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ANNUAL REPORT

DECEMBER 2018



2018

ANNUAL REPORT

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EXECUTIVE DIRECTOR'S MESSAGE

The past year has been a year of change and rebirth for the Ghana Library Authority. The organization has been energized on the back of a bold new vision to operate a world class public organization making relevant contributions to society by pursuing a modernized and innovative public library service. Our work within this past year has focused on laying the groundwork upon which our vision for achieving the desired growth; expanding and varying delivery outlets, sweeping re-modeling of library services and re-designing of the existing organizational structure. A highlight of this past year was the Authority's ongoing efforts to create an enabling environment to deploy our services through electronic platforms. **We foresee in the short term a progressive move towards determining, for instance our book lending services not only in terms of quantities borrowed from our various libraries, but also in terms of tracking the number of downloads of online articles or electronic resources.** The Authority worked closely with various Metropolitan Municipal and District Assemblies (MMDAs), in our efforts to collaborate closely with local authorities towards maximizing service provision. In collaboration with several government and non-government agencies, the Authority worked to deliver relevant services and programming in line with its legitimate mandate. It was a year of rigorous planning for renovation of buildings, leading to the extreme makeover of real estate which is really at the center of our infrastructural transformation in particular, the Greater Accra Regional Library. Thank you to our various patrons who we have enjoyed serving throughout the year for your cooperation and loyalty. Also to our partners whose commitment to supporting us carry out our mandate has been nothing short of inspiring. Also a special mention hardworking staff of GhLA for your dedication and intense sense of duty that contributed to the outstanding successes we have enjoyed over the course of 2018.

Hayford Siaw

Executive Director (Ag.)

CHAIRPERSON'S SPEECH AT BOARD INAUGURATION

**SPEECH BY THE CHAIRPERSON
AT THE INAUGURATION OF THE BOARD OF THE GHANA LIBRARY AUTHORITY
ON 23RD MARCH 2018 AT THE CONFERENCE ROOM OF THE MINISTRY OF EDUCATION,
ACCRA.**

I am highly delighted about the calibre of people who have been put together to constitute the Board of the Ghana Library Authority. This is a sign that the Government of Ghana is serious and interested in revamping Public Library Services in Ghana.

The Public Library is known as the poor man's university because it offers opportunities and facilities for self-education to the highest possible level one is able to.

Public libraries are for all citizens serving them from the cradle to the grave. Services to toddlers through to the aged, services to the disadvantaged in hospitals, prisons and on the streets and for formal and informal education are offered.

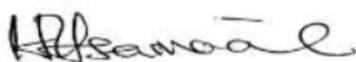
Public libraries also offer avenues for dissemination of government information. Today's public libraries are not limited to provision of paper-based publications only. They also provide electronic information in various formats.

Again, public libraries now have several and varied extension services termed makerspaces where people go to put their imaginations into action. The face of public libraries has changed and keeps changing from what we have known in years gone by. We are in interesting times with the provision of innovative services that meet community needs. The revolution of public library services is on-going globally and Ghana should not be left out of it.

Honourable Minister, today is not a day for long speeches, so on behalf of my colleagues and I, I wish to assure you and Mr President that we will carry out the responsibility entrusted to us by turning around the fortunes of the Ghana Library Authority so that Ghana will once more be the cynosure of all eyes as the country with the leading public Library service in Africa as known from the 1950s to the 1970s. We will get to work immediately on this.

Finally, we wish to thank the President of the Republic of Ghana, His Excellency Nana Addo Dankwa Akuffo Addo; the Minister of Education, Hon Matthew Opoku Prempeh for the honour done us and the confidence reposed in us.

Thank you



Dr. Helena Asamoah-Hassan
Chairperson

GENERAL OVERVIEW

The Ghana Library Authority (GhLA) has set a vision to connect every Ghanaian to knowledge resources through establishing, equipping, managing and maintaining public libraries in Ghana. At the beginning of 2018, the GhLA entered into a new phase of rebirth after years of stagnation with a view to achieving the following:

- **Growth** – (1) content – books, magazine, audio books (2) reach and resultant impact.
 - Diversifying delivery channels to include digital content and infrastructure.
 - Radically redesign Library public services to improve quality of service, cost efficiency and program efficacy.
 - Restructure and streamline the GhLA's approach to managing its finances and core processes.
 - Strengthen leadership and capabilities across the GhLA to support delivery.
 - Optimize the GhLA structure, scale and Target Operating Model (TOM).
 - Develop the vision, accountability and capabilities needed to drive a large-scale transformation.
1. Initiating a process with the Public Service Commission leading to the restructuring of the organization.
 2. Cooperation with Ministry of Education (MoE) to inaugurate a new Governing Board.
 3. Commissioned audit on its finances over a five year period.
 4. Reestablish international relationships, particularly, with Book Aid International and the International Board on Books for Young people.
 5. Introduced the Adopt-a-library business model to increase private sector social investment into the public library system.

GhLA Governing Board

The Minister of Education, Dr. Mathew Opoku Prempeh on Friday, 23rd March 2018 inaugurated a 16-member board of the Authority.

The Board members were Dr Helen R. Asamoah-Hassan; Chairman and government Nominee, Mr. Hayford Siaw, the Executive Director of GhLA, Mrs Eva Haizel, Ministry of Education, Dr Emmanuel Adjei, Department of Information Studies, University of Ghana, Professor Michael A. Tagoe, Institute of Adult Education and Mrs Lily Fati Soale, Ministry of Local Government and Rural Development.

Others were; Ms Barbara B. Norteye, Conference of Heads of Assisted Secondary Schools, Mr Nicholas Buabeng, National Teachers Training Council, Mr Fred Sakyi Boafo, Department of Social Welfare, Mr Mawutodzi Kodzo Abissath, Ministry of Information, Rev. Dr. Kwabena Opuni-Frimpong, Christian Council of Ghana, and Rev. Father Michael Awuah-Ansah, National Catholic Secretariat.

The rest were; Alhaji Mamah G. Mohammed, Nominee for Chief Imam, Mrs Olivia Opoku-Adomah, Ministry of Cultural Affairs, Mr Kofi Sakyiama Antiri, Minister's Nominee, and Ms Lucy Amanda Asamoah, Ghana National Association of Teachers.

The governing board of the Authority is expected to establish, equip, manage and maintain public libraries in the country.

KEY ACHIEVEMENTS OF 2018

In pursuing its objectives for the year, there were many standout achievements. Important milestones accomplished in the areas of infrastructure, key performance indicators (KPI's), human resource, service restructuring and partnership.

Infrastructure

The renovation exercise at Tsito library in the Volta Region is 100% complete. Renovation works at the Keta Library also in the Volta Region is far advanced, to the point where electricity has been restored. At the Accra Central Library, the renovation at the Extension department is 100% complete. Renovation of the Accra Central Library building is also 90% complete. At the GhLA Head Office, renovations of the Acquisition, Processing and HR departments are also 100% complete. The School and College Libraries department office is on the cusp of being completed. Elsewhere in the Upper East Region, the Bongo and the Sandema libraries have been rehabilitated, whilst electricity at the Bantama Library in the Ashanti Region has been fully restored. In the Central Region, the Abura Dunkwa and Adjumako libraries are fully refurbished. Electricity is also restored to these libraries whose electricity were disconnected. Fifty (50) libraries out of the 61 are now connected with internet and wifi.

Infrastructure

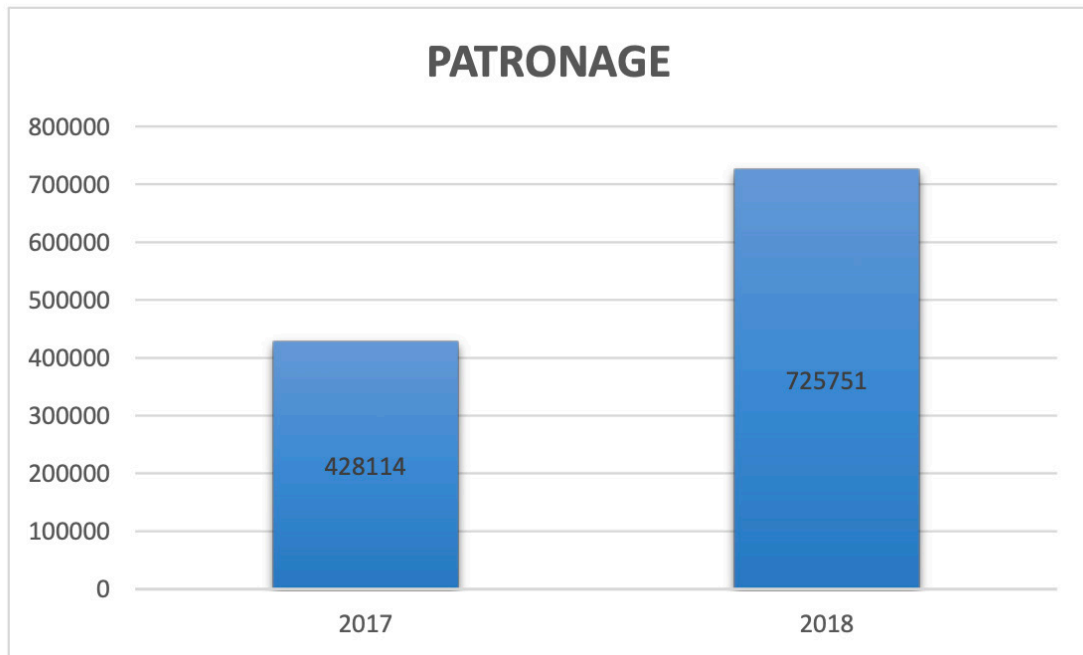
All the ten (10) mobile vans used for library services have been fixed and equipped with computers with the help of GIFEC.

Key Performance Indicators (KPI's) of GhLA

Main areas of focus for key performance indicator for the year included patronage, circulation and membership.

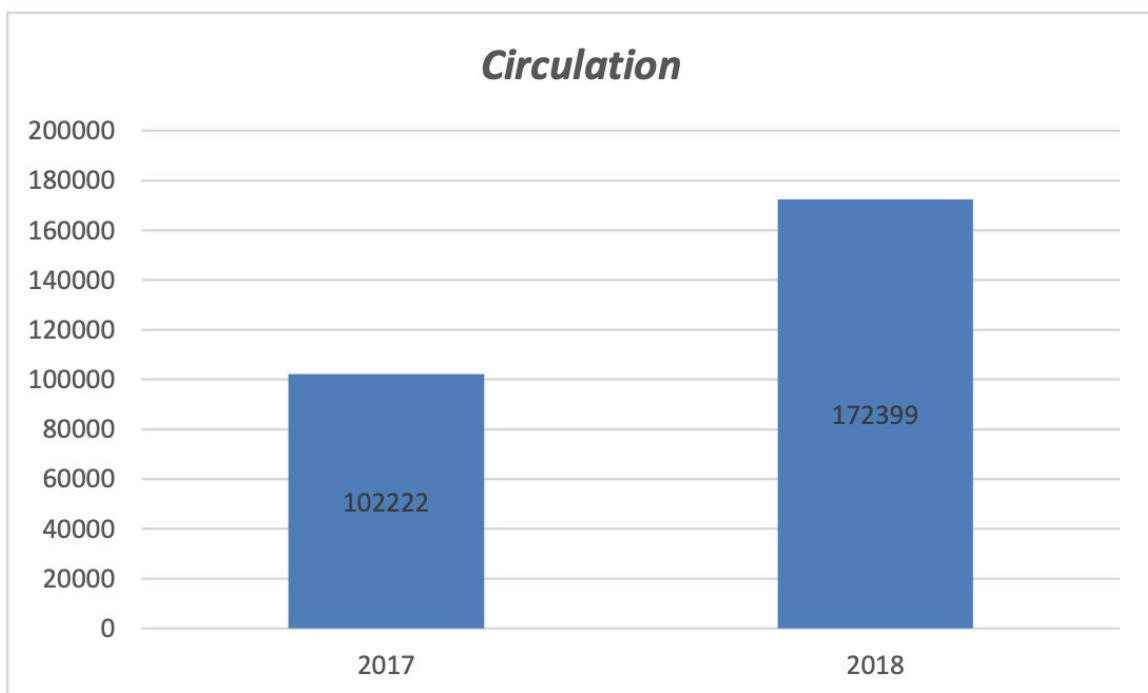
Patronage

Total patronage of 725,751 user visits in 2018 was close to double of the entire total of 428,114 user visits in 2017. Indeed this year's total for library patronage across service points nationwide is an approximately 60 percent increase over the figure recorded at a similar period last year. The high patronage of public library facilities during the year can be attributed primarily to the conscious effort by the Authority to significantly improve public interest in library services. This was achieved through aggressive engagement with patrons, particularly exploiting the celebration of various internationally recognized literacy-related days to showcase various aspects of library service available to the general public.



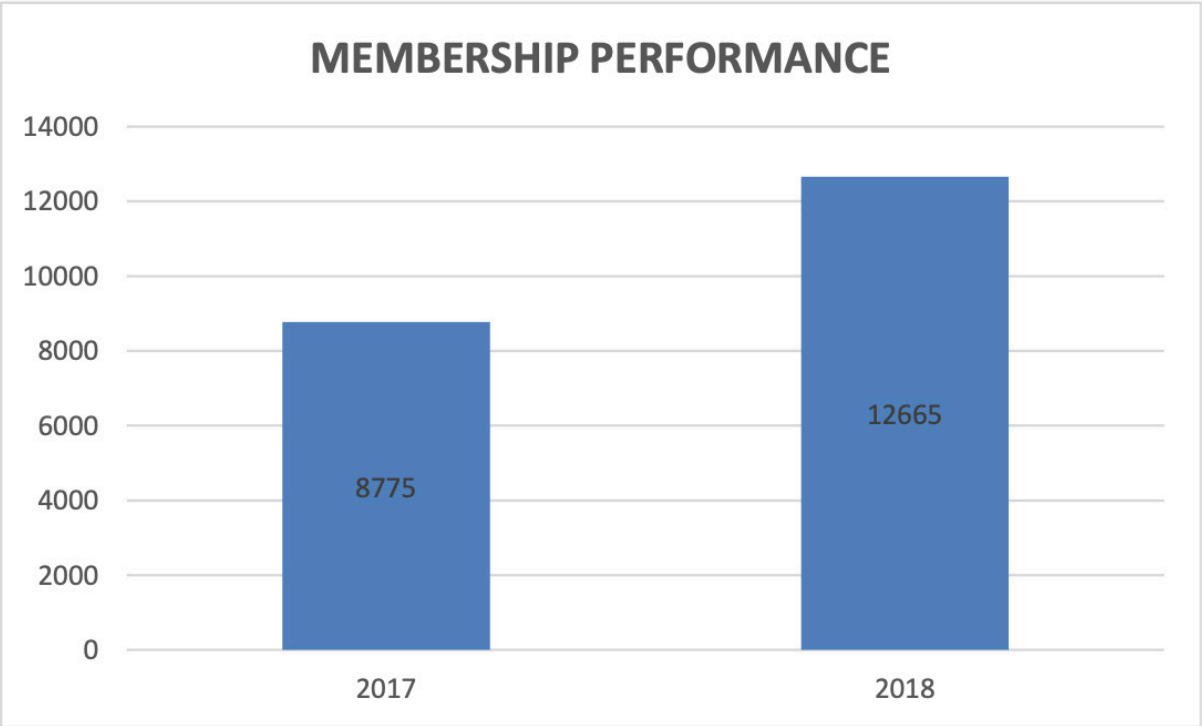
Circulation (Book Lending Services)

Book lending services recorded 172,399 books being borrowed by users in 2018, a massive increase compared to the total number of books borrowed for the whole of the previous year (2017) which recorded 102,222 books borrowed. The Authority in the past year focused on encouraging continuous knowledge-seeking through reading, which led to the vigorous overall book lending/borrowing numbers throughout most branch and regional libraries. Book borrowing was important in, for instance, supporting the reading needs of local book clubs (or reading groups) by providing them with a range of genres such as literary fiction, popular fiction, biographies etc.



New Membership

There was membership increase of 3,890 representing 44.43%. Membership registrations dipped by 21% in 2016 over 2015 but gained significant traction evidenced by a 26.3% increase. This demonstrates a strong potential for growing membership numbers in 2019/20 with a view to improving reading outcomes.



GHLA HEAD OFFICE

HUMAN RESOURCE (HR) DEPARTMENT

The Human Resource (HR) department of Ghana Library Authority was set-up in August 2018 by management of the Ghana Library Authority. The New HR office received forty new staff on secondment from Ghana Education Service. The first batch of NABCO interns were also received on December, 2018 to the Headquarters and across the Regional Libraries and its branches. Orientation was conducted for new entrants on arrival.

STAFF STRENGTH

As at January 2018, the total workforce for Ghana Library Authority was Five Hundred and Seven (507). Twenty Three (23) staff exited from January to December, 2018. The exits of the Twenty Three 23 came from resignations and compulsory retirement.

Presently the total number of staff in GhLA is Four Hundred and Seventy Nine (479). This total includes the Regional Libraries and its branches

NEW STAFF

To augment and motivate the human resource at the organization, efforts were made to recruit new staff and promote existing ones for whom promotion was long overdue, yielding the following results and Staff Promotion and yielded the following results:

- Successfully recruiting 46 new staff to fill existing vacancies with the support of the Ministry of Education (MoE) the first time in over half a decade
- Promoting up to 50 senior staff whose promotions were delayed for about 10 years.

Restructuring Exercise at the GhLA

Close collaboration with the Public Services Commission resulted in negotiations/discussions at an advanced stage with respect to restructuring and reviewing the Authority's staff establishment, scheme of service and the condition of service.

Staff Strength of GhLA

Staff	Number
Head Office	57
George Padmore Research Library	25
Ashanti	46
Eastern Region	38
Northern Region	27
Upper East Region	21
Upper West Region	10
Greater Accra Region	70
Central Region	54
Western Region	47
Brong Ahafo Region	36
Volta Region	48
Total	479

CORPORATE AFFAIRS DEPARTMENT

The Corporate Affairs Department is one of the new Departments established by the management of the GhLA in 2018. It provides the overall visibility for GhLA. The department is responsible for the positive image building of the authority as well as the overall strategy and visibility for the brand. Corporate Affairs is also responsible for the implementation of the organization communications strategy, leading digital content development and oversee the monitoring of the Authorities media presence.

PR/Media Relations

The Corporate Affairs department initiated a courtesy call for the Executive Director (Ag) to officially introduce him and used the opportunity to call for partnership for the Authority's much anticipated project in 2019 (2019 year of reading). GhLA paid courtesy call on some media houses. They are:

- The finder
- Daily Guide
- B&FT
- GNA
- Ghanaweb
- City FM.

Publicity

The Corporate Affairs provided publicity with regards to the partnerships with Book Aid, Newmont partnerships, GhLA technical assistance to library set-up, GhLA declares 2019 Year of Reading, Partnership with GBPA, Prime Minister of St.Vincent and Grenadines donates books to George Padmore Library and many others.

Social Media

GhLA received drastic increase in the following and subscription across social media platforms organically.

Facebook likes increased from 6,438 to 6,735. On twitter, our followers increased from 160 followers to 189 and on Instagram, from 110 to 122.

ESTATE DEPARTMENT

The Estate Department is one of the newly set up departments at the Ghana Library Authority.

Renovated Works

Human Resource office
Acquisition and Distribution
Processing and Cataloguing
Extension
School and College libraries

Other renovated works

- Addition of 8 big waste bins, as GhLA is on a project to make the agency the neatest government agency in Ghana.
- Plumbing works have been completed for washrooms in the Greater Accra Regional Library and at the head office.
- Pipe water re-connection after negotiations with the Ghana water company.
- Inventory taking at Tema and Volta regional librarians' residence.
- A new water pump has been purchased to pump water and supply greater Accra regional library with water.
- Debris accumulated on the compound of the Ghla head office and the greater Accra regional library has been cleared, creating more space for use as car park and other activities.
- Asset register opening for GhLA Head office and Greater Accra Regional library.
- The remaining bitumen in front of the greater Accra regional library (car park) was dug out and in its place concrete was cast.
- Gravel/chippings has been spread and leveled on the car park adjacent the processing department
- Re-connection of the intercom at the head office and greater Accra regional library offices.

PROGRAMES AND PARTNERSHIP DEPARTMENT

GhLA has restored defunct partnerships with international organizations like Book Aid international, a leading international book donor to supply the GhLA with around 100,000 books a year. Thirty thousand (30,000) of the books have so far been received by the authority and currently being processed for distribution.

In addition, strained partnership with GIFEC has been rekindled leading to the agreement between the two organizations for GIFEC to install computers at all GhLA libraries and connect them to e-resources. GIFEC has also agreed to equip all GhLA mobile library vans with equipment, including 100 laptops for Southern and Northern Zones, 100 Mouse, 10 Dummy Desktop Computers and Kindles. The partnership with GIFEC will also include the of provision internet service/connectivity at all library locations.

Through the Adopt-A-Library proposal, successful Public-Private Partnerships with prominent organizations and multinational companies such as Newmont have been agreed and positive discussions are ongoing with organizations like Vodafone Ghana, World Vision, Book Aid, Newmont, United Way Ghana, Barclays Bank, Surfline, Access Bank, UNICEF among others.

CATALOGUING/PROCESSING DEPARTMENT

The Cataloguing/Processing department processes the books acquired by the Authority.

Books processed during the year were as follows:

Adult Books	4353
Children Books	14538
Total	18891

These books were donations from the previous year and reserved books.

The department received a total of 775 books donations in 2018 from stores for both adult and children as indicated below:

Adult Books	129
Children Books	646
Total	775

The processing books distribution to the regions were as follows:

	GAR	ASH	WEST	EST	CENT	VOLT	NORTH	UPE	UPW	BRONG	TOTAL
ADULT	761	394	387	390	769	498	327	175	176	476	4353
CHN	7324	1008	997	670	335	1182	661	1138	561	662	14538
TOTAL	8085	1402	1384	1060	1104	1680	988	1313	737	1138	18891

As at the end of the year, 3 Regions books were dispatched. These were Ashanti, Upper East and Volta Regions.

THE GEORGE PADMORE RESEARCH LIBRARY ON AFRICAN AFFAIRS

Apart from the provision of facilities for independent studies, the George Padmore Research Library on African Affairs collects materials on all facets of knowledge on Africa in general and on Ghana in particular. It also, in addition performs some functions of a National Library in the absence of one in Ghana.

The Library has two (2) distinct service points: Africa Collection and Ghana Collection.

The Africa Collection is the bigger of the two (2), offering a seating capacity of fifty (50) to users at a time. It houses books, journals and other library materials on all African countries. It also houses the Noma Collection. This Collection, named after its founder, Shoichi Noma. He is a Japanese who was interested in writing competitions organized in the 70s to encourage aspiring writers. Total staff at the Library as at 31st December, 2018, was twenty five (25).

STOCK

The books in both sections (Africa Collections and Ghana Collections) have been growing steadily over the years as a result of additions from headquarters, donations and the legal deposits.

The total collection in the Padmore Library stands at 93,426.

Africa Collection has a total of seventy eight thousand five hundred and fifty four (78554) materials and out of which four thousand one hundred and fifty four (4154) are periodicals. Ghana Collection has 14872 materials.

In the year under review, thousand eight hundred and ninety two (1,892) books were received as legal deposit.

Ten (10) books were donated to the library.

Generally, the George Padmore Research Library on African Affairs did see a remarkable improvement in terms of patronage at both service points. Most of our users were students pursuing academic work to advance themselves professionally. Most of these came with their own books to do private studies. Some also came to do research and make enquire for information from our resources.

PATRONAGE

Patronage usually increases between May-June and October-November. During the year under review we had one thousand four hundred and thirty-one (1,431) users in Africa Collection and one thousand one and ninety seven (1, 097) people using the Ghana Collection Department.

This number excludes those who came for other purposes like school excursions or personal tour.

VISITS/TOURISTS

The George Padmore Research Library on African Affairs is regarded as one of the tourist sites in Ghana. Hence, people travel from far and near to tour this place and visit George Padmore's tomb. Tourists to the Library also have opportunity to see a range of collection of Pan Africanism and other historical materials depicting the independence struggle of the Black Society.

In the year under review Hon. Ralph Gonsalves, the Prime Minister of St. Vincent and The Grenadines with his wife and five (5) member delegations visited the library. A number of African Americans and white students and their faculties from some of the Universities in United States Of America (USA) were here to tour the Library.

THE GHANA NATIONAL BIBLIOGRAPHY (GNB)

The GNB lists books and pamphlets deposited with the Library in accordance with the Book and Newspaper Registration Act of 1961, Act 73. It is published bi-monthly and annually since 1965.

The GNB is currently in arrears. The last published issue was May/June 2010.

There has been an introduction of software for the GNB which is on trial and has been in use since September, 2018 to date. In the year under review the acting Resident Librarian Mr. James Naabah started training some staff but could not finished and was continued by the acting Resident Librarian Mr. Simon T. Teye. So far from September 2018 to December 2018 GNB has been completed.

LEGAL DEPOSITS

Legal deposit received on behalf of the Authority in the year under review was one thousand four hundred and ten (1410).

INTERNATIONAL STANDARD BOOK NUMBERS (ISBN)

In the year under review the under listed numbers were given.

International Standard Book Number (ISBN) — 2062 singles and 78 block of ten
International Standard Serial Number (ISSN) — 52
International Standard Music Number (ISMN) — 2

REGIONAL REPORTS

Regional reports comprise reports from nine (9) regions of Ghana namely, the Brong Ahafo , Ashanti, Western, Eastern, Northern, Central, Upper East, Volta and Greater Accra Regions.

BRONG AHAFO

The past year was eventful in all the six Libraries under the management of the Ghana Library Authority in the Brong Ahafo Region; the Regional Library (in Sunyani) and five branch libraries located in Techiman, Goaso, Dormaa, Kintampo and Duayaw-Nkwanta. The hardworking, dedicated staff, numbering up to thirty-five (35) in the entire region became the fulcrum on which the fortunes of the organization turned, and their participation in events such as the 3rd AFLIA Public Library Summit (1 participant) and the Pan African Trade Union Education Programme (PANAF) by Trade Union Congress from (1 staff) reflected positively on the organization. The region also celebrated one of its own for winning the TEWU Best Worker Award.

It was a year full of activities for the Authority in the region. The Sunyani library (children's section) took advantage of Ghana's 61st Independence Celebration for promotional reading activities with support from the Brong Ahafo Regional Co-ordinating Council in March.

The Prisons Mobile Library Service Project (PRIMOLIP) spearheaded by the Regional Library which targets prison inmates was expanded to include prison officers and their wards. Initiated in the previous year but officially kicking off in 2018, this project meets the needs of inmates that preparing to write WASSCE and other professional examination.

Through the Prisons Mobile Library Service, thirty-two (32) inmates and five (5) officers visited the library a day within the year.

The Future Scholars Reading Club, was created with a total of 25 members; the, "*Beyond Reading Project*" concept introduced by the then Regional Librarian, Chief Frederic Noble Baada organized fun-based literacy and reading promotion activities for children during the year. Over at Techiman library, collaborations with GhCode resulted in getting 28 users trained to acquire basic knowledge and skills in the application of computers in their academic work, as well as to meet their ICT needs.

New Membership

A total number of 1,272 new users registered with the Authority in the region during the year.

Book Issue

Up to 12,781 books were issued out to the registered members during the year.

Patronage

Across the library network in the region, total user visits reached 79,313.

Stock

Total book stock recorded for the region stood at 56,701.

EASTERN REGION

The Eastern Regional Library in 2018 embarked on several programmes and activities to promote literacy within the Region. The operations in the region were carried out with an overall staff strength of 38 complemented by four national service and eleven NaBCO personnel. The adult library extended its closing time from 5pm to 6pm to which patrons utilized this extra time to the optimum. Staff were trained in various strategies for implementation in the Year of Reading slated for 2019.

The Executive Director visited the region twice (Feb and November) over the course of the year, and a successful audit exercise by the Ghana audit service was successfully completed in the early part of the year. For the first time in several years, headquarters financially supported the operations of the library both at the regional and branch levels.

New Membership

During the year under review, a total of 1,152 members were registered by the Eastern Regional Library, a 43% reduction from the previous year's figure which could be attributed to a slowing in operations of the Mobile Library Service. Even though static libraries improved upon their previous years' membership registrations, the decline of the mobile library service ultimately dragged down overall membership registration figures. The knock-on effect of this is that there was a corresponding decrease in borrowed materials.

Books Issued

During this year, a total of 16,416 books were issued across the region. Majority of the issues (15,073) were made in the children's departments. This was a 13% decrease over the previous year's issues of 18,576.

Patronage

Patronage for the year increased from previous year to 96,839. 3,724 users from across the region utilized our ICT facilities despite the inadequacy of computers at the various libraries, particularly drawn by the introduction of wi-fi services at the regional library. A premium reading room was also introduced at the regional library to provide value added services; the opportunity to charge and use laptops, high speed internet (Wi-Fi) as well as have group discussions, to users.

During this period, a total of 1,880 books were mobilised by the various libraries from benevolent groups and individual. Up to 56,488 processed books are available at the regional and branch libraries, majority in the children's department. 1,433 upper primary and Junior High pupils participated in the basic computing sessions at various ICT centers. Renovation works took place in both adult and children sections at the regional library, and at the Akim Oda library. The Abetifi, Nkawkaw and Abiriw branch libraries all operated from new structures over the past twelve months. Regular reading promotion activities were expanded to include a six week vacation special.

UPPER EAST REGION

In the Upper East Region, total library patronage for this year was 29,510. Seven hundred and one (701) new membership registrations were achieved in the region within the year, while a total of nine hundred and eighty (980) books were borrowed by users.

Regular mobile library service reached 25 different schools with mobile library van providing students with books and ICT training. Furthermore, in partnership with the kind sponsorship of EIFL, five hundred and seventeen (517) pupils from five selected schools (Tongo JHS, Mirigu JHS, Pwalugu JHS, Faliya JHS and Kong-Daborin JHS) benefitted from the Mobile Van computer Classes Project throughout the year.

Important collaborations with various regional, district and local and international NGOs yielded many significant results and achievements. Collaboration with Scholars in Our Society and Africa (SOSA), a US-based NGO led to the renovation of the Bolga Library and one hundred and seventy-four 174 boxes of books comprising 1,794 different titles received as donations. Similar cooperation with the Forestry Commission resulted in 130 trees planted on our compound. The Bolga, Nabdam, Talensi and Nangodi organized group (BONABOTO), a local based youth association donated 646 book to the regional library in response to an earlier appeal by the regional boss.

The Bongo branch Library also received 1000 fiction books as donation from World Vision. Throughout the year the region took advantage of literacy-related international days like World Book Day and World Literacy Day as part of its strategy to promote library services in the region. One of the outcomes of library service promotion was the formation of twelve (12) readers clubs in various basic schools across the region, which were used as vehicles for developing the literacy levels of members through debating, poetry recital, quiz and essay competitions, spelling Bee competitions, drama and reading competition.

Over the course of this year there were a number of high profile visits to the Authority's offices in the region. The Ag Executive Director visited the Bolga Library in June. Then the CEO of Book Aid International made a stopover in July, carrying with her a promise of 10,000 books. The honorable Member of Parliament for Bolgatanga East Hon. Dominic Ayine visited the Library to inspect some ongoing work by SOSA and also promised to donate money worth Ghc 10,000.00, the same amount he promised to convince MP for Bolga Central to also donate to paint the library. Journalists from five different media houses visited the regional library to gather information about the Library that they could put out to the general public to create awareness about the services the Authority renders in the region. Both the Regional Co-ordinating Director and Municipal Chief Executive also visited, the latter promising to help provide logistics to support the Authority offer essential service to people in the community.

ASHANTI REGION

With a total staff strength of forty-six (46), the Ashanti region had a productive 2018, recording forty-three thousand, two hundred and forty-six (43,246) user visits at all service points across the region. Patronage was particularly strong among second cycle institution students, professional workers, student nurses of the Komfo Anokye Teaching Hospital, as well as private remedial students in the Kumasi Regional library. The introduction of e-readers was instrumental in ramping up patronage at the children's department.

A total of 1,995 new registrations were recorded across the region within the period, while 9,637 books were issued to users throughout the regional and branch libraries. Vital to the success of the Authority's work in the region was cooperation with key partners. The Ashanti Regional Library and the Ghana Book Trust (GBT) with the support of Asanko Gold Mine worked with the Ghana Education Service (GES) to promote a healthy reading culture among young people especially in the Amansie West District, the main catchment area of Asanko's

mine operations. The collaboration saw the Authority's mobile library van based in the regional library visit the Amansie West District on three different occasions (February, July and October) to provide reading materials for basic school pupils. The initiative sought to improve learning outcomes which in the long run contributes to strengthening the basics skills of youth in the district within the catchment area surrounding Asanko's Mine operations. Up to sixteen (16) basic schools benefitted from this project.

In its cooperation with *Electronic Information for libraries (EIFL)* on the 'Hands-on Mobile ICT Project' the Authority's mobile library van is equipped with solar panel, laptops installed with educational software, projector and Wi-Fi internet by the kind courtesy of EIFL to provide hands on practical ICT training to eight hundred and forty-five (845) pupils from five basic schools from April to October. The mobile van was vitally utilized in this project in addition to its regular routine of sending books to the doorsteps of schools all over the region in spite of its many challenges.

WESTERN REGION

The work of the Authority in the Western Region from January to December had many highlights. The staff strength as at December stood at forty-six (46). The previous challenges of understaffing, to the point where many staff had to forfeit their annual leave has been somewhat alleviated by the posting of national service personnel across the library network in the region (Axim and Sekondi).

Total book stock in the region stands at 49,534, taking into account deductions of overdue, lost books and weeded books from the region and district stocks. The mobile library stock stands at 35,118.

Total membership for the year was 1530, increasing by 822 over the previous year mainly on the strength of growth at the children's department at the regional library and in Axim and Sefwi Wiawso branch libraries. Total number of books issued across the library network in the region stands at 20, 615 for the year under review while patronage for the year stood as 10823+20878. There were some high profile visits to the region all directed at supporting the growth of the work in the region. The Executive Director paid an official familiarization visit to the Regional Library in June. Alison Tweed, the President of BookAid International also paid an official visit to the Regional Library in August. Parliamentary Select Committee visited the regional office to explore opportunities for collaboration going forward. In October, KOICA, an NGO paid a visit to explore options for a volunteer programme with the Korean Government.

Of the seventeen districts in the region, only Tarkwa Nsuem, Sefwi Wiawso district assemblies successfully put up purposely built libraries for their communities. However, it was expected that with the decentralization of the Ghana Library Authority, all the Metropolitan, Municipal and District Assemblies should have put up purposely built libraries for their communities to have access to library services which are geared towards supporting and improving the standard of education. Notwithstanding, the Sekondi Takoradi Metropolitan Assembly have completed the Takoradi branch library. The subscription of foreign periodicals like Time Magazine, Economist and Newsweek remains suspended, denying adult users who are the regular patrons of these periodicals the opportunity to read their favorite magazines.

Book lending Mobile Library Services (MLS) remained suspended to make way for the Electronic Information for Libraries Project (EIFL) which is deployed via the mobile vans for Sekondi area over the course of the year. Two NGOs, Western Heritage Home and Ghana Together respectively supported the Axim Library on Wheels and the Readers Club activities of the Axim Branch Library. The Sekondi library received eight adult fiction book donations, while Ghana Together donated 997 books to Axim Branch Library. The NGO also donated a shipment of 20 boxes of kids learning materials and stationery for processing them.

VOLTA REGION

With eight (8) branch libraries in Jasikan, Hohoe, Kpando, Peki, Tsito, Agbozume, Keta and Anloga across four (4) municipalities and three (3) districts, 2018 was an eventful year for the GhLA in the Volta region.

Operating with total staff strength of forty-eight (48) across the library network in the region, many important successes were attained in spite of working under sometimes very challenging circumstances, such as the lack of electricity in some of the branch libraries that deterred some readers from coming to the library.

That notwithstanding, new membership registrations across the region stood at one thousand and ninety-one (1,091), owing greatly to the effect of outreach services into inner city and rural communities in and around the Ho municipality.

Impressive figures were recorded for total number of user visits to all regional and branch libraries combined, reaching two hundred and sixty-eight thousand, two hundred and seventeen (268,217) which compared favorably with other regions in the country.

Furthermore, nine thousand, one hundred and eighty four (9,184) new books were added to the stock within the past year, including three thousand, four hundred and twenty (3,420) non-fiction books and five thousand, seven hundred and sixty-four (5,764) fiction books. Two thousand, nine hundred and eighty-six (2,986) of those went into the juveniles stock while six thousand, one hundred and ninety-eight (6,198) added up to the adult stock. That took the total book stock at the adult sections of the libraries for year to twenty-eight thousand, two hundred and thirty eight (28,238) while the stock at juvenile sections rose to fifty-eight thousand, four hundred and four (58,404). A total of 24,424 books were lent out to the public in the adult section of the libraries while the juvenile sections also lent out 30,397. In other areas, collaboration with World Reader in the LOCAL initiative resulted in the supply of 200 E-books out of which 60 copies were in the local language, to hundreds of young readers across the region. Mobile Library Service continued to be an indispensable part of library service delivery over the course of the year irrespective of real challenges like consistent lack of fuel and maintenance costs of the mobile van which at a point led to suspension of mobile library services to communities outside the Ho Municipality temporarily.

GREATER ACCRA REGION

In the Greater Accra Region, 1,750 new library membership were recorded across the regional and branch network. At the same time, 43,313 user visits were recorded in the region. A total of 27, 387 books were issued out to borrowers throughout the region.

CENTRAL REGION

Central region remained a hotbed of activity for the Ghana Library Authority in the past year. Most of the main performance indicators showed persistent improvement from quarter to quarter.

New library membership stood at 2,230, an indication of the immense efforts made to drive up new registrations in the regional, as well as branch libraries across the region. Overall patronage at the Authority's facilities in the region was extremely impressive, recording 93,001 user visits.

Demand for books was also encourage, as evidenced by the 29, 150 issues made to users within the period.

NORTHERN REGION

GhLA libraries in the northern region enjoyed a productive 2018. Four hundred and ten (410) new membership registrations were recorded. The regional and branch libraries together received up to one hundred and fourteen thousand, six hundred and six (114,616) users into the service points.

There were also six thousand, three hundred and thirty one (6,331) books lent out to users from all service points.

STATISTICS OF KPIS

Find attached to this document KPI statistics of the various regions.

2018 REGIONAL KPI REPORTING

ASHANTI REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	51	156	55	968	1230	
Renewed membership	31	0	0		31	
Patronage/library visits		5,515	6,375	2214	14,104	
Computer users	2,142	0	219	419	2780	
E-books	0	0	185	0	185	
Audio books	0	0	0	0	0	
New access learning points	0	0	0	0	0	
Purchased books	0	0	0	0	0	
New books received	0	0	0	0	0	
Donated books	0	0	0	0	0	
Issues/ Books borrowed	1,070	2,117	891	1577	5,655	
Books lost	0	0	0		0	
Books weeded	0	0	0	0	0	
Workshops	0	0		0	0	
Trained librarians	0	0	1	0	1	
Trained library prefects	0	0		0	0	
Training on e-books	0	0	219	937	1156	
New reading clubs	0	0	0	3	3	
Debating clubs	0	0	0	3	3	
Field trips	0	0	0		0	
Mobile library visits	55	0	20		75	
Events celebrated	0	0	0		0	
Visits to schools	55	0	18		73	
Collaborations	12	0	4		16	
Kilometers travelled(km)	96.57	0	32.187	64	192.757	
Donations received	0	0	0	200	200	
Fees from services (GH¢)	388	0	0		388	
Number of inspections	14	0	5		19	
Issues identified	8	0	3		11	
Issues addressed	5	0	2		7	
Outstanding issues	3	0	1		4	
Kilometers during inspections	96	0			96	
Fuel used (GH¢)	1,150	0	200		1350	
MMDAs attended	0	0	1		1	
Local board meetings	0	0			0	
Advisory committee	0	0			0	
Staff meetings	3	0	1		4	
Branch assistant meeting	0	0	0		0	
Books overdue	2,773	3,813	189		6775	

BRONG AHAFO REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	376	167	95	409	1047	
Renewed membership	16	107		9	132	
Patronage/library visits	16,317	20,391	14,338	7,245	58,291	
Computer users	324	75	28	120	547	
E-books	0	0			0	
Audio books	0	0			0	
New access learning points	0	0			0	
Purchased books	0	0			0	
New books received	0				0	
Donated books	0	0			0	
Issues/ Books borrowed	4,311	3,999	1,722	1,229	11,261.00	
Books lost	0	0			0	
Books weeded	0	0		87	87	
Workshops	0	0			0	
Trained librarians	0	0			0	
Trained library prefects	0	0			0	
Training on e-books	0	0			0	
New reading clubs	8	3			11	
Debating clubs	0	0			0	
Field trips	0	0			0	
Mobile library visits	6	6			12	
Events celebrated	0	0			0	
Visits to schools	102	49			151	
Collaborations	12	39		22	73	
Kilometers travelled	92	12			104	
Donations received	0				0	
Fees from services	1,071	960.1		357	2,388.10	
Number of inspections	0	0			0	
Issues identified	0	0			0	
Issues addressed	0	0			0	
Outstanding issues	0	0			0	
Kilometers during inspections	0	0			0	
Fuel used	0	0			0	
MMDAs attended	0	0			0	
Local board meetings	0	0			0	
Advisory committee	0	0			0	
Staff meetings	0	0			0	
Branch assistant meeting		0			0	
Books overdue	0	0			0	

GREATER ACCRA REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	325	311	305	559	1500	
Renewed membership	182	8	43		233	
Patronage/library visits	16,513	12,709.00	14,121.00		43,343.00	
Computer users	0	0	0		0	
E-books	0	0	0		0	
Audio books	0	0	0		0	
New access learning points	0	0	0		0	
Purchased books	0	0	1319		1319	
New books received	4,095	5202	4095		13392	
Donated books	600	600	102		1302	
Issues/ Books borrowed	3,947	12296	11144		27387	
Books lost	1	0	2		3	
Books weeded	3	0	142		145	
Workshops	0	0	0		0	
Trained librarians	1	0	0		1	
Trained library prefects	0	0	0		0	
Training on e-books	0	0	0		0	
New reading clubs	57	12	40		109	
Debating clubs	40	8	0		48	
Field trips	9	0	0		9	
Mobile library visits	0	20	23		43	
Events celebrated	18	3	2		23	
Visits to schools	55	12	49		116	
Collaborations	3	6	7		16	
Kilometers travelled		0	0		0	
Donations received	1,181	0	0		1181	
Fees from services	13	712	778		1503	
Number of inspections	0	0	0		0	
Issues identified	0	0	0		0	
Issues addressed	0	0	0		0	
Outstanding issues	0	0	0		0	
Kilometers during inspections	0	0	0		0	
Fuel used	0	0	0		0	
MMDAs attended	10	2	0		12	
Local board meetings	0	1	0		1	
Advisory committee	2	0	0		2	
Staff meetings	5	2	1		8	
Branch assistant meeting	0	0	0		0	
Books overdue	0	98	47		145	

WESTERN REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	428	400	547	466	1841	
Renewed membership	280			2	282	
Patronage/library visits	0		3,432	917	4,349	
Computer users	2,990		0	0	2,990	
E-books	0		0	0	0	
Audio books	50		0	0	50	
New access learning points	9		0	0	9	
Purchased books	0		0	0	0	
New books received	0		0	0	0	
Donated books	16,000		0		16,000	
Issues/ Books borrowed	3,490		6,668	3,528.00	13,686	
Books lost	0		0	0	0	
Books weeded	753		0	0	753	
Workshops	0		0	0	0	
Trained librarians	0		0	0	0	
Trained library prefects	0		0	0	0	
Training on e-books	7		0	0	7	
New reading clubs	30		0	0	30	
Debating clubs	15		0	0	15	
Field trips	10		0	0	10	
Mobile library visits	0		0	0	0	
Events celebrated	7		0		7	
Visits to schools	285		0	0	285	
Collaborations	100		0	0	100	
Kilometers travelled	0		0	0	0	
Donations received	0		997	0	997	
Fees from services	3,000		0	0	3,000.00	
Number of inspections	0		0	0	0	
Issues identified	0		0	0	0	
Issues addressed	0		0	0	0	
Outstanding issues	0		0	0	0	
Kilometers during inspections	0		0	0	0	
Fuel used	0		0	0	0	
MMDAs attended	0		0	0	0	
Local board meetings	0		0	0	0	
Advisory committee	0		0	0	0	
Staff meetings	0		0	0	0	
Branch assistant meeting	0		0	0	0	
Books overdue	0		0	6	6	

CENTRAL REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	377	261	259	1333	2230	
Renewed membership	0	0	0		0	
Patronage/library visits	21,615	23735	24,285	23,366	93,001	
Computer users	0	0	0		0	
E-books	0	0	0		0	
Audio books	0	0	0		0	
New access learning points	0	0	0		0	
Purchased books	0	0	0		0	
New books received	0	0	0	906	906	
Donated books	0		0		0	
Issues/ Books borrowed	8,954	7687	4,948	7561	29,150	
Books lost	5	11	6	8	30	
Books weeded	0	0	0		0	
Workshops	0	0	0		0	
Trained librarians	0	0	0	0	0	
Trained library prefects	0	0	0	0	0	
Training on e-books	0	0	0	0	0	
New reading clubs	0	0	0	0	0	
Debating clubs	0	0	0	0	0	
Field trips	0	0	0	0	0	
Mobile library visits	0	0	0	0	0	
Events celebrated	0	0	0	0	0	
Visits to schools	0	0	0	0	0	
Collaborations	0	0	0	0	0	
Kilometers travelled	0	0	0	0	0	
Donations received	0	0	0	0	0	
Fees from services	0	0	0	0	0	
Number of inspections	0	0	0	0	0	
Issues identified	0	0	0	0	0	
Issues addressed	0	0	0	0	0	
Outstanding issues	0	0	0	0	0	
Kilometers during inspections	0	0	0	0	0	
Fuel used	0	0	0	0	0	
MMDAs attended	0	0	0	0	0	
Local board meetings	0	0	0	0	0	
Advisory committee	0	0	0	0	0	
Staff meetings	0	0	0	0	0	
Branch assistant meeting	0	0	0	0	0	
Books overdue	124	232	386	170	912	

UPPER WEST						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	34	21	47	30	132	
Renewed membership	14	10	4	5	33	
Patronage/library visits	0	0	0	0	0	
Computer users	96	163	99	584	942	
E-books	0	0	0	0	0	
Audio books	0		0	0	0	
New access learning points	0	0	0	0	0	
Purchased books	0	1	0	0	1	
New books received	0	0	0	24	24	
Donated books	7		0	0	7	
Issues/ Books borrowed	508	267	18	368	1,161	
Books lost	0	0	0	0	0	
Books weeded	117	0	0	225	342	
Workshops	0	0	0	0	0	
Trained librarians	0	0	0	0	0	
Trained library prefects	0	0	0	0	0	
Training on e-books	0	0	0	0	0	
New reading clubs	0	0	0	0	0	
Debating clubs	0	0	0	0	0	
Field trips	0	0	0	0	0	
Mobile library visits	4	0	20	0	24	
Events celebrated	0	0	0	1	1	
Visits to schools		0	20		20	
Collaborations	2	2	4	20	28	
Kilometers travelled	0	0	0		0	
Donations received	0	0	0		0	
Fees from services	1,977	0	0	5,176.00	7,153.00	
Number of inspections	0	0	0	0	0	
Issues identified	0	0	0	0	0	
Issues addressed	0	0	0	0	0	
Outstanding issues	0	0	0	0	0	
Kilometers during inspections	0	0	0		0	
Fuel used	0	0	0	0	0	
MMDAs attended	0	0	0	0	0	
Local board meetings	0	0	0	0	0	
Advisory committee	0	0	0	0	0	
Staff meetings	0	0	0	0	0	
Branch assistant meeting	0			0	0	
Books overdue	0	0	0	0	0	

UPPER EAST						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	107	248	311	225	891	
Renewed membership						
Patronage/library visits	411	19,018	29,519	1,772	50,720	
Computer users	473	287	195	164	1,119	
E-books	56	39	56	0	151	
Audio books	23	25	25	0	73	
New access learning points	1,428	1,402	895	0	3,725	
Purchased books	0	0	0	0	0	
New books received	0	0	0	0	0	
Donated books	1,430	30	1,794	0	3,254	
Issues/ Books borrowed	248	864	1,733	155	3,000	
Books lost	5	15	5	12	37	
Books weeded	591	25	35	0	651	
Workshops	1	1	2	0	4	
Trained librarians	25	25	0	12	62	
Trained library prefects	25	25	0	15	65	
Training on e-books	56		56	0	112	
New reading clubs	31	4	4	0	39	
Debating clubs	31	6	4	0	41	
Field trips	25	25	25	0	75	
Mobile library visits	25	25	15	0	65	
Events celebrated	5	3	3	0	11	
Visits to schools	25	25	15	15	80	
Collaborations	5	3	5		13	
Kilometers travelled(km)	228	228	212	1,800	2,468	
Donations received						
Fees from services	151	997	343	50	1,541	
Number of inspections	0	0	0	0	0	
Issues identified					0	
Issues addressed	13	13	15	0	41	
Outstanding issues	4	4	6	0	14	
Kilometers during inspections	0	0	0	0	0	
Fuel used	567	567	2,400.00	0	3,534	
MMDAs attended	2	2	3	0	7	
Local board meetings	0	0	0	0	0	
Advisory committee	0	0	0	0	0	
Staff meetings	4	4	7	0	15	
Branch assistant meeting				0	0	
Books overdue	98	88	167	0	353	

EASTERN REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	170	178	204	532	1084	
Renewed membership	122	42	47	93	304	
Patronage/library visits	19,351	22,906	26,775	21,343	90,375	
Computer users	534	648	1304	537	3023	
E-books	85	0	0	0	85	
Audio books	0	0	0	0	0	
New access learning points	0	0	0	0	0	
Purchased books	0	0	0	0	0	
New books received	0	0	0	0	0	
Donated books	749	0	0	1,501	2250	
Issues/ Books borrowed	4,878	16,893	2,031	4,168	27970	
Books lost	83	31	10	20	144	
Books weeded	609	0	3,211	0	3820	
Workshops		0	0	0	0	
Trained librarians		0	0	11	11	
Trained library prefects		0	0	0	0	
Training on e-books	0	0	0	0	0	
New reading clubs	2	0	3	0	5	
Debating clubs		0	3	0	3	
Field trips		0	0	0	0	
Mobile library visits	8	0	2	4	14	
Events celebrated	3	0	3	1	7	
Visits to schools	18	0	2	7	27	
Collaborations	33	0	6	15	54	
Kilometers travelled		0	3,778	0	3778	
Donations received		0	0	750	750	
Fees from services	6,892	3,992	6,107	5,679.00	22669.7	
Number of inspections	4	0	0	0	4	
Issues identified		0	0	0	0	
Issues addressed	3	0	0	0	3	
Outstanding issues	1	0	0	0	1	
Kilometers during inspections	4,706	0	0	0	4706	
Fuel used	0	0	0	0	0	
MMDAs attended		0	1	2	3	
Local board meetings	1	0	0	0	1	
Advisory committee	1	0	0	0	1	
Staff meetings	10	0	3	0	13	
Branch assistant meeting				0	0	
Books overdue	251	81	102	116	550	

NORTHERN REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	88	158	99	65	410	
Renewed membership	2	1	0	0	3	
Patronage/library visits	21,085	36,306	45,007	12,218	114,616	
Computer users	25	56	708	0	789	
E-books	0	0	0	0	0	
Audio books	0	0	0	0	0	
New access learning points	0	0	0	0	0	
Purchased books	0	0	0	0	0	
New books received	0	0	117	0	117	
Donated books	0	0	0	0	0	
Issues/ Books borrowed	1,112	1,768	2,812	639	6,331	
Books lost	1	1	0	0	2	
Books weeded	20	116	324	166	626	
Workshops	0	0	0	0	0	
Trained librarians	0	0	0	0	0	
Trained library prefects	0	3	0	0	3	
Tranining on e-books	0	0	0	0	0	
New reading clubs	0	2	0	0	2	
Debating clubs	0	0	0	0	0	
Field trips	0	0	0	0	0	
Mobile library visits	0	0	0	0	0	
Events celebrated	0	4	8	0	12	
Visits to schools	0	15	3	0	18	
Collaborations	0	3	4	0	7	
Kilometers travelled	0	0	0	0	0	
Donations received	0	0	0	0	0	
Fees from services	797	573	398	115	1,883	
Number of inspections	6	0	0	0	6	
Issues identified	12	0	0	0	12	
Issues addressed	6	0	0	0	6	
Outstanding issues	6	0	0	0	6	
Kilometers during inspections	0	0	0	0	0	
Fuel used	0	0	0	0	0	
MMDAs attended	2	5	2	1	10	
Local board meetings	0	0	0	0	0	
Advisory committee	0	1	0	0	1	
Staff meetings	9	10	2	1	22	
Branch assistant meeting	0	0	1	1	2	
Books overdue	0	156	90	0	246	

VOLTA REGION						
KEY INDICATORS	q1	q2	q3	q4	Total	
New library membership	1,254.00	287	283	476	2,300.00	
Renewed membership	354	0	1,410.00	96	1,860.00	
Patronage/library visits	37,431.00	53,912	139,648.00	25,961.00	256,952.00	
Computer users	0	0	0	347	347	
E-books	0	0	0	278	278	
Audio books	0	0	0	0	0	
New access learning points	0	0	0	6	6	
Purchased books	0	0	0	0	0	
New books received	0	1,184	0	1,638.00	2,822	
Donated books	0	0	0	0	0	
Issues/ Books borrowed	14,055.00	14,028	11,177.00	7,538.00	46,798	
Books lost	2	13	0	1	16	
Books weeded	0	0	0	0	0	
Workshops	0	0	0	1	1	
Trained librarians	0	0	0	9	9	
Trained library prefects	0	0	0	9	9	
Tranining on e-books	0	0	0	0	0	
New reading clubs	0	0	0	36	36	
Debating clubs	0	0	0	0	0	
Field trips	0	0	0	0	0	
Mobile library visits	0	0	0	9	9	
Events celebrated	0	0	0	0	0	
Visits to schools	0	0	0	0	0	
Collaborations	0	0	0	0	0	
Kilometers travelled	0	0	0	0	0	
Donations received	0	0	0	0	0	
Fees from services	0	0	0	0	0	
Number of inspections	0	0	0	0	0	
Issues identified	0	0	0	0	0	
Issues addressed	0	0	0	0	0	
Outstanding issues	0	0	0	0	0	
Kilometers during inspections	0	0	0	0	0	
Fuel used	0	0	0	0	0	
MMDAs attended	0	0	0	17	17	
Local board meetings	0	0	0	0	0	
Advisory committee	0	0	0	2	2	
Staff meetings	0	0	0	18	18	
Branch assistant meeting	0	0	0	0	0	
Books overdue	0	2,644	0	642	3,286	