

Dear Director of National Libraries,

It is my pleasure to inform you the activities of our organization, the Ethiopian National Archives and Library Agency, for the year 2010.

The following major activities were performed:

1. Business Process Reengineering (BPR) - The Agency has reengineered its working process as a result effective and efficient service is delivered to our users. The major services given by our Agency are as follows.
 - Reference service
 - Loan service
 - Internet service
 - CD/DVD service
 - Reprography service
 - Distribution of information sources to public libraries and other libraries in the city of Addis and in the regions.
 - In addition to this new services, Braille and CD-ROM services are started and we are in a process to open children's section as part of our services
2. The agency's proclamation is amended and other rules and regulations are reevaluated and the new version has been submitted to the Parliament for approval.
3. Capacity Building - In addition to the daily service provision the Agency has been engaged in different projects to improve its services and to build its capacity. Two projects became effective in the year 2010, which are:-
 - Local area networking is installed with modern Video Conference Room facility

- E-government wide area networking. Our Agency is selected as one of the 20 ministries and agencies that would be beneficiaries of the project. Hence National Integrated Records and Library Management Information Systems software has been developed and deployed. This software would enable us automate our Library and Archives collection.
 - The sound archives project, sponsored by the UNESCO is now in a stage of procurement of necessary materials. Upon completion of the project the Agency will be able to convert its analog audiovisual collection to digital one.
4. In addition to these, by now, our agency is developing its own portal which will enable our customers to access our services on-line..

Regards

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