

CONSIGLIO REGIONALE DELLA PUGLIA  
BIBLIOTECA MULTIMEDIALE & CENTRO DI DOCUMENTAZIONE  
“Teca del Mediterraneo”

13° WORKSHOP

*The library offers informal education:  
literacy, information, training, updating*

**The fifth Mediterranean Interlibrary Meeting**

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Bibliotheca “Alexandrina” di Alexandria, Egypt

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## Libraries as information and training centres



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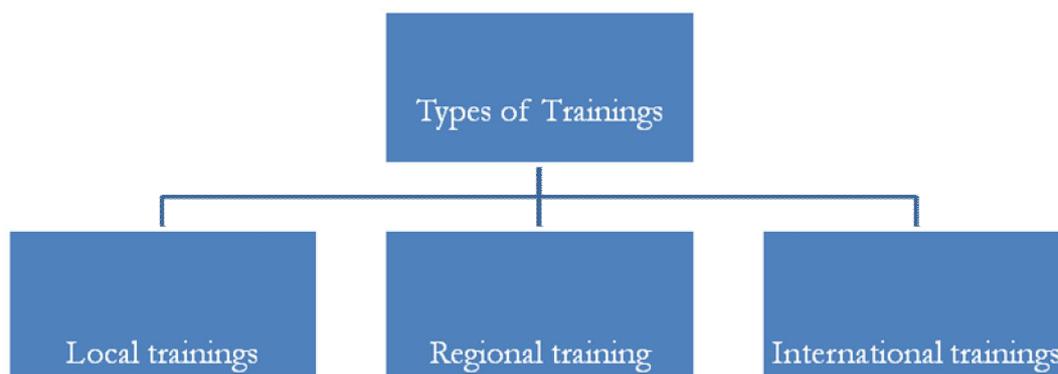
Since its reopening in the beginning of the 21<sup>st</sup> century, the Bibliotheca Alexandrina (BA) takes its place in the world as one of the centers of knowledge and intellect.

The BA is dedicated to recapture the spirit of openness and scholarship of the Ancient Library of Alexandria.

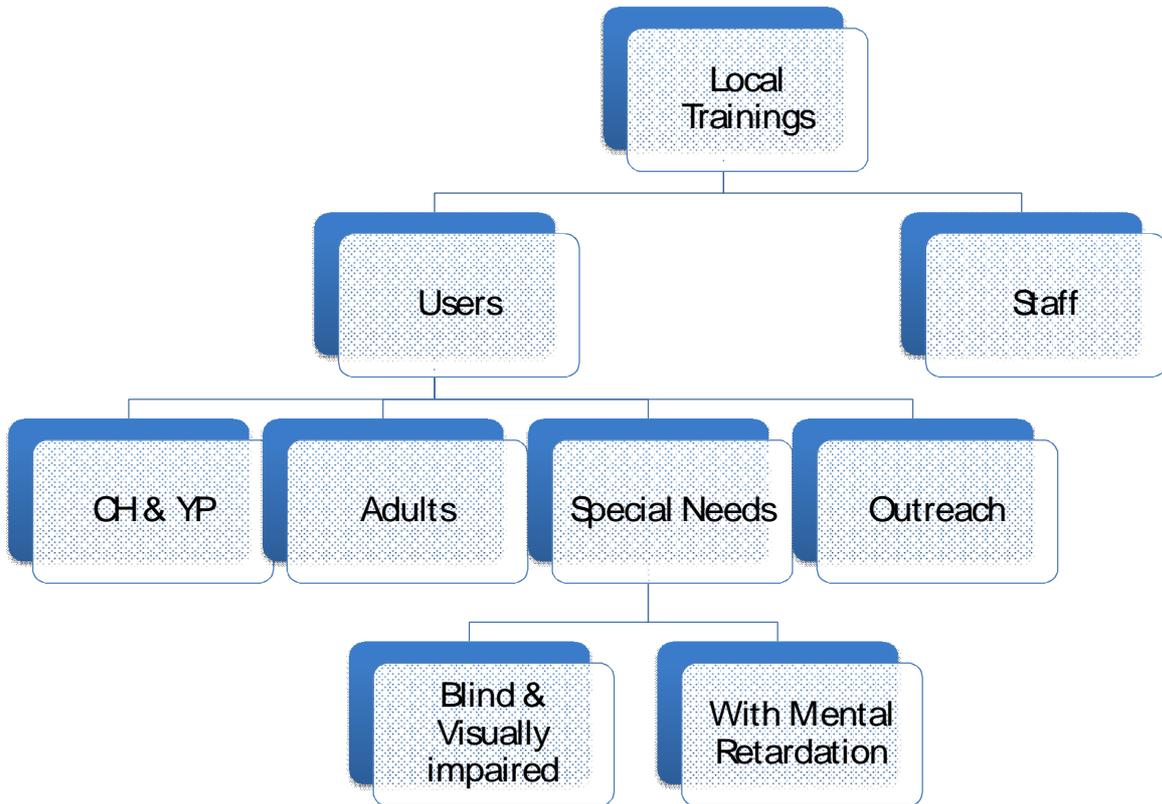
**It is much more than a library.** It is a vast complex that includes libraries, museums, exhibitions, a conference center, planetarium and much more...

To achieve its goals, the BA conducts enormous training activities for its users as well as its staff.

We believe that only through human development a real development can happen in all different fields (economic, social, cultural, political).



# Local training programs



## I. The BA Director

*Before going through the different training programs given by the BA departments, I would like to start with the BA director, Dr. Serageldin. Throughout the year, a training program is given by him personally to his staff.*

1. Tuesday lecture  
A weekly lecture given by Dr. Serageldin every Tuesday to both the BA staff and the public. The lecture discusses all types of important issues (environmental, economic, vocational, political, scientific, intellectual, information literacy, internet and technology, etc.).
  
2. Managers Retreat  
Twice every year, Dr. Serageldin gathers senior and junior managers of the BA in a nice retreat where he gives them a concentrated training on managerial issues, like budget and financial issues, collaboration between all BA departments, best practices handled by the different departments, future planning and a lot more.
  
3. TV program  
A weekly TV program where Dr. Serageldin chooses an important topic every time and discusses it into details to explain it to the public. This is one of the major outreach programs the BA offers.

# Programs for Users

## II. Library Sector

### Children & young people

*A number of very interesting programs is designed by the Children and young people library for users from 6 to 16 years. At this early stage, it is very important to prepare a strong intellectually built new generation.*

1. Art appreciation

Appreciation of art can lead children to a better understanding of beauty, history and cultures. The training offers innovative programs that inspires creativity, strengthens the desire to learn and increases their visual literacy. It teaches children how to look at, understand, appreciate, and be comfortable around art which strengthens their observation and communication skills.

2. Computer courses

This program offers knowledge of basic computer skills and teaches children computer programs like windows, Microsoft office suit and internet.

3. Research skills (OPAC & Internet)

Sessions that teach children how to find information on the internet and in the BA collection from the Online Public Access Catalog (OPAC).

4. Power Point presentation skills

The program sets the rules for a successful power point presentation. Training on power point software, slides' layout and content, program effects, etc.

5. Hieroglyphic writing

6. Calligraphy

7. Fun with science

A number of science kits that help children understand scientific rules in an interactive and funny way.

8. English & French language

Programs that help enhancing the children's foreign languages' skills. Through storytelling, vocabulary contests, fun and interactive games.

9. Youth Parliament

Teaching youth communication skills, freedom of expression and democracy.

10. Website creation

How to efficiently create a website, the content, data collection, etc.

## Adults

### 1. General Orientation

An overview on the effective use of the different information resources available at the library to serve the various needs of the public.

- BA Orientation (BA building, facilities, museums, exhibitions, etc.)
- How to use the BA Online Public Access Catalog (OPAC) to find the BA collection

### 2. Health Education programs

A program that aims at raising the public awareness on general health issues orienting users on the various helpful resources that could help them build their own general knowledge of basic issues about health.

First Aid - Heart Diseases – Diabetes - H1N1

### 3. Basic Computer

An introduction to computers to enable beginners who never dealt with computers to use the basic functions of the most commonly used PC operating systems and office applications.

The program includes IT Basics, Windows, Typing program, Microsoft suit.

### 4. Databases

A program that aims at teaching users, in details, the techniques of using the variety of databases available at the library like for example: Encyclopedia Britannica online, General One File database, Springer database, JSTOR database, Science Direct database, EBSCO host database, IEEE database

### 5. Reference services

A practical demonstration on the use of each type of reference materials. This includes encyclopedias, dictionaries, directories, manuals, cartographic materials, biography, handbooks, yearbooks, bibliographies databases and information banks.

### 6. Library Science

A training that aims at raising the awareness of Library and Information Science students on the most advanced practices and technologies applied in international libraries related to the field of their profession.

- Book cycle (collection development, acquisition / gifts & exchange, receiving, physical processing, cataloguing, references)
- Marc
- Subject Headings
- Decimal Dewy Classification (DDC)

## 7. Bibliographic Citation

A training on how to properly cite scholarly resources for providing bibliographic references for the preparation of research papers (Arabic books, English books, Articles & web resources, Audiovisual materials, etc.)

Here I would like to mention that the BA issued in 2010 the BA Manual of Style which is the 1<sup>st</sup> Arabic Manual that put rules for Citation in Arabic.

## 8. Internet

A course focused on teaching users the best methods and tools of searching the internet and browsing the World Wide Web resources.

This includes:

The history of internet & search engines

Meta search engine

Directories

## 9. The United Nations and the European Union Model

Modeling is considered one of the most effective informal youth to youth educational projects that focus on developing the skills and abilities of young people in an interactive and creative environment.

Both models aim at developing the Egyptian community through enhancing the capabilities of youth and increase their social participation as a base for sustainable development that serves the whole community.

We believe that young people of our region really need to know more about successful experiences like the UN and EU and follow certain standards in their life like team work, networking, knowledge, creativity, proficiency, transparency, dedication, democracy, and freedom of expression.

## Special needs

### ***a. Blind & Visually impaired***

#### 1. Daisy Production

Training for the blind & visually impaired to handle the different Windows applications; Microsoft Office applications (Word & Excel) and the use of the internet through the Internet Explorer Application.

#### 2. Braille Course

Teaching the Braille system to sighted users.

#### 3. Discover & Express

A training designed to familiarize blind students to the surrounding environment and help them express it through art.

Field trips with supervisors to examine objects in real life, feel them and express them through art (painting, plasticine modeling, etc.)

## **b. *People with mental disabilities***

Training for basic life skills that include

1. Sorting / matching  
A NASCO<sup>1</sup> pre-vocational training set that helps teach users simple skills such as sorting by color or shape
2. Learning about animal habitats  
Story telling about different animals and their habitats followed by coloring & cut/paste activity. The sessions include computer activities using the touch screens where users had to complete a jigsaw puzzle of some animals and color them
3. Using our five senses  
A NASCO<sup>1</sup> kit “exploring your senses” to teach the users about the 5 senses through hands on experience
4. Adapted computer games that help develop cognitive skills  
Using different computer software that is adaptive to different levels according to the cognitive development of the user. Those include jigsaw puzzle of different levels of difficulty, different puzzles
5. Enhancing memory skills  
Using different table games and hands on activities that works on the user's memory and recognition skills.

There is also an indirect/ informal training that takes place during the sessions for children. The supervisors who accompany the children learn new teaching skills/ techniques as they observe the staff work.

## **Outreach**

1. Awareness and usage of library resources, tools and services
2. Giving the different training programs given at the library at academic institutions and universities
3. Training activities at schools like those given at the Children and YP libraries

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<sup>1</sup> NASCO: one of the major companies for educational materials most of which are related to disabilities. (books, kits, audiovisual material, software, etc.)

## IFLA

- IFLA (The International Federation of Library Associations and Institutions) is the leading international body representing the interests of library and information services and their users.
- It provides information specialists throughout the world with a forum for the exchange of ideas and promotion of international cooperation, research, and development in all fields of library activity and information service.
- Through IFLA, library associations, libraries, information centres, and information professionals worldwide can formulate their goals, exert their influence as a group, protect their interests, and find solutions to global problems.
- Since its founding in 1927, there was no representation of IFLA and its activities in the Arab world. In 2007 the BA became IFLA's Centre for Arabic Speaking Libraries (IFLA-CASL).
- Among the centre's various activities, we provide a number of effective professional training programs that serve both the Egyptian and Arab communities.

### Trainings:

1. Moderation and Intercultural Communication
  - This training provides the participants with necessary skills and techniques to run a public events. It gives them a condensed training to become efficient presenters, facilitators and moderators.
  - The training focuses also on enhancing intercultural communication skills and the understanding of others.
2. Building Strong Library Association
  - This program aims at enriching society, the library and information profession by building strong and sustainable library associations.
  - The program will help library associations and their members to increase their potential to:
    - Improve services for library users
    - Provide equitable access to information
    - Develop the library and information profession
  - The program includes a number of modules that cover a wide range of topics and includes a series of learning objectives, case studies and opportunities for self assessment.

## II. Planetarium

### Learning science with fun activities (users from 6 to 16 years old)

Dealing with science as a lifelong learning process. A large number of science games and educational workshops that give a better understanding of science process and its theories.

This program includes lectures, experiments with science kits, logic games, memory games, scientific information competitions, international scientific competitions, 3D Planetarium shows, geographic understanding, astronomy, camps and a lot more.

## III. Arts Center

*The Arts Center is mainly responsible for the artistic literacy of the public and staff.  
It teaches the users how to enjoy, taste and practice arts.*

### Art school

The Art school provides users with musical, instrumental and orchestral trainings like:

Amateur & Junior Orchestra

( Violin – Viola - Cello – Contrabass )

- Ballet
- BA Choir
- Children Choir
- Drums
- Guitar
- Oriental singing
- Opera singing
- Painting
- Piano
- Solfège (music theory)
- Suzuki Violin

### Atelier

- Batik
- Pottery
- Copper Mural
- Wooden animals
- Mosaic
- Weaving
- Cloth Doll

- Origami
- Drawing on water
- Leather tableau
- Leather handcrafts
- Light painting
- Jewelry & colors
- Sculpture & casting
- Shadow theater
- Mural
- Motion picture
- Silk Screen printing

## IV. Hellenistic Center

From over 600 years, Alexandria was the cultural capital of the world and the Hellenistic period specifically in Alexandria but also throughout the Mediterranean – witnessed many achievements and contributions in all fields of knowledge and added to man's thought and the progress of civilization.

The Hellenistic Center at the BA is responsible for helping scholars from around the world who are keen to take diplomas, Masters and Doctorates in Hellenistic studies through certified programs and qualifying lectures and studies.

## V. Center for Special Studies Programs (CSSP)

The Center for Special Studies Programs aims to:

- **C**reate a network of international collaboration
- **S**upport activities that enhance career progression
- **S**ponsor scientific research projects
- **P**romote science and Technology through public awareness programs

Some of its main training activities are:

- **Science awareness programs**  
Delivering highly significant scientific events throughout the year that tackles the latest discoveries in different fields and their benefits to humanity.
  - *Bio Vision Alexandria*  
The BioVision Alexandria offers a unique chance for participants to listen to distinguished speakers and Nobel Laureates from the four corners of the globe. They come to discuss topics that enrich and celebrate science in the finest achievements of the human intellect.  
[www.bibalex.org/biovisionalexandria](http://www.bibalex.org/biovisionalexandria)
  - *Youth and Environmental Awareness*

The program includes workshops, lectures, meetings and field trips with the aims of encouraging undergraduate students to strengthen their scientific background and skills, increase their quality and environmental awareness, and improve their research methods – all in quest for better environmental understanding.

[www.bibalex.org/yesbu](http://www.bibalex.org/yesbu)

- **Networking programs**

The CSSP acts as a regional office for a number of international scientific organizations that are dedicated to building scientific excellence across the developing world.

- **Knowledge Transfer Program**

This program invites scholars from around the world to disseminate and exchange knowledge with other scholars, researchers and students working in the same field of their expertise.

[www.bibalex.org/cssp/VSP/VSP.html](http://www.bibalex.org/cssp/VSP/VSP.html)

- **Funding Program**

This program aims at supporting young Egyptian postdoctoral researchers by offering them postdoctoral research grants, as well as providing them with the means of contacting scientists and researchers from all over the world who keep them updated with recent research on the global level.

[www.bibalex.org/cssp/rg](http://www.bibalex.org/cssp/rg)

- **Research Capacity Building Program**

The CSSP organizes various workshops and training programs that initiate capacity building and provide exchange opportunities for young researchers, raising their profile and improving their career.

The programs also grant researchers access to networks of eminent scholars and scientists. They also expose them to the latest advancements in the field of life science.

- **Technical Writing**

How to Successfully Write Research Proposals, Papers, theses and Reports.

## **VI. Institute for Peace Studies (IPS)**

- Training on diplomatic and peace studies. That includes: peace culture, conflict solving, negotiation and mediation, research and training methods in peace studies, role of women in building a culture of peace, reform and conflict transformation.

## Staff training

*The staff training works on enhancing the BA staff qualifications, skills, abilities. It aims at keeping the BA staff updated with the latest advancements in the different fields and hold them at a high professional level.*

1. Usage of DAISY program  
The DAISY is a software and hardware that allows blind users to listen to a book on the computer, however it differs than the book recorded on a CD or on the hard disk of the computer. It allows the user to bookmark the part where he stopped reading and also search a certain chapter, subject, word or page number that he wants to review; i.e. he doesn't need to listen to the whole book but he can check the part that he needs only. The BA staff (Taha Hussein Library) were given a detailed training on the usage of the DAISY program and all the facilities that it offers. The training qualifies them to train the users on using this program and assist them if they have any difficulties using it.
2. TOEFL Test Preparation Course  
An advanced training on the English language that qualifies them pass the TOEFL exam (the highest English certificate). This is to ensure the language proficiency of BA staff.
3. ICT Training programs  
An enormous number of computer trainings on the latest and most advanced software in the world. The BA ICT department dedicates a complete unit with high profile computer engineers to work on following up with the latest technology all over the world and pass on their knowledge to the rest of the BA staff in organized training programs. This allows the BA staff to stay updated and keep pace with the fast technology growth.
4. Detailed Cataloging & Classification Training
  - Dewy Decimal Classification (DDC22)
  - VTLS -Virtua  
The Integrated Library System (ILS)
  - MARC 21
  - Downloading from OCLC and LC
  - AACR2  
Stands for the Anglo-American Cataloguing Rules, Second Edition.
  - Cutter  
(Cutter-Sanborn Four-Figure Table)  
The Dewey Cutter Program is a software program that automatically provides cutter numbers from the OCLC Four-Figure Cutter Tables (Cutter Four-Figure Table and Cutter-Sanborn Four-Figure Table) upon input of text.
5. Library Technical Assistant (LTA)  
This training includes:
  - The history and development of libraries
  - Computing
  - Collection development & acquisition
  - Cataloging and classification of print and electronic resources

- Technical and public services
  - Internet and web resources
  - Electronic resources
  - Personal skills (team work, communication, self development, etc.)
6. Citation Training  
Same training given to the users.
  7. Business Communication  
The training's objective was to teach the staff and practice a variety of practical business communication skills (written and oral skills). Participants learned how to strategically plan, draft, and revise business writings with high proficiency and how to use effective internet and desktop publishing tools.
  8. Career Services  
The focus of this training is to identify the needs of job seekers and the resources that libraries offer to meet those needs.  
Librarians were given tools to assist job seekers with every aspect of the job search. By better understanding for the entire career development process, participants will be able to identify the most appropriate information and resources for job seekers to utilize for the productive management of their careers.  
On the other hand this training gives participants important tips on interviews. For managers how to run an interview and assess the interviewed. For the applicants how to deal in an interview.
  9. Dress for Success  
Training on the appropriate look of BA employees. The BA is a cultural, intellectual place that receives visitors and VIPs from all over the world. It represents the image of Egypt and part of this image is the look of its staff. A BA employee should deliver a respectable message and give a good impression about this very special place.
  10. Language trainings (English, Italian, sign language)  
Enhancing language skills for staff.
  11. Web 2.0  
A program designed to enable the staff to use Web 2.0 tools to promote the library programs and services, create useful content, and then pass it on to their users. Librarians are trained to use the most suitable Web 2.0 technologies effectively and communicate with others through the blog and with their community of.  
<http://alexlibrarians2.wordpress.com/course-program/congratulations/>

12. Staff working with children and with mentally disabled people  
(These training programs are also given to parents)

- Understanding the different disabilities  
Presentation of simple information about disabilities such as mental retardation/ autism/ visual impairment/ hearing impairment. By the end of the sessions participants understood what those disabilities are, what are their characteristics and how to deal/educate people suffering from them.
- How to talk to children  
Participants were presented 5 different effective techniques to get children to cooperate with and listen to adults . They were also taken through the experience of understanding how techniques such as describing the problem, giving information, saying it in a word, talking about ones' feelings and writing notes can make children listen better and be cooperative than using threats, sarcasm, punishment and blame.
- Discipline skills & techniques  
The training explains what is a behavior, the 4 different parenting styles<sup>2</sup>, what is discipline and generic effective discipline techniques, how to encourage good behavior and how to strengthen a parent-child positive relationship. The audience also learned about the 1-2-3 discipline <sup>3</sup>technique in details and had different situations to apply the acquired information and assess their application of the learned technique
- Developing parents' listening skills  
What is listening, how to listen effectively, different communication styles, listening behaviors and the different levels of listening. Attendees also learned how to model good listening behavior and check listening information.
- Reading to children  
What is literacy, the literacy developmental milestones for children aged 5 – 13. How to read to the youngsters, how to choose books and ideas on how to get involved in reading and model it for children.
- Customer service (exclusive for staff)  
staff learn about what customer service is, how to win library customers, positive listening and speaking behaviors and how to handle and deal with angry/ upset customers.
- Literacy development ( exclusive for staff)

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<sup>2</sup>Authoritarian- Permissive – Detached - Authoritative

<sup>3</sup> 1: managing undesirable behavior & learn how to count obnoxious behavior  
2: encourage good behavior & learn how to encourage positive actions in kids using simple steps  
3: maintaining healthy relationships with children & paying attention to the quality of

Staff learn about the different components of literacy development , literacy milestones, and how and why to plan literacy programs at a library.

## Regional Trainings

Organized by and held at the Bibliotheca Alexandrina for Librarians from the Arab & Mediterranean Region and also for BA staff;

- 1- Training the Trainer on Information Literacy  
The main objective of this training is to provide Information Literacy instructors with specialized, comprehensive and up-to-date training techniques, and bring trainers together to discuss and share information on current issues, theories, teaching and learning approaches and methods, and professional “best practices” in the field of Information Literacy and life-long education and training.
- 2- Role of Libraries in Freedom of Expression, Tolerance and Access to Knowledge
  - A training on the effective role librarians can play towards Freedom of Expression, Tolerance, dissemination of information and free access to knowledge.
  - Provide free dialogue channels where people can freely express themselves, fight any barriers to information dissemination, provide free access to the internet, copyright and legal matters, blogs, etc.
- 3- Librarianship Training program
  - Technical skills (collection development, cataloguing, classification, etc.)
  - Reference Services
- 4- IFLA Building Strong Library Association program
- 5- Moderation and Intercultural Communication

## International Trainings

- *The BA regularly sends its staff to receive training on the latest trends and techniques in the profession.*

1. The Baltimore Friends of the BA (BFBA) and the Baltimore/Luxor/Alexandria Sister City Committee (BLASCC) organize in cooperation with the Library of Alexandria (BA) a study visit for two librarians yearly in the USA
2. Training of Librarians at French libraries mainly BPI (Bibliothèque Publique d'information) in Paris
3. ENSSIB – sending librarians to receive masters in Library and Information Science from Enssib, Leon, France
4. Fulbright – sending librarians to receive masters in library and Information Science from Long Island University, USA
5. SIDA – Training of librarians at Children and Young Adults Libraries
6. German friends – Training of 2 to 4 librarians in German libraries almost every year
7. Sohair Wastawy Fund – Training of Librarians in Library of Illinois, Chicago

- *The BA also receives regularly librarians from all over the world for internship programs*

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<sup>i</sup> NASCO: one of the major companies for educational materials most of which are related to disabilities. (books, kits, audiovisual material, software, etc.)