

LIBRARY REVIEW SESSION

REPORT

Introduction

The library review session was held on Saturday, 12th May 2007 between 12:30 – 13:30.

The library staff had found it necessary to hold a review session for members and non-members so that they could address certain issues to the users and they too could discuss matters that affect their daily use of the library with the staff.

Aim

The aim of the review session was to remind the users of the rules and regulations of the library.

To make them aware that this library belonged to them and that it was their responsibility to make it the best in town or in the country with its services.

Review Session

The staff had discussed together what important issues could be of discussion with the library users. They were noted down so that they could easily be communicated to them.

Then the library staff printed the issues of concern and distributed them among the users who were present on Saturday so that they could easily follow-up on what was discussed.

Forty-five participants attended which composed of members and non – members. We began by reading what was expected of them as users by the library. Then afterwards it was their turn to tell us what they expected of the library and its staff.

The following were the comments made by the patrons:

- Tuck shop with light snacks was recommended

- As a library that house books on democracy & human rights the library should hold workshops on these issues
- The patrons wanted to know what means did the library had in place to prevent the books from getting stolen by the users
- The closing time for Saturdays should be extended
- The library could be opened on Sundays and holidays especially during the examination period
- The library should have it as a rule that all members show their books at the desk upon leaving the library
- Concerning the Internet printing, users raised a concern that M1.00/copy was too much
- For those students who could not afford M25.00, they could surrender their passports against the books borrowed
- An improvement to the library membership card was suggested that the cards should be printed in the student card format
- People who were not familiar with the Internet searches should be assisted by the library staff
- Heating system urgently needed in the library
- One member urged other members to completely switch off their cell phones by the reception while others put them on silent mode and go up and down the stairs to answer them throughout the day. (NB This issue was among the points raised by the library staff)
- A separate room could be used for those users who bring their laptops as they cause disturbance
- Lending period should be extended beyond the 14 days especially for members who paid M100.00 and were eligible to borrow 5 books at a time.

The above and last issue caused some debate. Members who could not pay M100.00 raised a concern that they should not be denied rights to books if others were given an extension of more than 14 days. This meant that they would be given many books for a long period of time.

The participants were urged to use the Suggestion Box more frequently as it was also one way of contributing to the growth of this library.

Snacks and drinks were served as the Session was held between 12:30 and 13:30.

Lessons learned

- Users who paid M2.00 felt they were not part of the discussions as they did not contribute anything though one could see their attentive listening
- The best way to attract more users was to hold the review session on Saturdays especially during the examinations period as that was the time when a lot of library patrons used the library
- The time chosen for holding the session was also right in order to avoid any interference with their reading time