

Transforming Lives, Empowering Communities!

An Agency of the Ministry of Education, Youth and Information

# *Celebrates*

## The successful achievements of the Global Libraries ICT Project

*JLS: Using Technology to Empower Individuals  
and Communities for Development*

**Exciting  
Library Offerings**



Photography Clubs



**Finch Robots**



**Mobile Library Service**

**MAJOR FUNDERS:**



**THE MINISTRY OF EDUCATION,  
YOUTH AND INFORMATION**

**BILL & MELINDA  
GATES foundation**

**MAJOR PARTNERS:**





## MESSAGE

**Paul Lalor**  
Chairman  
Jamaica Library Board

On behalf of the Jamaica Library Board, I wish to commend the Jamaica Library Service executive leadership, members of the Project team and all other staff who have worked tirelessly to achieve all the key performance indicators stipulated under the Global Libraries ICT Project entitled

"JLS: Using Technology to Empower Individuals and Communities for Development".

Through this initiative, we were able to expand free access to state-of-the-art ICT resources, provide innovative programmes, services and additional training initiatives for library users utilising technology. The outstanding work of the Jamaica Library Service has certainly reinforced the relevance of public libraries in Jamaica. As we continue to impact the lives of communities in a positive way I urge all stakeholders to contribute to the sustainability of public libraries.

We are indeed grateful to our main project funders, the Bill & Melinda Gates Foundation in the United States of America as well as our own Ministry of Education, Youth and Information for providing us with solid financial support which allowed us to technologically revolutionise the 119 public libraries island wide. I also wish to commend the private and public sector partners and applaud their efforts in contributing to the tremendous success of the Project.

## MESSAGE

**Karen Barton**  
Director General  
Jamaica Library Service

The journey of the public library transformation process began in Jamaica in November 2013, when we successfully secured funding from the Bill & Melinda Gates Foundation in the sum of approximately US\$2M with additional support from the

Ministry of Education in the sum of US\$1.1M for the implementation of the Global Libraries ICT Project entitled "JLS: Using Technology to Empower Individuals and Communities for Development." Focusing on education and digital inclusion, this Project aimed to empower Jamaicans to lead more productive lives through access to additional ICT resources, new and enhanced programmes, services and training initiatives through public libraries.

As we close the Project on March 31, 2017, the Jamaica Library Service (JLS) is pleased to celebrate the major achievements as we were able to bridge the technology gap in Jamaica by expanding our ICT capacity significantly in all 119 public libraries. We were also able to satisfy the needs of thousands of library members as well as other users by affording them the opportunity of engaging in a wide range of new and technologically-driven programmes and services.

Through strategic leadership, we were able to deliver all the key elements of the Project within the specified timeframe. Among the major achievements were:-

- Commissioning of an Impact Study which revealed that public libraries are impacting the lives of communities in a positive way. Some key findings were that:-
- 90% of library users view the public library as important
- 60% of library users read more because of access to technology at public libraries
- 60% of library users utilize the public library to complete their homework

- Acquisition and installation of approximately 1,063 state-of-the-art computer systems including desktops, laptops and tablets for all 119 public libraries with access to the latest Microsoft applications as well as installation of over 150 wireless access points
- The roll-out of a wide range of innovative ICT-related programmes and services
- Implementation of a robust marketing campaign to promote the programmes and services as well as the execution of an advocacy initiative to reinforce the relevance of public libraries in Jamaica
- Capacity building and development for over 600 JLS staff members through a series of comprehensive training programmes in key areas as well as basic computer and digital literacy training for over 2000 library users
- Implementation of an aggressive membership drive which resulted in the registration of 15,729 new members between April 2016 and February 2017, exceeding our target by the 3,759.

These outstanding achievements could not have been realized without the support of the dedicated Jamaica Library Service team including the executive management team, the project team and other staff members island wide. I therefore take great pleasure in commending them for their tenacity in making this Project a resounding success.

Finally, I also extend profound gratitude to our main funders – the Bill & Melinda Gates Foundation and the Ministry of Education, Youth and Information for their financial support. The forging of partnership was also critical to the success of the project and so I also extend appreciation to our nine (9) supporting partners; Microsoft, Universal Service Fund, CHASE Fund, EBSCO Information Services, Jamaica Public Service, Management Institute for National Development, Jamaica Information Service, The Gleaner and RJR/Gleaner Communications Group.

I invite every Jamaican to become a member of the public library in your community and enjoy the benefits of membership. Your local public library is your one-stop shop for information, education and recreation.

I also urge the private sector and other key stakeholders to come on board and support our library initiatives as we strive to transform lives and empower communities.

## ENDORSEMENTS - MAJOR PARTNERS

### MESSAGE

**Suzette Buchanan**  
Chief Executive Officer  
Universal Service Fund

The Universal Service Fund, as a major partner of the Jamaica Library Service, would like to extend commendations to the Jamaica Library Service on the implementation of the Global Libraries ICT Project, geared toward "utilizing technology to empower individuals and communities for development". This

venture is in keeping with the overall goal of the Universal Service Fund which is to provide the access needed to create a more digitally inclined society and leading the region in research and innovation.

We are indeed proud to be partners in this initiative due to its direct relation to our vision. Our partnerships across the island will continue to deepen and expand to other key agencies and organizations with strategic alignments to Information and Communications Technology (ICT) as we believe this is a key pillar upon which our development will be built. The Universal Service Fund remains committed to national transformation through digital inclusion.

Best wishes to the Jamaica Library Service in this venture and in future undertakings.

### MESSAGE

**W. BILLY HEAVEN**  
Chief Executive Officer  
CHASE Fund

The CHASE Fund is pleased with the success of the Jamaica Library Service Global Libraries ICT Project: 'Using Technology to Empower Individuals and Communities for Development.'

The objectives of the project were in sync with our mandate and we were happy that our support led to the improvement of the JLS' information and communications technology (ICT) resources. The CHASE Fund provided funding to effect electrical repairs at 119 public libraries across the island, acquired and installed computer workstations and

chairs to support the implementation of the new ICT resources for the Global Libraries ICT Project. In addition, the CHASE Fund has recently approved funding for the painting of the JLS Headquarters and the Kingston & St. Andrew Parish Library located on Tom Redcam Drive.

The CHASE Fund has been supporting the Jamaica Library Service in its work to meet the information, education and recreation needs of the public through its variety of programmes and services for years.

*Our mandate continues to be the*

- improvement of existing public libraries;
- establishment of libraries in schools and in some cases creating the infrastructure to facilitate internet access and providing computers
- the preservation of archives. The Fund has been very supportive of the move to digitize our historical material so that it can be accessed more easily and better preserved.

We will continue to respond to the needs in these areas and we look forward to continuing to work with our dedicated partners who share our agenda for the development of public libraries in Jamaica.

# Thank You

## Valued Partners



**Jamaica Library Service (JLS), an Agency of the Ministry of Education Youth & Information through its Global Libraries ICT Project entitled "JLS: Using Technology to Empower Individuals and Communities for Development" wishes to express sincere appreciation to all partners for your kind contribution in making the Project a resounding success!**



## GLOBAL LIBRARIES ICT PROJECT KEY AREAS



**Rohan Smith**  
Project Manager

We are very pleased to report that this ICT Project has been a success as all the key objectives were achieved. In particular, we were able to increase our ICT inventory by over 100% with the acquisition and installation of 1063 state-of-the-art ICT resources in all 119 public libraries across Jamaica.

Through this Project, Jamaicans are able to access:-

- new computers including 780 desktops, 271 tablets and 12 laptops
- the latest Microsoft applications including app development software
- advanced Wi-Fi service
- tablets
- finch robots
- digital cameras (DSLR) and lighting kits
- innovative technology-driven programmes and services.

With the implementation of these advanced technologies we were able to significantly transform our library offerings. In addition, the installation of EnvisionWare PC Reservation software has facilitated improved management of library users' access to computers within public libraries. It also enables persons to reserve computers for usage prior to visiting the library. The generous donation of the Microsoft Office Suite has enabled library users to improve their skills in using the latest applications such as Word, Excel, Outlook, PowerPoint, Access and Visual Studio.

We therefore invite everyone to visit the nearest public library and experience these exciting offerings.



**Andrea C. Whyte**  
Marketing & Communications Manager

Marketing and Advocacy were two critical components of the Global Libraries ICT Project. In order to promote the suite of exciting programmes and services being offered by the Jamaica Library Service (JLS), a robust and timely marketing campaign was executed. These breakthrough marketing initiatives included both traditional and non-traditional media marketing communication strategies such as; the unveiling of a colourful new-look logo depicting the transformation of public libraries from the traditional books to a more technology-driven environment, the development of a corporate slogan – JLS...Transforming Lives, Empowering Communities!, bus wraps advertising along high traffic routes, execution of social media marketing tactics, events sponsorship, radio and television advertising, roll-out of new directory signs, publication of a number of interesting newsworthy stories as well as advertising on digital billboards. In addition, through the generous partnership support of The Gleaner, a monthly newsworthy feature titled "JLS News" was published in The Gleaner Youthlink magazine aimed at targeting the youth market segment.

In terms of Advocacy, a series of compelling library advocacy stories dubbed "JLS Spotlight" were produced in partnership with the Jamaica Information Service – JIS TV Magazine Programme. The programme was aimed at creating greater awareness about the work and relevance of the public libraries. Forging of strategic partnerships with both private and public sector organizations also formed part of the advocacy initiative and so I take great pleasure in expressing sincere appreciation to the many partners and donors who supported the various marketing incentive programmes during the period.

I also extend sincere appreciation for the generous support of the various media entities including our main media partners; the Jamaica Information Service (JIS), the Gleaner Media Company Limited and the RJR/Gleaner Communications Group. Without the support of these media entities our interesting and informative news stories would not have reached the targeted audience. We therefore urge you to continue to spread the good news about the relevance of public libraries as we continue to communicate our messages in a strategic way. I invite all facets of society to sign up for membership today and experience the transformation in our public libraries.



**Sharnna Edmondson**  
Training Manager

The objective of the Training Programme was to deliver Information and Communications Technology (ICT) and other training programmes to promote personal, organizational and national development. As a result of this comprehensive training intervention over 600 JLS staff members as well as over 2000 public library users have improved their competences in technology and are able to fulfil their personal and professional goal.

The duration of the training programme was from July 2014 to March 2017 and has since evolved as a transforming catalyst, changing perception, improving and enhancing knowledge of both library staff and members as well as potential users of the public libraries. A training blog was created entitled "Training Transforms" at [www.trainingtransforms.wordpress.com](http://www.trainingtransforms.wordpress.com) to highlight all training activities which were executed under the project. Several training interventions were delivered including: Training of Trainers, Technology Management, Microsoft Office Suite, Digital Literacy, Advocacy, Leadership, Customer Service, Software Interaction (KOHA, Kodu, EnvisionWare and Resource Description Access), Community Engagement, Social Media, Customised Microsoft Certified System Administrator, Soft Skills, Managing Library Spaces, Photography, Robotics and Change Management.

As evident from the types of training which have been administered to build capacities, skills and competences, the evaluation reports revealed that the training was highly appreciated and benefited a significant number of the participants. In most cases, training was relevant and helped to improve the kind of work and service produced. Participants received certificates of achievement, participation and statements of competence.

Invaluable training interventions for users continue at all public libraries across Jamaica. Please contact your nearest public library and participate in these interesting programmes. Through training this project has indeed empowered and transformed communities and individuals.



Transforming Lives, Empowering Communities!

## Your LIBRARY NEEDS YOU

Become a "Friend" by joining the  
"Friends of the Library" in your parish



## Library Membership Matters !

Become a Member Now! Get your new **MEMBERSHIP CARD** and experience the benefits of membership.  
Membership is **FREE** in all 119 Public Libraries

### Membership: Easy as ABC

- Arrive at your nearest public library and complete an application form. Take along a valid photo identification and TRN.
- Bring proof of address (utility bill or completed verification form by an authorized person)
- Collect your membership card/readers' tickets (for children – parents or guardian must complete designated section of application approving the minor to become a member).

#### Enjoy exciting membership benefits:-

##### Access To Library Programmes

- Computer Training
- National Reading Competition
- Summer Programme
- We Little But We Tallawah: Parents Reading With Babies and Toddlers
- Clubs (Technology, Robotics, Photography, Chess) at select public libraries
- Invitation to library events and much more...

##### Access To ICT Services

- Unlimited WiFi access with up to two (2) electronic devices
- 45 minutes per session on public access computers
- App Development Software (at Parish Libraries only)
- Reserve a computer for extended periods for research

NB: Conditions Apply!

##### Access To Library Services

- Online databases from anywhere
- e-Resources (Journals, Magazines, Books)
- Loan of material from print and media collections
- Tablets for use in the public library
- Reserve material



Please contact your nearest public library for further details

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2 Tom Redcam Drive,  
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[www.jls.gov.jm](http://www.jls.gov.jm)



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# Flashback Pictorial Highlights from Project & Library Activities

**JIS Think Tank Session**



**Microsoft Donation of Software**



**JPS Donation - Solar Panel Kingston & St. Andrew Parish Library**



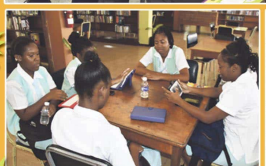
**Membership Drive Winners St. Thomas Parish Library Team**



**Training Sessions with new Computers**



**JLS Tech Fest**



**Official Project Launch**

