ACADEMIC INFORMATION SERVICE

ANNUAL REPORT 2005

TABLE OF CONTENTS

vision, mission, values

| Vision | We strive to be leaders in providing world-class solutions to information and knowledge challenges for achieving academic excellence. |

| Mission | The Academic Information Service (AIS) leads and facilitates
· Information and knowledge management
· Information literacy
· Designing and establishing e-information services
· Effective scholarly communication |

| Values | · We generate positive energy for academic business success
· Professional behaviour, ethics and values are our hallmark |

President Mbeki and Dr Adelaide Tambo with the Dean of Law, Prof Duard Kleyn behind them

Vice-Principal Prof Andy Mogotlane, Prof Christof Heyns, Director of the Centre for Human Rights, Mr Mbeki and the Principal of the University, Prof Calie Pistorius

In 2005 the investigation into the repositioning of the Academic Information Service (AIS) that commenced with the retirement of Prof Eggie Gerryts in March 2004 was concluded. The University Management decided to keep the AIS and the Department of Education Innovation as separate entities. The post of library director was advertised and a new strategic five year plan for the AIS was negotiated. This was the beginning of a new era.

The year produced a number of exceptional highlights:

OPENING OF THE OLIVER R TAMBO LAW LIBRARY

The Oliver R Tambo Law Library, situated in the new Law Building, was opened by the president of South Africa Mr Thabo Mbeki on 15 March 2005. The ceremony took place partly in the auditorium and partly in the law library. A painting of Oliver Tambo by Marie Vermeulen Breedt was unveiled by his widow Dr Adelaide Tambo.

The new four-storey law library with its open plan design which represents transparency is situated at the front of the law building. It is a welcome improvement to the previous cramped facilities in the main library. Apart from the 320 study seats and two discussion rooms, the library boasts two computer rooms with 60 work stations and printing facilities ideal for information literacy training and independent work by students.

STRATEGIC PLAN 2005-2010

During 2005 a new five-year strategic plan was developed and approved by University Management. The new vision and mission give rise to four strategic initiatives in support of the University's Academic Enterprise, Marketing and Communication and Transformation objectives:

1. E-strategy
2. Learning and e-learning support strategy
3. Research and e-research support strategy
4. Organisation redesign to create an e-service

In 2005 the AIS also took part in a university wide exercise to identify and analyse risks. A Powerpoint version of the strategic plan with the risks added for future reference is available at http://www.ais.up.ac.za/aboutus/stratplan05_10.pdf (609 KB)

5TH INTERNATIONAL CONFERENCE OF ANIMAL HEALTH INFORMATION SPECIALISTS (5 ICAHIS)

The conference was hosted at the Faculty of Veterinary Science, Onderstepoort campus, 4 – 7 July 2005. Pre-conference workshops were held from 29 June till 2 July to advance knowledge and improve information literacy skills of librarians and clients. This conference is mainly for veterinary librarians from all over the world and usually takes place every 3-4 years. This was the first time it was held in Africa. The conference was expertly arranged by the

Conference attendees in front of the Theiler Building, Veterinary Science campus, Onderstepoort

I do want to say thank you for all that you and your colleagues have done for the conference, organizing such a wonderful programme, and for looking after me so well. I am simply amazed at how wonderful you all are.
Robert Taylor, CAB International, UK

●●●

You did the University of Pretoria- and South Africa proud! It was an interesting, informative and well worthwhile experience.
Ernene Verster, University of the Free State, RSA

●●●

It is definitely a meeting that will long be remembered! Thanks for a great conference!
Vicki Croft, Washington State University, USA

●●●

The conference was very good, informative and well organized. I enjoyed every moment of it.
Wanvenda Chilimo.

Veterinary Science Library under the leadership of Erica van der Westhuizen.

It was a most successful conference: of the 65 participants 50% came from other countries. The USA, UK, France, Norway, Sweden, Finland, Italy, Nigeria, Tanzania, Mozambique, Uganda, Zimbabwe and Zambia were represented. The CTA (Technical Centre for Agricultural and Rural Cooperation) in the Netherlands sponsored 7 colleagues from the African countries. A poster session was included and turned out to be the largest one held at ICAHIS conferences to date. As part of conference activities a blog was developed to market and record the conference**:** http://www.knowledgeflows.blogspot.com**.** The Conference and Workshops succeeded in promoting the transfer, exchange and utilisation of information in the animal health field and demonstrated that veterinary science librarians can share knowledge and expertise and can network for the benefit of the clients they serve.

LAUNCH OF THE LAW OF AFRICA COLLECTION

The Law of Africa Collection is a collaborative effort with the Centre for Human Rights. The aim of the project - which was initiated in the library - is to collect as much of the primary legal sources from as many African countries as possible. This includes the legislation and the law reports. The cost of obtaining this material will be borne jointly by the AIS and by the Centre (EU donation). The acquisition, cataloguing and housing of the material will be done by the Oliver R Tambo Law Library. The Director of the Centre, Prof Christof Heyns, has expanded on the project so that it involves the whole faculty. Reasonable progress has been made. Information availabale from http://www.up.ac.za/asservices/ais/law/law.htm.

Collaboration with other institutions is being investigated. The long term goal is a comprehensive Law of Africa collection to satisfy the needs of users for primary legal sources for African countries. The Pan-African Parliament has expressed interest in the collection to assist them with their Judicial Committee tasks. Such a unique collection will enable the university to attract manyl more postgraduate or post doctoral students.

Dr Frene Ginwala, former Speaker of Parliament, opening the exhibition

Dr Frene Ginwala, Mr Robert Moropa, Prof Antony Melck and Mrs Melck

HISTORY OF THE FREEDOM MANIFESTO EXHIBITION

As a contribution to the ANC Annual Conference which was held on the UP campus, the AIS, in collaboration with the ANC Archives, held an exhibition in June/July 2005 to commemorate the Freedom Manifesto and to raise awareness of this milestone event amongst students. Dr Frene Ginwala was the opening speaker. The event was organised by the staff of the Humanities and Theology Library.

TEACHING COLLABORATION WITH FACULTIES

The AIS strives to be a partner of the faculties with regard to teaching and formal recognition of this role is regarded as a particular achievement:

1) In the Faculty of Education research support sessions have become a feature of the preparation of the MEd and PhD students. During these sessions information specialists provide an overview of the role of the library in the research process and give training in the use of products. Ongoing support is given by way of a research support CD, jointly created by the faculty and the library, containing all necessary forms, electronic yearbook, links to databases, etc. that students would need in the course of their studies. Every student received a copy after the session. Contents available at

http://www.ais.up.ac.za/edu/research/

2) The approval of Regulation S1869/05 as amended, enabled staff members of the Medical Library to assume responsibility for presenting the credit-bearing CIL 121 course in information literacy in the Faculty of Health Sciences. Assignments are customised per student to make this training part of their professional preparation. This was a particular breakthrough resulting from of good collaboration with the Department of Education Innovation and the Faculty. Medical information literacy is a very important professional skill and the staff of the Medical Library are indeed best suited to play this role.

3) In a similar fashion the Law Library offers an expanded information literacy training programme for law students that prepares them to work with the literature and law reports in a professional practice.

LIBQUAL+™

In August 2005 UP for the first time took part in the annual international LibQUAL+™ survey. LibQUAL+™ is a measuring instrument for libraries based on the SERVQUAL concept and developed at the Texas A&M University. The survey was done online and measured three

The winner of our competition
Takalani Mbedzi receives his iPod
fromMr Robert Moropa

dimensions of information support:

1) Clients' command of their personal information space
2) Competency and attitude of staff
3) The library as place

We undertook the Afrikaans translation of LibQUAL+™ with the support from the University of Stellenbosch Library Service and the Ferdinand Postma Library of the University of North West. The AIS gathered valuable information which has already been worked into planning. It also affords the opportunity to benchmark with other local universities (UCT, US and UNW) as well as overseas universities who participated.

Group work in the new Learning Centre

Fifty new computers were added to the Learning Centre

In 2004 five focus areas were identified to accelerate the transformation process in the AIS in order to keep pace with the changing information sector and with the demands of clients for more added value.

FOCUS 1: INFORMATION FOR TEACHING AND LEARNING SUCCESS

For teaching and learning success lecturers and students depend on effective access to and use of information. Information specialists will have to put systems, value adding mechanisms and training in place in order to integrate information successfully with teaching and learning. Establishing the Learning Centre on levels 3 and 4 of the Main Library will make it possible to integrate information and learning with the help of the latest technology.
Focus Coordinator: Hilda Kriel

During December 2004 and January 2005 the first phase of the Learning Centre project was completed. This phase consisted of a complete new layout for level 3 and part of level 4 of the Main Library resulting in new facilities for the reserved collection and associated service, the establishment of group facilities and a new general reference section. Fifty new computers were added for the use of students. The more spacious layout and additional facilities were welcomed by students and confirmed in user surveys. The three dedicated information specialists and two information assistants who

specialize in undergraduate service give the necessary support to the information needs of students and add value to the collaborative learning environment. Training facilities in the Learning Centre is used to empower students with the necessary information literacy skills needed to use the products and services of the AIS.

FOCUS 2: INFORMATION FOR RESEARCH SUCCESS

Due to increasing pressure placed on the AIS's facilities and human resources by junior undergraduates, the information service to researchers has in some areas faded into the background. New information products and services, specifically aimed at the various categories of researchers, will have to be created. Special attention will have to be given to postgraduate students. Postgraduate students no longer feel at home in the AIS due to the influx of undergraduates. Areas for use by the postgraduate students will have to be established on levels 1, 2, 5 and 6 of the Main Library and information specialists appointed with special focus on the needs of postgraduate students and active researchers.
Focus Coordinators: Elna Randall, Maureen du Pisanie and Erica van der Westhuizen

In the course of 2005 different initiatives took place in the service units while the following developments were for the benefit of all clients:

The AIS at the Innovation Hub

- a set of web pages catering for the needs of postgraduate students was created (http://www.ais.up.ac.za/research/index.htm)
- a unit for service to distance students with a home address of 200 km and further from the University of Pretoria was created and Magdaleen le Roux was recruited to run this service. These students have better borrowing privileges and a document delivery service at cost has been set up for them. (http://www.ais.up.ac.za/research/distance.htm)
- Areas in the Main Library were reserved for the use of postgraduates

Submission of electronic copies of theses and dissertations became mandatory in 2004, leading to growth of the collection and increased use of our theses/dissertations.

FOCUS 3: INFORMATION FOR THE EXTERNAL MARKET

Due to the downsizing and phasing out of libraries and information centres in big organizations such as the CSIR, ARC and commercial enterprises, a growing number of individuals and organizations have expressed the wish to make use of the services of the AIS. The Medical Library already has a well established service for medical practitioners, hospitals and pharmaceutical companies. Currently negotiations are underway to make services available for the Innovation Hub,

Denel and other big organizations. This focus may result in additional income for the AIS.

Focus Coordinator: Magriet Lee

This strategy aligned well with a general UP strategy to leverage the knowledge and expertise of UP staff by selling services to an external market. In the beginning of 2005 a workshop on the principles and philosophy of entrepreneurship was organized for AIS staff. A permanent office was established at the Innovation Hub and negotiations were started with various big companies, educational institutions and individuals. A staff member was appointed on contract basis in August 2004 to coordinate and manage the project. In the beginning of 2005 an assistant was appointed to give support. In general, staff reacted very positively to opportunities that arose. The obvious similarities between the needs of outside clients and off campus students led to an integration of these two sets of services. Eventually the service did not realize as envisaged in 2004. The Science and Engineering Library established the office at the Innovation Hub and concluded a service agreement with SAPPI.

Sunette Steynberg assisted the national government by orientating and training President Mbeki's speech writer, Dr. Ramola Naidoo, in the use of the AIS's information resources and in obtaining information when necessary. The Medical Library's service grew steadily during 2005

and similar services were developed at the Veterinary Science Library.

FOCUS 4: TO DO MORE WITH LESS

A strategy that cuts across the entire AIS is to do more with less. Performance indicators need to be developed with the help of BIRAP. A culture of doing the right things right the first time needs to be developed and embedded throughout the AIS. Processes and procedures need to be analysed. Existing service points at Witbank and Hammanskraal need to be re-evaluated. A staff audit will be done and linked to the priorities of the focus areas.
Focus Coordinator: Monica Hammes

The focus area was included in the agenda of the newly formed Quality Unit. The AIS participated in a GAELIC (Gauteng and Environs Library Consortium) benchmarking exercise that complemented discussions and teamwork on performance indicators. On account of a lower than anticipated government subsidy, all sections of the University had to contribute to overcoming this shortfall: the AIS had to save R1,5m on the human resources budget which resulted in losing seven posts in spite of the results of the staff audit that clearly showed serious understaffing in some areas. The Medical Library's service point at Hammanskraal was closed. The" Meer-Min" (More-with-Less) awards was an attempt for all of

us to deal with such a challenge in a creative manner by demonstrating how resources can be optimised. Six teams participated. The IMPS (Information Management and Procurement System) Team was voted the winner by popular vote. They demonstrated how greater efficiency in one department can result in resources becoming available for the benefit of the entire organisation.

FOCUS 5: THE E-INFORMATION STRATEGY

The main objectives of the e-information strategy are:
- *To take part in and contribute to the international e-information phenomena, e.g. open access, digital preservation, eScience, and content management.*
- *To support education innovation and research excellence at UP.*
- *To deliver optimal e-information portal services (workflow) to our clients.*
Focus Coordinator: Heila Pienaar

The AIS decided to utilise DSpace, an open source platform developed for MIT by Hewlett Packard, for its institutional repository. A campus team, comprising staff of the AIS, as well as the departments of Information Technology, Education Innovation and Information Science, took part in the evaluation and configuration of the platform. Four champion collections give an indication of the possibilities inherent in an institutional repository. These are the Arnold Theiler collection of the Veterinary

Science Library at Onderstepoort (https://www.up.ac.za/dspace/handle/2263/80), the Jonathan Jansen collection of the Education Library at Groenkloof (https://www.up.ac.za/dspace/handle/2263/108), the slide collection of the Department of Architecture (https://www.up.ac.za/dspace/handle/2263/86) and openUP (http://openup.ais.up.ac.za/), the collection of research papers authored by UP staff and students.

One of the main frustrations of library users is the need to adapt to different search regimes for different products. This can be overcome by using a federated search engine. In 2005 the AIS, in conjunction with librarians from Unisa, Wits and the CSIR, investigated various options and found that none of the commercial products currently available meets with the University's expectations. As an interim measure, the Google Scholar version of this very ubiquitous search engine will be reconfigured to include holdings for AIS information products.

Considerable advances have also been made towards coordinating the different initiatives in the AIS and aligning these with the strategies of the University's Department of Information Technology.

Service delivery is guided by the following principles:

- Physical facilities and services are offered as close as possible to the specific client group and customised to suit the needs of the specific faculty.

- "Learning" students and "research" students have different needs, which must be catered for in different ways.

The vast number of undergraduate students necessitates scalable, pre-packaged services/products that can be delivered via the Internet and embedded in the learning management system.

Based on these principles, each faculty is supported by a faculty library consisting of professional and support staff who work in close cooperation with the dean and heads of departments in order to offer a package of products and services that is in line with the faculty's teaching and research strategy.

- The Main Library on the Hatfield campus houses the three libraries of the faculties of Humanities and Social Sciences and Theology (combined), Economic and Management Sciences and Engineering and the Built Environment and Natural and Agricultural Sciences (combined). The Learning Centre in the main library caters for the needs of undergraduate students. The main library also houses a study centre with 1,037 seats that is open for extended hours to accommodate student needs.

- The Oliver R Tambo Law Library is situated in the Law Building.

- The faculties of Education and Veterinary Science have libraries on the Groenkloof and Onderstepoort campuses respectively.

- The Faculty of Health Sciences has five libraries, two of them on the Prinshof Campus and the others at Kalafong Hospital, Witbank and on the campus of the Council for Scientific and Industrial Research (CSIR).

- The Mamelodi Campus Library functions as a branch of the AIS.

- The Music Library is housed in a separate building, adjacent to the offices of the Music Department.

Apart from these physical facilities, services are increasingly offered on the Internet. This enables clients to access the library from their homes and offices. Information specialists work in partnership with Department of Telematic Learning and Education Innovation and lecturers to develop suitable information packages for each course and to integrate these into the learning management system, Web CT. A total of 998 of these packages were developed and maintained during 2005.

HUMANITIES AND THEOLOGY LIBRARY

Key statistics

- The book collection increased by 3134 items.

- 245,289 items from the local collection (with the exception of journals) were circulated.

SCIENCE AND ENGINEERING LIBRARY

Key statistics

- **Training**:
  Group sessions: 48
  Individual consultation: 1487

- **WebCT pages created and maintained**:
  Undergraduate: 36
  Postgraduate: 102

- **Web page for the Science and Engineering Library**:
  29 different web pages for departments

Apart from the History of the Freedom Manifesto event and exhibition, significant progress was also made with the South African Music Collection:

Due to the valuable donations made by the celebrated South African soprano, Marieta Napier, in 2003 and by the well-known pianist and composer, Anna Bender, as well as the South African mezzo-soprano, Sarie Lamprecht, in 2004, the South African Music Collection increased to such an extent that additional space became a necessity. At the beginning of 2005 a room next to the existing music room in the Old Merensky was restored with great care and turned into a second SA music room. The music collection consists of about 17,000 scores and also include music books, memorabilia, photos, opera costumes, CDs, records, journals and sound cassettes. It is managed as a Special Collection for both preservation and usage purposes.

Isobel Oosthuizen. leader of the Music Library, visited the libraries of University of Cape Town and University of Stellenbosch to network and to review best practice.

A large-scale re-shelving project, including the integration of old collection books with the new computerised collection, was completed.

The severe strain due to staff shortage dominated the unit's activities in 2005. Available resources had to be used in smart ways for maximum effect with a focus on training and information gateways for client independence and on participation in faculty activities and AIS strategic projects. In-house consultation, for which the Library has become quite famous, was further expanded. At least once a week this service was offered in the following departments with great effect:

Chemistry – Sunette Steynberg
FABI – Marié Theron
Zoology – Eleine Roets
LEVLO – Elna Randall
Informatics – Danie Malan.

Faculty integration was strengthened in more ways:

- Sunette Steynberg attended a regular postgraduate discussion group in Computer Science once a week

- Faan Naudé contributed a report on the services offered to the School for Mathematical Sciences for their programme accreditation

- Staff regularly attend Master's and PhD readings at their departments as well as final year engineering students' project evenings and public lectures held by departments

- Hettie Groenewald, Danie Malan, Elna Randall and Sunette Steynberg served as members of the planning group

for community work projects for students of EBIT

- Hettie Groenewald arranged the exhibitions of the 3rd and 2nd year Architecture students' models in the library and the Innovation Hub respectively; and
- During the Engineering week(s) for prospective new students in April and June the service of the AIS was marketed

Researchers and postgraduates of this library make extensive use of patent information. The *Delphion* software was bought for patent searches and vigorously marketed together with SCIRUS.

ECONOMICS AND MANAGEMENT SCIENCES LIBRARY

2005 was a challenging year for this Library as the staff had to function without a manager on account of a vacancy that could not easily be filled. Despite this, the five Information Specialists succeeded in providing a quality service to the Departments of Accounting, Auditing, Business Management, Economics, Financial Management, Marketing and Communications Management, Human Resource Management, Public Management and Administration, Taxation, Tourism Management and the Graduate School of Management. This team was joined by an additional member of staff (an Assistant Information Specialist) in September 2005. These services included database training, departmental web pages, WebCT

pages, SDI, research and information searches, list serves. Collection development is a focused priority for this Library as it aims to reflect the current global trends within this dynamic and evolving sector. Attempts are also made at acquiring material that reflects the parallel South African developments in this sector. 1195 items were added to the collection. A stark reality is the demand for current material and the budget constraints preclude the acquisition of multiple copies. The high turnover of current material conveys the impression of a dated collection to clients. This is further exacerbated by the high pilferage of current material which on the other hand negates this impression. The replacement of these items is not always possible.

Overall it was a year that could be dscribed as "a survival year!"

EDUCATION LIBRARY

The Education Library had a very fruitful and busy year in 2005. The emphasis was very much on training of students and staff (also support staff). An Integrated Technology Centre was set up where students could have access to library databases, MS Office products, and where they could download images, video clips and sound clips. This proved to be popular beyond expectation. We plan to open up these computers to Internet searching in 2006. Johann van Wyk completed his MIS degree and also delivered papers and presentations at

---

Dr and Mrs Chris Mostert in discussion with Dr Greg Tintinger at the Friends of the AIS function

various conferences, seminars and meetings. Two of Eldoréne Lombard's poems were published during the course of the year. The Library was included in the HEQC's accreditation of the M.Ed Education Management Programme. Library week of 14-18 March presented the library with an opportunity to market its services and products with an exhibition.

Launching of new "scholarly" books of the Faculty

The Faculty honored the library by having the launching of its new scholarly books in the library. At this event on 18 November new books published by academics in the Faculty were launched. Every book was reviewed and academics were honored for their contributions. Publishers and vendors exhibited these books as well as other similar publications.

Integrated Techology Centre

Another big success of 2005 was the installation of the Integrated Technology Centre on the Ground Level of the library. With funds donated by Investec this Centre could be equipped with seven computer workstations of which five have CD writers and two DVD writers. Clients can import/ download video-, sound- and digital clips and images into their projects/ presentations and integrate this with information gained from the library's sources. Integrated projects and presentations of world class are then presented in their classes. We

hope to be able to expand this centre with more computers and other technologies as funds become available.

HEALTH SCIENCES LIBRARIES

The Health Sciences Libraries render a service to five different campuses which gives rise to specific dynamics and challenges. Staff adjustments had to be made because one post was yielded to the e-Scholarship Team and two staff members were transferred to the Basic Medical Sciences Library.

Apart from taking over the CIL course the following highlights added to our success in 2005

- The "Friends of the AIS" function to which external clients of the Medical Library were invited as acknowledge-ment of their contribution to the extension of its services

- Participation in SANHIP (South African National Health Information Professionals) contributed to better cooperation between medical libraries in South Africa, more efficient spending of funds because of group bargaining and the coordinated acquisition of e-products in particular. The OVID e-journal package was expanded resulting in a saving of $5,000

- The establishment of the Grafix office in the medical library that provides graphics facilities to students on the medical campus

- Conference and training opportunities including the LIASA conference, the Cochrane and copyright workshops, advanced computer courses, the curriculum workshop and involvement in the AIS's Web Steering Committee which lead to improvement of the staff's skills.

- The creation of the Research Road Map which is used by the School for Health Care Sciences and involvement in research methodology courses and workshops in the Faculty added to our involvement to the Faculty's research.

VETERINARY SCIENCE LIBRARY

2005's main activity was the organizing of the 5th International Conference of Animal Health Information Specialists. Organising and hosting the conference supported the AIS/UP strategic plan to become an internationally recognized leader and role player in the information environment. It also helped with the library's networking aim, to communicate and position ourselves and build partnerships, locally and internationally.

2005 also saw the introduction of our online module in Information Literacy as part of the Research Methodology course presented by the Faculty to their postgraduate students (WebCT). This is a first in the AIS being totally electronic with assignments which are marked by the information specialists of the library. The information specialist has sole responsibility for the information literacy section which includes assessment. The students were enrolled in the MSc degree of the Department of Veterinary Tropical Diseases. The students were mostly off-campus, many in other provinces or even in other African countries. There were 43 students in total enrolled for the course. This online training course has proved to be most successful with positive feedback received from the students. It will be presented annually.

This Information Literacy section follows the style and layout of the rest of the Research Methodology course.

Other training developments included a special hands-on Internet training course for 5th year students on *How to search the Internet effectively and evaluate the information you find on the Web*. This proved our most popular training item so far.

The increase in the number of veterinary information sources being published and the fact that this library is the major provider of veterinary science information for South Africa and the SADEC region necessitated additional allocation of funds. A total of R330,000 was spent on books, CDs and DVDs. Journals and e-resources have separate funds.

OLIVER R TAMBO LAW LIBRARY

This was the Law Library's first year in its new premises. The fact that we now have a great deal more space, as well as the two new library computer rooms with 60 computers and printing facilities, is much appreciated by staff and students alike. Better facilities served our client-focused approach to provide an excellent and professional service to both undergraduate and postgraduate students. The new computer rooms enabled the Law Library staff members to present formal hands-on training for all the first year LLB students, as well as the BComm Law students (about 800 students attended).

Dealing with the troubles that go with any new building was a huge challenge. Problems such as the sun entering the building where it should not enter and complaints about the noise could not be resolved during the course of the year.

Apart from the library's involvement with the Law of Africa project an innovative approach was also taken with regard to human rights journals by creating a Human Rights Reference Database. This database is a work in progress. All the Human Rights journals in the library as well as any other material on Human Rights Law are being indexed. The aim is to provide researchers with a high quality database of articles and chapters on Human Rights

law to facilitate their research. This is achieved by means of in-depth indexing with keywords and, in many cases, abstracts of the articles. The records created are fully searchable. There is a need for such a database because this area of law has been poorly covered by the conventional commercial databases.

MAMELODI CAMPUS LIBRARY

During 2005 integration with the rest of the AIS that started in 2003 was continued. Mamelodi campus offers three degree programs. Special training programmes helped students from deprived backgrounds to benefit from the library's offering.

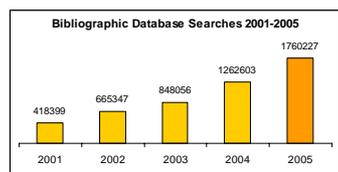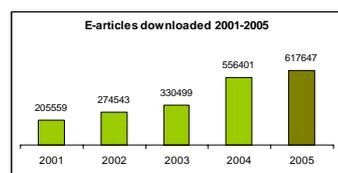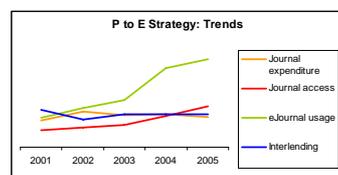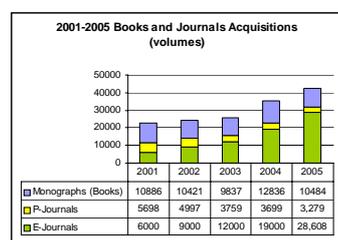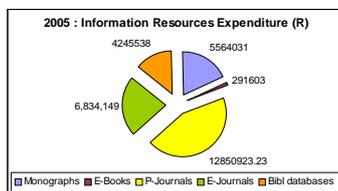During the year integration with the rest of the AIS continued:

- The cataloging records of the book collection were converted to the DDC classification system

- Working relations with the AIS IT department were established

2005 : Information Resources Expenditure (R)

4245538
5564031
291603
6,834,149
12850923.23

Monographs ■ E-Books ■ P-Journals ■ E-Journals ■ Bibl databases

2001-2005 Books and Journals Acquisitions (volumes)

	2001	2002	2003	2004	2005
Monographs (Books)	10886	10421	9837	12836	10484
P-Journals	5698	4997	3759	3699	3,279
E-Journals	6000	9000	12000	19000	28,608

P to E Strategy: Trends

Journal expenditure
Journal access
eJournal usage
Interlending

2001 2002 2003 2004 2005

E-articles downloaded 2001-2005

205559 274543 330499 556401 617647

2001 2002 2003 2004 2005

Bibliographic Database Searches 2001-2005

418399 665347 848056 1262603 1760227

2001 2002 2003 2004 2005

In 2005 the AIS was allocated R30m for the purchase and licensing of information resources. This is the same amount as for 2004. The money was divided as shown in the pie chart.

MONOGRAPHS

10,484 monographs were purchased in 2005, 18% less than in 2004 when additional funds became available due to a more favourable exchange rate.

PAPER JOURNALS

The number of paper journal subscriptions is steadily declining because of more titles becoming available online. Subscriptions for 2005 totalled 3,279 compared to 3,699 in 2004.

ELECTRONIC JOURNALS

The number of electronic journals increased from 19,000 in 2004 to 28,608 in 2005. This upward trend is in keeping with the AIS's e-strategy. Negotiations between SASLI (South African Site Licensing Initiative), publishers and suppliers resulted in several full text databases being made available to SA at a reasonable price. The favourable exchange rate enabled the AIS to make use of these offers. The Oxford and Springer/Kluwer packages were purchased. Apart from the switch over from paper to electronic, many titles are included to which we did not have access in the past. Apart from the journals packages, the AIS also subscribes to 345

individual e-journals. The archive databases JSTOR, CAB archive and selected ScienceDirect back files were also purchased. The number of electronic articles downloaded increased steadily from 556,401 in 2005 to 617,647. The pricing policies of publishers remain a stumbling block: ten years after we started our paper-to-electronic strategy, prices are still based on our subscriptions to paper journals in the previous decade.

Inadequate bandwidth crippled this valuable service and gave rise to many complaints during the surveys. The figures demonstrate the progress that has been made with the paper to electronic strategy over the last four years.

E-BOOKS

An amount of R291,603 was spent on the purchase of e-books. This included subscriptions to *Safari TechBooks, Pepweb, Knowel Interactive Library* and *Books@Ovid. Routledge Encyclopaedia of Philosophy* was also purchased. Access to e-books now stand at 131,423 titles

BIBLIOGRAPHIC DATABASES

The amount spent on bibliographic databases is evenly divided among the faculty libraries. Except for the medical databases there is a definite increase in the use of these databases. 176,227 searches were done in 2005 compared with 126,603 in 2004.

INTERLENDING

Interlending forms an important aspect of the information collection by providing access to resources held by other libraries. In 2005 there was a slight decline in the number of outgoing requests and as a result a slight decline in the number of documents received by the AIS. The number of incoming requests declines steadily every year and therefore also the number of documents delivered by the AIS. As users depend more and more on obtaining their articles from electronic sources, the requests for journals are declining. On the other hand, libraries tend to buy fewer books with the result that more books are requested on interlibrary loan.

	Outgoing requests		Incoming requests	
	Books	Articles	Books	Articles
1997	29%	71%	7%	93%
2005	48%	52%	31%	69%

INFORMATION TECHNOLOGY

Apart from the ongoing maintenance of the AIS IT infrastructure four developments contributed to the success of the Systems Team during 2005.

In June/July the existing DOS based Phonet system, for managing photocopying, network printing and the Cyberspace, was transferred to a Linux based system . This huge task included the reprogramming of every single card reader. A contract was negotiated with Minolta whereby they assumed responsibility for network printing while the AIS would be responsible for the PhoPrint system.

A programme was developed to provide access to electronic databases via a single sign on to the Innopac system making it easier for clients outside the campus to get access. The programme also generates usage statistics.

The successful replacement of old computers in 2004 was continued: after negotiations with the UP Dept. of IT the AIS received R300 000 for upgrading of computers.

The Systems Team contributed considerably to the new Learning Centre: cabling and new network points had to be installed, the Cyberspace was recabled and fitted out with new computers while the "old" Cyberspace computers were moved to the new open area in the Learning Centre.

= = = = = = = = = = = = = = = = = = =

QUALITY ASSURANCE

Our first participation in LibQUAL+™ was the highlight of the AIS quality agenda in 2005 which also included the following:

- During the **MI Roundtables** on 4 February the senior management group of the AIS engaged with the 2004 management information.
- The Quality Team decided on a plan of action based on the outcome of the audit during the **Finalization of the 2004 self-review and audit** on 21 February.
- The in-house client survey took place on 4 May. 1,004 clients were surveyed by the AIS survey team to establish their usage patterns of our facilities and services and to measure their level of satisfaction.
- The Education Library participated in the HEQC's quality review of the MEd Education Management Programme. Documentation was prepared and supported by an exhibition in the library as part of the team's tour of the library. Johann van Wyk, Manager of the Education Library, was interviewed. Feedback was very positive.
- A beginning was made with the development of measuring instruments for information literacy, consultation and IMPS services.

Monica Hammes receiving the award from the Principal, Prof Calie Pistorius

Aliet Gouws

Thea Heckroodt

The AIS has 171 permanent posts and in addition employs 87 people (mostly students) on a part-time contractual basis. The latter are required because of the fact that the library is open for 13½ hours on weekdays and also on Saturday mornings. The work that is required for these after-hour shifts is generally done by the part-time employees. R32,086,924 was spent on human resources. As mentioned earlier, the AIS lost seven posts in 2005 to save R1,5m on the human resources budget which put the service under severe strain.

2005 saw a further 15 staff members receive upgrades to their post levels as a result of the Human Resources Audit started in 2001. Seven staff members resigned and three very valuable staff members retired during the year. In the course of 17 years as Head of Circulation in the Main Library, Aliet Gouws put Circulation on a new footing. Thea Heckroodt, information specialist for Theology, served the faculty with distinction for 25 years. Elsa Gouws worked as member of the Faculty Library for Humanities and Theology in different roles for 18 years.

DIVERSITY MANAGEMENT

The staff composition of the AIS does not reflect the diversity in both the general and UP student population in spite of the fact that new appointments were used to recruit appropriate staff. Retaining black staff is becoming a challenge on account of bigger salaries offered by other institutions.

RECOGNITION OF OUTSTANDING PERFORMANCE

In 2005 the University for the first time awarded ten staff members from the support services with awards for outstanding contributions. Monica Hammes, Assistant-Director for Quality and Scholarship issues, was one of these recipients.

DEVELOPMENT OPPORTUNITIES

Skills Development funds enabled 15 persons to attend training in a variety of subjects.

Johann van Wyk, Library manager of the Education Library, was awarded the MIS (Masters in Information Science) degree in September 2005. The title of his dissertation was [Communities of Practice: an important element in the knowledge management practices of an academic library as Learning Organisation.](#) Janice de Wee received a BIS Hons. degree and Susan Scheepers a BIS. Robert Moropa successfully completed the GIBS Global Executive Leadership Programme.

The AIS was involved with the organising of GAELIC's symposioum: *The e-Service: changing to a higher gear*. A workshop on copyright was presented for UP staff on 4 November. Denise Nicholson of the Wits Library was the guest speaker. The following conferences were attended by staff:

CONFERENCES AND WORKSHOPS ATTENDED

5th International Conference of Animal Health Information Specialists, 4-7 July, Pretoria   (18)

8th Annual LIASA Conference, 26-30 June, Nelspruit (7)

8th International Symposium on Electronic Theses and Dissertations, 28-30 September, Sydney (1)

8th Southern African Online Information Meeting, 21-23 June, Pretoria (25)

19th Ethnomusicology Symposium and Workshop, 24 August, Cape Town (1)

32nd Annual Congress of the Musicological Society of SA, 26 August, Cape Town (1)

ALARSA (Action Learning and Action Research SA) Conference, 19 April, Pretoria (1)

Assessing clients' needs: a Quantum Seminar, Midrand (1)

Commons Sense, 25-27 May, Johannesburg (2)

Fedora digital object repository management, 21 January, Johannesburg (3)

From Papyrus to Printout – the Book in Africa (Bibliophilia Africana), 11-14 May, Cape Town   (1)

GAELIC Symposium, 9-10 May, Pretoria (15)

Gartner Symposium ITXPO, 1-3 August, Cape Town (1)

Innopac User Group: SA, 2-4 November, Pretoria (6)

International Workshop on DSpace, 7-11 March, Bangalore (1)

Institutional Repositories: Creating tomorrow's information infrastructure for today's scholarly community (SASLI), 11-13 May, Pretoria (1)

Internet Librarian International 2005: The International Internet Conference, 9-11 October, London (1)

Technology - People first: How client-centered are our libraries, 27-28 October, Stellenbosch   (4)

PRESENTATIONS AT CONFERENCES AND WORKSHOPS

Hammes, M. (2005) Positioning ETDs in the eResearch arena: a South African case study. 8th International Symposium on Electronic Theses & Dissertations, Sydney, 28-30 September

Hammes, M. (2005) Libraries and Quality Assurance, QA Workshop of the University of Fort Hare, East London, 29-30 March

Hammes, M. (2005) Policies, standards and practices for an ETD programme, UWC ETD Workshop, University of the Western Cape, Belville, 2 June

Lourens, A. (2005) Information Management for Private Practitioners: the Future. Livestock Health and Production Group Congress, Drakensberg, 17-21 July

Lourens, A., Coetsee, T., Breytenbach, A. & Van Der Westhuizen, E. (2005) Webportals for animal health; capturing and harnessing information and knowledge for the e-environment. 5th International Conference of Animal Health Information Specialists, Onderstepoort, 4-7 July

Smith, C., Breytenbach, A., Grimbeek, E., Groenewald, R., Harmse, N. & Haupt, S*. (2005) Herding tacit knowledge; the opportunity for real teamwork to digitise information resources in support of learning, teaching and research at the University of Pretoria. 5th International Conference of Animal Health Information Specialists, Onderstepoort, 4-7 July, (*Telematic Learning & Education Innovation, University of Pretoria, SA)

Steynberg, S. (2005) Online electronic information for engineers. 8th South African Online Information Meeting, Pretoria, 21-23 June

Van Der Westhuizen, E.& Randall, E. (2005) Exploring new information habitats: the Information Specialist as guide in the e-Research environment. 5th International Conference of Animal Health Information Specialists, Onderstepoort, 4-7 July

Van Wyk, J. (2005) [Communities of Practice in an academic library: a run on the wild side?](#) 5th International Conference of Animal Health Information Specialists, Onderstepoort, 4-7 July

Van Wyk, J. (2005)   [Communities of Practice in an academic library](#), presentation at the Knowledge Management Practitioners Group of Pretoria, National Electricity Regulator of South Africa, Pretoria, 12 July

Van Wyk, J. (2005) CoPs in Information Service Organisations, a wild goose chase? HICSA (Health Information Community of South Africa), Abbott Laboratories, 2 November

POSTERS PRESENTED AT CONFERENCES

 Nel, M. (2005) Harnessing information resources: collection management at the Veterinary Science Library, University of Pretoria. 5th International Conference of Animal Health Information Specialists, Onderstepoort, 4-7 July

PUBLICATIONS

Lombard, E**.** (2005) *His Healing Words (poem)*. In: **El Shaddai: a South African book of verse**, edited by Yvonne Strydom. Pennington, KwaZulu Natal: Christian Poetry Association

Lombard, E. (2005*) Sy Wonde (poem)*. In: **Destiny Anthology of Verse.** Pennington, KwaZulu Natal: Christian Poetry Association

Lourens, A. (2005) Information management for private practitioners: the future. *Livestock Health and Production Review* 7: 7-10

Page-Shipp, R. J., Hammes, M., Pienaar, H., Reagon, F., Thomas, G., van Deventer, M.J. & Veldsman, S**.** (2005) eResearch support services: responding to a challenge facing the South African research and information communities. *SA Journal of Information Management,* vol. 7, no.4

REPORTS

Visser, H. (2005) GAELIC/SALIT interlending project: Unfilled interlending requests and related matters. Research project report for GAELIC

GENERAL KEY STATISTICS

	2005	2004	2003
The Collection			
Book titles	947751	940762	932205
Book volumes	1421627	1411143	1398307
Journal volumes	343064	339785	336086
Book and journal volumes	1764691	1750928	1734393
P-journal subscriptions	3279	3699	3759
Access to e-journal titles	28608	25226	21843
Access to e-book titles	131423	101286	8084
E-databases	151	147	146
UPeTD titles in the collection	797	339	54
Web reference pages (WebCT)	998	537	419
Usage			
Information retrieval searches	1760227	1262603	848056
E-articles downloaded	617647	556401	330499
Library visits	2095219	2012007	1804698
Busiest month: May	253422	258733	195000
Busiest day in the Main Library	10682	12983	12517
Information resources circulated	647150	606976	466218
IL documents delivered to UP clients	23416	23129	23150
UPeTD visits	187183		
UPeTD files downloaded	2105166		
Articles for which copyright was obtained	1184	1163	1407
Photocopies	15865109	14138169	11323591
Network printing copies	3181436	2209256	
Facilities			
Number of computers for staff	495	357	325
Number of computers for clients	156	141	132
Number of computers in the labs	167	162	159
Study seats	172	54	34
	3318	3275	2654