and make the world a better place for everyone.*”

Due to COVID-19, pandemic schools were requested to use electronic reading resources and “**Namibian read App**” was recommended to all schools in the region

**iv) School libraries visits**

The section visited seven (**7**) school libraries during the reporting period and the most visits were by request to assist schools with the training of the new library teachers/volunteers and arrangement of the library resources accordingly.

### ***F) 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.

The section compiled a five years ICT replacement plan (2019/2020- 2022/2023) in 2019, but during the reporting period, only upgrading of Windows 7 to Windows 10 was done with the assistance of an IT Technician from Head office, who has the licence. However, the work is 95% done as there are still some laptops that the windows 10 still not activated.

### ***G) Regional Archives and Records Centre***

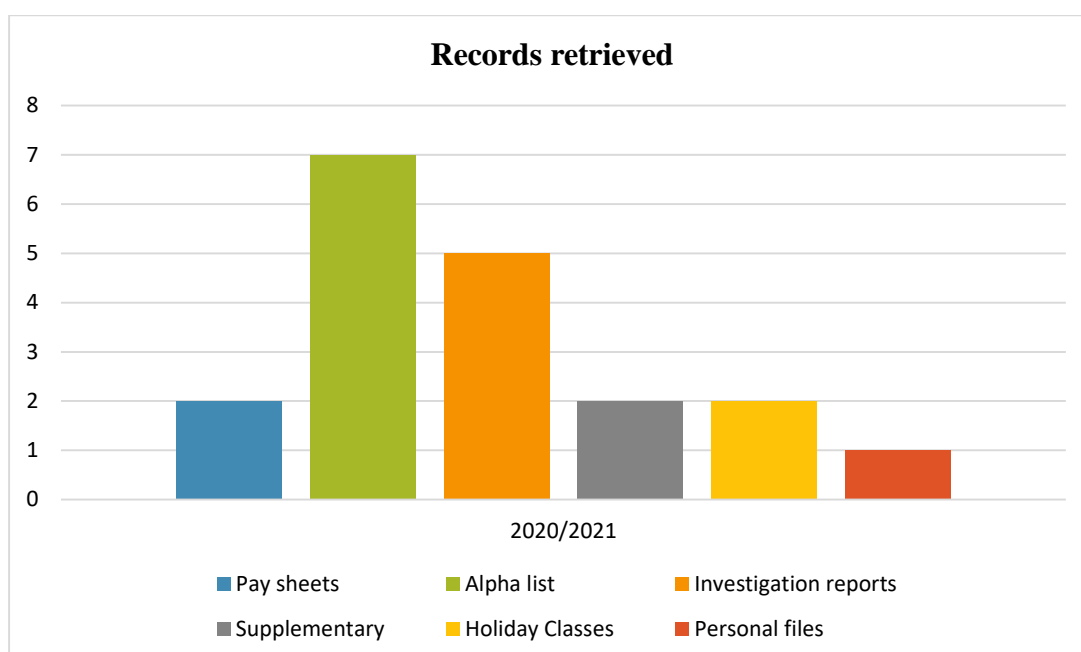
This is the section within Library, Archives and Information Service (LAIS) of Oshana Region and it performed as follow during the 2020/2021 financial year.

#### **i) Files retrieval and files received**

A total of **19** files were retrieved from the records centre during the reporting period. These are semi-current records that still occasionally being used by offices such as Finance and Human Resource.

The section received **99** new files of semi-current records for safekeeping and organisation during the reporting period.

The graph below represents the different files consulted.



## ii) Records Management (RM) survey for schools

The section Archives and Records Centre section conducted a Records Management (RM) survey for schools in Oshana Region during the reporting. The purpose of the survey was to assess Records Management practices in schools and to investigate adherence to the ministerial filing system by schools in the region. Only 73 schools out of the targeted 146 completed and returned their questionnaires.

The report on the findings of the survey was shared with regional management as well as the presentation was done at PQA meetings and two circuit offices.

## H) Challenges

The followings are the major challenges experienced during the 2020/2021 financial year by Oshana Regional Library or Oshana Library, Archives and Information Service Sub-division.

- **Budget constraints:** hence, most planned activities were not conducted and some set targets were not met. ICT strategic replacement plan 2019-2023 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.
- 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 are out of function (only one working), overhead projectors in the meeting/conference rooms and computer lab are not functioning.
- **Insufficient books:** The library has never received new books for the past five years and 90% of the most requested recommended books are not available in the library.
- **Lack of Archives boxes:** the organization of records in the Regional Records Centre is affected.
- **COVID 19 pandemic:** the library closed physically in April 2020, and closed for public use 05 May to 03 June 2020. Thereafter, the numbers of users in the library at most service points have been limited as well as limited stay in time.

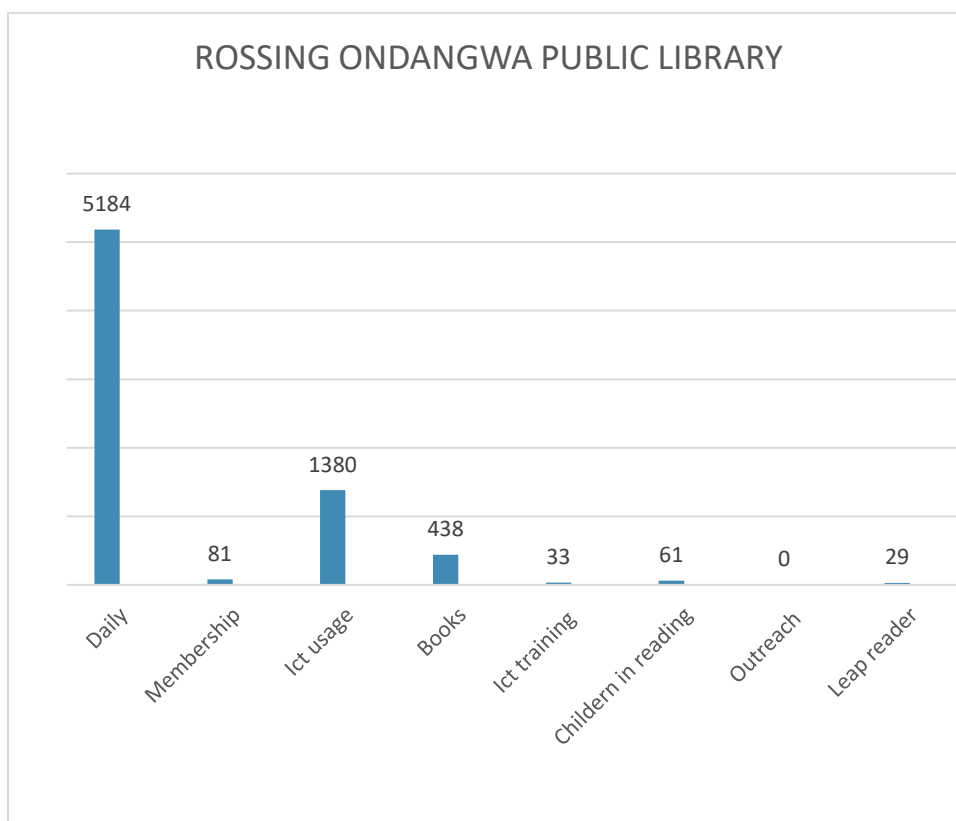
## I) Recommendations

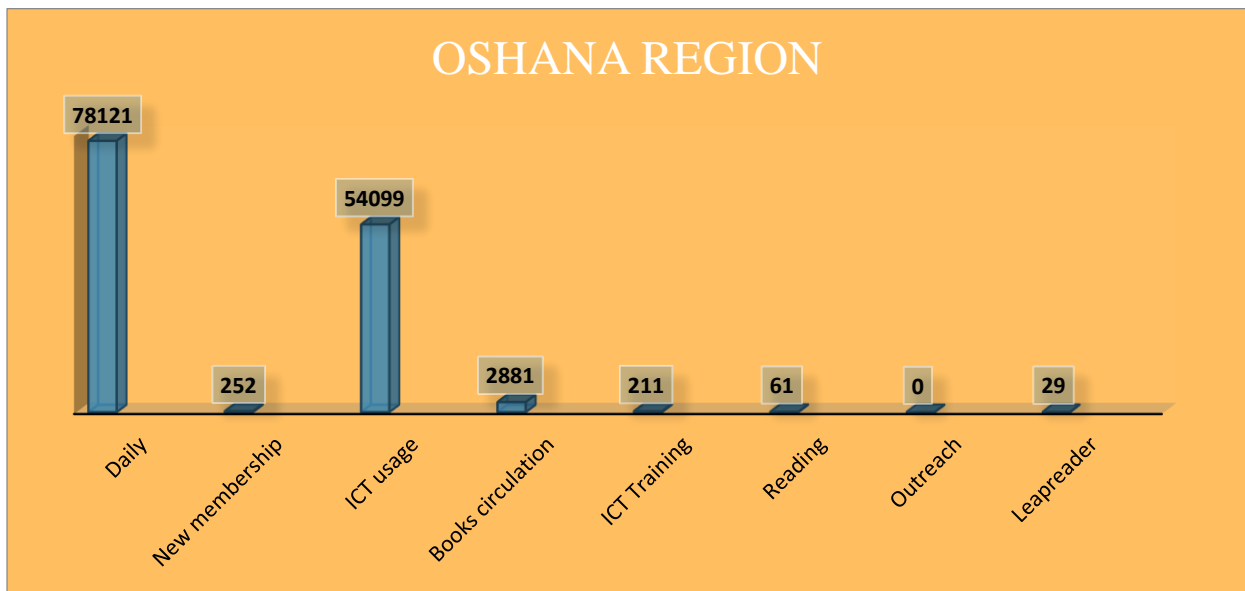
- The library budget should be increased to enable the planned activities to be conducted. Sufficient budget allocation is required for maintenance vote to enable the library to maintain the building and equipment.
- The five vacant posts for librarians should be filled to enable the library to operate normal with enough professional staff as well as to effect shift work. The post of Senior Archivist should also be filled in order to manage and facilitate records management activities in the region.
- 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.
- NLAS through Community Library Service should allocate enough funds for purchasing recommended books and the latest editions at least every 2<sup>nd</sup> year.
- Archives boxes should be procured to ensure proper records management by the Regional Records centre.

## J) 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, the Oshana Regional Library building and its resources were established at a cost of N\$54 million. After 7 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.

The new normal due to the COVID-19 pandemic has worsened the effective operation of the library as apart from the EBSCOHOST database and free Wi-Fi the Oshana Regional library does not has other digital content that it can offer and its virtual reference service is limited.





### 3.10 OMAHEKE REGION

#### 1. OMAHEKE REGIONAL LIBRARY

##### A) INTRODUCTION

Omaheke Libraries, Archive and Information Services consisting of the following four divisions namely Omaheke Regional Library, Archive section, Talismanus Community Library/ CLDC and Leonardville Community Library. The Talismanus CL/CLDC is the only division which reports to the department of Adults Education the remaining division are under the Chief Librarian supervision. Although the personnel at the CL/CLDC is from adult education I would say we are fortunate enough to received library statistic on a monthly basis the CL/CLDC. We deem it necessary to compile an annual report which will aid in evaluating the preceding year activities and comparison of the different years. This will help the decision makers to make informed decisions that will improve the libraries regionally.

The annual report derives from critically analyzed divisional monthly reports which were provided throughout the year. The reports will also provide a brief statistical summary of each section in a form of a table including its achievements and challenges.

This report will focus on how libraries in Omaheke region thrived during the Covid 19 pandemic era, and further more look at how they are adopting to the new normal in information delivery.

A library team comprising Rejoice Kandjou and Berthold Kathora visited the Talismanus CLDC-Library on the 5<sup>th</sup> -7<sup>th</sup> of October 2020, and Leonardville on the 8<sup>th</sup> -9<sup>th</sup> October 2020, for stock taking and creation of an inventory, which seems not to exist. A full report of the Stocktaking exercise was done at the time of compiling this report.



Pictures 1-3 showing some items which were counted.

## B) STAFFING, STAFF DEVELOPMENT & ADMINISTRATION

### i) Staffing

<b>Positions</b>	<b>Status</b>
x1 Chief Librarian	Filled
<b>USERS SERVICES &amp; OUTREACH SECTION</b>	
x1 Senior Librarian Users & Outreach Section	Vacant
x2 Librarian Grade 10	Filled
x4 Assistant Librarian	1 Filled, 3 Vacant
x1 Administrative Officer	Filled
x4 Watchmen	All filled
x4 Cleaners	3 filled, 1 vacant
x1 Driver	Filled
<b>CHILDREN'S LIBRARY SECTION</b>	
x1 Senior Librarian	Vacant
x2 Librarian	All vacant
x2 Assistant Librarian	1 Filled, 1 Vacant
<b>BUSINESS &amp; RESEARCH INFORMATION SECTION</b>	
x1Senior Librarian	Vacant
x2 Librarian	All vacant
x2 Assistant Librarian	All vacant
<b>SCHOOLS LIBRARY SECTION</b>	
x1Senior Librarian	Vacant
<b>INFORMATION COMMUNICATION TECHNOLOGY</b>	
x1 Senior System Administrator	Filled
x1 System Administrator	Vacant
x1 IT technician	vacant
<b>ARCHIVE SECTION</b>	
x1Senior Archivist	Filled
x1Archive's assistant	Vacant
x1Administrative officer	Filled
<b>LEONARDVILLE COMMUNITY LIBRARY</b>	
x1Librarian	Vacant
x1Assistant Librarian	Filled
x1Cleaner	Vacant
<b>RITQUELLE JSS</b>	
x1Librarian	Vacant
<b>GUSTAV KANDJII SSS</b>	
x1Librarian	Vacant
<b>EPAKO SSS</b>	
x1Librarian	Vacant
<b>Total Positions</b>	<b>41</b>
<b>Total filled</b>	<b>18</b>
<b>Total vacant</b>	<b>23</b>

Staff structure and the positions filled and vacant positions at the Omaheke Libraries, Archive and Information services.

Out of forty-one (41), positions as per the library structure twenty-three (23) positions are vacant and most of them are very critical (professional) positions which drives library operations at professional (Senior librarians grade 7 and librarians' grade 9). Since last year two senior librarian's positions are not filled after one personnel's contract ended and another staff member passed on. This shows how critical activities at school libraries and at the community libraries are affected by understaffing thus leading to under performance in achieving targets in the Ministerial Annual Plan.

Under staffing remain a big challenge as libraries in Omaheke are only forced to offer critical or basic services and other services which requires more staff such marketing libraries, mobile library outreach, skills development trainings are not performed optimally. Most importantly, meeting the users request and the most area of concern of operating on Saturdays can't be met because of understaffing. Potential users who are students at various educational institutions can't get time to make use of library services as they are also working and the library only operates from Monday to Friday from 08h00 to 17h00.

Leonardville Community Library is run by one assistant librarian doing the cleaning, assisting the users with all their needs and managing the library. Thus, is also contributing to poor turnout of users due to the fact it is difficult for one person to do all the work especially when it comes to work that requires critical thinking such as marketing of library services and coming up with innovative ideas to maximally get library services used by the Leonardville community. To make it worse the Covid-19 pandemic has worsened the situation and more challenging to the lone staff member to do anything else than sticking to the normal routine duties. His leave plan is always affected and only had to take leave during the period when the library is not too busy or else the library had to close when the staff member is not around. All this can lead to the users and potential users to lose interest library services offered.

Tallismanus CLDC/CL remains a challenge as the staff manning it are not professionally qualified to run a library but only have skills to do the basic skills with limited resources available at their disposal. The library space is too small to house books, computers and reading space thus making it not conducive to the users and potential users. To make matter worse the library ceiling had fallen down as bat poop has packed up causing the collapse of the ceiling. Thus, has caused the CLDC/CL to close until the place is renovated. The renovation has become a problem there are some technicalities that need to be attended to.

## ***ii) Customer Service & Copyright training***

As part of ensuring that our users are served in a professional and required manner it was found necessary to capacitate staff members with necessary skills needed to improve our service delivery methods after having complaints from users through the need assessment survey and a complaint lodged through the Executive Director office.

Mr. Lee Mwemba facilitated the Customer Service training while Mr. James B. Kathora facilitated the Copyright training. The Copyright was important to capacitate staff members on copyright especially to those making copies and printing for users. All library staff took part expect one who were on leave.



*Pictures 1-4 Staff members being capacitated with basic essential skills*

**iii) SCECSAL 2021**

Josbackassa Tjimbundu (Chief Librarian), Martha Nampola (Librarian), Selma Kambanda, Moses Kharuxab (Assistant Librarians) attended the SCECSAL 2021 in Windhoek from the 8<sup>th</sup> to 12<sup>th</sup> February 2021. SCECSAL is a regional forum for library and information associations in Africa. Attending this conference had allowed staff members with the opportunity to listen to different points of view and to learn new ideas and trends in library and information field. They also provided us with new techniques, new types of equipment, data to publish, and certain facts that we have not heard of. A report on what we learned, and what we want to implement at our libraries is being compiled and will be shared.



*Pictures 7-9 Omaheke team at SCECSAL 2021*

**iv) Fencing in front of the library**

A contractor company Nameya Building & Construction Services was appointed to erect a library fence and it started in the second or third week of March 2021. Certificate of site handover was done on the 18 February at the Omaheke Regional Library. It was agreed upon those materials procured through NLAS and interlocks available will be used and only few additions will be done if need be.



*Pictures 10-11 Site handover session*



### **v) Financial support**

Namibia Libraries, Archives and Information Services (NLAS) through the Namibia Library and Information Council (NLIC) supported Omaheke Regional Library financially with the procurement of fence erecting materials, Catridges, books security strips, photocopying papers and firewall licence renewal in response to a submission for assistance as most library services and activities were on hold due to financial constraints which affected the Namibian economy badly.

Omaheke Regional Library is appreciating the support and will ensure that the materials received will be put to good use for the benefit of the community it serve. The fence will be erected to close the front part of the library which has been a security risk to the library (vandalism) and its users especially during weekends and after hours. It will also be used to ensure that social distancing rule by users is adhered to by allowing a certain number of users inside the premises to use the library services.

The Ministry of Works was initially assigned to erect the fence but due to understaffing and the tight schedule they are under going, the erection of the fence will be assigned to a contractor who will be responsible to fix library damage and replacement of items under the Covid Emergency Fund budget which is currently on hold.



Picture 12 & 13 Items bought for Omaheke Regional Library

### **vi) COVID-19 support**

In its effort as the supervisory body of all community libraries, NLAS through Community Library Services section provided cleaning materials and equipments to Omaheke Libraries in order to ensure containment the spread of the COVID-19 pandemic. Cleaning materials, tissue papers, hands free step on pumps and photocopying papers were part of the items received. These items will be shared among all community libraries within the region.

Picture 25 & 26 below are showing some of the items



Pictures 14 & 15 Covid-19 materials received from NLAS

### **vii) NOLNET Chairs donation**

After having visited Leonard Community Library, NOLNet realized the need of chairs in the library and decided to meet the government halfway by donating 10 chairs for library users.



Picture 16 Chairs donated to Leonard Community library

**viii) Regional Familiarization visit**

The Regional Librarian visited schools, community libraries and councillor’s offices from 12 to 23 October 2020 to familiarize themselves to matters pertaining the information service provision in Omaheke Region. The purpose of the visit was to familiarize themselves on what is happening on the ground and to hear from school’s librarians or library teachers, traditional leaders and supervisors of respective offices. To have a clear understanding on what is affecting school and community libraries in order to come up with the best possible alternatives to improve affected situations. Thus, also, to hear about challenges faced and beneficial opportunities to be utilized and to offer guidance and assistance in the information service provision.

It was evident that most places visited are seeing a library as a need which will aid the youths, farmers and various institutions staff member with getting information that will assist in making informed decisions. Otjinene, Epukiro 3 and Aminius were having buildings which can be turned into libraries provided that they will be renovated.

**ix) Familiarization visit in pictures**



Pictures 17-19 Proposed buildings to be converted into future libraries in Otjinene, Epukiro and Aminius.

**C) USER SERVICES & OUTREACH SECTION/ BUSINESS & RESEARCH INFORMATION/LEONARDVILLE COMMUNITY LIBRARY & TALLISMANUS CLDC**

These combined statistics below from all libraries indicating how the libraries in Omaheke were utilized, new members registered, how books were circulating and are responsible for the provision of individual assistance to library users.

**i) Library visitors**

Statistics					
Month	Omaheke Library	Regional	Leonardville CL	Talismanus CL	Total
April	-	-	-	-	-
May	-	-	-	-	-
June	921		131	-	1052
July	1407		155	103	1665
August	1279		152	72	1503

<b>September</b>	2611	160	54	<b>2825</b>
<b>October</b>	1401	184	54	<b>1639</b>
<b>November</b>	2085	107	-	<b>2192</b>
<b>December</b>	977	158	-	<b>1135</b>
<b>January</b>	1089	230	-	<b>1319</b>
<b>February</b>	657	263	-	<b>920</b>
<b>March</b>	1643	311	-	<b>1954</b>
<b>Total</b>	<b>14 070</b>	<b>1 851</b>	<b>283</b>	<b>16 204</b>

**Table 2** User statistics at community libraries in Omaheke Region.

**NB:** April and May statistics were affected by the COVID-19 pandemic and the national lockdown. Talismanus CLDC/CL statistics were affected by the closure of the library due to the bats poop which causes the environment to be uncondusive and a health risk to the staff and users.

### *ii) Membership*

<b>Month</b>	<b>Omaheke R L</b>
<b>Month</b>	<b>Statistics</b>
<b>April</b>	-
<b>May</b>	-
<b>June</b>	12
<b>July</b>	14
<b>August</b>	44
<b>September</b>	-
<b>October</b>	7
<b>November</b>	9
<b>December</b>	-
<b>January</b>	11
<b>February</b>	22
<b>March</b>	17
<b>Total</b>	<b>136</b>

**Table 3.** Membership statistics at Omaheke Regional

### *iii) Book's circulation*

<b>Month</b>	<b>Omaheke Regional Library</b>	<b>Leonardville CL</b>	<b>Talismanus CLDC/CL</b>	<b>Total</b>
<i>April</i>	-	-	-	-
<i>May</i>	-	-	-	-
<i>June</i>	84	104	-	188
<i>July</i>	80	129	19	228
<i>August</i>	133	106	61	300
<i>September</i>	116	124	60	184
<i>October</i>	142	160	60	362
<i>November</i>	96	-	-	96
<i>December</i>	24	148	-	172
<i>January</i>	109	-	-	109
<i>February</i>	118	231	-	349

<i>March</i>	226	308		534
<i>Total</i>	<b>1128</b>	<b>1310</b>	<b>200</b>	<b>2522</b>

**Table 4**, Books Circulation at the three libraries: Omaheke Region.

Leonardville CL has circulated more books than Omaheke Regional Library and Talismans CLDC/CL. Talismans CLDC/CL has circulated lesser books due to the fact that it is smaller in size and understaffed to the extent that the marketing of library services was not conducted effectively. It has stopped its services in November due to the uncondusive environment.

#### *iv) Library Facilities usage*

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

*Table 5 Library facilities booking for trainings, workshops and meeting by government institutions, NGOs and private companies*

#### *v) Financial report*

##### **Funds generated**

**N\$ 16 544**

*Table 6 above indicating funds generated annually*

Funds were generated from photocopying, printing library card replacements, books overdue, and library facilities usage charges and a total of **N\$ 16 544.00** was generated and deposited into NLIC account.

## vi) Activities carried out in pictures



*Pictures 20-27 above showing glimpses of activities carried out*

## D) CHILDREN SECTION

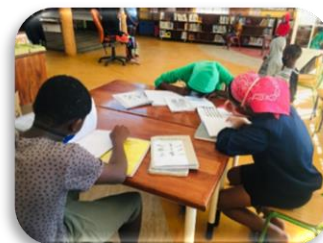
This section facilitates a variety of activities such reading, basic computer skills and games, open talks, which are aimed at nurturing a reading culture, developing motor skills and subsequently help to administer early childhood developmental needs for children.

### i) Activities statistics

Month	Homework help	Story telling	Health Education	Numeracy	Spelling Bee	Computer training	Drawing	Library Orientation
<b>April</b>	-	-	-	-	-	-	-	-
<b>May</b>	-	-	-	-	-	-	-	-
<b>June</b>	-	4	-	40	-	8	-	-
<b>July</b>	-	13	-	138	12	-	-	-
<b>August</b>				70		7		
<b>September</b>	-	-	-	-	-	-	-	-
<b>October</b>	214	15			19		53	23
<b>November</b>	80	28			18		15	
<b>December</b>								
<b>January</b>								
<b>February</b>	80	17		8				20
<b>March</b>	37	21	24	12	23	6	4	
<b>Totals</b>	<b>411</b>	<b>98</b>	<b>24</b>	<b>268</b>	<b>72</b>	<b>21</b>	<b>72</b>	<b>43</b>

**Table 7** Various critical activities carried out in children section throughout the year.

## ii) Children activities in pictures



## E) ICT SECTION

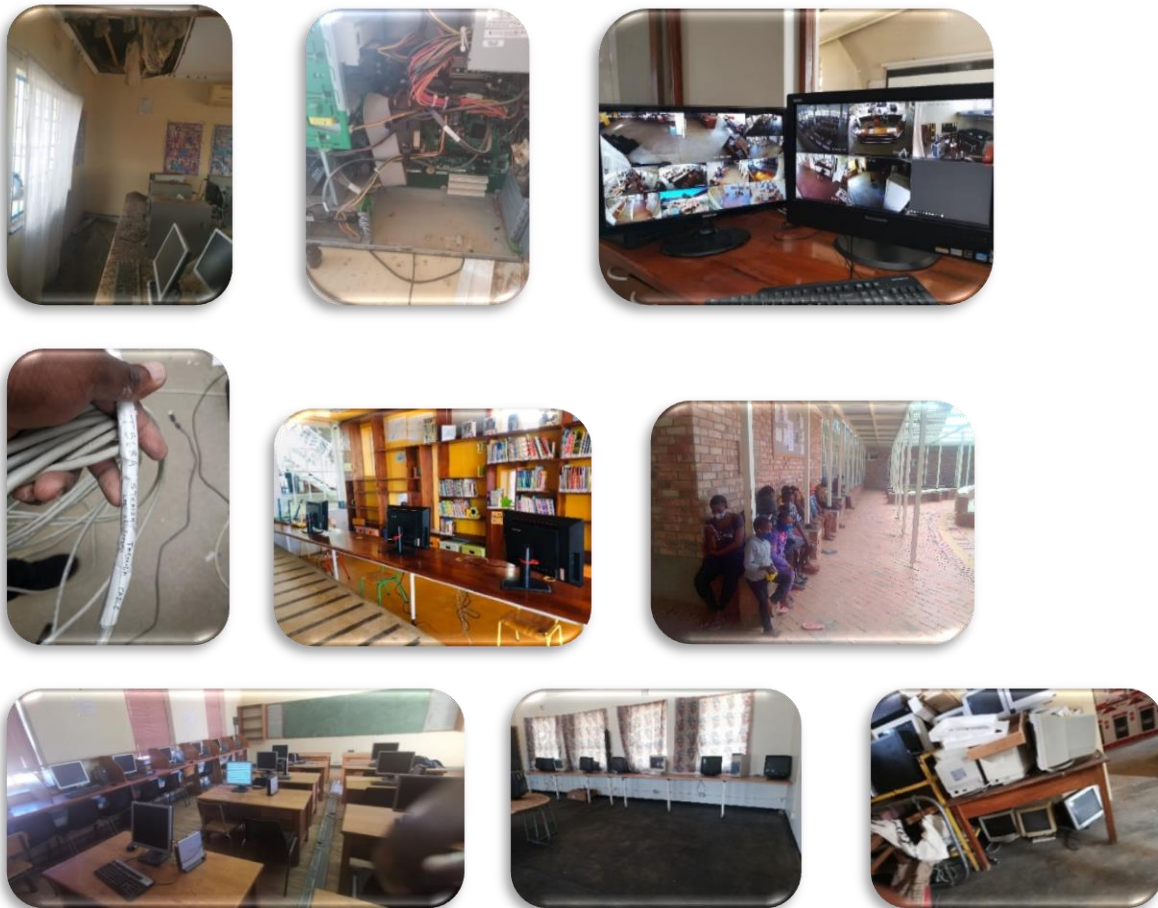
ICT centre aims to promote the usage of ICT facilities by the community members. Above all it is the ICT's mandate to equip the Omaheke Community with Basic Computer skills.

### i) Activities statistics

Month	Public computers	Children's library	Computer Lab	Wi-Fi	Basic Computer Training	Leonardville CL	Talismanus CL
Aril							
May							
June	38						
July	440					95	21
August	364					101	19
September	304	26	41	1041		117	18
October	693	70	4	1394		138	
November	721	139	45	1245		150	
December	424					107	
January	506		2	3955		181	
February	601	39	52	2641		203	
March	390	26	52	1168		231	
Totals	4481	300	196	11 444		1323	58

*In table 9 above, ICT activities carried out during the review period*

## ii) ICT activities in pictures



Pictures 45-54 above showing glimpses of activities carried out

## iii) Namibia Reads App

- Thirty translated posters (30) were handed to Inspectors of Education, Education officers to distribute them to schools for awareness creation and 50 posters were posted at shops and various government institutions such as hospitals and clinics, police stations, etc.
- Librarians had been sharing the App, and its installation process of various social media platforms and at the library to users with children which could benefit from the Educational App.



## iv) Readathon 2020

The theme for 2020 was “*READ NAMIBIA: know your Sustainable Development Goals (SDGs) and make the world a better place for everyone.*” The day is an annual national celebration organised by the Ministry of Education, Arts and Culture to highlight the importance of reading. The main aim of the event is to encourage children, even reluctant readers to read for pleasure. Readathon is a literacy awareness campaign that focuses on exciting activities and encourages the

appreciation of the joy of reading. As the world's economy becomes increasingly knowledge based, so the need for literacy among the young has become a priority.

- **Omaheke Regional Library Readathon week celebration**

At Omaheke Regional Library, the focus was on story reading about Goal 3 (Good health and well-being) that learners can learn to protect themselves during the Covid-19 pandemic time concerning good health and well-being. This was followed by questions to and answers from learners who took part in Monday activities. Spelling bee and one game on SDGS (Learners to spell different words derived from the SDGS) took place on Tuesday. Quizzes, Poems and SDG board game took place on Wednesday while introduction of Namibia Reads App to learners (Marketing and promoting the App) took place on Thursday to round of the activities, which were carried out during the week. The main celebration involved the speeches and handing over of certificates of participation to all the participants as a token of appreciation. Learners from local schools took place in the event.



*The pictures 56--61 above are showing learners taking part in various activities and the handing over of attendance certificates*

- **Dr. Fischer P.S Readathon week celebration**

Dr. Fischer primary School celebrated Readathon and the following activities were plotted per day for Readathon: spelling bee, reading, quizzes, puzzles poetry and drawing and performed on those particular dates. Below are pictures that were taken during the week and on the day of the Readathon celebration.



*Pictures 62-65 above are showing Readathon activities in progress and winners receiving their prizes on the final day*

**v) Dr. Fisher Primary School donation**

Chief Librarian Mr. Josbackassa Tjimbundu and Senior Librarian Elizabeth Norbert attended a donation hand-over ceremony at Dr. Fischer Primary School on the 12 March 2021. Among donated items to the value of over N\$ 140 000.00 there were items such as, tablets and library shelves from Betusace Investment, and a complete solar water pump system from Osona Fishing Company. Omaheke Regional Library will transfer 33 Books, 7 Staedtler & 10 round hog bristle



rolfes to Dr. Fischer P.S School after receiving authorization from the treasury. The Chief Librarian for Omaheke Regional Library gave a speech on the importance of School libraries. He further emphasized School library as an important part of forward-thinking school, it helps learners to perform better during exam when leaners & teachers have access to various supplementary resources.



*Picture 67-69 Handover process, Chief Librarian giving a speech – donation of shelves*

**vi) Dr. Fischer CS library books assistance**

The library received 123 fiction books from the Adult Education division, which were not relevant to their need, and the library management decided to give them to Dr. Fischer C.S, as they are more in need of books for their library. These books were processed and delivered to the teacher librarian at the school.

**vii) School libraries familiarization visit**

The Regional Librarian Mr. Josbackassa Tjimbundu accompanied by Mr. James Kathora visited schools, community libraries and councilor’s offices from 12 to 23 October 2020 to familiarize themselves to matters pertaining the information service provision in Omaheke Region. During this visit to schools all primary and combined schools were introduced to the Namibia Reads App and Star fall I am reading App as a supplementary tool to assist learners in improving their reading skills. Secondary schools were given a copy of Study skills tips to assist them in skills on how to study effectively as they were facing the end of year examinations.





*Pictures 70-80 above showing glimpses of familiarization visit to school libraries*

## **F) CHALLENGES**

### *i) Challenges as per section and libraries*

<b>Section/Library</b>	<b>Challenges</b>
Administrative	<ul style="list-style-type: none"> <li>Leaking library roof (causing damage to books, shelves and electrical equipment and the building itself in the long run)</li> </ul>
User Services & Outreach/ Business & Research Information	<ul style="list-style-type: none"> <li>Understaffing (affecting most activities not to be carried out but resort to the basic services)</li> </ul>
Children's Library Section	<ul style="list-style-type: none"> <li>Toilet's floor worn out and need replacement or tiles</li> <li>Lack of school's subjects' supplementary materials</li> <li>Senior Librarian to supervise the section activities</li> </ul>
School Libraries Services	<ul style="list-style-type: none"> <li>Senior Librarian to supervise the school libraries activities</li> <li>Lack of basic library management skills training</li> <li>Outdated books and less supplementary materials in all school libraries</li> <li>Lack of computers and IT equipment's in 80% of the schools and those having they are outdated</li> </ul>
Information & Communication Technology Section	<ul style="list-style-type: none"> <li>Expired firewall license</li> <li>No Microsoft and OP license</li> <li>Outdated computers</li> <li>Understaffing (affecting computer training not to meet expected targets)</li> </ul>
Archive Section	<ul style="list-style-type: none"> <li>Lack of filling materials is delaying adherence to records management procedures in various offices.</li> <li>Construction of the Archive is becoming a necessity because most institution are slowly</li> </ul>

understanding the importance of records management.

Leonardville  
Library Community

- Damaged floor
- Worn out chairs
- Lack of computers and photocopier machine
- Library signage, road sign and on the library front wall

Tallismanus CLDC/CL

- Not functional at the moment due to ceilings which felled down, caused by bats poop causing the library environment uncondusive to the users and staff members.

### *ii) Challenges in pictures*



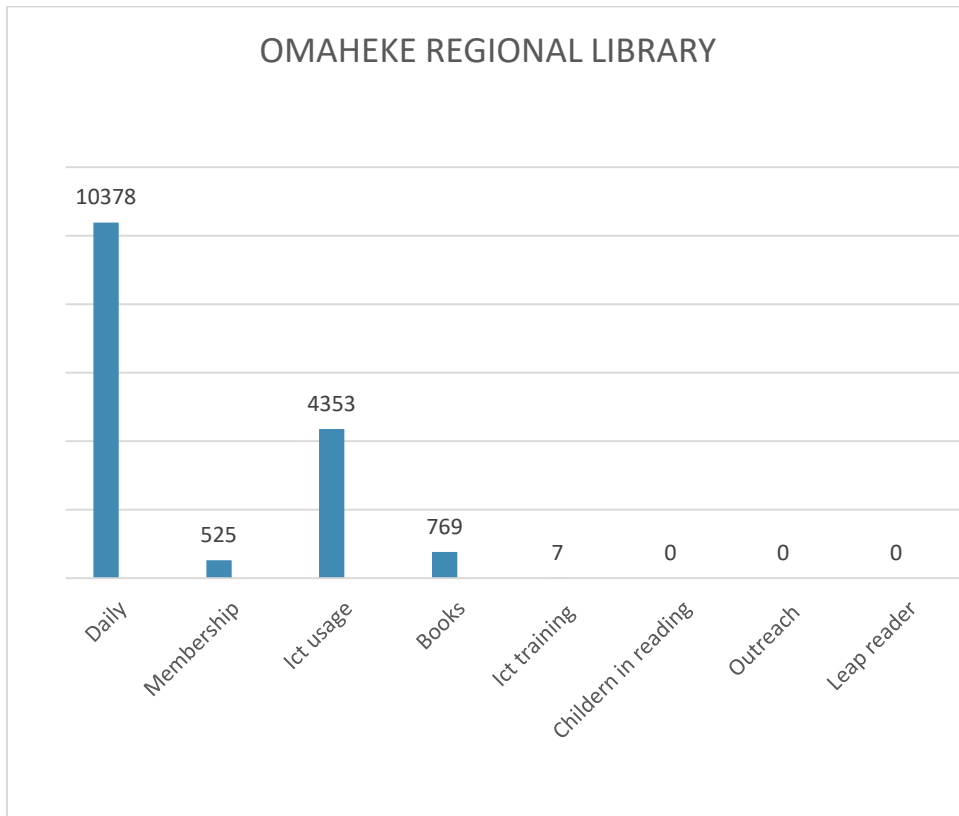
**Pictures 81-87** glimpses of challenges in pictures

## **G) RECOMMENDATIONS**

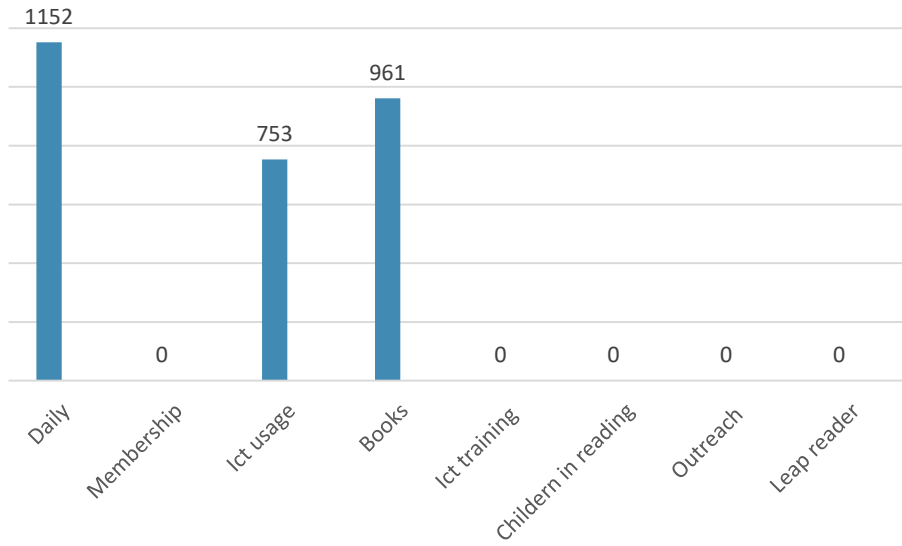
In order for the region to make improvements in learner's performances, quality information and service, it is proven worldwide that any library led by a qualified or a trained staff, and equipped with needed educational supplementary and entertainment resources success is attainable. For libraries to achieve their goals and objectives the following should recommendations should be considered by the Regional Directorate, NLAS and the Ministry of Education, Arts & Culture.

- Opening of a library at Otjinene as the place is fast developing and it will aid the youth from social problems such as alcohol abuse, and crime, which is on the rise, as they do not have anywhere else to go, but to be trapped into committing crime and abusing alcohol and drugs.
- Start planning on future libraries in Epukiro post 3, Epukiro RC, Corridor 13, Aminius, Omitara, Eiseb and construction of the regional Archive as well.
- Mobile library should continuously visit remote areas to promote and create awareness on libraries importance.
- Recruit enough and qualified staffs to ensure effective and quality service delivery and not to compromise library services which is the current situation mainly caused by understaffing of qualified staff.
- Training of library teachers/librarians in the use of e-resources and basic library management skills because most teacher librarians are not train on how use and share e-resources as well as how to effectively manage a school library.

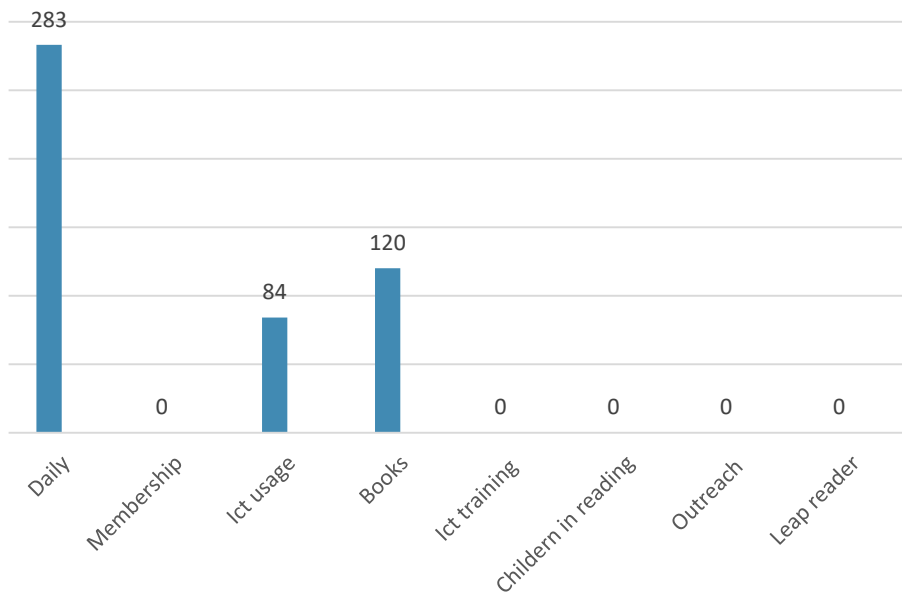
- Books consignment to school libraries to increase, as most books in school libraries are outdated, irrelevant and just occupying space.
- The Directorate should start planning for more community libraries construction by putting funds aside to construct enough libraries catering all Omaheke residents in future.
- Construction of the Archive because it is becoming a necessity as most institutions are slowly understanding the records management importance.



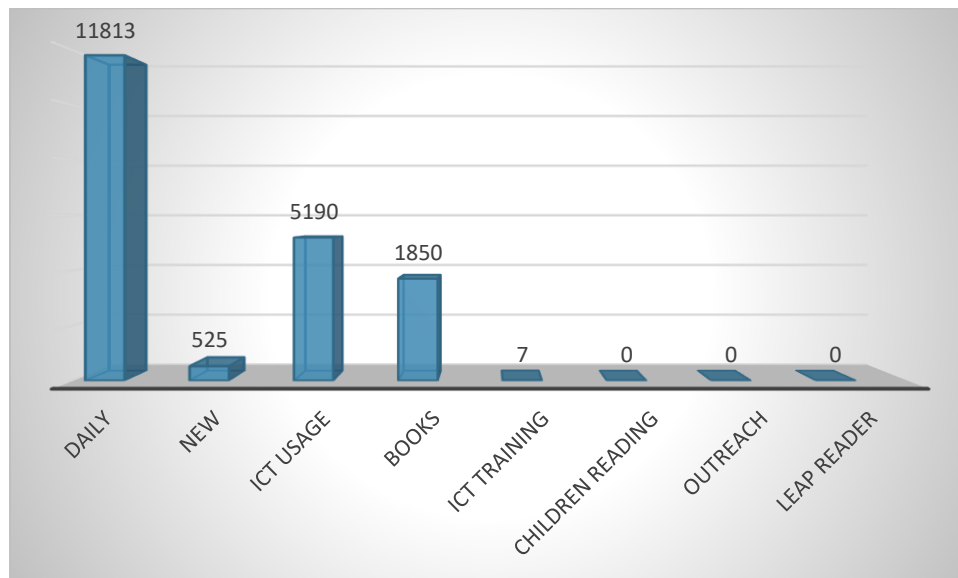
### LEONARDVILLE PUBLIC LIBRARY



### TALISMANUS PUBLIC LIBRARY



## OMAHEKE REGION



## 3.11 OMUSATI REGION

### 1. Omusati Regional Library

Omusati Regional Library is the fourth Regional Library in Namibia under Namibia Libraries and Archives Services (NLAS) network that plays a critical role in the development of ICT in Omusati Region. The library focused on the concept of digital inclusion to ensure that community members more in particular the disadvantaged groups have access to Information and Communication Technology (ICT) in order to improve their lives.

Omusati Regional library is a purpose built library with sufficient physical infrastructure that provide a wealth of documentation, information resources, training materials and programs, as well as study facilities to local residents, providing them with a nearby, well-stocked resource Center for advancing their knowledge. The vision for the library is to extend beyond the traditional role of public libraries and enhance efforts to develop Namibian society, including supporting civic, educational and entrepreneurial information needs.

The library is very adequate for all types of users from all walks of life, with a capacity to fit about 190 adults studying, 24 children and a computer area to fit 40 computers for adult and 10 computers for children.

There are 2 conference halls, one with a capacity of 100 people and the small one with a capacity of 26 people. The small conference is equipped with advanced technology to host video conferencing while the big conference and 2 study rooms has projectors fitted in. There are two private rooms for studying and two for discussions

The progress on the library is going well, data (Internet) and voice (telephone) is connected. The security machine is installed, its package includes: a book scanner; a de-sensitise and re-sensitise machine; a box of security stripes and book labels.

## NEW LIBRARY PICTURES: EXTERIOR VIEW



## INTERIOR VIEW





## READATHON WEEK CELEBRATIONS



*Learner participating in the Readathon week celebration*



*Librarian participating in the Readathon*

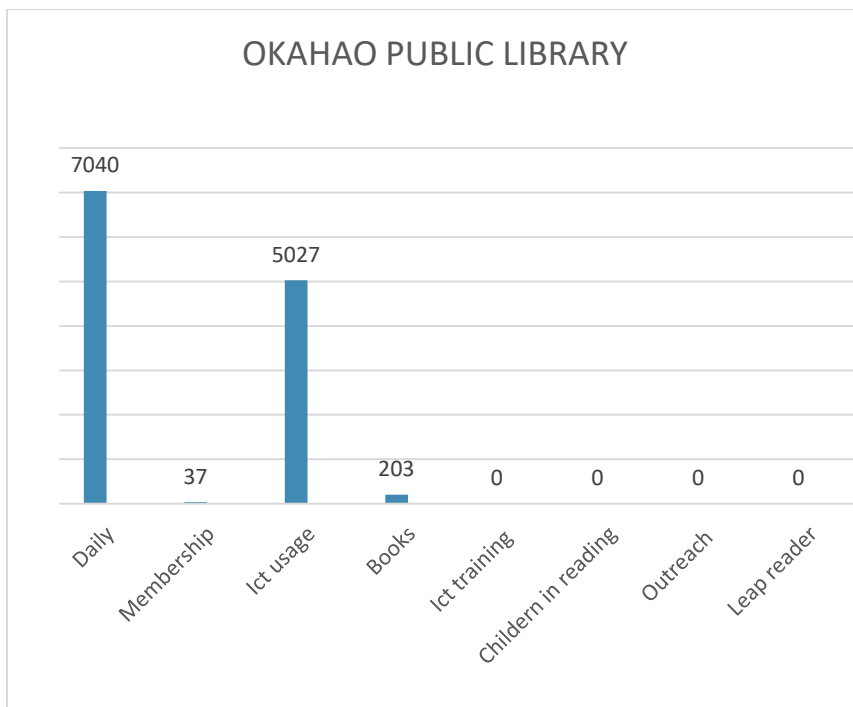


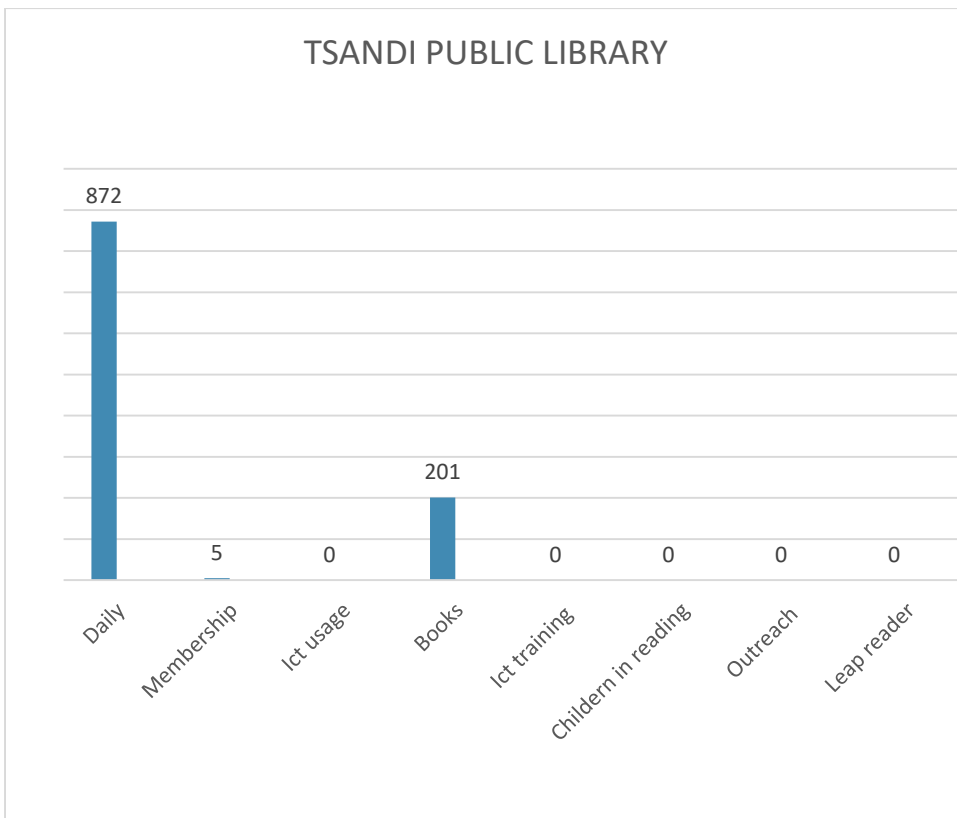
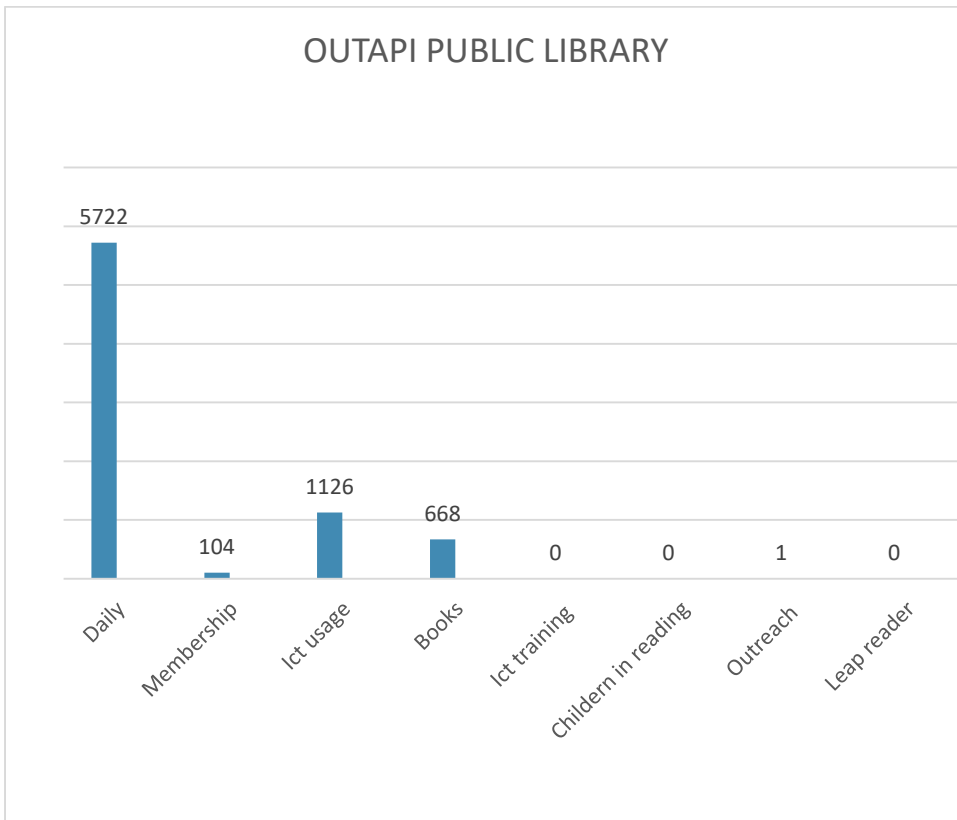


## HERITAGE CELEBRATION

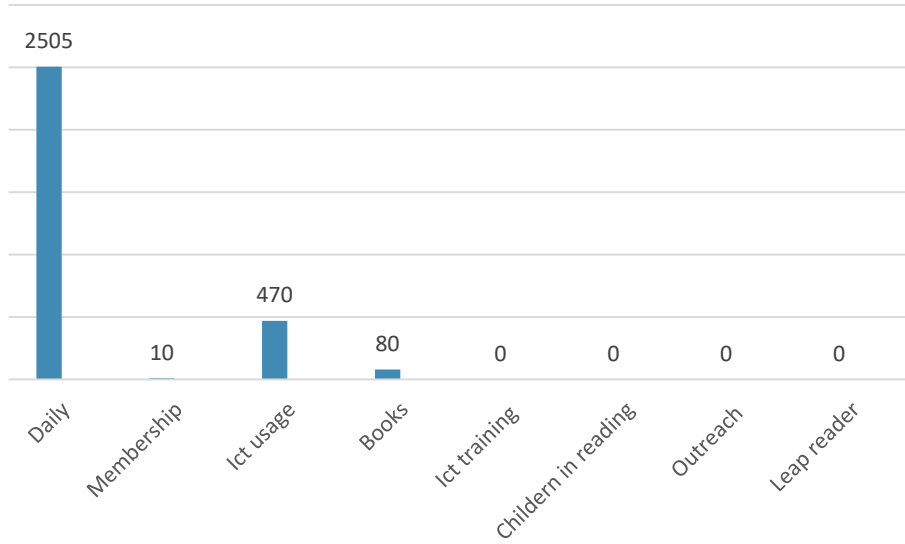


*Traditional food displayed for heritage*

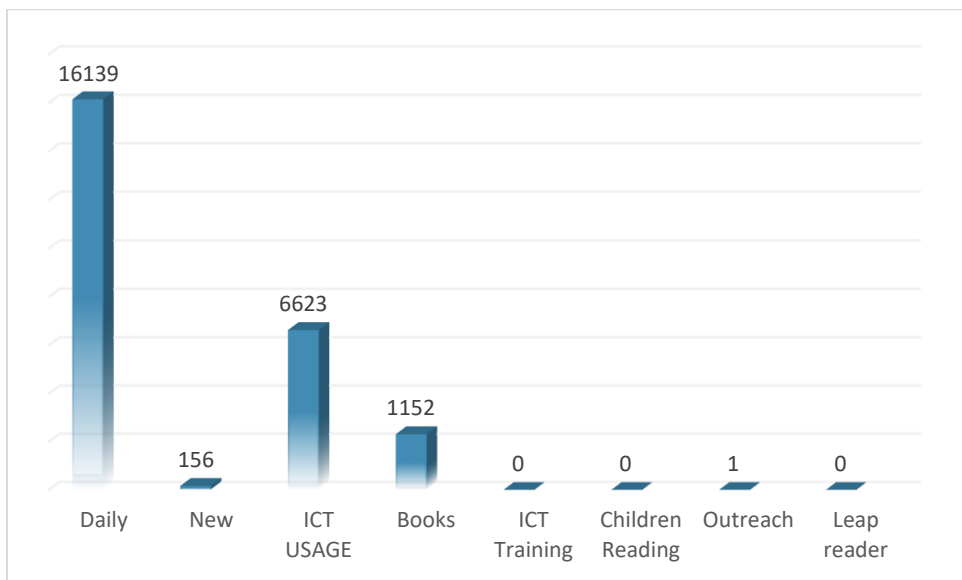




## OKALONGO PUBLIC LIBRARY



## OMUSATI REGION



### 3.12 ZAMBEZI REGION

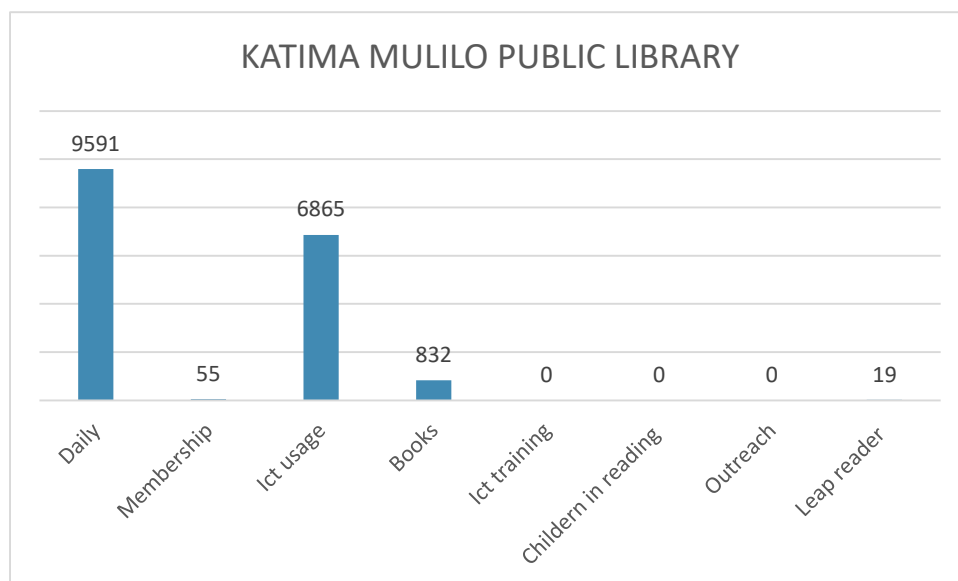
#### 1. Katima Mulilo Public Library

The library staff of **Katima Mulilo Public Library** assisted users with the online applications for mature age entry and online job applications for Electoral Commission of Namibia, furthermore staff members also created a reading corner where the Namibia Reads Application is being promoted including sharing Covid 19 information.

Staff members continued with awareness sessions and public education regarding the dangers of Covid-19 and how to prevent it through maintaining social distance and following health regulations/ protocols. The library engages its users and marketed the use of electronic resources and some databases.

#### Challenges

- ❖ The library is experiencing internet connectivity problems since telecom visited the library to fix one of the internet lines, the library is now having two network connection, causing conflict between computers.
- ❖ There is a lack of an IT support to attend to the ICT challenges the library is facing.
- ❖ Library sockets are not working where computers are being connected.
- ❖ Electricity connection points in the library has been damaged by ants and needs to be replaced.
- ❖ Library computers have reached their life span and are currently outdated, therefore the library needs new computers.
- ❖ The library does not have chairs, and educational computers for the children section.

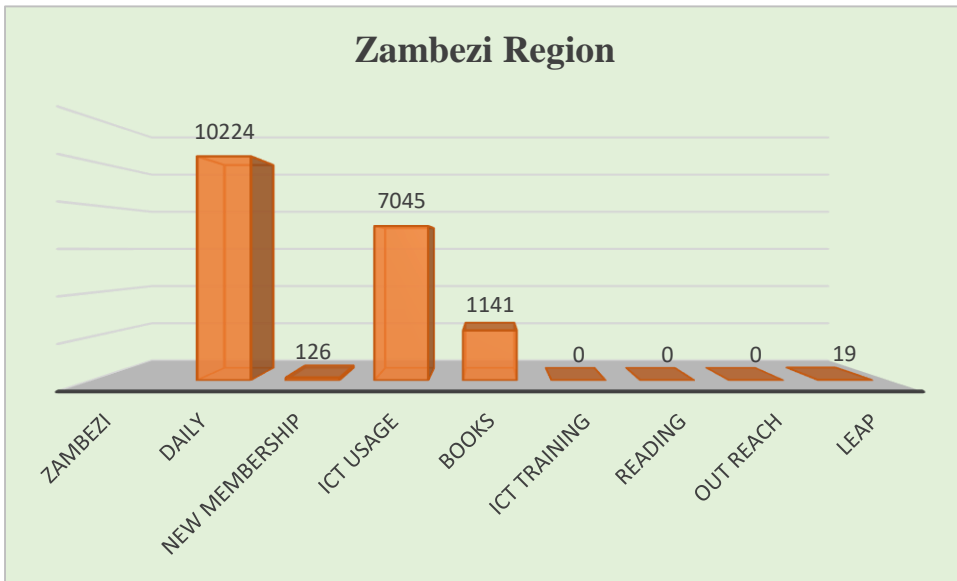
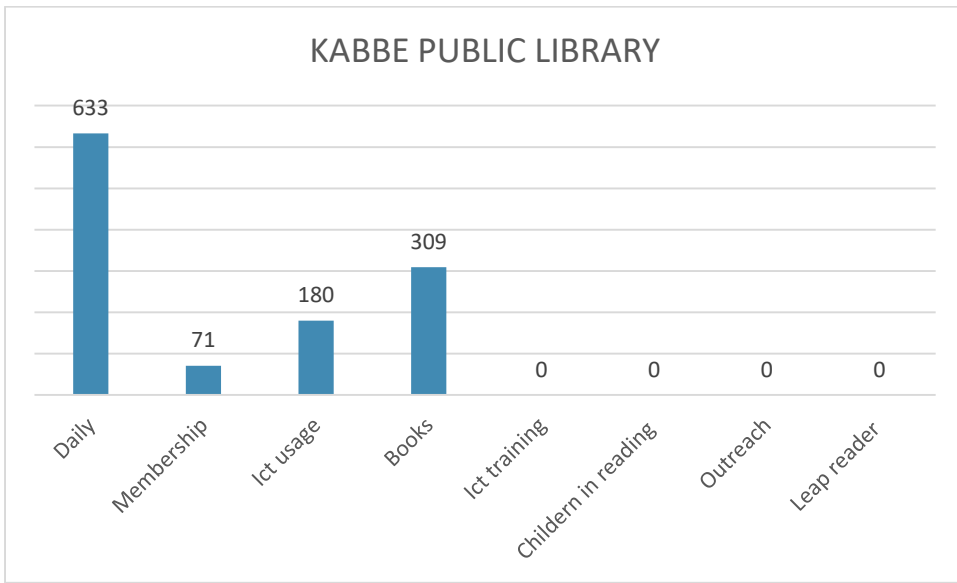


#### 2. Kabbe Public Library

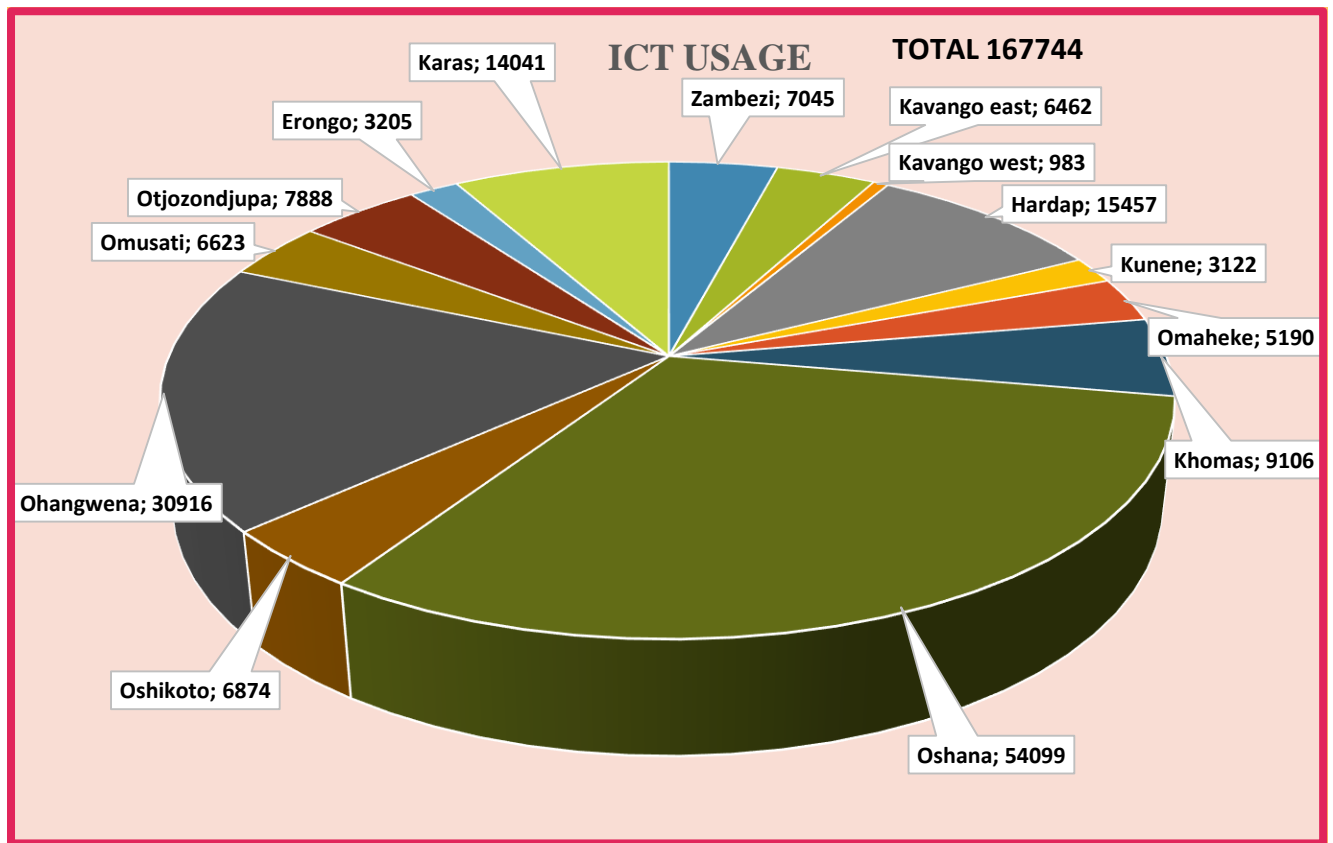
During the past financial year, Kabbe received daily visitors amounting to 633 and among the 203 visitors 128 were male where by 75 were female, among the total daily visitors 57 visited the library for ICT usage where by the remaining users utilized other library services, under the 57 for ICT 35 were Male, 13 Female, 9 Juniors this still gives an impression that male users dominate the usage of libraries which might be due to various reasons

#### Challenges:

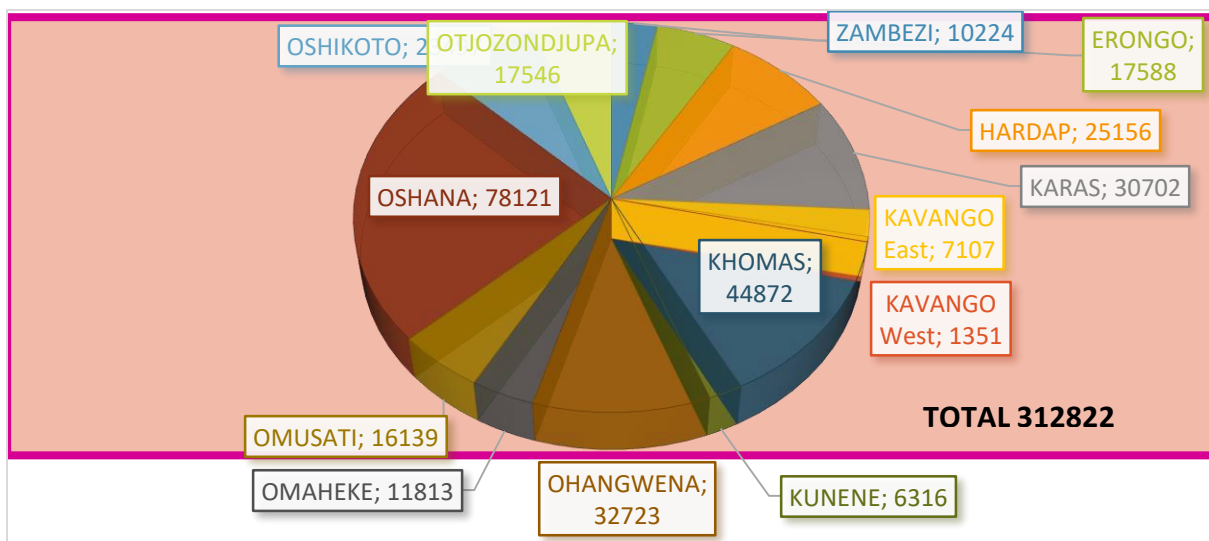
- Lack of space.
- No enough Chairs for our users
- Outdated and non-functional computers
- No issue stamp and date stamp for the library
- Lack of toner and papers for the library
- No Air condition for the library
- No running water or water point at the Centre



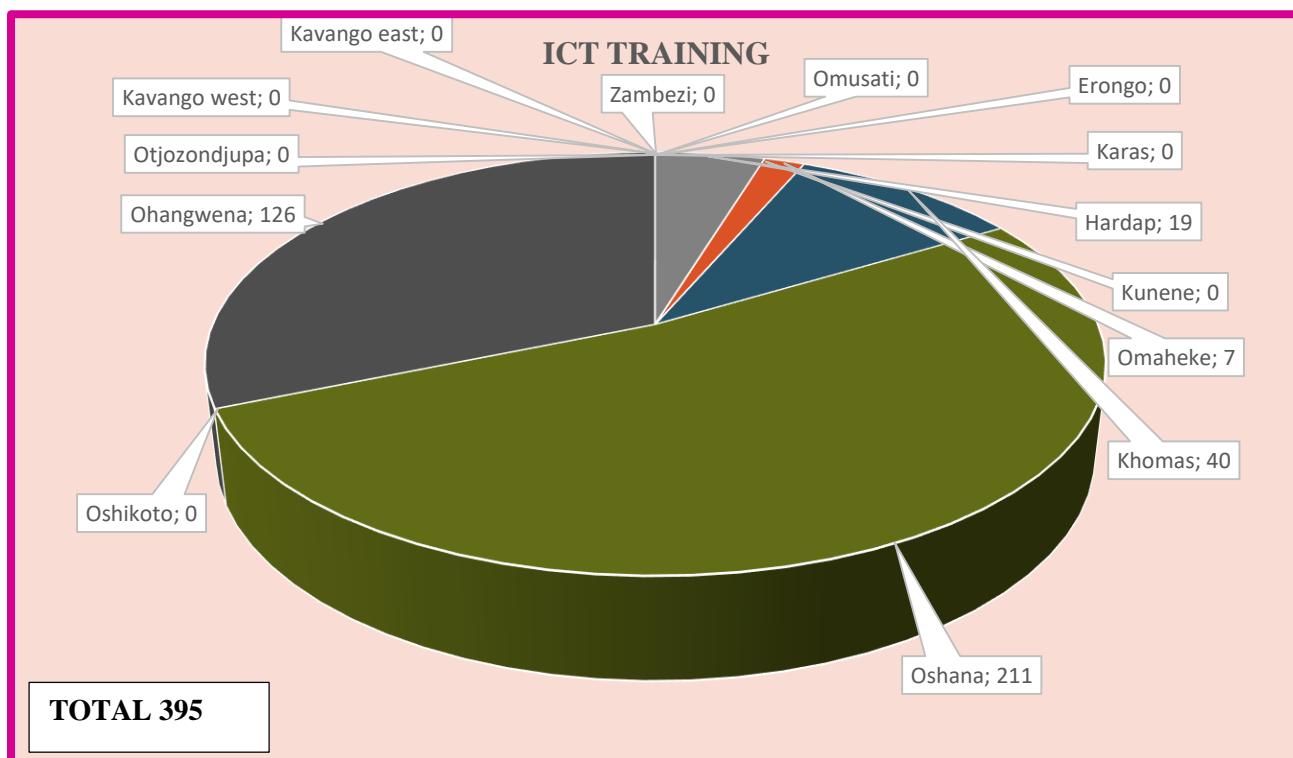
## ICT USAGE in 66 public libraries 2020/2021 FY



## Daily VISITORS IN 66 PUBLIC LIBRARY



# ICT TRAINING IN 40 PUBLIC LIBRARIES



# UPDATED OF PHYSICAL INFRASTRUCTURE: PUBLIC LIBRARIES: 2020/2021

<b>#KARAS REGION</b>		<b>Purpose-built Library</b>	<b>Hired</b>	<b>Traditional</b>	<b>Modern</b>	<b>Conform to Library Standards</b>	<b>Improvement required</b>		
	<b>LIBRARY NAME</b>						<b>Constr</b>	<b>Renovation</b>	<b>Upgrading</b>
1	KEETMANSHOOP	*		X		Partly		Need renovation	
2	BETHANIE	*		X		No		Requires urgent renovation	
3	KOES	X		X		No			
4	LUDERITZ	X		X		No			Need ing in the the
5	KARASBURG	X		X		No	Need new building in the future		
6	WARMBAD	X		X		No		Requires urgent renovation	
7	AROAB	X	Hire from the Village Council	X		No			
8	ROSH PINAH	X	Hiring	X		No			
9	New Library in Ausenker		Planni ng Stage						
<b>HARDAP REGION</b>									
<b>LIBRARY NAME</b>									
9	REHOBOTH	X		X		No		Was renovated in 2010	
10	MARIENTAL	*		X		No			Need urgent renovation
11	ARANOS	X		X		No			Need upgrading in the future
12	MALTAHOHE	X		X		No	School building		
13	GIBEON	X		X		No		Library situated at the old village council building	
14	GOCHAS	X		X		No		Minor renovation	
15	KALKRAND	X		X		No	Need new building		



							in the future		
	<b>KHOMAS REGION</b>								
	<b>LIBRARY NAME</b>								
16	WINDHOEK	*			X	Yes			
17	OKURYANGAVA	*	Municipality building	X		Partly			
18	GREENWELL MATONGO	*	Municipality building		X	Partly			Need upgrading in the future
19	ROSSING KATUTURA	X		X		No			Need urgent upgrading
20	OTJOMUISE	X		X		No	Need a purpose built building		
21	Rossing Khomasdal	X	NTA Building	X		No			
22	Katutura Children Section	X		X		No			
	<b>OMAHEKE REGION</b>								
	<b>LIBRARY NAME</b>								
23	GOBABIS Regional LIBRARY	*			X	Yes			
24	LEONARDVILLE	X		X		No			
25	TALISMANUS	X		X		No			
26	<b>BEN HUR</b>	closed							
	<b>OTJOZONDUPA REGION</b>								
	<b>LIBRARY NAME</b>								
27	GROOTFONTEIN	X		X		Partly		Renovated in 2015, roof still leaking water. Need urgent renovation.	
28	OTJIWARONGO	X		X		No			Need renovation and upgrading in the future
29	OKAHANDJA	X		X		Partly		Need a store room	
30	OTAVI	X		X		No		Renovation done in 2012 but the ceilings are falling. Need urgent renovation.	
31	TSUMKWE	X		X		No	Need a purpose-built building		

32	Okakarara	Still at a the planning stage					Need a purpose-built building		
<b>ERONGO REGION</b>									
<b>LIBRARY NAME</b>									
33	SWAKOPMUND	X	Hiring	X		Partly			
34	HENTIESBAY	*		X		Partly	Need minor renovations		
35	OMARURU	*		X		Partly			Need renovation and upgrading to add a children section
36	USAKOS	*		X					Need renovation and upgrading to add a children section
37	KARIBIB	X	Renting from NDC	X		No	Acquired a plot		
38	ARANDIS	*		X		No			
39	UIS	Currently closed		X		No	built a new centre		
40	Mondesha	*	Municipality building			Yes	Newly built library		
<b>KUNENE REGION</b>									
<b>LIBRARY NAME</b>									
41	KHORIXAS	X		X		No		Minor renovation needed	
42	OUTJO	X		X		No		Was renovated in 2015/16 but rain water is still going in the library.	
43	KAMANJAB	X	Renting						
44	OPUWO	X							
	KHORIXAS	X							
<b>KAVANGO REGION EAST</b>									
<b>LIBRARY NAME</b>									
45	RUNDU	X		X		Partly			Need urgent upgrading
46	SHINYUNGWE	X		X		No			
47	MUKWE	X		X		No			

	<b>KAVANGO REGION WEST</b>								
	<b>LIBRARY NAME</b>								
48	NKURENKURE	X		X		No			Need urgent upgrading
	<b>OHANGWENA REGION</b>								
	<b>LIBRARY NAME</b>								
49	OHANGWENA Regional LIBRARY	*			X	Yes			
50	EENHANA	X		X		No		Ministry of Youth building	
51	OMUGWELUME	X		X		No		School building	
52	OKONGO	*			X	Yes		Newly constructed building. Construction will be complete in December 2020.	
	<b>ZAMBEZI REGION</b>								
	<b>LIBRARY NAME</b>								
53	KATIMA MULILO	*		X		No			Need upgrading to add the children section and study area
54	KABBE	X		X		No			Need urgent upgrading, library too small.
55	NGOMA (CLDC)	*			X	Yes	Building still under construction		
	<b>OMUSATI REGION</b>								
	<b>LIBRARY NAME</b>								
56	OUTAPI	*			X	Yes	Building still under construction		
57	OKAHAO	X	Hired from Ongandjera traditional	X		No	Need Own purpose built-library		Need urgent upgrading

			authorit y						
58	TSANDI	X		X		No	Need a new purpose built-building		
59	OKALONGO	X	Hiring	X		No	Need a new purpose built-building		
60	OSHIKUKU	Currently Closed							
<b>OSHANA REGION</b>									
<b>LIBRARY NAME</b>									
61	OSHANA Regional Library	*			X	Yes			
62	ROSSING ONDANGWA	*		X		Partly	Rossing foundation building		
63	UUKWANGULA	X	Hiring	x		NO			
<b>OSHIKOTO REGION</b>									
<b>LIBRARY NAME</b>									
64	TSUMEB	X		X		No		X	Need urgent renovation and upgrading
65	OMUTHIYA	X			X	Yes		Need partitioning for the children section and offices	
66	TSINTSABIS	X		X		Partly		Need partitioning of the children section and offices	
67	AUALA	X		X		No	ELCIN building		

## Conclusion

Despite the COVID-19 pandemic that forced the closure of public libraries during March 2020, public libraries are committed to provide access to information for youths, learners and general public members. People who are less affluent or less well-integrated into the larger society (such as children and youth) are particularly reliant on the public library to provide needed resources and services and the need for connections to opportunities and information. Public libraries need to explore ways to work together with schools and other youth-serving organizations in their communities for national sustainability and development.

## 2. MINISTERIAL LIBRARY SERVICE

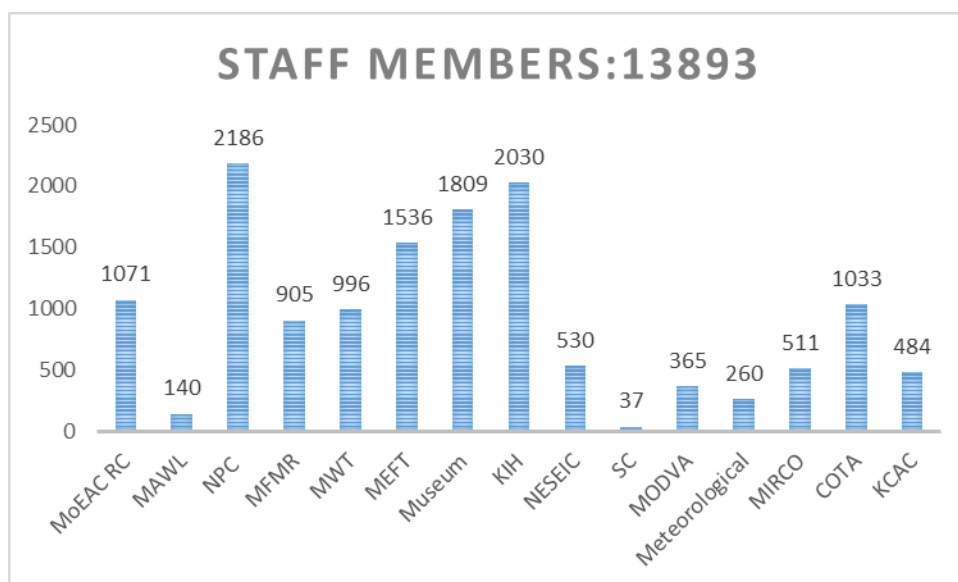
### 2.1 Introduction & highlights of the reporting period

This report summarizes the activities performed during the 2020/ 2021 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.

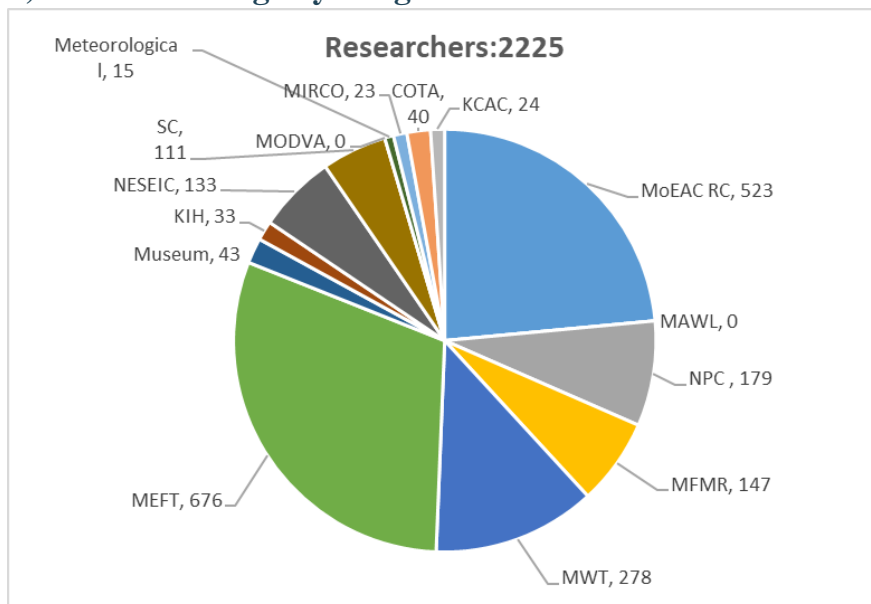
### 2.2 REPORT ON PROGRESS AND ACTIVITIES

#### i) Libraries usage by Staff members



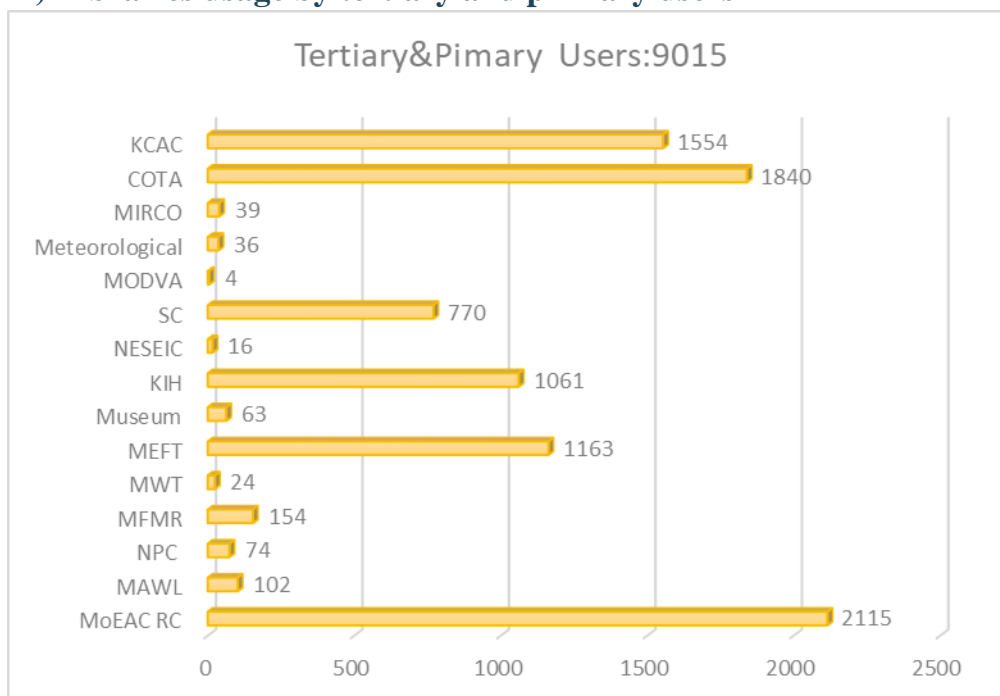
*Staff members recorded visiting Special libraries during the 2020/2021 financial year.*

## ii) Libraries usage by the general researchers



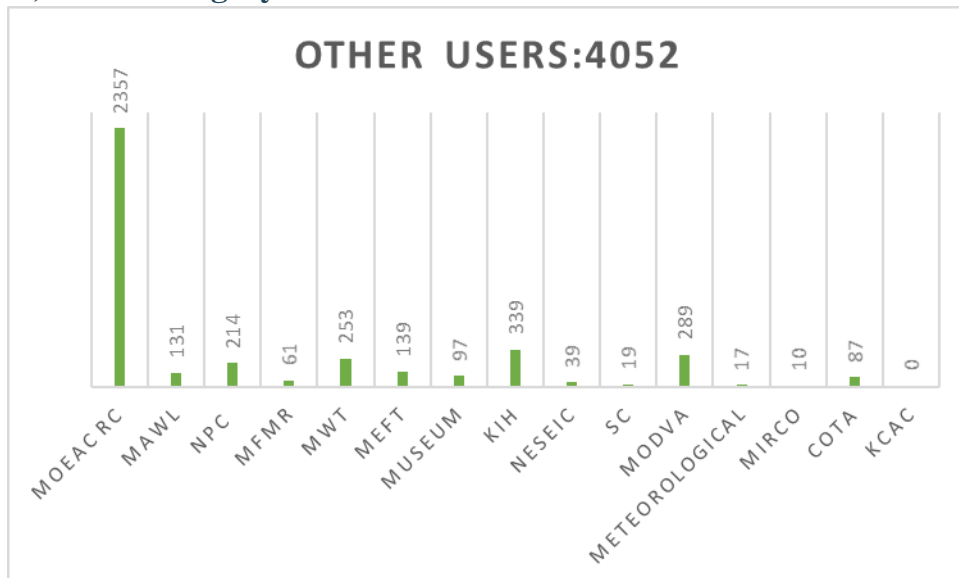
Researchers who visited various special libraries during the 2020/2021 financial year.

## iii) Libraries usage by tertiary and primary users



Tertiary and Primary Users recorded using special libraries

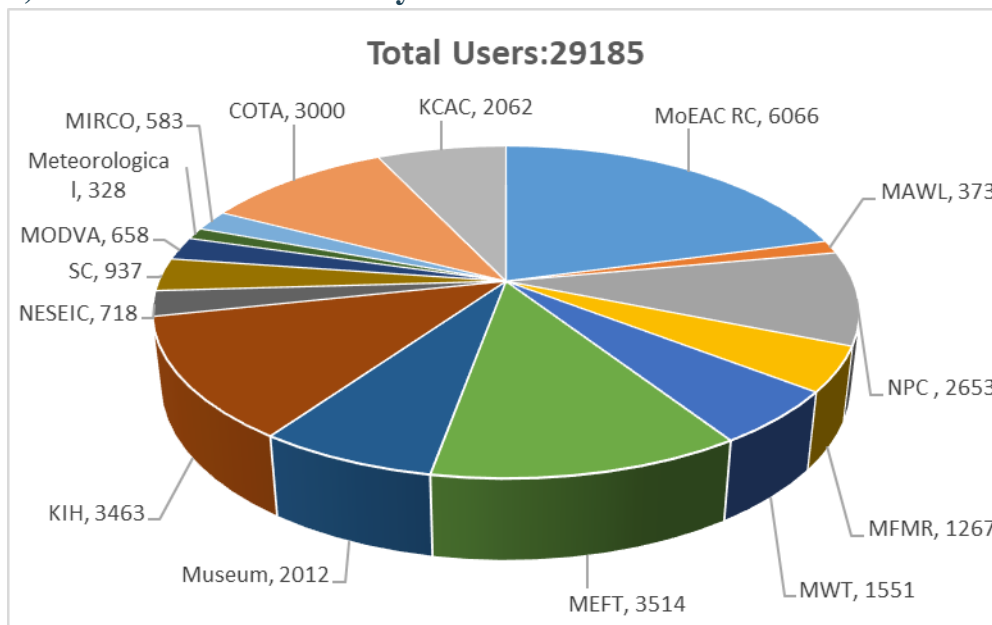
**iv) Other category of users**



“Other Users” recorded using special libraries during the 2020/2021 financial year.

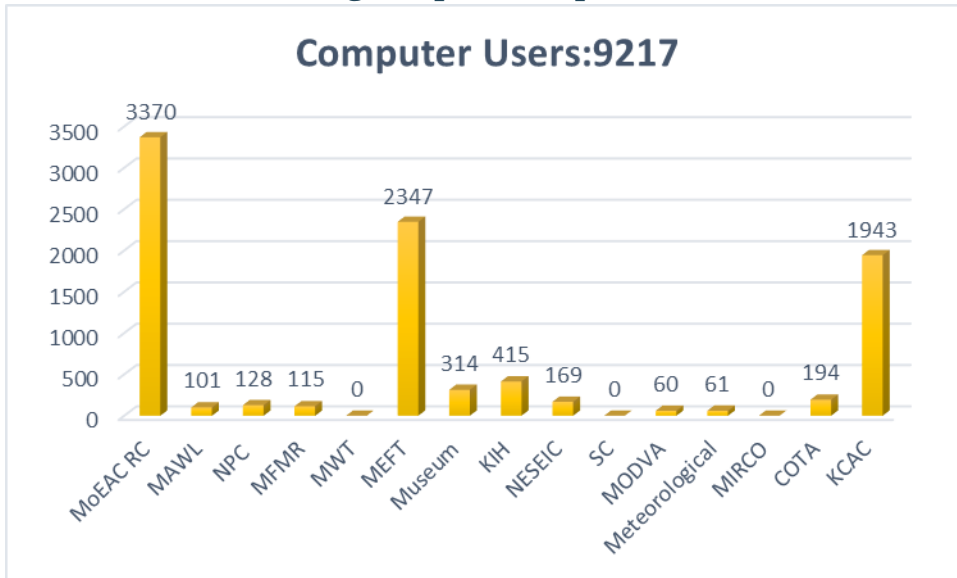
*\*This category of users is classified differently as it does not fall under any of the above categories\**

**v) Total number of Library Users**



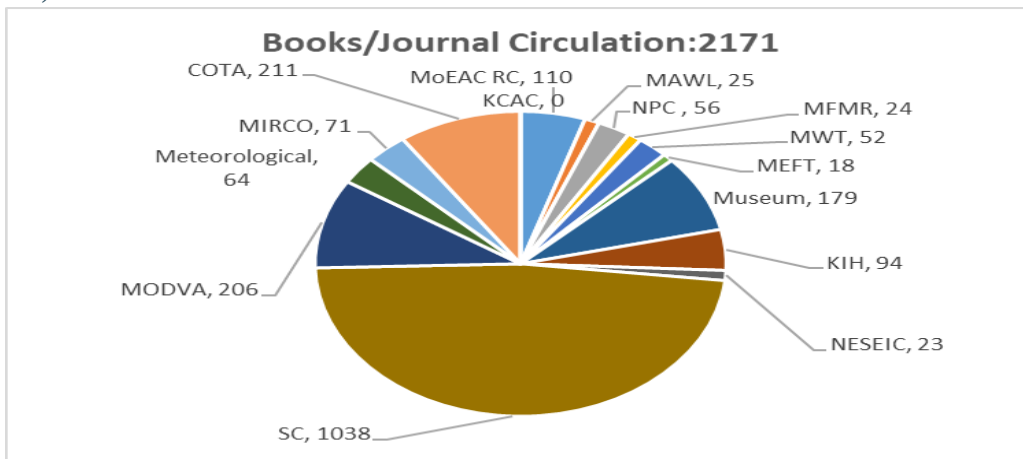
Total number of library users per library recorded during the 2020/2021 financial year.

**vi) Users recorded using computer at special libraries**



Computer users per library during the 2020/2021 financial year.

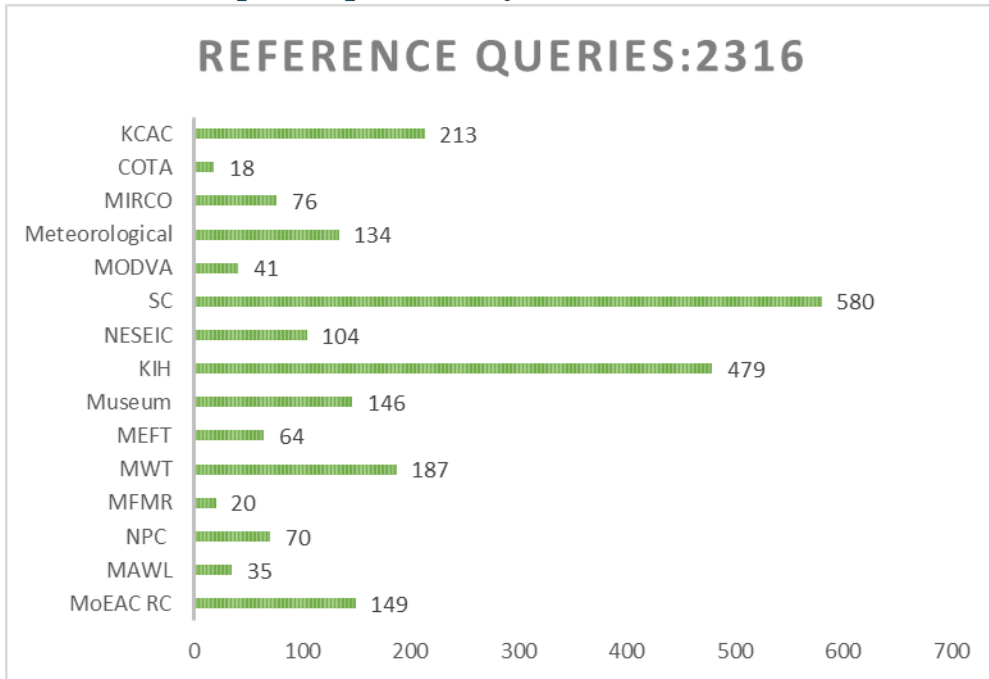
**vii) Books / Journal circulation**



Books / journal circulation per library recorded during the 2020/2021 financial year.

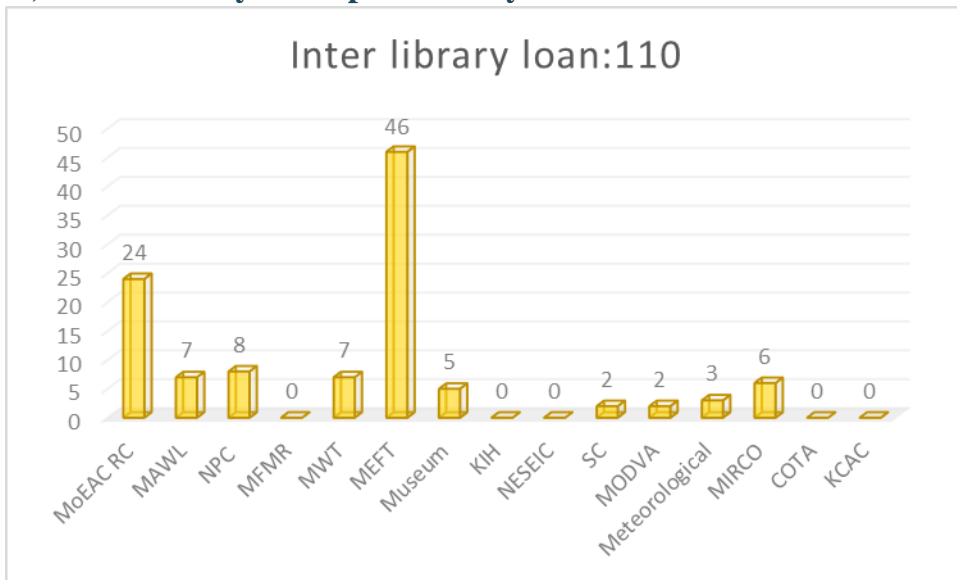


**viii) Reference queries per Library**



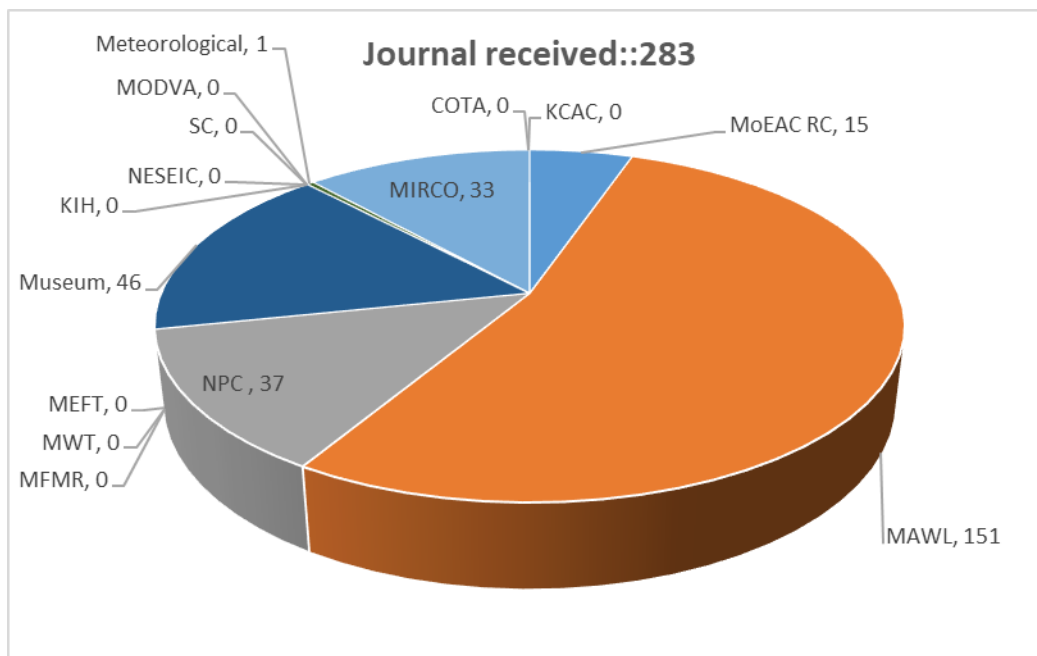
*Reference queries recorded per library during the 2020/2021 financial year.*

**ix) Inter Library loans per Library**



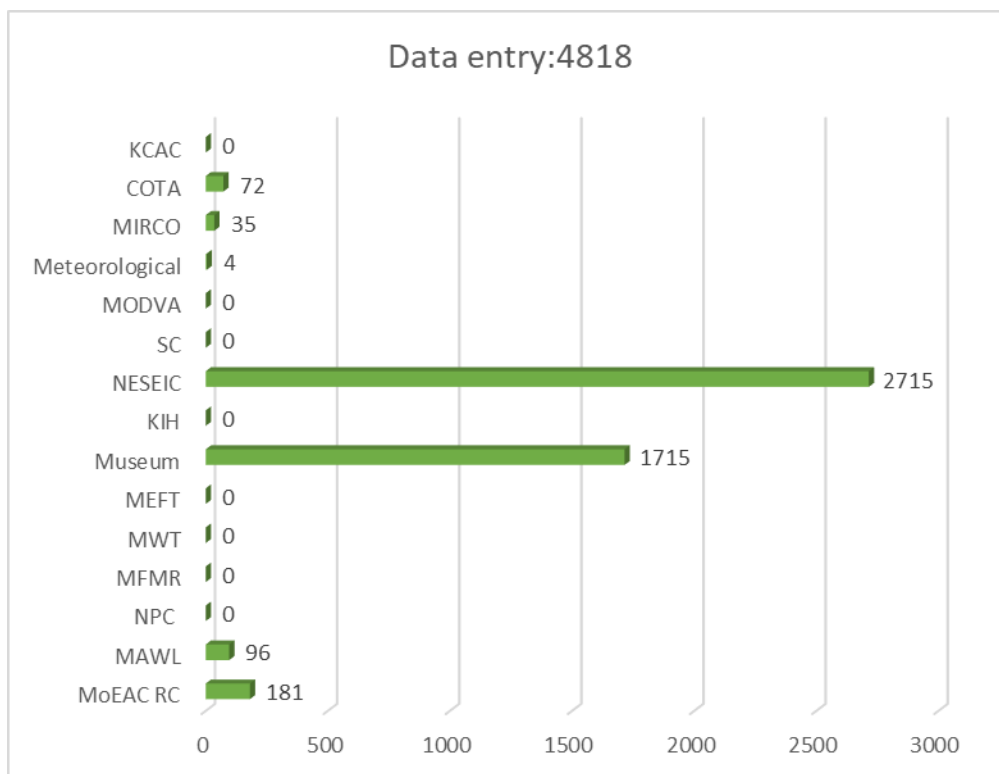
*Inter library loans per library recorded during the 2020/2021 financial year.*

**x) Total number of Journal received per Library**



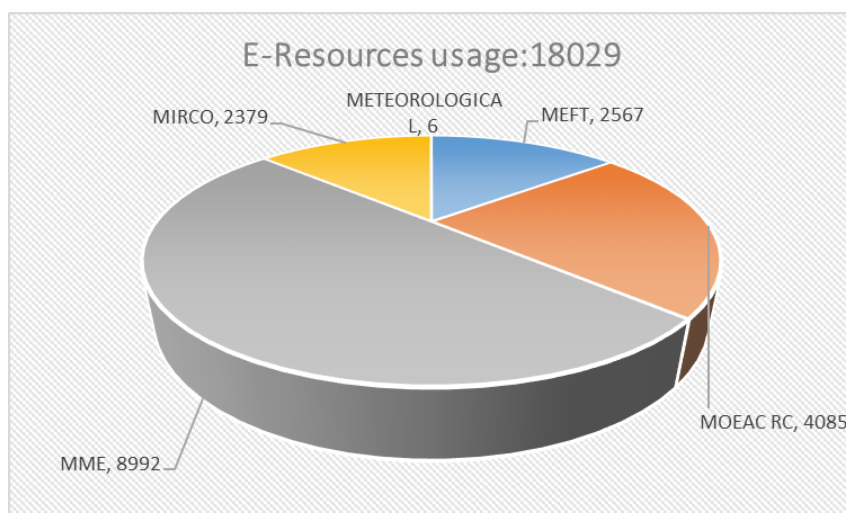
*Journal received during the financial year 2020/2021.*

**xi) Data entries per Library**



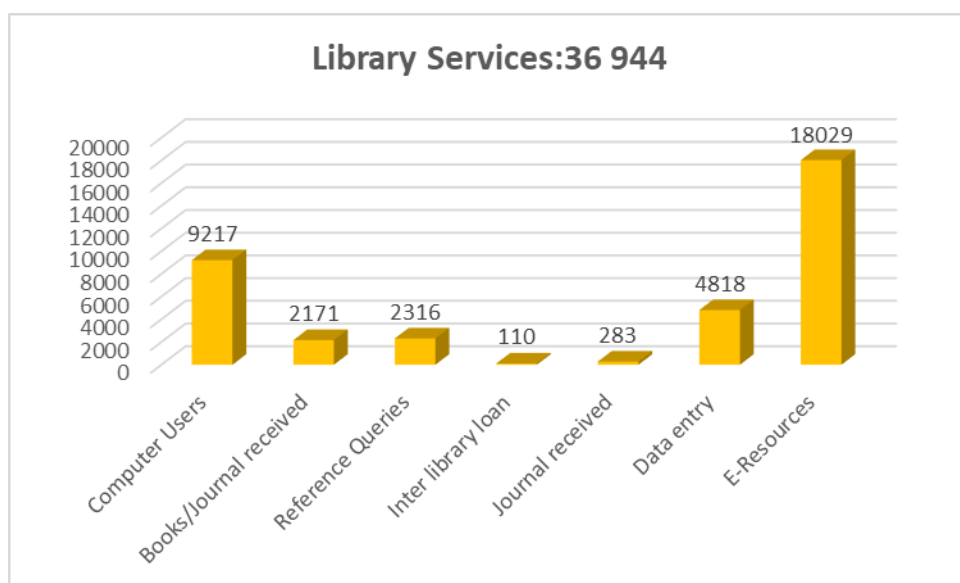
*Data entry records that were captured from the various libraries during the 2020/2021*

## xii) Total number of E-Resources usage



*E-resources usage per library during the 2020/2021 financial year.*

## xiii) Library Services



*Summary of library services recorded during the 2020/2021 financial year.*

## 2.3 IMPORTANT ACTIVITIES, MEETINGS AND WORKSHOPS ATTENDED

On the 5<sup>th</sup> of October 2020, as part of the routine monitoring, evaluation and assessment processes of the operations of the Ministerial Libraries, Ms. Sarah Negumbo, NLAS Director and Ms. Sabina Neumbo, Chief Librarian for the Ministerial Library Service, visited nine (9) Ministerial Libraries in Windhoek. The aim of the visits was basically to assess the status of the operations, to identify challenges and also to encourage the Librarians in charge of the Libraries, to continue adding value to the Ministries.

### A) A brief report per each Library

#### i) Katutura Intermediate Hospital Library

A meeting with the library staff members revealed that the library operations are going well and that the library is hugely utilized by staff members, Medical Interns and Student Nurses. It was noted that the library is having worn out tables and chairs that need urgent interventions, there is a need to acquire internet cables as well as proper shelves signage. A shortage of Covid-19 hygiene essentials was also detected.



*Broken furniture at Katutura Intermediate Hospital Library*

#### ✚ **Recommendations/Actions for Katutura Intermediate Hospital Library**

Given the challenges identified at Katutura Intermediate Hospital Library, we are proposing the following;

- The Librarians to make a list of all broken chairs/sofas/tables and get quotations or rather to request the Windhoek Vocational Training Centre to assist with repairs.
- Obtain quotations for proper cabling of Internet lines for users.
- Obtain quotations for shelves signage.
- Constant following up with the Management is required, for the provision of Covid-19 hygiene essentials.

#### ✚ **Actions by Katutura Intermediate Hospital Library**

- Request letter to obtain the quotations was submitted to NTA and is waiting for the response.

### **ii) Ministry of Defence Library**

The Ministry of Defence Library is well organised and serving intended users. It was noted that there is a need for proper shelves signage, the security gate is not functioning for a long time and it is a threat to library resources. The Librarians also revealed that their Printer/Photocopier is

not working and also that the Service Agreement has expired. The Librarians further revealed that the library collection is threatened by rodents.

#### **Recommendations**

- To obtain quotation for fumigation, to curb out rodents and fumigation is recommended to take place every after six (6) months.
- Obtain quotations for shelves signage.

#### **Actions for Ministry of Defence Library**

- The request was submitted and it will be taken care of during 2021/2022 budget.

### **iii) National Museum Library**

The operations of the National Museum Library are also in full swing and the Librarians indicated that their internet connection was recently installed, they are currently receiving two (2) newspapers. The recently installed Library Management System – Koha is working properly, however, it was noted that one computer for one staff member is old and that makes it too slow, as it is not able to handle the Library Management System. There is also a need for library equipment, such as the barcode-stickers, barcode-scanners and shelves signage.

#### **Recommendations/Actions National Museum Library**

The following are recommended for National Museum Library;

- Obtain quotations for barcode-stickers, barcode-scanners and shelves signage.
- Liaise with the Management, for the provision of a new computer that is able to accommodate the Library Management System.

#### **Actions by National Museum Library**

- The request was submitted and it will be taken care of during 2021/2022 budget.

### **iv) Supreme Court Library**

The library operations were found to be going on smoothly, however, the library does not have user's computers at all, yet there is a big need for users to be provided with access to computers. The Library is also managed by one staff member, which made it difficult whenever the staff member is on leave or off for some reasons.

#### **Recommendations/Actions Supreme Court Library**

It is recommended for Supreme Court Library to do the following;

- The Chief Librarian to liaise with Mr. Joseph Libana, the Assistant Registrar to establish modalities, to accommodate student interns and also the possibility to assess adding one position of an Assistant Librarian.
- Liaise with the Management, for the provision of at least two (2) computers for users.

#### **Actions by the Supreme Court Library**

- A request letter was submitted to the management and is waiting for approval.

### **v) Ministry of Environment, Tourism & Forestry Resource Centre**

A meeting with the Librarians revealed that the operations and usage of Resource Centre are on track, and that they are receiving full support from the Ministry. It was noted that they were complimented by two (2) Student Interns, as part of their study requirements. The Student Interns expressed that they are indeed learning and that they are being exposed to different set-ups of the library facets. It was noted that the MET Resource Centre is also in need of shelves signage, just like the other Ministerial Libraries.

#### **Recommendations**

Noting that the Library used to receive many users, NLAS is recommending the following;

- Obtain quotations for shelves signage.

#### **Actions by MET Resource Centre**

- The shelves signage was bought and the Sign Shop is busy with the installation process.

#### **vi) Ministry of Agriculture, Water & Land Reform Information Centre**

A visit to the Ministry of Agriculture, Water & Land Reform Information Centre revealed that the library operations are all in order, and that the Librarians are busy re-arranging the shelves/books/library resources. It was observed that it is very dark in the library, as some of the lights have not been functioning for a very long time. It was also detected that the library ceiling is ripped-off at one area and another area is about to be ripped-off, due to massive leakages that occurred for a period of time. The ceiling leakage is a big threat to the library resources during the rainy season. It was also reported that the Photocopier/Printer has not been working for a long time, as the Lease Agreement expired and there is nothing much to be done, until a new Agreement is in place. The Information Centre is also in need of shelves signage, just like the other Ministerial Libraries.

#### **Recommendations**

- The Librarians/Chief Librarian to facilitate the repair of the leaking ceiling, as a matter of urgency.
- The Librarians to liaise with Stock Control Division, so that the Photocopier/Printer is removed from the Library, as it does not serve any purpose.
- The Librarians to liaise with Procurement Management Unit and obtain quotations for a new Photocopier/Printer.
- Obtain quotations for shelves signage.

#### **Actions by the Ministry of Agriculture, Water & Land Reform Information Centre**

- The ceiling leakage has been attended by the Directorate of General Services and the Maintenance Department from the Ministry of works and Transport.
- The photocopier machine and signage request has also been submitted to the General Services Directorate and is being attended.

#### **vii) National Planning Commission Information Centre**

Smooth operation of the library is observed. There is a shortage of user's computers, as there is only one (1) computer and it is not enough for the users. The Information Centre is also without a Photocopier/Printer, both for staff members and library users. The Information Centre is also in need of shelves signage, just like the other Ministerial Libraries.

#### **Recommendations**

- A submission/request for more computers is a matter of urgency, and the NPC Librarians and the Ministerial Chief Librarian should attend to this item.
- Obtain quotations for shelves signage.

#### **Actions by National Planning Commission Information Centre**

- A request letter was submitted to the management and is waiting for approval.

### **ACHIVEMENTS**

#### **viii) The Ministry of Environment Forestry & Tourism Resource Centre**

This centre managed to achieve the followings:

- ❖ Emerald subscription was successfully done
- ❖ Approval was sought and granted for one library computer which is in process of being procured
- ❖ The library managed to add the Namibian and New Era newspaper as part of its newspaper collection, previously it only received two copies namely the Namibian Sun and the Republikein

- ❖ Awareness of services offered at the library through emails and videos
- The MoEAC Resource Centre received Covid-19 essentials on the 23rd of June 2020. This includes hand sanitizers, floor cleaners, surface cleaner, gloves and spray bottles.
- With regarding to the new normal due to COVID-19, the Ministry of Education, Arts and Culture has been disinfecting the Resource Centre on a regular basis. This has been taking place on selected Fridays in a month.
- The MoEAC Resource Centre also managed to renew its newspapers and e-resources subscription.
- Two (2) students' interns from UNAM attended training on symphony database, induction and orientation between 28-29 July 2020 the MoEAC Resource Centre
- Mr. Russel G.P Shihepo, Librarian, Intermediate Katutura Hospital Library, has been assigned to start the development, installation and training of Koha Library Management Systems at the libraries below.

**The Libraries are as follows:**

- ✓ Supreme court of Namibia Library from 16<sup>th</sup> - 19<sup>th</sup> June 2020.
- ✓ Anti-Corruption Commission Namibia 07<sup>th</sup> – 11<sup>th</sup> September 2020.
- ✓ Ministry of International Relations and Cooperation from 18<sup>th</sup> – 22<sup>nd</sup> January 2021.
- ✓ National Planning Commission.
- ✓ Ministry of Environments and Tourism 25<sup>th</sup> – 29<sup>th</sup> January 2021.
- ✓ Koha Library Management System automates all the library processes (cataloguing, circulation, patron data, reservations, purchase suggestions, OPAC) and it can be used as a digital library to provide access to digital content.
- The MIRCO Library has a column in the Ministry Monthly Newsletter. The Ministry Newsletter is distributed to the O/M/A/S and also to all Mission in the country and abroad. The Newsletter is coming out every month and it is used as a marketing tools to market the library and create an awareness to our library users who are mostly: Staff members, Members of Diplomatic Corp, International Relations students and Researcher who are doing Research on International Relations, Foreign Policy and Diplomacy. In the Newsletter for this quarter all the new books that was purchased the last quarter of 2020/2021 was listed for our leaders to know the new arrivals in the library.
- Ministerial libraries staffs are working on a collection development guideline for the Ministerial Library Service which will guide the libraries in the acquiring of the collection of **library**.

## **2.4 INNOVATIVE/ CREATIVE IDEAS IMPLEMENTED**

The MLS came up with an innovative idea of reaching their users during the 2020/2021 financial year, whereby it was impossible to reach out to your users due to the Covid-19 Pandemic. The Ministerial Libraries Information Awareness & Advocacy campaign was carried out on Facebook in order to reduce the risk of COVID-19 transmission between person to person since Information awareness involve distributing of brochures, leaflets, gatherings.

Librarians with their Assistant Librarians came up with short videos with a brief description of who they are (the library), what they offer and were they are situated. The Information Awareness & Advocacy day was under the theme **Libraries Creating Awareness for Sustainable development**.

Ten videos were posted in December 2020 on Ministerial Library Service Facebook page. These videos reached about 2042 individuals and are still viewing. After these videos libraries started receiving enquires from users locally and internationally. One of the video that reached highest views (340) was an introduction of all the MLS libraries including their purposes and mandate by the Ministerial Library Service, Chief Librarian, Ms Sabina Neumbo. The following are the individual Libraries with their number of viewers:

<b>Library</b>	<b>Views</b>
1. Ministry of Education, Arts and Culture Resource Centre.	308
2. National Planning Commission Information Centre.	64
3. Namibian Agriculture, Water & Forestry Information Centre. (NAWFIC), Ministry of Agriculture, Water & Forestry.	339
4. Ministry of Environment & Tourism Information Centre.	170
5. National Museum of Namibia Library.	234
6. National Meteorological Library.	68
7. Intermediate Katutura Hospital Library.	90
8. National Earth Science and Energy Information Centre (NESEIC) - Ministry of Mines and Energy.	134
9. Ministry of International Relations and Cooperation	295
10. Introductory video	340
<b>TOTAL VIEWS</b>	<b>2042</b>

On the other hand, the in-house advocacies were carried out at the different Ministerial Libraries in a form of posters and word of mouth to their users.

- National Museum of Namibia had their annually National Heritage week that took place at National Museum of Namibia on the 21st – 25th September 2020 and the library also took part in this important event. About, 200 learners were reached out during the school visits and these schools are namely, St George's Diocesan School and Hage Geingob High School. The library also distributed brochures, book markers for marketing purposes.
- MIRCO library also introduced the emailing system to all staff members including Missions abroad to email articles from the Foreign Affairs magazine that the Ministry subscribed. This initiative was welcomed by many staff as it helps them to get the article on time in their inbox. The same articles also posted at the Library Facebook page to cater for the MIRCO library Facebook followers.

#### **a) Continues Professional Development**

- ✓ The Librarian at MEFT attended training on the following:
  - the Ministry's survey tool usage on the NEEN database usage
- ✓ The Assistant Librarian at the Ministry of Education Resource Centre attended one-day training on Namibia Read App at the Ministry of Education, Arts and Culture Resource Centre on the 27th May 2020.

#### **b) Donations received**

- ✓ MIRCO information Centre received the following (51) books through donation during **2020/2021** financial year.
- ✓ The Ministry of Education, Arts and Culture Resource Centre received four (4) NAMCOL materials and one (1) book that were received through the office of The Executive Director.
- ✓ The MoEAC Resource Centre also received eleven (11) information materials from the Ministry of Gender Equality, Poverty Eradication and Social Welfare and four (4) boxes



which contained copies of the Democracy Report from the Institute for Public Policy Research were donated to The Resource Centre

- ✓ The National Meteorological Service library received a donation of four publications from the Intergovernmental Panel on Climate Change (IPCC).
- ✓ The National Meteorological Library received a donation of 6 items from the Ministry of Gender Equality and Child Welfare, through the Education Resource Centre, Ministry of Education arts and culture.
- ✓ The National Meteorological Library also received Informational items in a form of updated meteorological and hydrological operational guide books and manuals as well as world meteorological congress reports and other relevant information materials were acquired from WMO databases through their website, and about 20 of them are available through e-Book format. Some other documents which were received are meteo-news pamphlets from organisations such as the World Meteorological Organisation (WMO), International Civil Aviation Organisation (ICAO), Intergovernmental Panel on Climate Changes (IPCC), Intergovernmental oceanographic Commission of UNESCO (IOC/UNESCO).
- ✓ The National Museum received 48 journals from the International Council of Museum, Museum Network, Botanical Society of South Africa and Campus DE Poata Delgada.
- ✓

**d) Personnel Movements**

- Mr. Andreas Hainghumbi, Librarian at the Ministry of Fisheries and Marine Resources in Swakopmund resigned on the 28 February 2021.
- There were eleven (11) student’s interns at the ML (2 Museum,1 NPC, 3 MAWLR, 5 MoEAC RC and 1 at the Intermediate Katutura Hospital Library) during the 2020/2021 financial year.

**2.5 CHALLENGES AND RECOMMENDATIONS**

<b>CHALLENGES</b>	<b>RECOMMENDATIONS</b>
<ul style="list-style-type: none"> <li>➤ The Library usage statistics in general for 2020/2021 financial year has greatly gone down which was attributed to the Covid-19 pandemic and also due to the lockdown that took place during the first half of the quarter.</li> <li>➤ The library users were terrified to physically enter the libraries, due to COVID-19 pandemic as the users where isolating and working from their houses. In addition, the biggest challenge faced was that libraries did not have necessary technologies to assist in the offering of the services remotely and virtually to their users. Libraries had no choice but to use social media tools to raise awareness and maintain a relationship with their clients.</li> </ul>	
<ul style="list-style-type: none"> <li>➤ As stipulated in the figures above some library activities performances were poorly affected due to changes that</li> </ul>	

<p>came with the COVID-19 outbreak most especially the usage of print resources, however, the internet usage and e-resources became a user's needs demand as most activities such as job application required online applications hence our ICT usage rate decreased due to lack of computers.</p>	
<ul style="list-style-type: none"> <li>➤ MoEAC RC the internet usage has been very slow. Although the computers were updated, they continue to give issues in certain applications.</li> <li>➤ The photocopy machine keeps jamming even after technical support by Konica Minolta Namibia.</li> </ul>	<p>The Management is fully aware of the constraint and the internet connection and bandwidth need to be increased.</p>
<ul style="list-style-type: none"> <li>➤ The toilets and plugs at the MoEAC RC not working properly issues were reported to the department of building and maintenance</li> </ul>	<p>These issues were reported to the division of building and maintenance and are awaiting for the Ministry of works and Transport maintenance department.</p>
<ul style="list-style-type: none"> <li>➤ The restriction of library use at the MODV has affected the number of library visitors and all other library programs/ services.</li> <li>➤ Since the COVID-19 pandemic the library at MODV has been opening but users were not allowed to sit in the library for studying, browsing on shelves or using the computers.</li> <li>➤ This is done in response to the department of health in the Ministry of Defence since there are no protective measure. The decision was taken to avoid putting library staff on danger.</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Computers not functional at the National Planning Commission Library</li> <li>➤ Printer out of order</li> </ul>	<ul style="list-style-type: none"> <li>➤ The Management is well aware; however, the constraint is unsolved pending availability of funds.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Lack of computers at the Museum library. There is evidence that ICT usage is high especially where there are no computers for the users. The users utilizes the librarian computer which lead to delay in productivity.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The Management is well aware and is being attended to.</li> </ul>
<ul style="list-style-type: none"> <li>➤ There were challenges faced during the installation of Koha Library management system. Some libraries do not have the virtual running environment on their servers that can allow for Koha creation. Moreover, at certain libraries Koha had to be installed on a desktop machine that is turned into a mini server machine.</li> </ul>	

<p>However, this is not the recommended way to install Koha as the possibility for a system crash is too high. In some instances, the internet connection and <b>bandwidth</b> was too slow to download and install Koha with all its dependencies. In addition, it is also very challenging for Mr. Shihepo to maintain and give Admin systems support for Koha to the libraries, as he still has librarian duties to fulfil at his duty station.</p>	
<p>➤ The Intermediate Hospital Katutura Library faced a challenge of procuring new books. The Procurement Management Unit (PMU) had approved and allocated funds for the library's request for new books, However, the company or vendor that was awarded the tender did not comply with the Ministry's rules and regulations. This caused the whole process of acquiring new library materials to fail.</p>	

## 2.6 CONCLUSION

The primary mandate is to ensure that specialized libraries continue to be functional & remain relevant by delivering up to date and timely services to their users, unfortunately, 2020/2021 was a very difficult year for many libraries across the globe, but that does not mean that libraries are obsolete. We live in a world whereby library users do not visit the library for physical books anymore. Nowadays, people are exploring dimensions of information in digital content that comes in multiple formats. Information that can be accessed remotely and virtual through the internet. Therefore, libraries must become living organisms that are capable of change and adaption in order to keep up with their users. The libraries will continue to improve the customer's service and guarantee users' satisfaction to the visitor. Addressing of the challenges faced by the libraries will surely ease the operation of the library efficiently and effectively.

# 3. NATIONAL LIBRARY OF NAMIBIA

## 3.1 Introduction

The National Library of Namibia is a custodian of the nation's key knowledge resource, mandated by the Namibia Library & Information Service Act 4 of 2000 to collect and preserve published documents and make them accessible.



### **3.2 Registry**

There is a serious lack of a record-keeping system at the National Library and all official correspondences are kept in offices. There was a filing system in place during 2012, but not operational due to a lack of staff to manage the registry. The National Library managed to set up a small registry to avoid records been kept in offices and to ensure the smooth transition of records. Mr. Dalbert Kubas has been assigned to set up and manage the registry.

### **3.3 Update on Renovations**

The National Library and National Archives Building are under renovation from June 2020 and still ongoing. The scope of the renovation includes the following among other.

1. Air-conditioning
2. Electrical
3. Electronics
4. Sprinkler System
5. Back-Up Generator
6. Building Works

The Building works entailed the waterproofing of the courtyard and ceiling work as well as freshwater pipes that were replaced. The renovation is currently 90% complete.

### **3.4 Staffing**

Ms. Charlotte Morkel was appointed as Watchlady and Ms. Hedwich Meyer as the Chief Librarian in the fourth quarter of this financial year. There is a need to budget and fill the vacant positions to fill up the gaps. The library was closed for public usage due to ongoing renovations and was only partially opened towards the end of the last quarter. At first some staff members were temporarily placed at other libraries in the Khomas and Otjozondjupa Regions for safety reasons. However, some staff members remained on-site to supervise and safeguard resources. Staff members that remained on-site were tasked with updating records on Symphony, ISBN/ISSN applications, and assist users telephonically with research queries. Staff members were recalled on the 1<sup>st</sup> of October 2020 and all staff members are on-site although renovations are still ongoing. There were two volunteers, Tryphina Tonchi and Insecret Virore who started on the 17<sup>th</sup> of February until the end of March 2021.

## PART B: PERFORMANCE INFORMATION



### 3.5 CORE PERFORMANCE

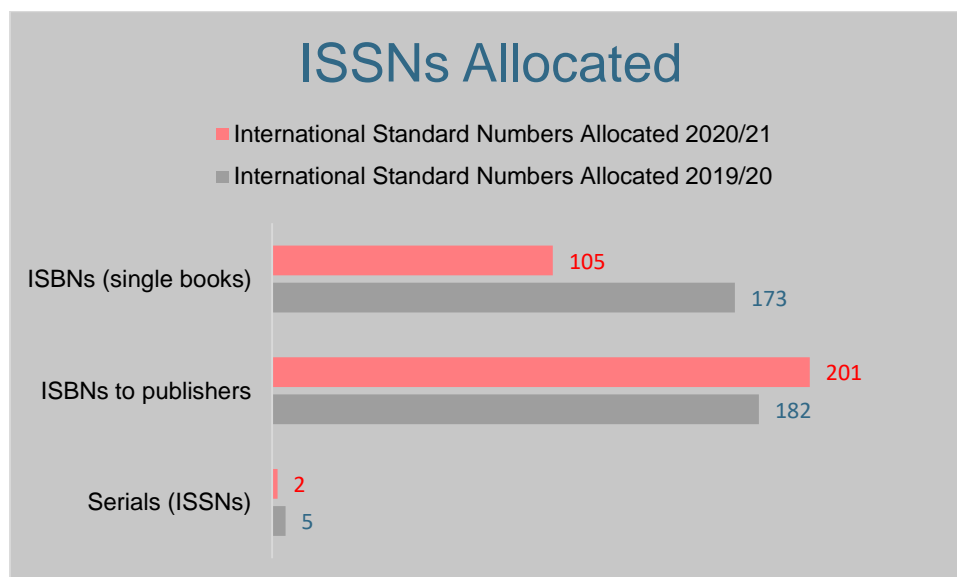
#### 1. BIBLIOGRAPHIC SERVICES

This is one of the core section of the National Library playing a number of roles and performing a variety of services. The primary responsibility of this section is to build a collection of published documentary heritage materials, by Namibians, relating to Namibia and about Namibia. This collection is known as the Namibiana Collection. The department also ensures bibliographic control by publishing a national bibliography, known as the Namibia National Bibliography (NNB).

This department consist of three focus areas or sub-sections:

##### **International Standard Number (ISN) Agency**

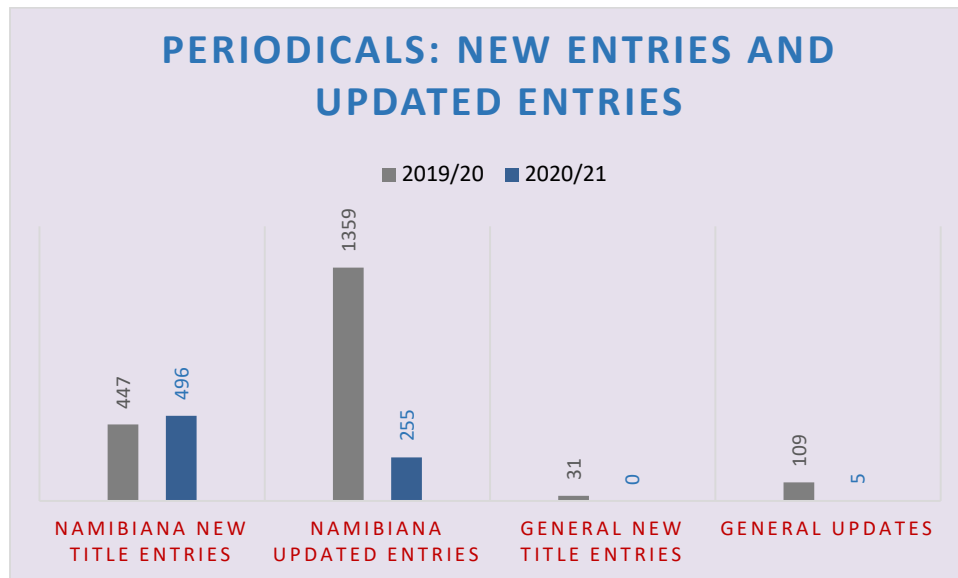
The Namibian ISN Agency is located at the National Library of Namibia, which is responsible for the provision of the International Standard Numbers for books (ISBN) and periodicals (ISSN), to both commercial and self-publishers. During most parts of the year under review, International Standard Numbers were issued via email upon request and verification of the intended publications. The agency updates and contributes to the Publishers International ISBN Directory (PIID).



##### **Periodicals**

The purpose of the Periodicals sub-section is to collect all serial publications published in Namibia, and subject to legal deposit requirements. These include journals, newspapers, magazines, as well as loose and bound government gazettes. The sub-section also deals with

suggesting renewal subscriptions to the library. About 496 titles were added to the Periodicals Collection, whereas 260 titles were updated.

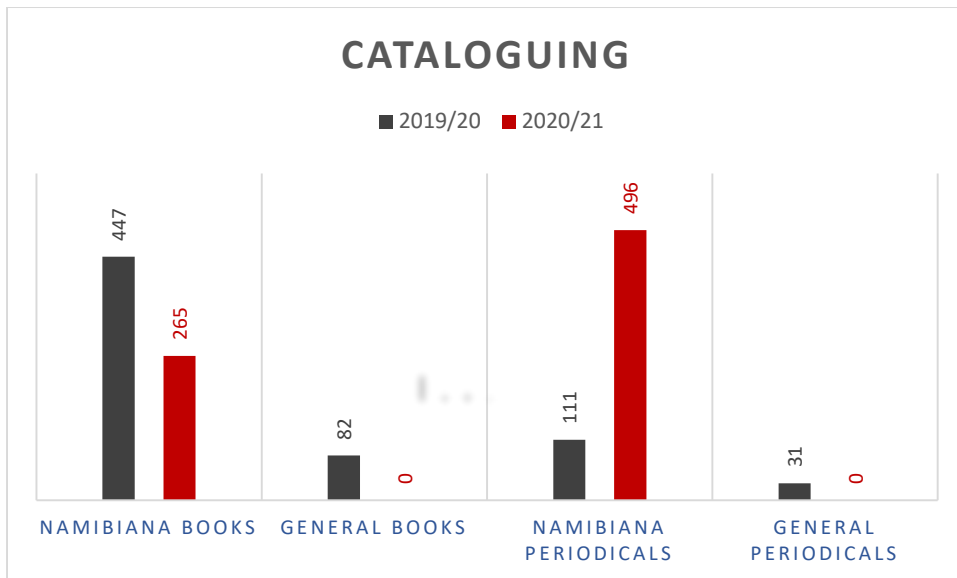


### **Namibia National Bibliography (NNB): Legal Deposit Receipts and Cataloguing**

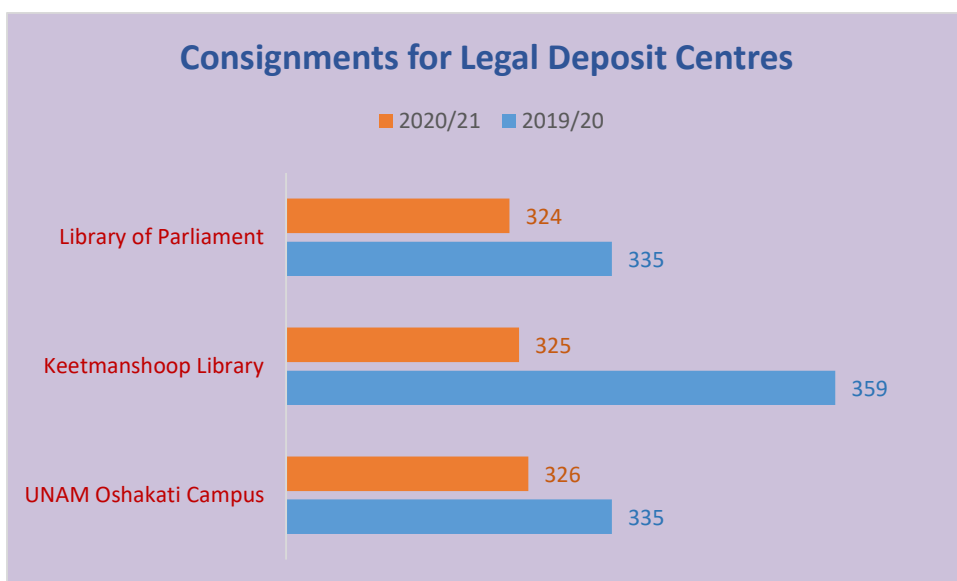
Section 8 and 11 of the NLIS Act describes the conditions and terms of legal deposit and the duties of the places of legal deposit. Thus, as a designated legal deposit library, the NLN is tasked with the collection of all documentary heritage items published in Namibia. A collection of books – kept in a special collection known as ‘Namibiana’ – is catalogued and classified according to international standards using tools such as AACR2R and DDC to compile the NNB.

The figures for the year under review are significantly low compared to the previous financial year. Part of the reasons for this downward spiral is due to the Covid-19 outbreak, lockdown and restrictions. As it can be seen in the figures below, 265 Namibiana books were catalogued and none for general collection. In addition to cataloguing, 1166 Namibiana books were updated in the NamLit database.



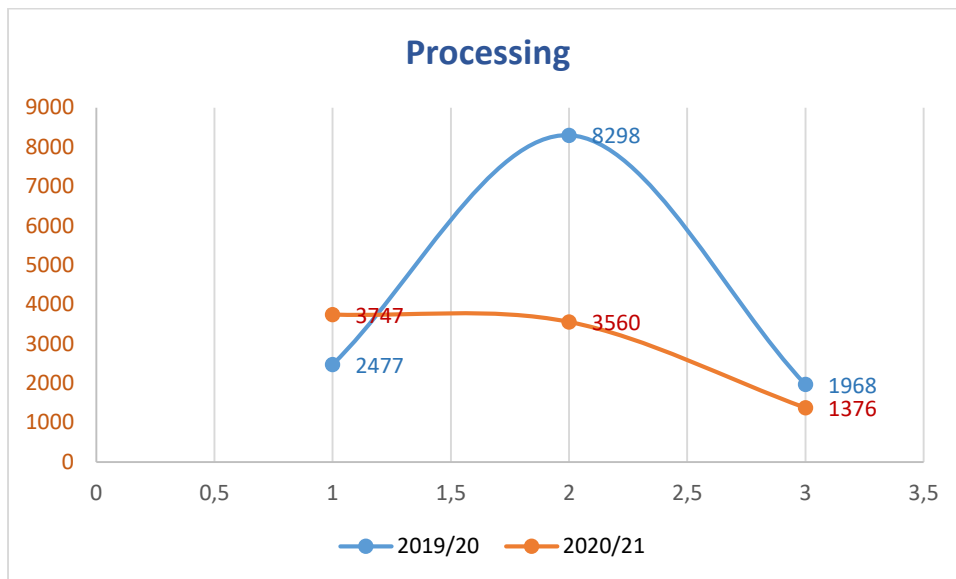


Each year, two consignments are dispatched to the three designated places of legal deposit, namely: UNAM Oshakati Campus, Keetmanshoop Community Library, and the Parliament Library. This is done in the 2<sup>nd</sup> and 4<sup>th</sup> Quarters of the financial year. This reason to send consignments to the places of legal deposit is to ensure that information resources – especially the country’s documentary heritage – are easily accessible to the general public. To this effect, about 975 books and periodicals were dispatched in 2020/21 financial year. The distribution of this figure can be seen below:



The sub-section is also overseeing the processing of all materials. This includes stamping, labelling class numbers, inserting security strips into materials, and barcoding. During the 3<sup>rd</sup>

Quarter, the available barcodes were exhausted and the processing of materials was halted. A request to procure barcodes was sent.



## 2. DOCUMENT DELIVERY SERVICES

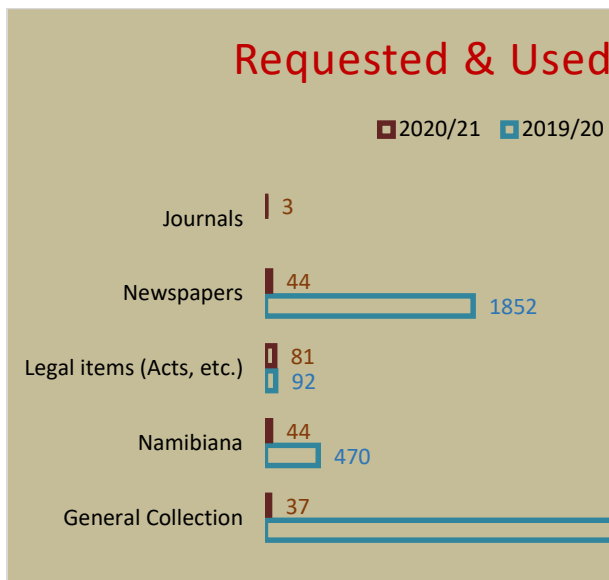
This Section is functioning as the entry point to facilitating access to the documentary heritage and other unique knowledge resources to the public. The Document Delivery Services supports, stimulates and facilitates research by connecting the public to information resources available in the library. Some of the challenges facing this section include a fast-growing outdated materials as a result of budget cuts since 2015. The output of this section are performed through the following sub-sections:

### Reference and Special Collections

This is the face of the library whereby the public interacts with the library staff. It is here that researchers, students, and the general public request and enquire information resources they wish to use. Services provided through this sub-section include ICT usage and document requests from different collections within the library. Information materials provided through this sub-section are from a variety of collections, including General, Namibiana, Newspaper, Periodicals, and Last Copy.

For most parts of the year under review, the library was closed due to renovations and the Covid-19 outbreak. However, librarians form other institutions as well as lawyers

and law-makers were allowed to review or use library materials during this period. The library partially opened its doors to the public on 15 March 2021 as renovations were on a standstill. Therefore, the statistics indicates that there has been a gap of usage of the library.



### Inter-library Loans (ILL)

This service was still being utilised during the financial year under review. The NLN provides opportunities to the public to borrow library materials through their libraries. However, the library does not lend out materials in the special collections, namely: Namibiana, Periodicals, Newspapers, and Last Copy. This can only be accessed and used on request inside the library.

Interlending maximises the number of materials being circulated to benefit and satisfy the information needs of the general public. Although this was an achievement, most of the materials that were requested did not meet the expectation of the public. For example, the public was seeking for latest publications, which the library does not have due to budget cuts. Thus the library needs to upgrade its resources to meet the needs and expectations of the public. Nonetheless, 81 books were circulated through inter-library loans compared to 160 of the previous financial year.

### ICT Usage

This is one of the mostly utilised service provided by the library, but because of renovations and breakdown of computers, the number of users decline during the year being reviewed. Compounding the matter, continuous Internet disruptions were a turn-off for some users.

### **3. GENERAL SERVICES**

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

#### **Building Maintenance**

The tenders for building maintenance was awarded in March 2019 to NMC and for air-conditioning was awarded in June 2019 to Seasonaire. Renovations started in June 2019 and were expected to end in March 2020. The renovation process is still not completed due to financial issues but the library has partially opened for the public in March 2021.

#### **Procurement**

The procurement of material is very cumbersome as it takes up to 3 months to get material or in some cases the material does not arrive. This situation has been mentioned in a meeting with the Deputy Director and there is hope that this will be solved. The current requests send through to the procurement division and that have not been attended which are all very urgent are:

- The opening of the safe
- Stationery and ,
- Barcodes.

### **4. 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 the Resource Centre, Community Library Services, Education Library Services, and the National Archives.

#### **Back –up system**

The National Library requested the Office of Prime Minister to assist with allocation of a venue for backup.

#### **Acquiring of Servers**

The library acquired two (2) servers to host the National Library and Archives systems and records.

#### **Computers**

29 computers were acquired and software installed and will be soon assigned the different sub-sections.

## **CONCLUSION**

The Library as a cultural hub or academic space suffered most from the closure; due to renovations at the National Library of Namibia and the pandemic. It caused a huge disruption in executing planned activities and events, reduction and suspension of access to library space, thus paralysing all related services offered inside the Library. We hope that the current situation will normalize soon in order to enable the provision of all standard services to our user community.

## **4. NATIONAL ARCHIVES OF NAMIBIA**

### **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 2020/21 financial year. The activities of the Archives are divided as follows:

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

### **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.**

### **3. RECORDS MANAGEMENT SECTION**

The section has been busy reviewing the Records Management Policy over the course of the year according to the corrections and suggestions recommended by the National Planning Commission (NPC). Due to the poor guidance from the NPC, the National Archives of Namibia (NAN) decided to redirect the request for approval of the Records Management Policy to the Office of the Prime Minister (OPM). After a stakeholders meeting with the Association of Records and Archives Management Namibia (ARAMN), it was found that OPM does not have standard guidelines on the structure of policies. Based on this, the NAN decided to adopt international standards and structures of nation-wide policies. Currently, the NAN is reviewing and updating the policy based on international standards of a structure of a policy and NPC's policy structure guidelines.

### **4. FILE PLANS**

A total number of 84 institutions compiled and forwarded their institutional file plans for review and approval. Out of the 84 file plans received, 14 file plans were approved, namely; the file plan of the Ministry of Health and Social Services; NAMWATER; NAMCOR; GIPF; NamPort; NCAA; Bank of Namibia; Oshana Regional Council; Office of the Prime Minister; Ministry of Gender, Child Welfare and Poverty Eradication; Ministry of Environment, Tourism and Forestry; Office of the Judiciary; National Council of Namibia; Ministry of Safety and

Security (Correctional Services). Similarly, the section reviewed 10 disposal guidelines during the year whereby, 4 disposal authorities were issued.

Furthermore, the section offered ten (10) training sessions throughout the year to seven (7) different institutions, which includes the Ministry of Fisheries and Marine Resources, Otjozondjupa Regional Council, Central Procurement Board of Namibia, NAMCOL, KARMA, Namwater, Ministry of Works and Transport. The trainings were mostly conducted via Zoom due to the Covid-19 pandemic that restricted gatherings. The training sessions focused on the compilation of file plans, the implementation and use of file plans 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.

Additionally, two (2) records management inspections were conducted at the Ministry of Works and Transport and the AGS Records Centre, during the period under review.

## **5. 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.

## **6. RECOMMENDATIONS**

- Institutions are advised to review their establishment and employ records management officials at professional level to ensure sound records management practices in the public service.
- There is 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.

## **7. 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 **318** users in the section. The number of archival records accessed by users were **685** digitised materials.

## **8. ARCHIVES EXHIBITIONS AND TOURS**

The National Archives carries out occasional guided tours to the public. The holdings of the Archives were show-cased through a YouTube virtual tour video during the Heritage Week Celebration in September 2020. . To complement the video, a 16-page publication booklet titled ‘Hendrik Witbooi’s Archival Legacy: National Archives of Namibia Documentary Heritage’ was compiled, designed and published as part of awareness campaigns. The National Archives participated in the trending ‘Jerusalema’ challenge, in this manner exhibiting the National Archives building and its functions/activities. Lastly, during February 2021, the

National Archives set up an exhibition and conducted a guided tour of its building and holdings to delegates from Kenya. The other strategies adopted by the National Archives to create awareness is by targeting management cadre in government through records management presentations on the importance and benefits of having proper records keeping practices in an office.



*Figure 1: Archivists filming Heritage Week YouTube virtual tour*





*Figure 2: Archivists highlighting the National Archives' activities during the 'Jerusalem' virtual exhibition*



*Figure 3: Exhibition with Kenyan delegate*

## **9. PRESERVATION OF ARCHIVES**

The National Archives was privileged to receive a large of donation of archival materials from Elizabeth Landis during November 2017. The collection centres on the materials Elizabeth Landis collected during her lifetime. The collection has been fully processed into a total of 164 archival boxes which consists 2 487 individual items. The entire collection has been fully

arranged, described and catalogued on the WINISIS archival database and thus available for research use.

Similarly, the National Archives received an Accession on Nora Schimming-Chase who was a former member of cabinet in the Namibian Parliament. The Accession was received from Mariah Elle Crystal on the 16th March 2020. The Accession consists of 10 boxes which has not yet been processed or described.

Another donation received was by the means of legal deposit of 8 published books and dissertations pertaining to Namibian history, particularly by the researchers who visited and used the Archival materials housed by the Archives.

On another note, 205 biographies of significant figures that play a vital role in Namibian history has been collected for preservation. The collection of biographies is one of the critical duties of the National Archives as it is reported in the Ministers Performance Agreement of 2020/21.

## **10. DIGITISATION**

The National Archives digitised a total of **2 737** records during 2020/21. The COVID-19 pandemic and the national lockdown had put a strain on the fulfilment of the Archives activities during the afore-mentioned year. As Digitisation is one of the most critical activities of National Archives, plans have been executed to increase the number of records digitised for the 2021/22 year, as it reduces physical contact with original materials; in this manner, protecting our researchers and increasing the life span of records. Similarly, Digitisation is included in the Performance Agreement of the Minister of Education, Arts and Culture.

## **11. ARCHIVES MANAGEMENT SYSTEM AND STORAGE DEVICE**

The National Archives is still using the old computerised cataloguing system (WINISIS). Although, the Access to Memory (AtoM) archival software is in the process of being acquired and configured on the National Archives' servers. The National Archives plans to have fully attained the AtoM software by the end of the 2021/22 year.

## **12. REVENUE COLLECTED**

The National Archives generate money through making copy services, selling publications and issuing digital archives as indicated in the table below.

### **Income Generated**

<b>Description</b>	<b>Number of items</b>	<b>Money Generated</b>
Copies made	533	N\$ 200.70
Number of digital archives issued	613	N\$ 1 847.53 (inclusive of direct bank deposits of N\$ 356.63)
Publications sold	50	N\$ 3 024
<b>Total</b>		<b>N\$ 5 072.23</b>

## Expenditure

Description	Number of items	Amount Used
<b>11 September 2020</b> 2 Adaptors purchased which includes: <ol style="list-style-type: none"> <li>1. Ellies Snapper 2*16A adaptor</li> <li>2. Ellies Snapper 3*16A adaptor for the micro-film machine</li> </ol>	2	N\$102.98
<b>17-18 September</b> <ol style="list-style-type: none"> <li>1. 2* 500w Halogen bulbs (N\$144.00);</li> <li>2. Micro-Phone-Pro-2WM (N\$349.00)</li> <li>3. Sandisk SD Ultra 32GB 90 Mb (N\$169.95). For recording of the Heritage week video</li> </ol>	3	N\$662.95
Printing of Henrik Witbooi Booklet	500	N\$153.35 (amount paid consisted of the 11.6% of the 15% VAT amount)
<b>Total Expenditure</b>		<b>N\$ 919.28</b>

### 13. CONCLUSION

Records and Archives 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 to ensure sound records management practices in public sector institutions to enable good service delivery at every level of government.

## **5. EDUCATION LIBRARY SERVICE**

### **1. INTRODUCTION**

Education Library Service (ELS) is the Headquarter of all school libraries across the country and its role is that of major provider of 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 2020 to March 2021.

### **2. REPORT ON PROGRESS AND ACTIVITIES**

#### **2.1 Education Library 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.

##### **2.1.1 Acquisition of school library books**

During the financial year 2020/21, ELS did not receive any budget for purchasing school library materials.

##### **2.1.2 Cataloguing and classification**

During the financial year 2020/21, 45 titles have been classified.

##### **2.1.3 Books processed by staff members**

A total number of 23 440 books have been processed by ELS staff.

##### **2.1.4 Packing of School library books**

Education Library Service packed and sent about **16 575** library materials to schools across 14 regions.

Table 1: Library materials packed per quarter

<b>QUARTER 1</b>	<b>QUARTER 2</b>	<b>QUARTER 3</b>	<b>QUARTER 4</b>	<b>TOTAL</b>
<b>2950</b>	<b>4940</b>	<b>2873</b>	<b>5812</b>	<b>16 575</b>

### **3. SCHOOL LIBRARY STATISTICS**

#### **3.1 ICT usage in school libraries**

ICT statistics are collected from all schools that have functional ICT equipment in their libraries however during the financial year 2020/21, school library statistics were only received

from an average of 28 schools. Some schools are not submitting ICT statistics because their computers are broken, no internet access service and some schools do not have Librarians or Teachers responsible for the library. Another contributing factor to the low ICT usage in schools' libraries is closure of schools due to Covid-19.

Table 3: School ICT usage statistics

<b>SCHOOL LIBRARY ICT USAGE STATISTICS</b>		
	<b>ICT USAGE</b>	<b>NUMBER OF SCHOOLS</b>
<i>QUARTER 1</i>	0	0
<i>QUARTER 2</i>	1 311	11
<i>QUARTER 3</i>	3 008	28
<i>QUARTER 4</i>	960	6
<b>TOTAL</b>	<b>5 279</b>	45

### 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 did not submit statistics due to several reasons such as lack of library space and unavailability of staff to run the library. The circulation statistics below are from various schools; however, statistics are not from all the regions as some regions do not submit their reports. Covid-19 was a huge contributing factor to the low circulation of library materials in libraries.

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

	<b>Circulation statistics</b>	<b>Number of schools</b>	<b>Library visits</b>	<b>Number of schools</b>
<i>Quarter 1</i>	0		0	

<i>Quarter 2</i>	4 874	21	7 470	14
<i>Quarter 3</i>	7586	52	13 586	28
<i>Quarter 4</i>	4729	23	9 181	19
<i>Total</i>	<b>17 189</b>	<b>96</b>	<b>30 237</b>	<b>61</b>

#### 4. READING PROMOTION ACTIVITIES

##### 4.1 Reading statistics

The table below shows reading statistics for the financial year 2020/21

Table 5: Reading statistics

SCHOOL LIBRARY READING STATISTICS		
	READING	NUMBER OF SCHOOLS
<b>QUARTER 1</b>	0	0
<b>QUARTER 2</b>	385	8
<b>QUARTER 3</b>	8018	25
<b>QUARTER 4</b>	5736	23
<b>TOTAL</b>	14139	56

##### 4.2 Leap Reader statistics

The Leap Reader was underutilized due to Covid-19 situation. Table 6 below shows

Table 6: Leap Reader statistics

SCHOOL LIBRARY LEAP READER STATISTICS		
	READING	NUMBER OF SCHOOLS
QUARTER 1	0	0
QUARTER 2	4	1
QUARTER 3	0	0
QUARTER 4	0	
TOTAL	4	1

### 5. READATHON

This year, 2020, the National READATHON was celebrated differently due to Covid-19, it was officially opened by the Minister of Education, Arts and Culture Hon. Ester Anna Nghipondoka via a Media briefing. This reading event took place from the 21<sup>st</sup> – 25<sup>th</sup> September and it was celebrated under the theme **READ NAMIBIA: KNOW YOUR SUSTAINABLE DEVELOPMENT GOALS AND MAKE THE WORLD A BETTER PLACE FOR EVERYONE.** The public was engaged throughout the week via Education Library Service Facebook page and all schools were encouraged to celebrate READATHON with their learners.



*Hon. Minister Ester Anna Nghipondoka with learners during the official opening of Readathon*

## 6. FUNCTIONAL SCHOOL LIBRARIES

There were no newly revamped school libraries during the financial year 2020/21.

## 7. SCHOOL LIBRARY HANDOVER CEREMONY

Salmon Boois Primary School was sponsored by Nampower Foundation with a newly purpose-built library which is valued at about N\$ 794 000.00. The library was officially handed over on the 26<sup>th</sup> of November 2020, Ms. Tobias was invited to specifically give the keynote address at the official handing over ceremony. In the keynote address, Ms. Tobias appreciated Nampower for supplementing the Ministry's efforts in ensuring the establishment of functional school libraries through the donation of the school library building.



*Ms. Tobias presenting a keynote address*

## 8. PROGRESS MADE ON PUBLISHING SHORT STORIES.

A request has been sent to Procurement Unit to facilitate the process of acquiring quotations for printing the short stories since the second quarter, however progress has been extremely slow. Currently, this task has been handed over to NLAS Accountant to process further which means starting all over.

## 9. PROGRESS MADE ON IMPLEMENTATION OF NATIONAL STANDARDS GUIDELINES FOR SCHOOL LIBRARIES IN NAMIBIA.

Due to la lack of funds to print the school library standards for distribution to all the regions as well as conduct training, a soft copy of the approved Standards Guidelines document was send to all regions and stakeholders to print and distribute with all school libraries and other relevant stakeholders in their respective regions. This was accompanied by a letter signed by the Executive Director.

## 10. DONATIONS RECEIVED

ELS received a donation of **4 027 copies** of the book titled **“Fish for life”** valued at **N\$ 52 351.00** from Namibia Fish Consumption Promotion Trust.





*Ms. Tobias receiving the donation*

## **11. WORKSHOPS AND TRAININGS**

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

### **11.1 Ministry's Human Resources Division Induction**

Ms. Esther Tobias and Mr. Martin Shikoha attended an Induction and Orientation Training by the Human Resources Division, under the Ministry of Education, Arts and Culture on the 28<sup>th</sup> and 29<sup>th</sup> of July 2020.

### **11.2 XXIV SCECSAL CONFERENCE 2021**

Ms. Esther Tobias and Ms. Kathleen Gowases attended the XXIV SCECSAL CONFERENCE 2021 from 8<sup>th</sup> to 11<sup>th</sup> February 2021 at Safari Hotel.

## **12. STUDENTS INTERNS**

ELS had three student volunteers from the University of Namibia who assisted with classification, processing and packing of school library resources.

## **13. STAFFING**

### **13.1 Staff appointments**

ELS appointed a new Librarian, Mr. Masuka Kashuwa. Mr. Kashuwa assumed duties on 1<sup>st</sup> March 2021.

### **13.2 Staff movement**

Ms. Hellen Spargo (Librarian) employment contract came to an end as of 30 April 2020.

## **14. CHALLENGES AND RECOMMENDATIONS**

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

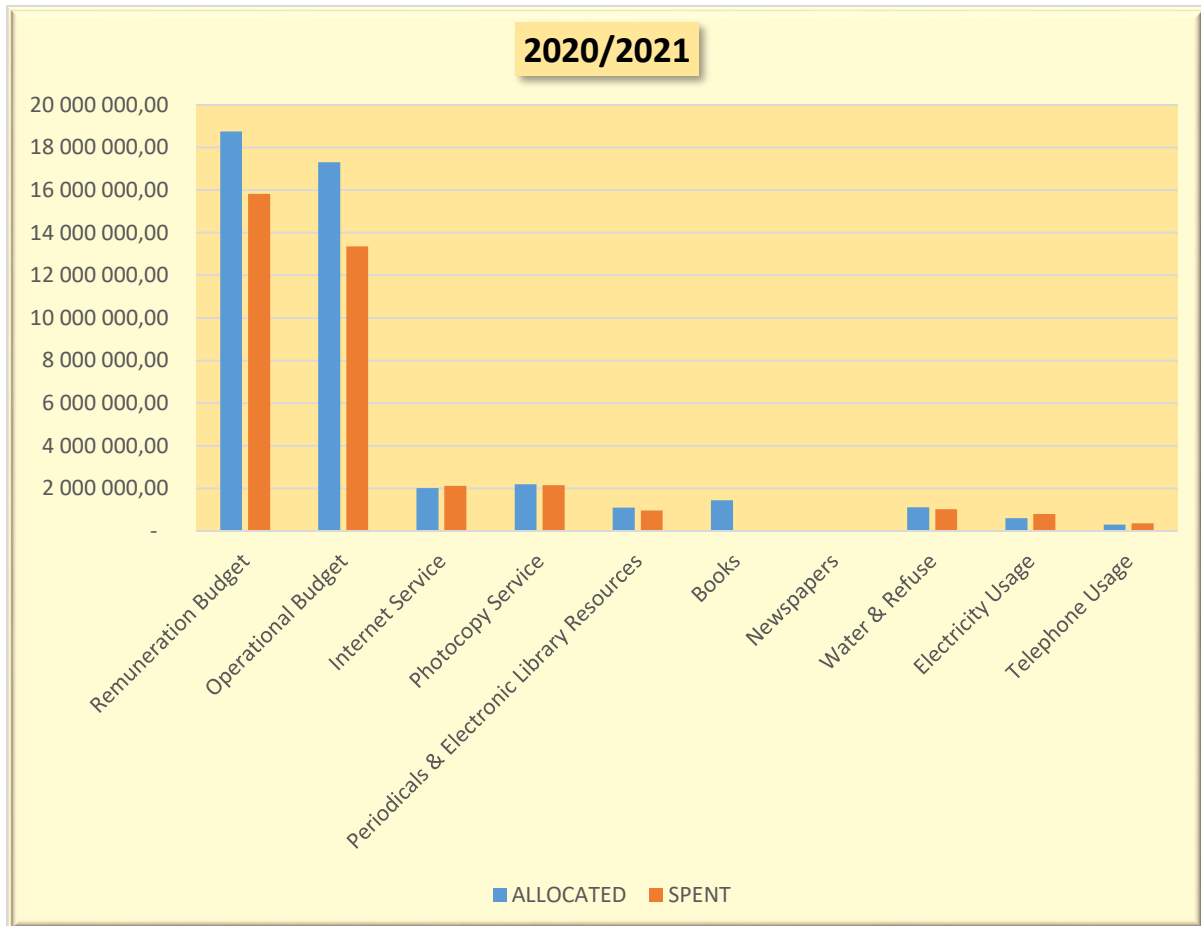
Table 7: Challenges and recommendations

<b>CHALLENGES</b>	<b>RECOMMENDATIONS</b>
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 Director should ensure that purpose built school libraries are used for their intended purpose.
In some schools, library buildings are closed with resources collecting dust as a result the teaching of information literacy skills to learners is compromised.	PQA and Lifelong Learning Deputy Directors should collaborate to ensure Principals avail teachers to manage the school library in the absence of a Librarian 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.
Provision of information regarding the number of functional school libraries remains a challenge	Staff members in the regions responsible for school libraries should find out the schools with functional libraries and forward such information to ELS.
Lack of qualified library staff in school libraries.	Deputy Directors must ensure that Principals implement 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. Deputy Directors should ensure that all schools allocate a portion for the school library development.
Lack of internet connectivity in most school libraries. Lack of ICT equipment maintenance in school libraries	The Deputy Director should ensure maintenance of library equipment by the regional IT personnel.

## **15. CONCLUSION**

During the financial year 2020/21 ELS processed a total of 23 440 books and packed a total of 16 575 materials for school libraries across the country. The report recorded that a total of 5278 learners made use of ICT in school libraries. A total of 14 139 learners participated in reading activities. Majority of schools and regions are not submitting school library usage statistics. A total of 17 836 books, were acquired by ELS through donation, hence ELS rely heavily on donations for resource acquisition due to very limited budget allocation. In the financial year 2020/21, most of ELS tasks and activities were affected by Covid-19.

## 6. FINANCIAL REPORT 2020/2021



	ALLOCATED	SPENT
Remuneration Budget	18 750 000,00	15 828 609,01
Operational Budget	17 309 094,00	13 356 109,99
Internet Service	2 012 196,00	2 120 824,30
Photocopy Service	2 200 448,00	2 143 364,32
Periodicals & Electronic Library Resources	1 100 500,00	954 600,00
Books	1 438 887,00	28 400,00
Newspapers	7 600,00	-
Water & Refuse	1 109 640,00	1 018 445,31
Electricity Usage	603 492,00	801 235,55
Telephone Usage	300 000,00	355 995,94

## NLAS PERFORMANCE SUMMARY 2020/2021

