

**The Launching Seminar Programme  
for the**

**Human resource development project at the University of Namibia Library: Institutional  
cooperation by the University of Namibia Library, University of Helsinki Library and University of  
Tampere Library**

**10th October and 10th – 14th October 2011**

**Safari Hotel, Windhoek, Namibia**

**Overview of the cooperation**

The University of Namibia (UNAM) Library is facing several challenges in implementing its mandate, that of providing adequate, appropriate, relevant, and timely information resources in support of teaching & learning, research & study to the academic community. While the shortage of skilled staff in critical areas of modern librarianship results in sub-standard information services provided to the user community, the limited resources reduces the Library's ability to make meaningful contributions to quality teaching and research output. In view of the above, the UNAM Library sought professional support from renowned and experienced Libraries of the University of Helsinki and the University of Tampere to assist in developing and strengthening the capacity of the UNAM Library. The three cooperating partners secured financial support from the government of Finland to implement this tripartite development cooperation. The cooperation will be implemented until December 2012 and will focus on six main areas listed below.

**Objective of the cooperation**

The objective of the cooperation is to improve human resources capacity at the UNAM Library in the following areas:

- a) Process analysis and policy development
- b) Research and academic writing, and publications;
- c) Content development for Information Literacy (IL) instruction;
- d) Pedagogical skills to impart IL skills to students and academic staff;
- e) Collection development and management
- f) Access to electronic information resources;
- g) Marketing of library products and services;
- h) Quality assurance and benchmarking.

**Expected results**

The expected results from this institutional cooperation are outlined below.

- a. Skills are gained by UNAM Librarians in process analysis and policy development;
- b. Academic writing skills and research output by UNAM Librarians are improved;
- c. UNAM Librarians are equipped with relevant skills in Information Literacy development;
- d. Pedagogical skills are acquired by Librarians & IL instruction is implemented effectively at UNAM;

- e. UNAM Library collection development policy is updated to accommodate modern information tools and resources;
- f. Specialized subject digital information services are devised & provided to UNAM students and staff; Digital and print collections are aligned to UNAM curriculum and research programmes;
- g. UNAM Library marketing strategy and plans are devised;
- h. Quality and standards of service delivery at UNAM Library is enhanced.

### MONDAY, 10 OCTOBER 2011

**SESSION CHAIRPERSON: Mr E Tjiramba**, Director of Communication: University of Namibia

08h00-08h30	Registrations
08h30-08h45	The Introduction who we are : <b>Joseph Ndinoshiho, Leena Toivonen and Elise Pirttiniemi:</b>
08h45-09h00	The Introduction of the partner libraries; <b>Ellen Namhila, Kaisa Sinikara and Leena Toivonen</b>
<b>OFFICIAL OPENING</b>	
09H00-09H15	<b>Welcome and opening remarks:</b> Prof Osmund Mwandemele, Pro-Vice Chancellor: Academic Affairs & Research, University of Namibia
09h15-09H20	<b>Remarks by Embassy of Finland</b>
09H20-10H00	<b>Keynote address:</b> Dr Abraham Iyambo, Minister of Education ( <b>cancelled</b> )
-10H00-10h20	<b>Vote of thanks:</b> Joseph Ndinoshiho, Deputy University Librarian, University of Namibia
10H20-10H40	Tea
<b>SESSION 1: POLICY ANALYSIS AND DEVELOPMENT UNAMLIBRARY</b> <b>SESSION CHAIRPERSON:</b> Barbara Seibes-Bock, Assistant Director: Policies & Organizational Development, UNAM <b>Rapporteurs:</b> Violet Matangira & Leena Toivonen	
11H00-11H30	<b>Ellen Namhila, , University Librarian, UNAM</b> Road map to UNAM library policy framework
11H30-12H00	<b>Kaisa Sinikara, University Librarian, University of Helsinki</b> Why does an academic library need an operational policy? What is the

12H00-12H30	<p>essence of a library policy?: experiences and practice at the Helsinki University Library</p> <p><b>Mirja Iivonen, University Librarian, University of Tampere</b></p> <p>Why does an academic library need an operational policy? What is the essence of a library policy?:</p>
12H30-13H00	Discussions: questions and answers
13H00-14H00	<b>Lunch</b>
14H00-15H00	<p><b>Breakaway groups</b></p> <p>Drafting the policy of the UNAM Library based on key issues identified from the presentations and discussions</p>
15H00-15H15	Tea
15H15-17H00	<p><b>Feedback from breakaway session groups</b></p> <p><b>RESOLUTIONS:</b> Feedback on developing the policy of the UNAM Library based on key issues identified from the presentations and group discussions.</p>

## TUESDAY, 11 OCTOBER 2011

### SESSION 2: SCIENTIFIC PUBLISHING

**SESSION CHAIRPERSON:** Ellen Namhila, University Librarian: University of Namibia

**Rapporteurs:** Menette Shatona & Outi Sisättö

08H00-08H30	<p><b>Violet Matangira, Head: Archives &amp; Special Collections: University of Namibia &amp; Members of the Team</b></p> <p>What is preventing the UNAM Library staff from conducting research and publishing?</p>
08H30-09H00	<p><b>Maria Forsman, Chief Information Specialist, University of Helsinki Library</b></p> <p>Scholarly communication and scientific publishing.</p>
09H00-09H30	<p><b>Mirja Iivonen, University Librarian, University of Tampere</b></p> <p>Librarianship as an academic expertise.</p>
09H30-10H00	<p><b>Outi Sisättö, Head of Publications: University of Tampere Library</b></p> <p>Universities as publishers: Example from the University of Tampere.</p>
10H00-10H30	Tea

10H30-12H00	Discussions: questions and answers
12H00-13H00	Lunch
<p><b>SESSION 3: OPEN ACCESS &amp; COPYRIGHTS</b></p> <p><b>SESSION CHAIRPERSON:</b> JOSEPH NDINOSHIHO, Deputy Librarian UNAM</p> <p><b>Rapporteurs:</b> Hertha Alweendo &amp; Hannele Nurminen</p>	
13H00-13H30	<b>Kaisa Sinikara, University Librarian, University of Helsinki</b> Open Access publishing and copyrights.
13H30-14H00	<b>Jane Katjavivi, Publisher: UNAM PRESS</b> Publishing Programs at UNAM
14H00-14H30	<b>Bravismore Mumanyi, ICT Librarian, UNAM</b> Applications of social networking tools at UNAM library
14H30-15H00	Breakaway sessions: developing strategies to increase research output and research services.
15H00-15H30	Tea
15H30-16H20	<b>RESOLUTIONS:</b> Feedback on developing strategies to increase research output and research services.

### WEDNESDAY, 12 OCTOBER 2011

#### SESSION 4: EVIDENCE-BASED LIBRARIANSHIP

##### SESSION CHAIRPERSON:

Hannele Nurminen, Head of Department, University of Tampere Library

**Rapporteurs:** Kavevanga Kahengua & Päivi Helminen

09H00-10H00	<b>Mirja Iivonen, University Librarian, University of Tampere</b> Introduction to evidence-based librarianship and academic writing.
10H00:10H30	Tea
10H30-11H00	<b>Leena Toivonen, Head of Department, University of Tampere Library</b> Gathered customer feedback – case Tampere University Library  Workshop: EBL in the library -The work will be organized into small groups to

11H00-12H30	consider relevant, answerable questions from their library practice. Finnish participants will participate in each small group. Workshop led by Päivi Helminen.
12H30-13H30	Lunch
13H30-14H30	<b>Maria Forsman, Chief Information Specialist, University of Helsinki Library</b> Research support services: Example from the University of Helsinki.
14H30-15H00	Discussions: questions and answers
15H00-15H30	Tea
15H30-16H00	Breakaway session: Developing strategies for applications of evidence-based librarianship at UNAM Library.
16H00-16H30	<b>RESOLUTIONS:</b> Feedback on developing strategies for applications of evidence-based librarianship at UNAM Library.

#### THURSDAY, 13 OCTOBER 2011

##### SESSION 5: QUALITY AND BENCHMARKING

##### SESSION CHAIRPERSON:

Maggy, Tjituka, Senior Librarian: UNAM NEUDAMN Library

**Rapporteurs:** Nampa Hamutumwa & Elise Pirttiniemi

08H:30-09H00	<b>Chenjerai Mabhiza &amp; Kafita team</b> UNAM Centre for Quality Assurance & Management (CEQUAM) expectations on quality issue pertaining library services.
09H00-09H30	<b>Leena Toivonen, Head of Department, University of Tampere Library</b> Quality, higher education and libraries - case Tampere university library.
09H30-10H00	<b>Päivi Helminen: Information Literacy Coordinator, University of Helsinki Library</b> The operations manual of Helsinki University Library, especially process analysis as a method for developing quality.
10H00-10H20	Tea
10H20-11H30	Breakaway sessions to strengthen quality assurance at UNAM Library: UNAM Library processes: acquisition, circulation.

11H30-12H30	<b>RESOLUTIONS:</b> Feedback on strengthening quality assurance at UNAM Library.
12H30-13H30	Lunch
<b>SESSION 6: COLLECTION DEVELOPMENT</b> <b>SESSION CHAIRPERSON:</b> Mbenae Katjihingua, Librarian: Faculty of Law, UNAM Library <b>Rapporteurs:</b> Louise Hansmann & Maria Forsman	
13H30-13H50	<b>Irmela Buchholz, Head: Technical Services&amp; Team, UNAM Library</b> Collection Development Policy at UNAM Library.
13H50-14H15	<b>Hannele Nurminen, Head of Department, University of Tampere Library</b> Collection policy- case Tampere University Library
14H15-14H35	<b>Elise Pirttiniemi, Project Manager, University of Helsinki Library</b> Collection policy- case of Helsinki University Library
14H35-15H00	Tea
15H00-15h50	Breakaways sessions Updating UNAM Library collection development policy based on key issues identified from the presentations
15H50-16H20	Feedback from breakaways sessions

**FRIDAY, 14 OCTOBER 2011**

**SESSION 7: OUTCOME RESOLUTIONS FROM SESSIONS**

**SESSION CHAIRPERSON: PROF KAISA SINIKARA, UNIVERSITY LIBRARIAN, UNIVERSITY OF HELSINKI**

08H30-08H45	<b>Session 1; THEME: POLICY ANALYSIS AND DEVELOPMENT</b> Rapporteurs: Violet Matangira & Leena Toivonen
08H45-09H30	<b>Session 2; THEME: SCIENTIFIC PUBLISHING</b> Rapporteurs: Menete Shatona & Outi Sisättö
09H30-09H45	<b>Session 3; THEME: OPEN ACCESS &amp; COPYRIGHTS</b> Rapporteurs: Hertha Alweendo & Hannele Nurminen
09H45-10H10	Tea
10H10-10H30	<b>Session 4; THEME: EVIDENCE BASED LIBRARIANSHIP</b> Rapporteurs: Kavevangua Kahengua & Päivi Helminen
10h30-11H00	<b>Session 5; THEME: QUALITY STANDARDS AND BECHMARKING</b>

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	Rapporteurs: Nampa Hamutunwa & Elise Pirttiniemi
11H00-11H30	<b>Session 6; THEME: COLLECTION DEVELOPMENT POLICY</b> Rapporteurs: Luise Hansmann & Maria Forsman
11H30-12H00	<b>Conclusions</b>
12H00-12H30	<b>Closing remarks</b>
12H30-13H30	Lunch
19H30-22H30	Dinner at Kubata Restaurant

## PROJECT STEERING BOARD MEETING

Friday, 7 October 2011

Session: Steering Board Meeting

Project Board Members: Ellen Namhila, Kaisa Sinikara, Mirja Iivonen, Elise Pirttiniemi, Leena Toivonen, Joseph Ndinoshiho	
14H00-15H00	<p>Agenda</p> <ul style="list-style-type: none"> <li>• Budget Planning</li> <li>• Expenditures guidelines / procurement procedures</li> <li>• Number and duration of Namibian Librarians to visit University of Helsinki Library &amp; University of Tampere Library</li> <li>• Preparing mentoring program</li> <li>• Reporting methodologies</li> <li>• AOB</li> </ul>

## THE FINNISH GROUP

Friday, 7 October 2011

Visit to Khomasdal Campus, Neudamn Campus, School of Medicine Campus (cancelled), UNAM Library, and Information & Communication Studies department (cancelled).

