



## DEPARTMENT OF LIBRARY SERVICES

2009

## ANNUAL REPORT

***TAKING THE LEAD IN SUPPORT OF LEARNING,  
TEACHING AND RESEARCH***



UNIVERSITEIT VAN PRETORIA  
UNIVERSITY OF PRETORIA  
YUNIBESITHI YA PRETORIA

Mandate	The Library is responsible for the management of academic information and knowledge, and for leading the University in information and knowledge innovation
Vision	We strive to be a world-class 21 <sup>ST</sup> century academic research library enabling the University of Pretoria to be an internationally recognised research university
Mission	<p>The vision will be achieved by:</p> <ul style="list-style-type: none"> <li>• Developing a well balanced and relevant information collection</li> <li>• Providing access to information in all formats nationally and internationally</li> <li>• Taking responsibility for information literacy</li> <li>• Enabling research</li> <li>• Contributing to learning and teaching excellence</li> <li>• Developing and implementing e-services to enhance UP research, learning and teaching, and Library products</li> <li>• Contributing to community development</li> </ul>
Values	<p>We value:</p> <ul style="list-style-type: none"> <li>• Positive energy for success</li> <li>• Professional and ethical behaviour</li> <li>• Diversity as an asset</li> </ul>

*Cover page: Images of Aloes taken from a digitisation project undertaken by the UPLS Digitisation Unit for the South African Botanic Gardens.*

*This report has been compiled by Ms Ujala Satgoor, Deputy Director in consultation with the relevant library units and personnel.*

## DIRECTOR'S MESSAGE



The University of Pretoria's Library Services (UPLS) is regarded as one of the leading academic libraries in South Africa and on the African continent. This is due to the initiatives on which the UPLS has embarked over the past few years. Through some of these initiatives, the UPLS has been able to partner with institutions that are highly regarded internationally. For instance, through the extensive work that we have done in the area of digitization, we were able to participate as partners in the World Digital Library project initiated by the Library of Congress and UNESCO.

The UPLS sets high standards for itself. The greatest challenge that the Library is faced with is to maintain these high standards. It has done well in the areas of innovation, leadership and being a people centred organization.

It is generally accepted within the academic library sector in South Africa that the UP Library is one of the leading academic libraries in the country. Our Library is held in high regard within the library and information services (LIS) profession and within the University. We have once again confirmed this fact through the leadership role that we played in the adoption of the Open Access Mandate by the University. We are the only university in Africa, and one of the few in the world, that has adopted an Open Access Mandate. Among the few international universities that have such a policy is Harvard. The significance of having such a policy can be seen by the calibre of people and organizations that have applauded us for this achievement. These include Tony Hey and Lee Dirks, senior managers of Microsoft, Iryna Kuchma of eIFL, Leslie Chan, University of Toronto, and Stevan Harnad, University of Southampton, who is generally regarded as the father of open access.

The UPLS is a recognized leader in the area of Institutional Repositories (IR). UPLS has been approached by several institutions to train their staff in IR. Early in 2009 we were approached by INASP (International Network for the Availability of Scientific Publications), based in Oxford, UK, which sponsored the training in IRs of Rosemary Ottando, a librarian from the University of Nairobi (Kenya). The Library has continued to provide leadership in the area of e-products and services. In 2008 and 2009 we focused on consolidating the gains we had made within the arenas of Institutional Repository and Library 2.0.

Our leadership role was confirmed by the Carnegie Corporation of New York (CCNY) when it entrusted us with a grant of \$1m to establish a library leadership centre for the LIS profession in South Africa. Through this grant the UPLS is on its way to being viewed as the Mecca of LIS leadership in SA and the continent as a whole. Our goal is to become a "must go to" institution for managers or leaders needing to sharpen their leadership skills.

The UPLS became a member of the Research Library Consortium (RLC), a group of South African universities which are highly regarded in the field of research outputs. These are:

1. Rhodes University (RU)
2. Stellenbosch University (SU)
3. University of Cape Town (UCT)
4. University of Kwa-Zulu Natal (UKZN)
5. University of the Witwatersrand (Wits)
6. University of Pretoria (UP)

Members of the RLC are beneficiaries of a CCNY grant of US\$2.5 million for a project running from 1 August 2009 to 31 July 2012 (Phase 2). Phase 1 of this project started on 1 August 2006 and concluded on 31 July 2009.

The UPLS has been known for being a people centred organization. A few years ago the Library management took a decision to be a client focused organization as one of its strategic objectives. The Library is successfully implementing this strategy. The implementation of the Investors in People assessment is tangible proof that the Executive of the Library is serious about being a people centred organization. Furthermore, a lot of work has gone into the creation of career paths for staff members. This underlines the fact that the Library is committed to improving the conditions of employment for its staff members.

I appreciate greatly the support of Prof Robin Crewe (Vice-Principal: Research) and the members of the UP Executive for the UPLS. Our close collaboration with the Deans and members of academic departments has resulted in service level agreements being signed with all faculties. We also acknowledge the excellent support received from the other support services departments within the University. We look forward to your continued support in the years ahead.

R Moropa

# GOVERNANCE

## **Executive**

Mr Robert Moropa *Director*

Ms Hilda Kriel *Deputy Director: Client Services & Operations*

Dr Heila Pienaar *Deputy Director: e-Information Strategy & e-Research Enablement*

Ms Ujala Satgoor *Deputy Director: Marketing, Fundraising & Training*

Mrs Monica Hammes *Assistant Director: Open Scholarship & Quality Assurance*

The **Management Forum** is comprised of the above Executive and the following Heads of Faculty Libraries and Support Services:

## **Faculty Libraries**

- Mr J van Wyk – Education
- Ms M Lee – Medical
- Mrs S Gilmore – OR Tambo Law Library
- Mrs E van der Westhuizen – Jotello F Soga Veterinary Science Library
- Mrs E Randall – Natural & Agricultural Sciences, Engineering, Built Environment & Information Technology
- Mrs M Du Pisanie – Humanities & Theology
- Mrs S Marsh – Pre-Clinical
- Ms F Darries – Economics & Management Sciences

## **Support Services**

- Mrs S Swanepoel – Library Technical Services
- Mrs L Wydeman – Systems & Technology
- Mr L Leonard – Finances
- Mrs S Stolz – Human Resources & Facilities

## **Library Advisory Committee**

### **Mandate**

The Library Advisory Committee functions on the basis of the following mandate:

- Evaluate national and international trends that may affect the UPLS
- Advise on Government and University policy and strategic positioning
- Identify priority areas for the UPLS in supporting teaching, learning and research
- Advise the University on the strategy, long-term vision and overarching policies of the UPLS
- Create a channel for users of the UPLS to provide feedback on the functioning of the UPLS
- Advise on budgetary issues, as the budget is the financial articulation of strategic intent

The Committee has no line responsibilities and meets at least twice a year. In fulfilment of this mandate, the Committee met on 30 July 2009 and 20 November 2009.

### **Members**

- Prof R M Crewe (Chair)
- Prof N A Ogude
- Prof A P Melck
- Prof A Borraine
- Prof T J D Bothma
- Dr J A Pretorius
- Prof W Kilfoil
- Prof M J Wingfield
- Prof G J Rossouw
- Prof J Nothling
- Mr D Naidoo
- Dr D Cloete
- Prof R S K Apatu
- Prof D P Veldsman
- Dr R Maritz
- Ms G Thomas (External)
- Dr B Mbambo-Thata (External)
- Ms B Muller (External)
- Mr R Moropa
- Dr H Pienaar
- Ms H Kriel
- Ms U Satgoor
- Mrs M Hammes

We thank this Committee for its inputs and support for the strategies and activities of the UPLS.

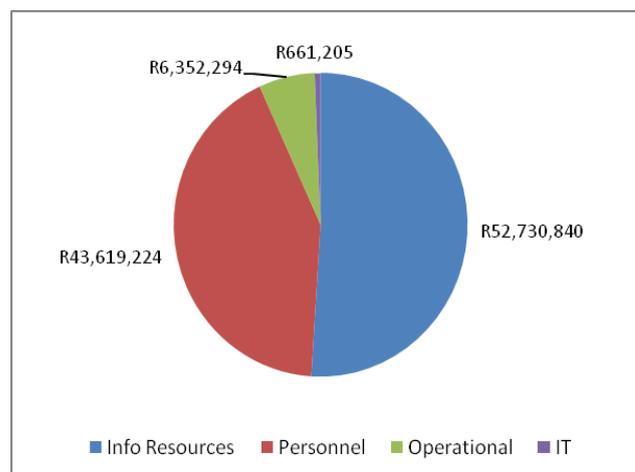
# FACTS AND FIGURES

Budget	2008	2009
Capital	40.6m	52.3m*
HR expenses	42.0m	43.2m
Operational	5.8m	6.4m
Total	88.45m	101.9m
IT budget**	0.495m	0.55m

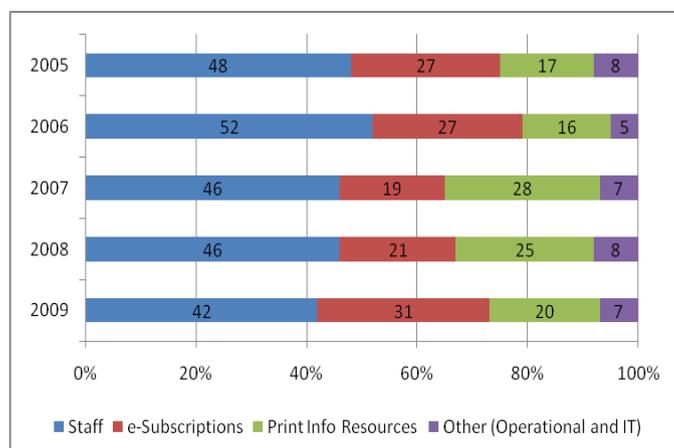
**Fig 1: Library Budget -2009**

\*R44.7m allocation + R7.6m to overcome the exchange rate challenge.

\*\* UP IT allocation



**Fig 2: Library Expenditure -2009**



**Fig 3: Percentage Library Expenditure 2005-2009**

**Source:** Louis Leonard (Operational), Rolf Tönsing (IT), Soekie Swanepoel (Information Resources), Johan Prinsloo, UP HR (Staff)

2008	2009	THE UPLS COLLECTION
976 260	983 360	Book titles
1 464 390	1 457 692	Book volumes (including multiple copies)
2 581	1 909	Current print journal subscriptions
55 672	62 701	Access to e-print journal subscriptions
187 967	160 818	Access to e-book titles
330	332	E-databases
3 197	4 214	UP electronic theses/dissertations
6 754	9 976	Institutional repository items

2008	2009	USAGE
68 854 909	24 469 254	Information retrieval searches (WAM)
2 716 584	4 281 759	Information retrieval searches (platforms)
1 144 726	1 541 534	E-articles downloaded
580 258	394 788	E-books downloaded
2 006 940	952 737	Google Scholar search
19 412	N/A	Google Book search
228 141	227 628	E-exam papers downloaded
2 877 606	4 453 201	Electronic theses/dissertations downloaded
139 048	782 905	UPSpace (institutional repository) items (2008), pages (2009) viewed
12 063 408	7 504 901	Library web site files downloaded
1 403 672	1 151 870	Library web site visits
2 302 617	2 396 924	Library visits excluding OR Tambo Law Library
579 652	629 942	Information resources loaned
15 637	13 314	IL documents delivered to UP clients
11 669	10 800	IL documents delivered from UP to external clients
9 060 129	8 316 779	Photocopies
5 083 949	5 385 678	Print-outs

# STRATEGIC THRUSTS AND OBJECTIVES

In 2009 the UPLS was in the 4<sup>th</sup> year of its 2006-2010 Strategic Plan, which guides its activities. The efficacy hereof is determined by a review of the Plan every year and identification of priorities for the year ahead. These key strategies during the course of 2009 increasingly highlighted the evolving role of the UPLS from a support role to that of a partner in teaching, learning, research and community and professional engagement.

## INFORMATION COLLECTION

Elsevier invited the UPLS in 2008 to be one of 10 international universities involved in its Return on Investment (RoI) project, which was piloted by the University of Illinois Library. This study focused on developing a quantitative measure that recognises the value of the library's role in supporting the university's strategic goals, as well as highlighting the income generated by faculty (academic staff) using library resources as part of their research. The finalised report received from Elsevier determined that:

- For every R1 spent there has been a return of R1.31 for the University in research grant income.

Furthermore, UP faculty respondents reported that:

- An average of 0.96 proposals were submitted in 2007 and an average of R300 592 was received for each in research grant income.
- On average, 13 articles and/or books were cited in each grant proposal they submitted, 19 in each final grant report and 30 in each article. For every article or book cited, faculties reported that they had read 19 other articles or books.
- 94% of them considered it "important," "very important" or "essential" to cite references to journal articles and/or books in their grant proposals.
- At least half of the articles and books which they cited were accessed from their library resources collections.
- They spent 19 hours per week finding, accessing and reading scholarly literature.

Other findings in this report are of importance, and require to be taken forward by the UP Research Office.

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## INFORMATION LITERACY (IL)

Through the Learning Centre, the UPLS is proactively emerging as a partner to the undergraduate learning experience. It is playing a critical role in capturing the attention of undergraduate students about information literacy. All activities are designed to promote the fact that IL is vital to higher education as a necessary component of successful study and lifelong learning. Traditional library services are no longer sufficient, hence the need to explore, experiment and innovate new ideas and products which come easily at the "click of a button". Innovative new products were developed and initiatives undertaken to enable undergraduate learning and support. Several projects were undertaken to achieve the information literacy mission of the learning centre, which models itself upon the

international Information Literacy Standard. Information literacy training in the library complements the compulsory CIL course. Some of the 2009 initiatives include the:

- Creation of a vidcast based on the Big6 international information literacy standards
- Creation of a 3D game to facilitate library instruction for first-year students based on these six international standards of information literacy



*"Very clever game - quite impressed  
For a library- very interesting and fun,  
it should be done forever."*

- The ever popular Library Passport
- Exploration of mobile technology

Ms Bettie de Kock, the Emerging Technologies Specialist attached to the Learning Centre, leads the Library in the use of gaming as a tool to attract students to learn about the library, its uses and products.

## LEARNING AND TEACHING EXCELLENCE

Information specialists continuously add value to courses on the Learning Management System (ClickUp) by creating and maintaining reference pages for the courses. Online manuals, the training of groups at the request of lecturers, and participation in academic courses make the UPLS a valued partner in the promotion of learning and teaching excellence. Specific web pages highlighting services and products available to academics and postgraduate students are available at <http://www.library.up.ac.za/lecturer/index.htm> and <http://www.library.up.ac.za/research/index.htm> respectively.

In support of the correct use of print material for compulsory and recommended reading lists, the Library also serves as a **copyright centre** for the University to ensure that it adheres to the Copyright Act.

In 2009 the Library was tasked by the University to manage the **anti-plagiarism** campaign campus-wide. This entails an awareness campaign on ethical academic practices, designing the anti-plagiarism training programme, maintaining a register of all students attending training sessions, and the creation and running of the anti-plagiarism website. <http://www.library.up.ac.za/plagiarism/index.htm>

The **One-Stop Assignment** webpage (a virtual learning environment available at <http://www.library.up.ac.za/learning/index.htm>) is regularly updated to ensure that undergraduates' learning needs are met and the ability to submit quality assignments by using the right tools is inculcated.

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### FACILITIES FOR PHYSICALLY CHALLENGED STUDENTS

*A designated lab on the 4<sup>th</sup> floor of the Merensky Library houses equipment intended to serve students with visual and cognitive or learning disabilities. The lab currently has 4 computers: 1 with Zoomtext, 2 with JAWS and Open Book which are connected to a scanner, and 1 with WYNN only.*

*Students with visual disabilities such as low vision or blindness are unable to read and write in the conventional manner and must therefore make use of specialised computer software. Students with cognitive and learning disabilities are able to perform better with regard to reading and writing but are also able to improve with the use of computer software designed to facilitate the reading and learning process.*

*For students with low vision the lab is equipped with Zoomtext, a software package that enlarges the text and, where required, also reads out aloud the material on a computer. Zoomtext can be adjusted for each individual student, magnification levels can be increased or decreased, and colours can be manipulated to suit the particular visual impairment.*

*For blind students the lab is equipped with JAWS (Job Access with Speech). As the name implies, this program is used to convert text on menus, folders, applications and documents into recognisable speech. All text is read aloud to the user of the computer. JAWS enables blind students to be in contact with reading material which would otherwise be inaccessible to them.*

*For students with cognitive and learning disabilities the lab is equipped with WYNN learning systems. WYNN is a program utilising a dual contact method for reading material. Colours are used with great effect to focus the user on written words and a speech synthesiser can be used to help with the pronunciation of unfamiliar words. The WYNN program is also effective for use by students suffering from ADHD or Dyslexia as it facilitates the reading process and helps the student to make effective summaries.*

*In order to make reading material available on the computers equipped with the above-mentioned software packages, the lab also houses a scanner and OCR (Optical Character Recognition) software that enables a person to scan documents such as articles or books and convert the material to a recognisable format on the computer. This OCR software, known as Open Book, has proven very useful and when used in conjunction with the other programs mentioned earlier, affords a lot of autonomy to students who would otherwise need constant help from their peers to overcome the obstacle of finding reading material that is accessible to them.*

## RESEARCH ENABLEMENT

**Training of Information Specialists:** The changing role of librarians/information specialists in higher education institutions necessitates a review of existing and new required skills. In the LS context, the increasing involvement of the UPLS as a research partner has meant that it had to also bring information specialists on board. To this end, all information specialists participated in an intensive research process training programme with Erik Hofstee, who was able to present the perspectives of a researcher, academic and supervisor. The programme also highlighted the role of the librarian in the research process. It is hoped that this understanding of the research process will enable them to provide the necessary and relevant research support to postgraduates, researchers and academics.

**Research Libraries Consortium:** On 25 September 2009 Mr Robert Moropa announced that the UPLS had, with effect from 1 August 2009, become a member of the Research Library Consortium (RLC). The RLC is made up of the following academic libraries:

1. Rhodes University (RU)
2. Stellenbosch University (SU)
3. University of Cape Town (UCT)
4. University of Kwa-Zulu Natal (UKZN)
5. University of the Witwatersrand (Wits) and
6. University of Pretoria (UP)

Members of the RLC are beneficiaries of a Carnegie Corporation of New York (CCNY) grant of US\$2.5 million for a project running from 1 August 2009 to 31 July 2012 (Phase 2). (Phase 1 of this project started on 1 August 2006 and concluded on 31 July 2009. During the first phase, the RLC comprised UCT, UKZN and Wits Libraries.

The current project (i.e. Phase 2) aims to build on and expand the success of Phase I of the Research Libraries Consortium's three-pronged model for enhancing research support in South Africa. This phase now includes the Libraries at UP, SU and RU.

The key objectives of this project are:

1. **Creation of Research Commons:** to create a dedicated space for postgraduates and researchers, called "Research Commons" in each of the RLC member libraries.

*Discussions commenced in 2009 with the UP Department of Facilities regarding available space and designs for the proposed Research Commons to be located in the Merensky Library. A task team comprised of Robert Moropa, Hilda Kriel and Ujala Satgoor drives this process.*

2. **Development of Library Skills to Support Research:** to strengthen and upgrade the skills of the Information Specialists with a view to enabling them to provide top-class services to researchers efficiently and effectively. To this end 14 carefully selected Information Specialists from the UPLS will take part in three intensive 12-day residential Library Academies to be held in South Africa. Information Specialists, selected from the 14 alumni of the Academies will spend six weeks in major US research libraries during 2011.

*The process of selection commenced in November 2009. Information Specialists were invited to motivate their participation herein. Interviews were held and participants were identified for participation at the first and second Academies respectively. Ms Hilda Kriel represents the UPLS on the RLC Research Academies Committee.*

3. **Implementation of the Research Portal:** to install PRIMO discovery software, SFX, Metalib and other related software in the libraries of the RLC. This is a research portal that will enhance the capacity to manage electronic journals, linking directly to full text and searching across multiple databases.

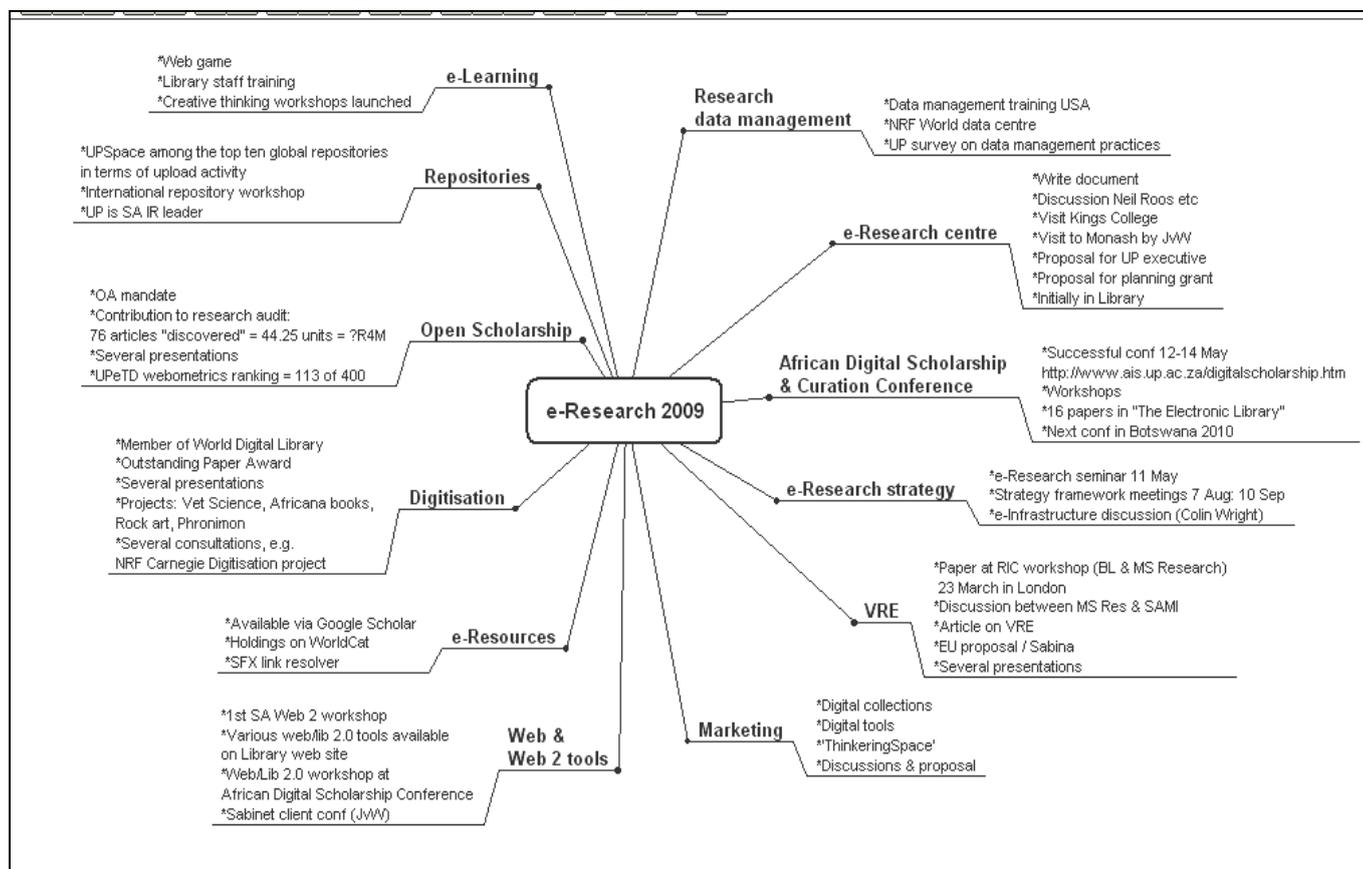
*Ms Annette Lessing represented the UPLS in the Carnegie-funded Research Libraries Consortium's attendance at vendor product demonstrations and participation in discussions and evaluations of the products of Ex Libris (Primo), Innovative Interfaces (Encore), TDNet (TDOne), OCLC (Worldcat Local), ENDECA and Serials Solutions (Summon) in Boston, USA from 8-11 March 2009.*

Ms Joan Rapp (Executive Director of Libraries, UCT) is the Project Director and Ms Pat Busby is the Project Manager. The project will be run and managed by the Project Committee comprising Ms Rapp (Project Director) and the Library Directors of the UKZN, UP, RU, SU, Wits and Ms Busby. An Advisory Board, comprising a Deputy Vice-Chancellor from each of the six member universities, their Library Directors, the Project Manager (ex officio), and an international expert, Mr Arnold Hirshon, will exercise oversight over the implementation of the project and project expenditure in an advisory capacity.

This project will undoubtedly enable academic libraries and staff to provide the necessary and relevant research support to postgraduates, researchers and academics at these institutions.

## E-STRATEGY

The UPLS continues to lead in this arena nationally. Staff initiatives in the use of Web 2.0 tools, digitisation and the creation and maintenance of institutional repositories have all been lauded within the UP environment as well as nationally and internationally. The mind map (below) presents an overview of the wide ranging activities and impact of the e-Unit during 2009



The UPLS is acknowledged as the leader in the development and management of DSpace institutional repositories in South Africa. UPLS staff members have been invited to share their expertise in many forums and with several institutions. A national IR workshop was held in 2009 which included colleagues from South Africa and other African countries

By the end of 2009, UPSpace was populated by approximately 10 000 items. Collections have been created for every faculty and almost all departments. The success of this may be attributed to the active engagement that information specialists have with faculty staff to ensure the optimal growth of these collections.

The following are examples of some of the projects that the Library is collaborating with academic departments. These include:

- Architecture:
  - 78 Virtual Campus Buildings and 20 Pretoria Environs Buildings
  - Housing Conference 2006
  - 3 volumes of "Plekke en geboue van Pretoria"
- Civil engineering
  - SA Transport Conference Collections 2000-2009
- Health Sciences Poster Collection
- Education Innovation Eduvate Conference Collection
- Veterinary Sciences has created a collection for the Onderstepoort Veterinary Institute
- UP Executive Office Collection
- Pretoriana Journal Collection from Special Collections
- Online versions of Verbum et Ecclesia, HTS and Skrif & Kerk (Theology) and the South African Journal of Art History (Architecture) were established.

Registration to Webometrics resulted in ranking UPspace in position no. 269 among the top 400 of the world's IRs in terms of global visibility and impact. ([http://repositories.webometrics.info/top400\\_rep.asp](http://repositories.webometrics.info/top400_rep.asp))

**Digitisation:** Since its inception, the Digitisation Unit has continued to make good progress with several **digitisation projects** across the faculty libraries. During 2009, 178 352 scans for archival purposes were done on the Digibook Scanner. The highlights of the digitization office are:

- The inclusion in the World Digital Library (WDL) of digital artifacts on rock art and Pretoriana from the UPLS digital collection
- The Africana Books (<http://repository.up.ac.za/upspace/handle/2263/4911>) project came to an end in December 2009. A total of 250 selected Africana books were digitized for this project. 150 of the books are already submitted or in the process to being submitted to UPspace. The books are full text searchable and displayed in Portable Document Format (PDF) for interoperability. Viewing of these books is still low but it is anticipated that after a special marketing campaign the books will be visited more often.
- Ria Groenewald (Digitisation Office) and Amelia Breytenbach (Soga Veterinary Library) authored an award winning article on the workflow and processes of digitization. *"The African elephant: a digital collection of anatomical sketches as part of the University of Pretoria's institutional repository - case study"*. Groenewald, R and Breytenbach, A. OCLC Systems & Services: International digital library perspectives, Vol. 24 No. 4, 2008

In 2009 the digitization of the following journals was embarked upon. The digitization process of some of the journals has been completed:

- Onderstepoort Journals (<http://repository.up.ac.za/upspace/handle/2263/8641>)
- Journals of South African Veterinary Association (in process) (<http://repository.up.ac.za/upspace/handle/2263/8640>)
- Early South African Law Statutes (in process)
- HTS Theological Studies (in process) (<http://repository.up.ac.za/upspace/handle/2263/11004>)
- Skrif en Kerk/Verbum et Ecclesia (<http://repository.up.ac.za/upspace/handle/2263/6281>)
- Selection of the Huisgenoot collection (done in phases and will continue) (<http://repository.up.ac.za/upspace/handle/2263/1475>)
- Law Statutes from 1652 -

The Library plays an important role in raising awareness of digitization and its processes. Five papers were presented at conferences during 2009. Furthermore the following services were rendered by the Digitization Office during 2009: In-house, national and international training, testing of material for best digitization methods, and the scanning of material for outside institutions which need help with scanning of oversized material or for publishing purposes.

The **2<sup>nd</sup> African Digital Scholarship and Curation Conference** was successfully held from 12-14 May 2009 in partnership with the University of Botswana. This was led by Dr Heila Pienaar as the UP representative.

The **Open Scholarship Programme** continues to make a positive impact in granting open access to UP intellectual property. This programme comprises openUP (articles) and UPeTD (electronic theses and dissertations). The major achievement in 2009 was the acceptance of the Open Access Mandate and the subsequent implementation of the mandated submission of research papers. ([http://www.up.ac.za/intranet/registrar/2009-09-22e\\_Open%20access%20to%20res%20papers.pdf](http://www.up.ac.za/intranet/registrar/2009-09-22e_Open%20access%20to%20res%20papers.pdf))

The Open Scholarship Office continues its collaboration with the Department of Research and Innovation Support towards the annual Research Report audit.

- Regarding the 2008 research output, the Open Scholarship Office traced 76 articles (44.25 units) and linked 62% of the articles with the electronic Research report;
  - Each unit earns the University R100 000

- In 2009 copyright to upload research articles (this has a huge impact on the successful submissions) was negotiated with 31 publishers.
- At the end of 2009, the openUP collection of research papers had 3563 items.
- UPeTD had a total of 4214 with 1017 etds being submitted during 2009.



### Training Prepares Visitors from South Africa and Rwanda to Open the First WDC in Africa

From February 23 to March 6, 2009, the NBII conducted a biological informatics infrastructure training course for eleven participants from South Africa and Rwanda at the U.S. Geological Survey (USGS) National Headquarters in Reston, VA.



The primary objective of the training was to provide participants with the data, information and technical knowledge needed to begin to develop and implement the first World Data Centre (WDC) in Africa, the International Council for Science's (ICSU) sponsored World Data Centre for Biodiversity and Human Health (WDC-BHH).

Participants included experts in biodiversity and informatics from the following organizations: South African National Research Foundation (NRF; host for the new WDC-BHH), South African Environmental Observation Training (SAEON/NRF), which prepares visitors from South Africa and Rwanda to Open the First WDC in Africa Network, **University of Pretoria**, South African Council for Scientific and Industrial Research (CSIR), University of Rwanda, Dian Fossey Gorilla Fund International, and Rwandan Institute of Scientific and Technological Research.

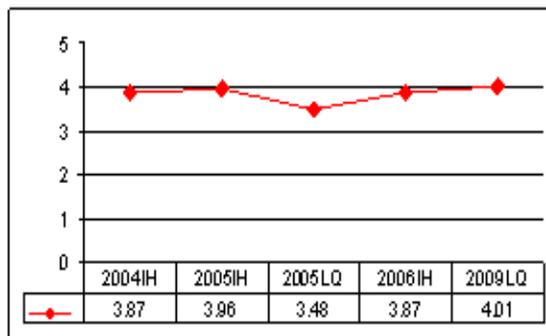
Dr Heila Pienaar and Dr Martie van Deventer represented the UP and CSIR respectively.

*UPSpace, the UP Institutional Repository*

## QUALITY ASSURANCE

The Library undertook a LibQUAL+® survey in May 2009. The rating of the service (4.01/5) is the best thus far. Although the survey elicits both positive (1172) and negative (1405) comments about the Library, they serve as a means to improve the service, products and environment of the Library. The LibQUAL+® survey (2 264 undergraduate student respondents of a total of 3099) indicates:

- 81% find the library web site an enabling tool for independent work
- 80% commend the staff for their willingness to help
- 80% find the electronic resources needed for their studies
- 79% regard the library as a haven for study, learning and research



One of the commendations in the Audit Report of the 2007 HEQC Audit is that the Library acts on the information gleaned from such surveys. So will it be with this survey! Robert Moropa addressed the following issues in a statement to all users and respondents:

Like before we received many complaints about computers, internet access, printing and photocopying.

- Internet bandwidth, computer upgrading, photocopying and printing are university IT issues over which we do not have any control.
- From our limited IT allocation in 2009 we spent an additional R332 000 on bandwidth, specifically for online library resources and we bought 24 new computers.
- Currently we have 332 computers for library users plus 171 in various library training rooms. 218 computers were upgraded in 2009.
- Please keep in mind that all online library resources may be accessed from the computer labs on campus as well as your offices and homes.

We have, however, chosen the following **THREE** issues for serious attention in the coming months:

### You said

- **The UP libraries are overcrowded and lacking in various facilities**
- **The libraries are far too noisy for productive work**

### What we intend to do

- Plans are afoot for special space for postgraduates in the Merensky and Education Libraries (with computers and wireless internet connectivity) as well as an expansion of the Learning Centre on the entrance level (L3) of the Merensky Library.
- We also find the noise levels unacceptable and would like to discuss possible solutions with you. Please post your suggestions on how noise can be diminished on the [Library Facebook](#) page or hand in at the information desk or [email](#) them to us.
- An audit of all our buildings and physical facilities will be done in 2010 with a view to upgrading.

### You said

- **The web site is difficult to navigate**
- **Electronic resources are difficult to find and use**

### What we intend to do

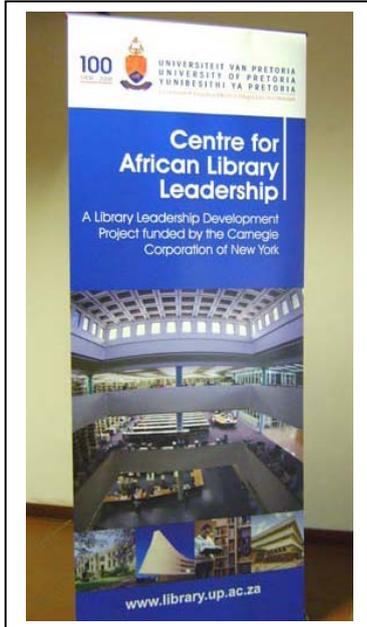
- A web usability study will be done in 2010 as part of a general upgrading of the library web site.
- Please attend our regular training sessions and use the online tutorials or make an appointment with your information specialist for assistance

### You said

- **The library staff are generally very good but some of us have had nasty experiences**

### What we intend to do

- We plan client care training for our frontline staff for 2010.



## LIBRARY LEADERSHIP DEVELOPMENT: A NATIONAL PROJECT

### The Carnegie Centre for African Library Leadership is established at the University of Pretoria

In 2008 the University of Pretoria Library Services (UPLS) was awarded a three-year grant of R7,5 million, by the Carnegie Corporation of New York (CCNY), to address the leadership development needs of current and future middle and senior managers in academic, public/community and national library services in South Africa. The grant will enable the UPLS to establish a self-sustaining library leadership centre to facilitate skills-based leadership training to selected individuals and build a team of library leadership trainers who would be able to continue training after the termination of the grant.

Ms Martha de Waal was appointed as Project Co-ordinator of the Centre for African Library Leadership (CALL) from 1 April 2009, for a three-year term.

In accordance with the grant requirements, an independent CALL Advisory Committee (AC) has been appointed to provide strategic direction, to support the implementation of the project, to set overall goals and to approve programme strategies. The AC is representative of the various library and information services (LIS) sectors, i.e. CHELSA (Ms Vivian Agyei), the metropolitan public and community libraries (Ms Karlien de Klerk), the provincial library services (Ms Koekie Meyer), LIASA (Ms Rachel More), the Department of Arts and Culture (Mr Puleng Kekana), and the IFLA/Africa Section (Dr Buhle Mbambo-Thata), and includes the UPLS Director, Mr Robert Moropa and the CALL Project Director, Ms Ujala Satgoor. Representatives of the three collaborating library schools at the Universities of Cape Town (Prof Peter Underwood), KwaZulu-Natal (Prof Christine Stilwell) and Pretoria (Prof Theo Bothma) will hold consultative status within the Committee and will be responsible for the curriculum design.

#### First Carnegie Library Leadership Academy (CLLA)

The first of six two-week library leadership academies was hosted by the Centre for African Library Leadership (University of Pretoria Library Services), at the Leriba Lodge in Centurion, from 5-17 July 2009.

After a careful evaluation and assessment process, 20 public and academic library professionals from different backgrounds, provinces and institutions were selected to participate in the Academy.

The Academy programme was designed with the intention of initiating a paradigm shift for leaders in the South African LIS sector. Top-class speakers and course leaders were selected to form part of the programme in an effort to align the leadership skills and capacity of current and future library leaders to the many challenges of the 21<sup>st</sup> century library environment.

Formal and informal learning opportunities allowed for networking, the acknowledgement of cultural diversity, self-awareness, the sharing and exchange of expertise, and the gaining of new technological skills. Individual assignments and group projects were assessed by a group of lecturers from the Universities of Pretoria, Cape Town and KwaZulu-Natal. The University will award Certificates of Completion only after all the Academy's academic requirements have been met.

The positive ambience and general feel of the Academy are perhaps best illustrated by the feedback from the first group of participants.

**It was an honour to be chosen for the Academy ... the layout of the programme was brilliant.**

**The Academy provided excellent ideas to implement at my workplace.**

**I am impressed and moved by what I have learned ... an inspirational experience!**



Visit to the National Library of South Africa

## STAFF DEVELOPMENT

### Investors in People Benchmark Assessment

The UPLS believes that the strength of its organisation resorts in its staff. It has been fortunate to have a staff complement that represents varying expertise, experience, specialisation and qualities. To ensure that it moves in the right direction regarding staff development, it was decided to undertake a benchmark process with Investors in People South Africa ([www.investorsinpeople.co.za](http://www.investorsinpeople.co.za)). Investors in People is an international "people oriented" standard developed in the UK in the 1980s and implemented in South Africa since 2000. It is commended as a quality standard and people improvement tool, and is most often used as a benchmark for human capital development and practices in an organization. The Standard has 39 evidence requirements which have to be fulfilled. The Investors in People Standard is awarded only if these requirements are met.

The process entailed interviewing 35 members of permanent full-time staff representing all post levels over a period of three days (27-29 October 2009). Members were selected from the entire UPLS staff list for interviews by the assessor Ms Nobantu Mpotulo. This process served to elicit staff perceptions, experiences and understanding of staff development within the UPLS. The outcome and recommendations of this process will inform the Staff Development Strategy that will be written in 2010.

The first report was circulated to all staff and a series of feedback meetings were held in November. Eighty five members of staff (49%) attended and the ensuing conversations were positive, constructive and useful for the future handling of sensitive issues. The final report declared that the UPLS met only 2 of the 10 indicators, and met 13 of the 39 evidence requirements. The **identified strengths** (as reported) are:

- There is clear vision and purpose at the UPLS
  - All the people interviewed were clear about the vision. There seemed to be a distinct knowledge on the direction where the library services is going.
- There is a clear focus on providing services that are responsive to the needs of the customers in all the sections in the library. This takes place in all faculty libraries
- Staff are very passionate about their jobs due to continuous feedback they receive from the users
- UPLS strategies are further translated and aligned at the different functional levels
- People could share examples of how they were encouraged and allowed to be innovative in their roles
- People could give examples of how Learning and Development had continuously improved over time; they indicated that there are now more opportunities for staff to develop and UP offers a variety of in-house development programmes
- The two objectives related to the E-strategy and E-Research have clear Learning and Development Programmes. With the E-Research there are tangible improvements as a result of development
- The survey results are used positively to improve library services and offerings
- People could articulate the contribution they make to UPLS attaining its objectives and the impact this has on the overall UP strategies

The **improvement opportunities** are:

- A business plan that identifies measurable objectives; and which is designed through a greater consultative process with staff
- Specific development initiatives should be identified for all strategies
- Learning and Development
  - Partnership between managers and staff
  - Identification of different learning needs
  - Learning expectations
  - Evaluation of the impact of development
  - Measure improvements
  - Manage performance for development
  - Clear policies and criteria for development
  - Measure the impact of learning
  - Promote equality of opportunity
  - Staff consultation re strategy
- Staff induction to be role-specific, sensitive to expectations and enable access to necessary resources
- Identification of core competencies for managers.

The way forward from this process is the writing of a Staff Development Plan to be undertaken in 2010. Critical to this will be:

- The alignment of development needs with strategies; Workplace skills vs Continuing Education and Professional Development (CEPD); Policies and criteria; Funding sources; Governance structure – representative of EXCO, managers and staff

Thus far the UPLS has enabled staff to attend conferences, workshops, seminars and training programmes. The appropriate budgets (Conference, Skills Development and Training) are carefully managed to ensure that staff attend both national and international interventions. The Staff Development Plan will further enhance the efficacy of this process and bring it into closer alignment with the Staff Development Strategy of the University.

## OTHER HIGHLIGHTS OF 2009

World Book and Copyright Day held on April 23 2009 was a worldwide initiative by UNESCO to promote reading, publishing and the protection of intellectual property through copyright. The University of Pretoria Library Services (UPLS) celebrated this day in partnership with the Faculty of Education, Bookma@k (a UP campus bookstore enterprise) and the Tshwane Community Library and Information Services (TCLIS) as part of a broader community engagement initiative.

The Groenkloof Education Library played host to 75 Grade 5 learners from the Bachana Mokoena Primary School, Ga-Rankuwa.

The morning programme (09:00-13:00) included a clown, storytellers, a dramatisation of Sleeping Beauty and the ever popular puppet show.

The looks of wonder on the faces of the children told a story of their own! The staff and student volunteers were not shy either with their enjoyment of the events!

This programme culminated in a "brown bag" lunch in the wonderful garden setting outside the Library. The children were treated to muffins and Milo upon arrival and colourful, sparkly cupcakes after lunch. To round off this glorious morning, a generous goody bag was presented to each child. Each bag contained six books, a writing pad, pencils and a pen set.

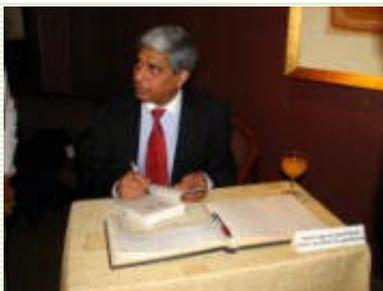
One of the books, African Sky Stories, was donated by the Parliamentary Millennium Project, which runs a national storytelling programme based on these folk-tales.

This spontaneous event developed into a real partnership event! Acknowledgements to Rassie Erasmus and Justine Lloyd-Jones of Bookma@k who solicited gifts from several publishers and booksellers; Johannes Magoro, Alida Schlebusch and Jaco Behrens and staff of TCLIS; the Education Library team – Johann van Wyk, Sonja Delport and Maggie Moropane for organising the venue, and volunteers from the Faculty; the "koek-en-kussings span" - Monica Hammes, Hilda Kriel & Elsabe Olivier; Ujala Satgoor; Una Mgwanya; Sindy Hlabangwane; and all those staff members who donated cushions for the storytelling den.

It was truly a fun and rewarding morning in celebration of World Book Day!



## Q&A WITH VIKAS SWARUP AT UP, 27 MARCH 2009



When the staff of the UP Library Services mooted the idea of hosting Vikas Swarup (author of Q&A, which inspired the award-winning movie *Slumdog Millionaire*), it elicited an overwhelmingly positive response. It was an opportunity for us to host an author who, as a career diplomat, was literally sitting on our doorstep at the High Commission of India on Schoeman Street.

A collaborative event between the Departments of Corporate Communication & Marketing and the Library Services resulted in an extremely successful public lecture, which was hosted by the Principal, Prof Calie Pistorius on Friday March 27 2009. The interest and demand to attend was indeed overwhelming and the audience, which numbered approx. 500, was a truly diverse one. It included students, academics, diplomats, movie buffs, aspirant writers, etc. Vikas Swarup very graciously signed every book that was placed before him at the end of the lecture.



*Prof Calie Pistorius (UP Principal) & Vikas Swarup*

An elegant cocktail hosted by UPLS Director Robert Moropa at the Merensky Library preceded the public lecture. Saris and delectable snacks contributed to a subtle Indian theme. Acknowledgements to: Elizabeth Pretorius, Janetjie van der Merwe, Ujala Satgoor, Monica Hammes, Maureen du Pisanie, Una Mgwanya, Alett Nell, Bettie de Kock and Ryno Geysler who contributed in various ways to promote and make this event a resounding success.

Rassie Erasmus of Bookma®k, a UP bookstore enterprise, presented Mr Swarup with a customised poster in the form of a collage of photographs taken on the night of the Oscars.

Furthermore a competition was held that created a buzz amongst students. Five questions based on the book were posed and the prize of a signed copy of Q&A proved to be a worthy incentive for participation. Five signed copies of Q&A were presented.

### About the author

Vikas Swarup was born in Allahabad (India). He went to Allahabad University where he studied history, psychology and philosophy. He also made his mark as a champion debater, winning national level competitions. After graduating with distinction, he joined the Indian Foreign Service in 1986, motivated by an interest in international relations and a desire to explore different cultures.

**Diplomatic career:** Postings in Turkey (1987-1990), the United States (1993-1997) Ethiopia (1997-2000) and the United Kingdom (2000-2003). Since August 2006 he has been posted in Pretoria as India's Deputy High Commissioner.

### Writing:

Q&A is his debut novel.

- Published by Doubleday/Random House (UK & Commonwealth), Harper Collins (Canada) and Scribner (US).
- Sold translation rights in 40 languages including French, German, Italian, Spanish, Portuguese, Dutch, Danish, Swedish, Finnish, Norwegian, Hindi, Marathi, Gujarati, Punjabi, Tamil, Czech, Slovak, Slovenian, Bulgarian, Romanian, Polish, Russian, Japanese, Korean, Turkish, Taiwanese, Thai and Hebrew.
- Short listed for the Best First Book by the Commonwealth Writer's Prize.
- Won South Africa's Exclusive Books Boeke Prize 2006; the Paris Book Fair's Reader's Prize, the Prix Grand Public, in 2007.
- Voted the Most Influential Book of 2008 in Taiwan.
- Harper Collins brought out the audio book, read by Kerry Shale, which won the award for Best Audio Book of the Year 2005.
- The BBC produced a radio play based on the book which won the Gold Award for Best Drama at the Sony Radio Academy Awards 2008 and the IVCA Clarion Award 2008.
- The film version of Q&A, titled 'Slumdog Millionaire', directed by Danny Boyle, took the world by storm and has won more than 70 awards including four Golden Globes, 11 BAFTA nominations and a staggering 8 out of 10 Oscars, including Best Picture.



*Mrs Monica Hammes & Vikas Swarup*



*Book signing at the Musaion*

- Vikas's second novel, *Six Suspects*, was published by Transworld in August 2008. It is being translated into several languages and has been optioned for a film by Starfield Productions and the BBC. Radio 4 has commissioned a radio play based on the novel.
- Vikas's short story 'A Great Event' has been published in 'The Children's Hours: Stories of Childhood', a bold and moving anthology of stories about childhood to support Save the Children and raise awareness for its fight to end violence against children.



## SHARING PERSPECTIVES WITH ROGER BALLEEN, 21 SEPTEMBER 2009

A public lecture by well-known photographer, Roger Ballen, on his latest book: *Boarding House* took place in the Musaion on the UP Hatfield campus. It was attended by approximately 250 people, including photography enthusiasts, students and lecturers from several photography colleges.

Roger Ballen, born in New York in 1950, has lived and worked in Johannesburg for more than 30 years. He worked as a geologist and mining consultant before starting his career as a photographer by documenting the small villages of rural South Africa and their isolated inhabitants.

Ballen has received numerous photographic awards and has exhibited worldwide. His photographs are included in the collections of the Museum of Modern Art, New York; the Centre Georges Pompidou, Paris, the Victoria and Albert Museum, London and the Stedelijk Museum, Amsterdam.

For five years, the focus of Ballen's photographic work has been a strange and alluring place near Johannesburg which he calls the Boarding House. "These photographs are like images from a waking dream, compelling and thought-provoking, formally sophisticated and filled with layers of rich detail, flashes of dark humour, and an altered sense of place. Blurring the boundaries between documentary photography and art, his work is both a powerful social statement and a complex psychological study." *Boarding House*

The photographic exhibition at the Merensky Library was opened on 21 September and ran until 31 October 2009. Roger Ballen visited the exhibition on 21 September 2009 and was extremely pleased with the layout of the exhibition and response to it.

This was a collaborative initiative between the Department of Library Services, Department of Corporate Communication & Marketing, and Bookma®k.

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## THE VETERINARY SCIENCE LIBRARY IS NAMED THE JOTELLO F. SOGA LIBRARY

On 5 May 2009 the Veterinary Science Library was officially named the Jotello F. Soga Library in honour of the first South African who qualified as a veterinarian. He studied in Scotland at the Royal Dick School of Veterinary Studies (later part of the University of Edinburgh) and qualified as a veterinary surgeon in 1886.

Guests at the naming ceremony included representatives of all role players in the veterinary education scene – the Chancellor of the University, Prof Wiseman Nkuhlu, the UP Executive, Deans and directors of UP, Heads of the OVI and the ARC, and the CEO of the SA Veterinary Association, Dr Colin Cameron and the President of the SA Veterinary Council. The President of the Black Veterinary Forum and the Director, Veterinary Services of the Dept of Agriculture were included in the guest list. The Department of Library Services was also well represented.

The most important guests were the Soga family members, with Mrs Carole Gallagher, great-granddaughter of Jotello Soga, flying from the UK to do the unveiling of the bronze bust.

The Chancellor welcomed the guests and paid tribute to the Faculty's significance in promoting veterinary education in Africa, as well as the essential role played by the Library in supporting the Faculty as well as providing information and CE support to practitioners throughout South Africa. His full speech is available at the Jotello F.Soga Library Blog [www.sogalibrary.blogspot.com](http://www.sogalibrary.blogspot.com).



Ms Thembi Soga (family member of Dr Jotello Soga) & Ms Carole Gallagher (great-granddaughter of Dr Jotello Soga)

Mr Jesse Lewis, an American with a great interest in South African history, was the guest speaker. It was his article on Jotello Soga which appeared in a supplement of the *Beeld* and *Die Burger* in 2007 which alerted Mrs Erica van der Westhuizen and her staff to this early veterinarian and his relevance as a role model for young people, especially from the rural communities, wishing to embark on a veterinary career.

Acknowledgements to Robert Moropa who, with the valuable assistance of his wife, helped with contacting the Soga family and obtaining their approval, as well as assisting with the process of getting Senate and Council approval for this initiative; Prof. Gerry Swan (Dean: Veterinary Science); Erica van der Westhuizen and her staff at the Jotello F Soga Library.



As the Soga family representative, Mr Camagu Soga from Kingwilliamstown pointed out in his special message at the ceremony that we can proudly carry the Jotello F. Soga name and ensure that his significance will inspire future generations of veterinarians in this country.

Ms Carole Gallagher (great-granddaughter of Dr Jotello Soga), Prof Wiseman Nkuhlu, Chancellor of the University & Mrs Nkuhlu, Mr Robert Moropa and Ms Thembi Sooa (family member of Dr Jotello Sooa)

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The Open Scholarship Office took part in the global Open Access awareness-raising campaign and celebrated Open Access Day on 21 October. A successful event was planned with the cooperation of the Department of Research and Innovation Support and the Conference Hall 100 was brimming with interested researchers to listen to Prof Pierre de Villiers, Editor of *South African Family Practice* and CEO of Open Journals Publishing, who unveiled the secrets of Open Access journals in his presentation: "Open Access journals demystified" (<http://hdl.handle.net/2263/11542>). Three Open Access editors shared their experiences of Open Access publishing: Prof Yolanda Dreyer of *HTS Teologiese Studies/Theological Studies* (<http://hdl.handle.net/2263/11532>), Prof Gert Roodt, of *Journal of Industrial Psychology* (<http://hdl.handle.net/2263/11531>) and Prof Dirk Human of *Verbum et Ecclesia*. An Open Access presentation "Unzip your research" (<http://hdl.handle.net/2263/11621>) was also displayed on the plasma screens of all the faculty libraries and at the Hatfield campus.

Probably the most exciting news of the day was the launch of **AOAJSA** – the list of Open Access journals accredited by the South African Department of Education which qualify for funding. This list was compiled by Monica Hammes and Marie Swanepoel. This news was widely published (LIASA, Sabinews, ir-hub and even the Open Access web site <http://www.openaccessweek.org/>) and welcomed by researchers and other library staff. The Office was contacted by various journal editors to discuss the possibility of inclusion in this list!

Some of the positive comments were:

"This is a great resource and, judging from the questions at a talk I gave at UWC, a very necessary one. I'll blog it later today." – Eve Gray (Independent publishing consultancy, based in Cape Town)

"You have done it again....put SA on the OA map - congratulations! – Dale Peters (Scientific Technical Manager DRIVER II, State and University Library of Goettingen)

"Net 'n kort nota om jou en jou span geluk te wens met die vordering wat julle maak tov Open Access. Dit is werklik indrukwekkend! Mooi so en doen so voort!" – Martie van Deventer (Portfolio Manager, CSIR Information Services)

“Thanks UP for sharing the list with us. It will be very helpful when advocating Open Access publishing (gold route) on our campuses amongst our researchers.” – Ina Smith (newly appointed Digital Librarian, Stellenbosch University)

During Open Access week openUP brochures and newly developed Quick Guides were circulated amongst all academic departments due to the diligence of the Open Access team: Fatima Darries, Hettie Groenewald, Elsa Coertze, Susan Marsh, Clarisse Venter and Anneline van der Gryp. Connie Lepota, Joy Wilson, Karabo Rampete, Mabel Mashifane and Mari Geysers paraded in t-shirts and others took part in the Open Access slogan competition. The winning slogan was submitted by Erica van der Westhuizen: “Local is lekker, but Worldwide is better- Open Access will take your Research there!”

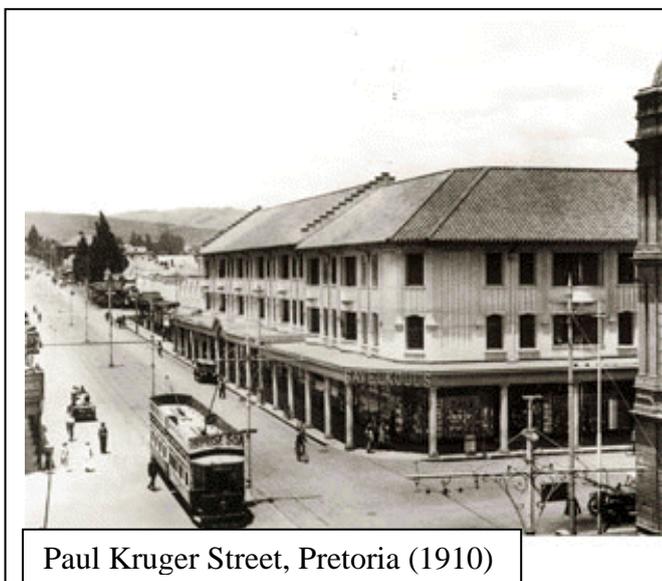
Thanks to everybody who supported this event and who took part and secured its success!

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### **STATE OF THE LIBRARY SPEECH, 27 November 2009**

An innovative way of sharing the highlights, successes and challenges of 2009 with staff, the State of the Library speech, delivered by the Director, was a wonderful way to round off the year. It was an elegant lunch attended by all members of staff.

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Paul Kruger Street, Pretoria (1910)

### **WORLD DIGITAL LIBRARY PROJECT**

The UPLS joined the World Digital Library (WDL) Project (<http://www.worlddigitallibrary.org/>) in 2008. This project, proposed in 2005 by the Library of Congress in cooperation with the United Nations Educational, Scientific and Cultural Organisation (UNESCO), aims to make available on the Internet, free of charge and in multilingual format, significant primary materials from cultures around the world, including manuscripts, maps, rare books, musical scores, recordings, films, prints, photographs, architectural drawings and other significant cultural materials.

The objectives of the World Digital Library are to promote international and inter-cultural understanding and awareness, provide resources to educators, expand non-English and non-Western content on the Internet, and to contribute to scholarly research.

At the time of the launch of the WDL in Paris on 20 April 2009, the UPLS was the only participating partner from Africa south of the Sahara, making it one of 27 participating international institutions. Robert Moropa represented the Library at this prestigious event.

The UPLS Digitisation Office continues to regularly contribute material from the Woodhouse Rock Art and Pretoriana special collections.

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## VISITORS TO THE LIBRARY

The UPLS has played host to several LIS professionals and delegations from other universities. These visits are seen as opportunities to share and exchange strategies and best practices. Listed below are some of these visitors.

**5 February:** KCA University Nairobi, Kenya.

Prof. Arthur Eshiwani, Chancellor; Dr. Daniel M. Oruoch, Vice Chancellor; Dr. Rosemary Maina, DVC Academics; Samuel Matende, Associate Dean: Faculty of Science; Justus Mutia, Registrar; Benjamin Mutungi, Librarian  
Contact: Selline Steel – Omino. [celine@kca.ac.ke](mailto:celine@kca.ac.ke)

**10 February:** Commonwealth of Learning (COL), Canada. Dr Willie Clarke-Okah, Education Specialist for Higher Education and Policy Development

**18 February:** Department of African & Asian Studies, Humboldt University of Berlin (Germany). Dr Annemie Joubert, Prof Veit-Wild, Prof Beyer and Mr Hoffmann.

**19 February:** IT, Hasselt University Library, Belgium. Marc Goovaertsm

**23- 27 February:** University of Nairobi, Kenya. Rosemary Ottando

**27 February:** Globethics.net, Geneva. Prof Deon Rossouw [rossouw@globethics.net](mailto:rossouw@globethics.net); Prof. Christoph Stueckelberger, Executive Director of Globethics.net

**3 March:** Department of African & Asian Studies, Humboldt University of Berlin (Germany). Dr Annemie Joubert, Prof Veit-Wild, Prof Beyer and Mr Hoffmann

**2 April:** The University of Auckland Library, New Zealand. Hester Mountifield, Assistant University Librarian (Information Commons & Learning Services). [h.mountifield@auckland.ac.nz](mailto:h.mountifield@auckland.ac.nz)

26-29 July: Ardhi University, Dar es Salaam, Tanzania. Dr. Sophia R. Lukwale, Director Library Services ARU [slukwale@yahoo.com](mailto:slukwale@yahoo.com). Contact: Phillidas Munubhi, Principal Administrative Officer [munubhi@aru.ac.tz](mailto:munubhi@aru.ac.tz) or [pmunubhi@yahoo.com](mailto:pmunubhi@yahoo.com)

**7 September:** Lieven Droogmans [lieven@mire.be](mailto:lieven@mire.be)

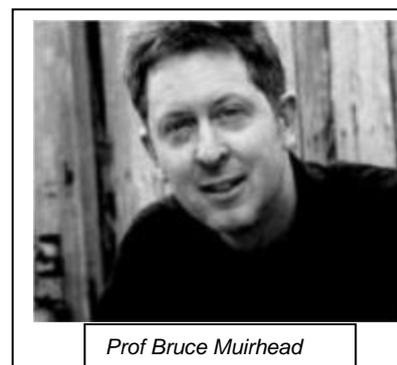
**22 October:** "People to People" Library Science delegation from the USA. Delegation Leader: John W. Berry, Past President of American Library Association; DR. EVELYN BENDER, Librarian, Omega Institute, Elkins Park, Pennsylvania; MS. ALICE CALABRESE, Executive Director, Metropolitan Library System, River Forest, Illinois; MS. JUDITH COOPER, Baltimore, Maryland; MS. LEONORA L. CREMA, Librarian, UBC Library, Vancouver, British Columbia, CANADA; MS. KIMBERLY FERGUSON, Head of Information Services, U.S. Senate Library, Arlington, Virginia; MS. CECELIA K. FUOCO, School of Library Media Specialists, Genesee Valley Central School District, Angelica, New York; MS. ANN H. HAMILTON, Librarian, Georgia Southern University Statesboro, Georgia; MS. DAISY L. HIGHTOWER (Retired), West Memphis, Arkansas; MS. TAMARA N. HOKE, Director: Jay Niles Memorial Library, Wilton, Maine; MS. CLEO JARVIS, Library Information Systems, New York City Dept of Education, Bushkill, Pennsylvania; MS. JOAN S. KAHNHAUSER, Librarian, Emma S. Clark Memorial Library, East Setauket, New York; MS. SHOBHITA KOHLI, University Librarian, Gulf University for Science & Technology, Hawally, KUWAIT; MRS. ELIZABETH P. LUSCHER, Library Supervisor, Technical Corona Public Library, Lake Elsinore, California; MS. BETTY I. MORGANSTERN, Librarian, Anne Arundel Co. Public Library, Annapolis, Maryland; MR. MAC NICKLES, Garfield Public Library, Garfield, New Jersey; MS. LORI PHILLIPS, Associate Dean, University of Wyoming Libraries, Laramie, Wyoming; MS. MONIKA RHUE, Director of Library, Johnson C. Smith University, Charlotte, North Carolina; MS. MARA SAULE, Dean of Libraries and Learning, University of Vermont, Burlington, Vermont; MS. MARY L. SOWDEN, Coordinator, Keystone Library Network Mechanicsburg, Pennsylvania; MS. RUTH R. STALLWORTH (Retired), Detroit, Michigan; MS. KARLA J. STRAND, Diversity Librarian, Carroll University, Waukesha, Wisconsin; MR. JAMES D. TROJANOWSKI, Director, Northern Waters Library Service, Ashland, Wisconsin; MS. JULIA VAN DE WATER, Lexington, Virginia; MS. CHRISTINE A. WALCZYK, Librarian, University of North Texas Libraries, Austin, Texas.

35 delegates from different libraries including above-mentioned. **Contact:** [kari@spiritofafrica.co.za](mailto:kari@spiritofafrica.co.za)

**3 November:** Eidos Institute, Australia. Prof Muirhead, CEO of Eidos Institute.



*Dr Sophia Lukwala & Robert Moropa*



*Prof Bruce Muirhead*

# STAFF

The UPLS has a staff complement of 258, comprised of 171 permanent staff members and 87 hourly staff members.

## **We welcome the following members of staff who joined us during the course of 2009:**

- J. Shika - Assistant
- J Sindane – Information Assistant
- A Molefe – Information Assistant
- L Lebelo – Information Assistant
- J Wilson – Snr Administrative Assistant
- T Singleton – Snr Administrative Assistant
- K Rampete – Snr Administrative Assistant
- P Reetseng – Information Specialist
- A Ingram – Information Specialist
- J Sefolo – Information Assistant
- M A Mogola – Information Assistant
- S Mabena – Information Specialist
- E Maja – Information Specialist
- J Maaga – Information Assistant
- A Nell – Information Specialist
- L Raphadu – Information Specialist
- H Mare – Information Specialist

## **We also bade farewell to the following members of staff who retired in 2009:**

- E van der Westhuizen
- O Kruger
- A Bezuidenhout
- C Breedt
- A Kemp
- A Maboko
- J Theunissen
- E Masemola

**DEGREES/DIPLOMAS** were awarded to the following members of staff:

**Nel, M** B.IS (Hons)

**Sindane, J** Dip. IS (UNISA)

**Kgwebane, A S** Dip.IS (UNISA)

## **LIS PROFESSIONAL INVOLVEMENT/ENGAGEMENT**

**David Mahlangu** serves on the LIASA Interlending Interest Group national executive committee.

**Ujala Satgoor** and **Robert Moropa** serve as Chairperson and Deputy Chairperson respectively of the LIASA Gauteng North branch.

**Ujala Satgoor** and **Robert Moropa** serve on the national Executive Committee of the Library and Information Association of South Africa (LIASA).

**Robert Moropa** serves as Chairperson of GAELIC and the Joint Bargaining Forum of the National Library of South Africa, and Deputy Chairperson of the South African National Library and Information Consortium (SANLIC).

**Ujala Satgoor** and **Fatima Darries** were appointed to serve on the Board of the National Library of South Africa (NLSA) by the Minister of Arts and Culture for a 3-year term (2009-2012).

**Annette Lessing** represented the UPLS at the Carnegie-funded Research Libraries Consortium's attendance at vendor product demonstrations and participation in discussions and evaluations of the products of Ex Libris (Primo), Innovative Interfaces (Encore), TDNet (TDOne), OCLC (Worldcat Local), ENDECA and Serials Solutions (Summon). This was held in Boston, MA from 8-11 March 2009.

**Dr Heila Pienaar** continues her association with Dr Martie van Deventer of the CSIR in the investigation of Virtual Research Environments and the promotion of an e-Strategy in libraries.