OUTREACH AT FAO

FAO Decentralized Offices and Aglinet

Rachele Oriente

David Lubin Memorial Library, FAO
Outreach Activities

• Work with Decentralized Offices—survey and training
• Inaugurate a library newsletter for the DO
• Revitalize Aglinet:
  – Campaign for new members—Pacific Islands
  – Renew online Directory
  – Create a listserv
  – Survey members
  – Respond to results of survey
Aglinet

• Survey— Aglinet User Needs Assessment. Objective to answer the question,

“Is Aglinet still relevant to its members?”
<table>
<thead>
<tr>
<th>Region</th>
<th>Institutional respondents</th>
<th>Total regional institutions</th>
<th>Response rate per region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>1</td>
<td>10</td>
<td>10%</td>
</tr>
<tr>
<td>Asia</td>
<td>6</td>
<td>14</td>
<td>43%</td>
</tr>
<tr>
<td>Australia</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Europe</td>
<td>18</td>
<td>26</td>
<td>69%</td>
</tr>
<tr>
<td>North America</td>
<td>3</td>
<td>3</td>
<td>100%</td>
</tr>
<tr>
<td>South America &amp; Caribbean</td>
<td>2</td>
<td>8</td>
<td>25%</td>
</tr>
</tbody>
</table>

**Aglinet Survey Responses: the bias towards Europe**

61 Aglinet member institutions, some multiple contacts
Total 82 individual email address contact
31 respondents
Available on SurveyMonkey July 12 to October 31, 2011
Results

• 25 institutions long-term members ≥ 10 years
• 50% use Aglinet “every few months”; 20% once/week
• 96% use it for ILL
• 65% have 1-5 Aglinet ILL requests/month
• 63% use the online directory
• 60% ILL officer is the Aglinet Liaison Officer
Opinions on Aglinet

• 66.7% “important”; 23.3% “very important”
• Majority do not belong to other international associations
• **Ripple Effect**: 60% provide resource delivery to smaller, non-member libraries with Aglinet
• Strong call for improved resource sharing
• Strong call for a Union Catalogue of Serials, resource portal, listserv, and collaborative reference services, and professional development
Responding to the Requests

• Listserv  aglinet-l-request@listserv.fao.org
  – Listserv for ILL and professional issues
  – Significant activity on the listserv
• Started investigating a union list of serials with
  an online module for ILL- using the IAMSLIC &
  Aquatic Commons models
• Revised Directory
• New members
New Members

• Email and print mail campaign in the Pacific
• Used personal contacts
• Searched for all Pacific institutions with libraries working in the broad agricultural sector. 26 contacts in 22 S.I.D.S.
• 3 new members, Pacific Islands
  – SPREP (South Pacific Regional Environmental Program. Apia Samoa)
  – Fiji National University
  – Dairy Australia
Decentralized Offices

- # Regional, # Sub Regional and # Country Offices; 2- #? For a field and a large Regional office might have ??
- Survey: their information needs
- Respond to survey results with training and information
- Library Newsletter
Survey

• SurveyMonkey in English, French & Spanish
• April 18 to June 30, 2011
• 124 respondents / 192 FAO Representations
  – 71 Anglophone, 26 Francophone, 27 Spanish
• Objectives:
  – to draw a picture of the information collection, storage and use systems of the FAO decentralized offices
  – to determine how decentralized FAO Staff perceive OEKM services
  – to give an opportunity for decentralized FAO staff to voice their opinions on their own information management needs
  – to create the baseline data from which OEKM can develop materials and procedures that will address their information needs of the decentralized offices.
## Analysis by Language Groups

<table>
<thead>
<tr>
<th>Results</th>
<th>Anglophone Respondents</th>
<th>Francophone Respondents</th>
<th>Spanish speaking Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents reporting existence of a physical library</td>
<td>57.7 %</td>
<td>88.5%</td>
<td>76.0%</td>
</tr>
<tr>
<td>Respondents reporting closing of library</td>
<td>15.5%</td>
<td>3.8%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Professional staff in library</td>
<td>40.0%</td>
<td>47.8%</td>
<td>61.9%</td>
</tr>
</tbody>
</table>
## Analysis by Language Groups

<table>
<thead>
<tr>
<th>Results</th>
<th>Anglophone Respondents</th>
<th>Francophone Respondents</th>
<th>Spanish speaking Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAO staff as Library clients</td>
<td>76.0%</td>
<td>87.5%</td>
<td>76.2%</td>
</tr>
<tr>
<td>0-10 users per week</td>
<td>55%</td>
<td>58.3%</td>
<td>57.1%</td>
</tr>
<tr>
<td>11-20 users per week</td>
<td>8.2%</td>
<td>16.7%</td>
<td>14.35</td>
</tr>
<tr>
<td>More than 20 users per week</td>
<td>8.2%</td>
<td>4.2%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Unknown number of users per week</td>
<td>28.6%</td>
<td>20.8%</td>
<td>23.8%</td>
</tr>
<tr>
<td>Results</td>
<td>Anglophone Respondents</td>
<td>Francophone Respondents</td>
<td>Spanish speaking Respondents</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------</td>
<td>-------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Information retrieval: Internet</td>
<td>88.4%</td>
<td>95.8%</td>
<td>96.2%</td>
</tr>
<tr>
<td>Information retrieval: Office</td>
<td>63.8%</td>
<td>95.8%</td>
<td>42.3%</td>
</tr>
<tr>
<td>Information retrieval: CDR</td>
<td>33.3%</td>
<td>37.5%</td>
<td>46.2%</td>
</tr>
<tr>
<td>Staff for digital retrieval</td>
<td>44.9%</td>
<td>68.0%</td>
<td>48.0%</td>
</tr>
<tr>
<td>Interest in CDR Mirror</td>
<td>72.1%</td>
<td>88.0%</td>
<td>78.3%</td>
</tr>
<tr>
<td>Interest in Annual Updates to CDR Mirror</td>
<td>98.4%</td>
<td>95.8%</td>
<td>96.0%</td>
</tr>
<tr>
<td>Request</td>
<td>First</td>
<td>Second</td>
<td>Third</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------</td>
<td>--------</td>
<td>-------</td>
</tr>
<tr>
<td>Existence of a catalogue of office’s publications</td>
<td>29.0%</td>
<td>20.8%</td>
<td>19.2%</td>
</tr>
<tr>
<td>Requests to David Lubin Memorial Library</td>
<td>16.7%</td>
<td>4.0%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Need for training in the CDR/Open Archive (OA)</td>
<td>83.6%</td>
<td>70.8%</td>
<td>76.9%</td>
</tr>
<tr>
<td>Need for training in Internet searching</td>
<td>71.6%</td>
<td>79.2%</td>
<td>61.5%</td>
</tr>
<tr>
<td>Need for training in uploading to the CDR/OA</td>
<td>79.1%</td>
<td>75.0%</td>
<td>53.8%</td>
</tr>
<tr>
<td>Information needs for FAO Staff</td>
<td>In response to an open-comment question on what the users perceive they need, training was the predominant answer. There were 3 types of training repeatedly requested: searching FAO and other/externally published internet-based electronic documents; basic library management skills; and accessing, searching and uploading documents into the CDR/OA.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Response to the DO Survey

• Developed training materials:
  – Brochure on library services & contacts
  – Detailed directions on how to connect to, and use library electronic resources
  – Searching & uploading documents in the CDR

• Newsletter for the DOs
Training to Decentralized Offices

- Training mission to Ethiopia November 2011
  - Training on Library resources and services
  - Using and uploading to the CDR
  - Visited Aglinet libraries → unaware of what Aglinet can do
  - Visited FAO depository libraries → lesson: still a need for print, use of FAO catalogue

- Training mission to Ghana December 2012

- Video training carried out as requested
The Lubin Letter

• Library newsletter to the DOs
• 2 issues, 3rd for December
• Recto-verso format
• 1 topic per issue
  – #1: Access. How to use it, what it gives
  – #2: E-journal portal
  – #3: The OA ? DLML Social networking?
Welcome to the first issue of *The Lubin Letter*, the newsletter of the David Lubin Memorial Library (DLML) in the Office of Knowledge Exchange, Research and Extension (OEK). Each issue will focus on one topic.

This first issue is about *access*. It describes how to take advantage of the many electronic information resources to which DLML subscribes for your use. We will describe the library catalogue, which lists all our books and journals, with many full-text links. We have almost 100 academic, technical and trade databases covering agriculture, forestry, fisheries, nutrition, animal health and...