



GLOBAL QUALITY ASSURANCE ASSOCIATION

REF: GQAA/LIB/FIN/ICT/QA/ACC/11/23

18th September, 2023

1st INTERNATIONAL CONVENTION ON QUALITY ASSURANCE & TRANSFORMATION OF LIBRARIES

Dear Colleague,

Warm greetings from the Global Quality Assurance Association. I write to kindly invite you to the **GQAA Convention on Shaping the Future of Libraries for Quality Service Delivery in the 4th Industrial Revolution Era** from Tuesday the 28th – Thursday 30th of November 2023 at Miklin Hotel, East Legon in Accra, Ghana from 8.00am to 4.30pm daily. The workshop is highly practical-oriented, and you are advised to bring your laptops. Knowledge, information & skills exchange and sharing are enhanced by participants coming from other countries since it is an international event. This also presents opportunities for effective and beneficial interaction, networking and collaboration. Kindly register online using this link: <https://forms.gle/cJSfXq2cdGDjc5Nf8> **The arrival date is Monday the 27th of November 2023.**

The language of communication is English. Those who can attend the workshop include but are not limited to Librarians, Finance ICT and Quality Assurance Directors, Research and Post Graduate Centres Directors, Pro/Deputy Vice Chancellors-Academic, Quality Assurance Personnel, Researchers, Finance Personnel, Deans/HoDs, Library personnel, any key stakeholders whose work is related to libraries (Publishers) and anybody who are interested in learning.

THE WORKSHOP REGISTRATION FEE of US\$200.00 for GQAA members and US\$260.00 for Non-members which should be paid on or before the 1st day of the workshop. Those who pay before the workshop date, should kindly bring their proof of payment for verification. The amount paid will cover the 3-Days Workshop Tea/Coffee Breaks, Lunch + refreshments, Venue, T-shirts, Bags, Stickers, Certificates and Workshop Training Materials only). There will be a **Team Tour = \$50/delegate (Optional and to be paid in cash on-site).**

N/B: The 1st of December is set aside for a non-compulsory excursion to meet the contemporary business tourism phenomenon at a cost of US\$75/person (transport to Akosombo Dam, boat ride, the day's refreshments, special lunch, etc). All those who request the GQAA to add the excursion fees on their invoices should pay the tour fees if given cash by the institution and if paid to the GQAA account, it is non-refundable if a delegate decides not to go for the excursion. For more information kindly contact: Miss Tariro +233 27 023 9438; +233 263 129 798 info@gqaa.org

Warm regards

Dr Violet MAKUKU

Quality Assurance Specialist & Consultant

Director - Global Quality Assurance Association

Project Manager, Educationist & Research Methods Specialist

Workshops Coordinator & Facilitator, Academic Writing & Academic Reviewer Expert

Curriculum Design, Review & Issues Specialist

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Global Quality Assurance Association (GQAA)

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EVENT OVERVIEW

Libraries in the 21st century have evolved significantly and keep evolving at a very fast rate, which requires professionals to pace up for them to stay on top of the current development, hence the need for technical and soft skills development. The shift to technological tools and systems have greatly changed the roles of the library professional. However, the relevance of the librarian does not only subsist in technical skills. In the last few years, emphasis has been on the technical skills development, with little emphasis on the soft skills. Issues of quality assurance in the library processes and its ultimate impact on the provision of services is an area that has been conspicuously overlooked in the library profession. Additionally, some delegates in several conferences, seminars, workshops, symposia etc. have noted the changing role of the librarian in the midst of technological advancement and strategies to remain relevant. What most of these meetings have not given deeper attention to is the stress element that these new technologies bring and the coping strategies for librarians who may be overwhelmed with these developments. However, it is also a fact that other librarians still operate in the very old context of library services.

The workshop aims to equip librarians with the knowledge and skills necessary to move into the contemporary context of library services and thrive in the technological era while ensuring the highest standards of quality in those services. By fostering a collaborative learning environment, this workshop hopes to create a dynamic platform for library personnel to exchange ideas and chart a visionary path the future of libraries.

The librarian and all those who work with him/her must be current, consistent, and professional while observing the quality assurance principles to ensure the integrity of degrees and other qualifications as well as services offered by the institution. Continuous professional development and re-tooling are central to enabling the librarian, ICT, QA directors as well as the other personnel they work with, to perform better for the overall benefit of the institution, its community, the nation and continent at large.

It is against this background that the Global Quality Assurance Association (GQAA) is organizing this capacity building workshop and roundtable discussions. The reason why this event aims to strengthen the Librarians' working relationships with the Quality Assurance, Finance and the ICT personnel, among others, is because their support is pivotal in making librarians accomplish their goals. The event also seeks to address sustainable development goal (SDG) 4 on strengthening the quality of Higher and Tertiary Education Institutions (HTEIs)'s delivery through capacity building, staff development, upskilling and re-tooling of personnel who work in and with the library.

AIM

The overall goal of this event is to improve the quality of work, service provision and working relationships among personnel in the African Higher Education Institutions (HEIs) workspaces through enhancing the capacity of all who should work closely together with the library personnel for better outcomes. This is very critical to librarians.

OBJECTIVES

1. To share knowledge and information on the impact of technology on modern libraries and the evolving role of librarians as information professionals
2. To examine the importance of quality assurance (QA) in libraries and develop action plans for quality assurance implementation in libraries.
3. Provide a platform for librarians and other library stakeholders to share experiences and best practices in adapting to technological changes and maintaining quality in library services

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4. To promote continuous professional growth among librarians to enhance their academic status and enhance their bargaining power

EXPECTED OUTCOMES

- Breaking the silos, better working relationships and building stronger bridges among the librarians and other staff and stakeholders in the institution like students, finance, quality assurance and ICT personnel, among others
- A better understanding of how personnel working in different units/departments/directorates/ of the institution can support each other in the university to enhance quality and surpassing the minimum standards and customer expectations
- Improved knowledge about staff and students' changing library needs
- Improved knowledge of innovative approaches to staff and student library services
- Improved knowledge on how to harness and organise effective online support services for staff and students

SOME OF THE KEY AREAS TO BE COVERED INCLUDE

- Quality Assurance in library services
- Quality Assurance in Financial Systems and Technologies for Higher Education to Support Libraries
- Planning, Budgeting and Funding for Libraries to Assure Quality in Higher Education
- Managing library relationships and improving productivity among the principal officers, university council and personnel (faculty, academic centres and administrators in other units)
- Strengthening the library personnel's working relationship with the bursary, students, staff and other key stakeholders
- Establishing healthy working relationship with the library's key stakeholders
- The changing role of libraries - Library as a service versus library as a place of activities (What is changing? How are the changes occurring and what are the coping strategies?)
- How library personnel can remain relevant with threats in the fast-changing library services landscape (Safe and inclusive library environments)
- The changing library landscape as a threat to library personnel
- Managing change in libraries: Librarians' possible coping strategies
- The Threats of the Changing Library Landscape to Library Personnel
- New Approaches to Library Work in the New Normal Digitalized Workspaces & The Role of ICT in the digital age. This will also include the full adoption of technology in library services for cutting edge delivery of the required services, electronic data management in the digital age and broader university data security
- How library personnel can leverage on Artificial Intelligence in research, teaching and learning
- The integration and harnessing of social media to promote and improve library services
- Collaborations in Resource Mobilization and Library Funding
- The role of Organizational Development (OD) in libraries (For leadership + Management)
- Self-assessment and use of self in delivering library services
- Governance and implementation of policies including the writing of non-porous policies etc
- Enhancing the academic status of librarians (importance, areas to focus, opportunities etc.)
- Grant proposal writing (This is a workshop on its own and the time is not adequate enough to cover it, especially looking at the additional topics. It also falls under the broad heading RESOURCE MOBILIZATION FOR LIBRARIES. However, if there is anybody who wants to take up the topic in the context, that is OK)

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METHODOLOGY

The workshop will be held over a period of three days and will include the use of case studies, focused group discussions, presentations, role play, group discussions, brainstorming sessions, experiential learning, presentations and sharing ideas, knowledge and skills. A follow-up strategy to ensure that university personnel are implementing the good practices to be learned from the workshop at their various institutions of higher learning will be agreed upon. The delegates will have the opportunity to engage in a dialogue with peers on the various challenges at their universities and strategies to alleviate them. A post workshop report will be compiled and recommendations made will be shared with the delegates and integrated into improving subsequent workshops.

GHANA US\$ & GHANA CEDIS ACCOUNTS (FOR GHANAIS & ALL NATIONS)

ACCOUNT NAME: GLOBAL QUALITY ASSURANCE ASSOCIATION LBG

BANK NAME: ECOBANK GHANA PLC

BANK ADDRESS: 2 MOROCCO LANE, OFF IND AVENUE

COUNTRY: GHANA-ACCRA

BENEFICIARY ADDRESS: 18A Cashew St. NTHC PRESTIGE HOMES, ACCRA, GHANA

ACCOUNT NUMBER CEDIS: 1441002777531 (Ghana Cedis)

ACCOUNT NUMBER UNITED STATES DOLLAR: 3441002226810 (USD) For all Foreigners

BRANCH NAME: ANC MALL

SWIFT CODE: ECOCGHAC

SORT CODE: 130107

MOBILE MONEY (MOMO) NUMBER: Dr Violet Makuku +233 545330362

A BRIEF BACKGROUND OF THE GLOBAL QUALITY ASSURANCE ASSOCIATION

The Global Quality Assurance Association (GQAA) is a non-governmental organization registered with the Ghana Registry Department for its work in quality assurance and The Ministry of Gender and Social Welfare for its philanthropic component. The GQAA is a non-profit organization that is working towards the improvement of the quality of education through capacity building activities and input in the improvement of the actual education environment. This includes its contribution to renovations, completion of unfinished structures, donations of stationary and sanitary pads, etc.

VISION: *To enable organizations attain high levels of efficiency and profitability through sustainable quality assurance systems in a bid to create a world where the quality culture thrives.*

MISSION: *To ensure consistency in the quality of goods and services through knowledge and skills sharing, institutional/industry/organizational assessments, monitoring, evaluations, consultancy, awareness and capacity building of personnel to be knowledgeable quality assurance professionals.*

KEY OBJECTIVES

- Assist to improve the capacity of quality service delivery in Africa and the rest of the globe.
- Provide quality service to the GQAA members through commitment, hard work, consistency and integrity.
- Enhance knowledge and skills generation, management, and sharing among the GQAA community.

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- Become the largest quality service and solutions providing organization in Africa.
- Document quality assurance events and activities
- Generate quality assurance data in different sectors to inform policy decisions
- Setting criteria for self-assessments and evaluations of different industries/organizations/government ministries & departments

CORE VALUES


- Transparency and accountability
- Teamwork
- Sustainability
- Responsiveness
- Professionalism
- Consistency




WE ASSURE QUALITY!!


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