The Botswana Internship program is offered by International Academic Programs (IAP) at the University of Wisconsin-Madison in conjunction with the School of Library and Information Studies at UW-Madison and the University of Botswana. This IAP Program Handbook supplements handbooks or materials you receive from the SLIS as well as the IAP Study Abroad Handbook and provides you with the most up-to-date information and advice available at the time of printing. Changes may occur before your departure or while you are abroad.

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Contact Information

ON-SITE PROGRAM INFORMATION

Your primary contacts will be:
Nathan Mnjama
Associate Professor
University of Botswana
Private Bag UB 00703
Gaborone
Botswana
Office : +267 3552180
Cell : +267 718 45624
Fax : +267 3185098
Email: mnjamanm@mopipi.ub.bw

Kopong : Kabo Kalantle: +267 71737754
goakal31@gmail.com

Mmangkodi: Lucia Ofentse: +267 71666111
ofentselucia27@gmail.com

Molepolole: Max Mazunga: +267 592 0350
kmazunga@gov.bw

Other contacts:
At the University of Botswana:
Angelina Totolo
Associate Professor
Cell: +267 712 26490

Kay Raseroka
University Librarian
Email : raseroka@mopipi.ub.bw

Stephen Mutula
LIS Head of Department
Office: +267 3552094
Cell: +267 71424991
Email: mutulasm@mopipi.ub.bw

Other:
Robert and Sarah Rothschild
Landline: +267 390 9005
Cell: +267 723 80974
Bob : skippysqua@aol.com
Sarah : shooproth@aol.com

Dr. Themba Moeti (M.D.)
ACHAP (Cooperative AIDS Prevention Organization)
tmoeti@achap.org

UW-MADISON INFORMATION
International Academic Programs (IAP)
University of Wisconsin-Madison
250 Bascom Hall, 500 Lincoln Drive
Madison, WI 53706
Tel: 608-265-6329, Fax: 608-262-6998
Web: www.studyabroad.wisc.edu

For Program Advising & Grades:
Kate Hamoonga
IAP Study Abroad Advisor
(608) 265 6296
hamoonga@bascom.wisc.edu
**For Internship Advising:**

**Louise Robbins**  
Professor  
Office: (608) 263-2955  
Home: (608) 233-3345  
Cell: (608) 469-3165  
lrobbin@wisc.edu

**Ethelene Whitmire**  
Associate Professor  
Office: (608) 262-8952  
Home: (608) 848-3387  
Cell: (212) 920-9660  
ewhitmire@wisc.edu

**EMERGENCY CONTACT INFORMATION**

In case of an emergency, call the main IAP number (608) 265 6329 between 7:45 a.m. and 4:30 p.m. Monday to Friday; after-hours or on weekends call the IAP staff on call at (608) 516 9440.

**Botswana Emergency Numbers:**

- Ambulance: 997
- Police: 999 or 351161
- Fire: 998

**EMBASSY REGISTRATION**

All program participants who are U.S. citizens must register at the U.S. Embassy before departure as this will help in case of a lost passport or other mishap. You can register on-line at [https://travelregistration.state.gov](https://travelregistration.state.gov). If you are not a U.S. citizen, register at your home country’s embassy or consulate.

American Embassy  
P.O. Box 90  
Gaborone  
Botswana

Physical Address: Embassy Enclave (off Khama Crescent)  
Phone: +267 395 3982  
Fax: +267 395 6947

**Program Dates**

**2010 SUMMER SESSION**

Arrive in Botswana: June 1  
Orientation in Gaborone: June 2-3  
Travel to internship sites: June 4
Internship dates: June 7 - August 13
Departure: August 14-15

Preparation Before Leaving

IMMIGRATION DOCUMENTS

Passport: A passport is needed to travel to Botswana. Apply immediately for a passport if you do not already have one. Passport information and application forms can be found on the U.S. State Department website http://travel.state.gov/passport/. If you already have your passport, make sure it will be valid for at least 6 months beyond the length of your stay abroad.

Visa: No student visa is required. On arrival all Interns are advised to request for a maximum of 90 days stay in Botswana so as to avoid any penalties. The Visa fee is P500.00.

HANDLING MONEY ABROAD

The official currency of Botswana is the Pula (BWP) with 1 pula being made up of 100 thebe. As of 03/10, the exchange rate was $1 USD to 6.96 BWP. Pula literally means "rain" in Setswana, because rain is very scarce in Botswana - home to much of the Kalahari Desert - and therefore valuable. You should bring some money with you in cash for incidental purchases during the first few days of your program.

ATM/Debit cards: The easiest and most convenient way for students to obtain money is to use their ATM card overseas. Visa ATM cards are much more widely accepted than MasterCard in Botswana. They are easily accessible everywhere and are usually your best bet for getting cash at the current exchange rate. You should check with your bank/credit union if your ATM card will function properly in Botswana, identify the maximum amount you can withdraw in a day or one week, and learn about any withdrawal fees you may incur. Also, consider taking an extra ATM card in case your card gets demagnetized, lost, or taken by the bank machine.

Credit cards: Credit cards are widely accepted at hotels and lodges and with tourism companies, but not widely accepted at local stores and restaurants.

PACKING

- Leisure clothes (jeans, casual shoes, long shorts, t-shirts etc.)
- Warm coat or fleece
- Umbrella (for sun and rain)
- Gift for host family and host librarian (something that symbolizes where you are from is great)
- Water drinking bottle
- Small bag for day/weekend trips
- Photos/memorabilia from home (to share with host nationals)
- Diarrhea medicine
- Sunblock, hat and sunglasses for protection from harmful effects of UV sun rays.
- Antibacterial hand wipes or alcohol-based hand sanitizer containing at least 60% alcohol.
• Prescription medicines for the duration of your stay
• To prevent insect/mosquito bites, bring:
  o Lightweight long-sleeved shirts, long pants, and a hat to wear outside, whenever possible.
  o Flying-insect spray to help clear rooms of mosquitoes. The product should contain a pyrethroid insecticide; these insecticides quickly kill flying insects, including mosquitoes.
  o Bed nets treated with permethrin, if you will not be sleeping in an air-conditioned or well-screened room and will be in malaria-risk areas. The area around Gaborone is not a malaria area, but Northern and Western Botswana is.

For men (casual clothes are not appropriate at work):
• Dress slacks and khaki trousers
• Lightweight cotton dress shirts
• Dress shoes or loafers
• Dress jacket and tie

For women (casual clothes are not appropriate at work):
• Dresses or skirts
• Lightweight cotton blouses
• Dress shoes
• A shawl or cover-up for when long sleeves are required

Travel and Arrival

Participants on this program make their own flight arrangements to Botswana. You should fly into Khama International Airport in Gaborone. For the first night in Botswana, students will stay at the Backpackers House in Gaborone. Upon arrival at the airport, you can call the Backpackers House to arrange a pickup. You may also call or email in advance. You will have to list the address on your entry papers.

Address:
Backpackers House
Plot 37605 Maralaleng Road Block 8
Gaborone
Botswana
Telephone: +267 3936337
Email: info@backpackers-gaborone.com
Website: http://www.hostelbookers.com/hostels/botswana/gaborone/28030/

The following morning a representative from the University of Botswana will pick you up for orientation. Prior to departure, IAP will confirm the name and contact details of the representative who will pick you up.

The Academic Program

THE UNIVERSITY OF BOTSWANA
After 20 years of being an international university named the University of Basutoland, Bechuanaland and Swaziland (merging Botswana, Lesotho, and Swaziland), The University of Botswana was established in 1982. The student population is 15,484.

The Department of Library and Information Studies (DLIS) at the University of Botswana has since its inception in 1979 made outstanding contributions to the education and training of Library and Information personnel in Botswana and the Southern, Central, West and East African regions. It is an internationally recognized centre of excellence within Africa for library and information education and training. It has made a unique contribution through research, publication and service to the development of the discipline throughout the continent. A suite of professional library and information studies programs reflecting the various needs and demands of Africa's library and information market has been developed. The Department recognized and continues to perceive information as a key resource in development. To this end information provides investors and managers with a competitive advantage.

**ORIENTATION**

Students will receive a two-day orientation upon arrival in Botswana. During orientation, UB will provide students with an overview of the library system in Botswana, roles and responsibilities of supervisors/interns, health and safety issues, comprehensive information about Botswana (public transportation, political and cultural conditions, housing, money matters, etc.) and emergency contact information. UB faculty and staff will solicit input and assistance from the BNLS and the host librarians in the orientation for the participant.

**INTERNSHIP PROGRAM**

While in Botswana, you will be participating in an internship at the library in the village in which you live. For the 10 week program, students are required to spend 24 hours/week at their internship. The purpose of the internship is work with the librarian and paraprofessionals assigned to the Library to develop and model proactive library services.

Specifically, the intern might
- Work with the librarian to develop functioning library committee or board;
- Work with the librarian to develop and carry out at least four different programs for the Library and to establish a pattern of programming;
- Work with the librarian and the Botswana National Library Service (BNLS) to develop and acquire a collection appropriate to the community.

Specific requirements of the intern may be modified after agreement with all parties. It will be difficult to focus on all of these simultaneously. Different emphases will be chosen by each intern in consultation with the librarian and UB supervisor, but the overall aims will be the same. In order to carry out the expectations of the internship, you will be asked to gain expertise in the library/village where you live and work. Expertise can be thought of as the ability to do something at some level of proficiency and is usually composed of some combination of knowledge, understanding, skill, attitude, and values. The following describes the expertise you will need:

- Knowledge of roles and responsibilities of library boards and how they may be adapted to fit Botswana and your village.
- Knowledge of the BNLS library materials acquisition process.
- Knowledge of the community and ways in which to discover community interests for collections and programming.
- Project management, including outcomes assessment and program evaluation.
- Understanding of resource limitations and places to go for additional resources.
- Instructional design for simple computer or information literacy instruction.
- Ability to craft and carry out emergent literacy and/or story time activities.
- Ability to plan and implement cross-generational programming techniques.
- Knowledge and application of collection development techniques and tools.

The following resources can help you to gain this expertise:

- The Wisconsin Department of Libraries web site for Board responsibilities
- BNLS Public Libraries Division Head and BNLS meetings and documents
- Village librarian—regular meetings and occasional meals or other social get-togethers
- Village officials and elders—visiting regularly
- Maps and guidebooks
- Masters of Storytime manual from Continuing Education Services
- Web 2.0 interactions
- UB faculty and staff
- OCLC Web Junction and other online resources
- Outcomes assessment tools
- Collection development aids

For each goal, use the logic model to develop one or more measurable objectives, strategies, resources, responsibilities and method of evaluation. Use material found on [http://www.uwex.edu/ces/pdande/index.html](http://www.uwex.edu/ces/pdande/index.html) in order to develop your logic model [http://www.uwex.edu/ces/pdande/evaluation/pdf/LMfront.pdf](http://www.uwex.edu/ces/pdande/evaluation/pdf/LMfront.pdf) for each major project.

See attached Logic Model plan. Three draft logic models should be developed within one week of arrival, to be refined with feedback from supervisors.

**CREDIT**

Participants will earn 6 credits of LIS 620: Field Projects in Libraries and Information Agencies upon successful completion of the program.

**ASSESSMENT**

The assessment of the students’ performance will have four parts: self-assessment, assessment by the onsite librarian, assessment by a faculty mentor from the University of Botswana, and assessment by the UW SLIS instructor. Email or Skype or telephone or videoconferences will be set up at intervals during the semester so that the student has consistent and ongoing guidance and can communicate with and contribute to learning at SLIS. Representatives from the University of Botswana will visit you at your internship site at least twice during the course of the internship. You will be evaluated using the following measures:

**ATTITUDES**

- **Enthusiasm**
  - 4 Advanced = Dynamic
  - 3 Proficient = Eager, demonstrates sincere interest
  - 2 Basic = Has adequate zeal, interest
  - 1 Minimal = Lacks interest; sometimes indifferent and unconcerned
  - 0 Undocumented = No opinion
Concern for professional growth and gaining new knowledge

4 Advanced = Takes opportunities to learn about librarianship in Botswana; seeks out new information about the country and people through reading, conversation, and attendance at meetings when possible.
3 Proficient = Readily recognizes and takes advantage of opportunities to learn; attends meetings when possible; interacts with librarians and others
2 Basic = Average interest in new information; consults others if necessary
1 Minimal = Rarely goes out of the way to learn about the country and its libraries
0 Undocumented = No opportunity to gain evidence of this attitude

Dependability

4 Advanced = Very conscientious; exhibits initiative in seeking out duties and tasks
3 Proficient = Reliable and responsible; works independently
2 Basic = Acts positively when responsibilities are pointed out to him/her
1 Minimal = Unreliable at times; neglects some important duties
0 Undocumented = No opportunity to gain evidence of this attitude

Relationships with Users

4 Advanced = Very harmonious, vital, productive, and cooperative
3 Proficient = Pleasant, usually harmonious and cooperative
2 Basic = Usually pleasant but sometimes exhibits blasé attitude
1 Minimal = Often develops strained or passive relationships
0 Undocumented = No opportunity to gain evidence of this attitude

Relationships with Other Staff Members

4 Advanced = Cordial, productive; goes out of way to cultivate good working relationships with administrative, professional, and clerical staff
3 Proficient = Harmonious and cooperative; usually takes initiative in establishing relationships
2 Basic = Satisfactory attitude toward staff, but others usually take the initiative to cultivate a relationship
1 Minimal = Strained and passive in relationships; critical of other staff members
0 Undocumented = No opportunity to gain evidence of this attitude

KNOWLEDGE

Knowledge of Library Materials

4 Advanced = Knows how to develop depth and breadth of knowledge of appropriate materials for this type of library; sees relationships among materials
3 Proficient = Works at developing good understanding of materials; seeks to learn more
2 Basic = Develops some understanding of materials
1  Minimal = Exhibits weak understanding of materials
0  Undocumented = No opportunity to make a judgment

Knowledge of Technical Services (acquisition, processing, bibliographies, circulation)
4  Advanced = Highly skilled; has sought to master technical processes
3  Proficient = Has developed good knowledge of technical processes
2  Basic = Has developed adequate skills, knowledge of technical processes; has some significant gaps in understanding
1  Minimal = Has developed only weak technical skills and knowledge of processes
0  Undocumented = No opportunity to make a judgment

Knowledge of User Services (bibliographic instruction, reader guidance, reference interview, etc.)
4  Advanced = Highly skilled; has sought to gain mastery techniques
3  Proficient = Exhibits competence; has few gaps in training
2  Basic = Exhibits adequate skills; sometimes lacks understanding of processes
1  Minimal = Exhibits weak reference skills
0  Undocumented = No opportunity to make a judgment

Knowledge of Computer Technology
4  Advanced = Highly skilled; exhibits understanding of word processing, database, spreadsheet, and other software; can construct a Web page; can troubleshoot technical problems
3  Proficient = Skilled; searches and creates databases, word processes, communicates via e-mail; seeks to gain new skills
2  Basic = Can word process, search databases, and communicate via e-mail
1  Minimal = Can word process; needs help searching databases
0  Undocumented = No opportunity to make a judgment

PERSONAL SKILLS/ATTRIBUTES

Speech Fluency and Correctness
4  Advanced = Exhibits excellent vocabulary, accurate pronunciation, clarity of thought
3  Proficient = Exhibits good vocabulary; expresses ideas clearly and correctly
2  Basic = Exhibits average vocabulary; expresses most ideas clearly and correctly
1  Minimal = Exhibits limited vocabulary, careless pronunciation, errors in expression
0  Undocumented = No opportunity to make a judgment

Resourcefulness and Evidence of Flexibility
4  Advanced = Demonstrates original and creative ideas; is keen in coping with a wide variety of situations
3  Proficient = Effectively meets new situations
2  Basic = Makes satisfactory adjustments in behavior; usually follows a set pattern or instructions
1  Minimal = Slow and uncertain in meeting new situations
0  Undocumented = No opportunity to make a judgment
Judgment

4  Advanced = Offers well-balanced criticisms; makes excellent evaluations and decisions
3  Proficient = Possesses good common sense; decisions are well-considered
2  Basic = Usually exercises good judgment; stable under normal conditions
1  Minimal = Makes decisions that sometimes create problems; rarely exhibits sound judgment
0  Undocumented = No opportunity to gain evidence of this skill/attribute

Living Abroad

BOTSWANA

The Republic of Botswana (Tswana: Lefatshe la Botswana), is a landlocked nation in Southern Africa. Citizens of Botswana are Batswana (singular: Motswana), regardless of ethnicity. Formerly the British protectorate of Bechuanaland, Botswana adopted its new name after becoming independent within the Commonwealth on 30 September 1966. The economy, closely tied to South Africa’s, and one of the most successful in Africa, is dominated by the fast-growing service sector, world-renowned mining (especially diamonds) industry, tourism, and manufacturing.

Botswana is semi-arid, due to the short rainy season. However, the relatively high altitude of the country and its continental situation gives it a subtropical climate. The country is remote from moisture-laden air flows for most of the year. The dry season lasts from April to October in the south and to November in the north where, however, rainfall totals are higher. The south of the country is most exposed to cold winds during the winter period (early May to late August) when average temperatures are around 14°C. The whole country has hot summers with average temperatures around 26°C. Sunshine totals are high all year round although winter is the sunniest period. The whole country is windy and dusty during the dry season.

HOUSING

While in Botswana, you will be placed with a village host family. Families usually live a modest lifestyle and in most cases will invite you to participate in the activities of the family. You will have your own room with a door that can be locked. It may be necessary for you to buy an air mattress or cot upon arrival. You may also need to buy a small electric stove. Students should bring a small gift for their host family.

HEALTH

Check with your local travel doctor about current immunizations you need and precautions you should take to avoid getting sick. Tap water is considered safe to drink, although outside main cities and towns, visitors are advised to check first and sterilize water if in any doubt. Bottled water is available in most tourist centers. Milk is pasteurized, and dairy products, local meat, poultry, seafood, fruit and vegetables are generally safe.

The dust and heat may cause problems for some people. Visitors should use sun protection, especially due to Botswana’s high altitude. All main towns have chemists, and pharmaceutical supplies are readily available.
COMMUNICATION

**Telephone:** When making calls, keep in mind time zone differences [www.timeanddate.com/worldclock](http://www.timeanddate.com/worldclock). To make an international call to the United States, dial the access code for the country from which you are calling plus the United States country code (always “1”) followed by the appropriate U.S. area code and local number. To call internationally from the United States, dial “011”, the country code, city access code (if necessary) and the phone number. Country and city codes can be found online [www.timeanddate.com/worldclock/dialing.html](http://www.timeanddate.com/worldclock/dialing.html). Some of above steps can vary if you are using a calling card.

Skype is a free, downloadable software application that allows users to make live video and voice calls over the internet. Skype users can also add money to their account and can then use the service to call land lines and cell phones internationally at very low rates. Additionally, Skype also provides an instant messaging function as well as file sharing.

To create a Skype account, users must download the application from [www.skype.com](http://www.skype.com) and create a user name and password. Once the application is installed onto their computer, they can search for friends either by first and last name or using their friends’ Skype usernames. Once a friend is added to a users contact list, they will be able to see whether that person is available to chat. If two users both have web-enabled video cameras for their computers, they will be able to chat face to face. For users without a web cam, a microphone is all that’s required for calls to another computer.

Students are required to purchase a cell phone and must inform IAP of the phone number upon arrival in Botswana. The most popular phone company is Orange.

**Internet:** Libraries should have access to the internet, though access may be sporadic. You may also use the internet at the University of Botswana or in local internet cafes.

WEBSITES OF INTEREST

International Academic Programs (IAP) at UW-Madison: [www.studyabroad.wisc.edu](http://www.studyabroad.wisc.edu)

General Orientation Information: [www.worldwide.edu/travel_planner/index.html](http://www.worldwide.edu/travel_planner/index.html)

(includes topics such as culture shock, international travel, etc.)

U.S. State Department: [travel.state.gov](http://travel.state.gov)

U.S. State Department Students Abroad site: [http://www.studentsabroad.state.gov/](http://www.studentsabroad.state.gov/)

Center for Disease Control: [www.cdc.gov/travel/](http://www.cdc.gov/travel/)

Current Exchange Rates: [www.x-rates.com](http://www.x-rates.com)
The Botswana Guardian:
http://www.botswanaguardian.co.bw/

Sunday Standard:
http://www.sundaystandard.info/index.php

Botswana Tourism Board:
http://www.botswanatourism.co.bw/

STUDENT TESTIMONIALS

Past participant Blogs:

David: http://kosmik-debris.blogspot.com/
Sarah: http://sarahelsewhere.blogspot.com/