

# HINARI User Forum: a successful model to work with others

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This paper outlines the realistic experiences of using HIN-AG-OA user forum in providing a space for the exchange and sharing of information among HINARI users and how that feedback was useful for the improvement of the HINARI programme experience.

## Are you using HINARI-AGORA-OARE resources? How and what are you using the information you get from the HINAGOA resources for?

Clinical Care, Research, Teaching and Training, Extension Work, Writing Articles, Presentations, Journal Club Discussions, Programme Work and knowledge update.



## What are the limitations/challenges that you and your users encounter in using the HIN-AGO-OA resources?

Slow internet connection; few computers available for use in most institutions; Lack of promotion & training of the HINAGOA resources; Use of Passwords and IDs; Librarians keeping passwords to themselves and not sharing it with users; The issue of language disadvantages non – English speakers as most of the HINAGOA resources are available in English.



## What improvements regarding the HIN-AG-OA programmes would you like to see in order to make a positive impact in your work?

Training of users and manual containing solutions to problems in accessing and searching information; Improve authentication process; Increase contents: more publishers & journals; Increase awareness; Use of IP addresses to access the resources.



## How is access and use of HINAGOA resources promoted in your institutions? Which promotion initiatives appear to have worked well?

What are the major obstacles in the promotion of the resources in your institutions?  
On Promotion: Participating in Faculty activities; Campus Radio Talk shows; Building Learning Teams;  
Few computers in Libraries; Advertising e-resources training  
On Challenges: Students with poor computer skills; Slow Internet connectivity/bandwidth;  
Poor reading and research culture of researchers.

## What lessons can we draw from the use of HIN-AG-OA resources and; what best practices and recommendations can we make in order to move the process forward?

The programmes are designed to improve the capabilities of both researchers and stakeholders; Increase to include journals that are currently not included; Work with national partners to address the bandwidth problem; Market the HINAGOA resources and provide more training to researchers and scholars.



*I hope you keep HINARI alive forever.*