Vision

To be a research library which is internationally recognised for redefining academic librarianship, thereby to realise the UP 2025 strategic plan

Mission

To realise its vision, the UP Library Services maintains a "High Tech, High Touch" client-driven focus directed at achievement of High Impact. This will be attained by focusing on:

Client Service
Innovation & Technology
Staff Development
Resources
Marketing & Quality Assurance
Collaboration & Partnerships
Management Forum

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 and Quality Assurance

Faculty Library Heads

- Mr Johann van Wyk – Education Library
- Ms Magriet Lee – Health Sciences Library
- Mrs Shirley Gilmore – OR Tambo Law Library
- Mrs Susan Marsh – Jotello F Soga Veterinary Science Library
- Mrs Elna Randall – Natural & Agricultural Sciences, Engineering, Built Environment & Information Technology (NAS-EBIT) Library
- Mrs Maureen du Pisanie – Economics & Management Sciences Library (Acting Head)
- Ms Julene Vermeulen – Humanities & Theology Library

Support Service Heads

- Mrs Soekie Swanepoel – Library Technical Services
- Mrs Leonora Wydeman – Systems & Technology
- Mr Louis Leonard – Finances
- Mrs Salomie Stolz – Human Resources & Facilities
Library Advisory Committee

The Library Advisory Committee met three times during 2011.

Presentations and discussions featured in the year’s meetings included research data management, Open Access, the peer review, strategic planning and the refurbishment project.

A special meeting was devoted to the UPLS improvement plan resulting from the peer review.

Committee Members

Prof Robin Crewe, Vice-Principal (chair - 01/04/11)
Prof Stephanie Burton, Vice-Principal (chair 27/06/11 -)
Prof Antony Melck, Executive Director
Prof Nthabiseng Ogude, Vice-Principal
Prof André Boraine – Faculty of Law
Prof Danie Veldsman – Faculty of Theology
Ms Elmarie van Wyk – Faculty of Education
Dr Lieza Odendaal – Faculty of Veterinary Science
Dr Rachel Maritz – Faculty of Economic and Management Sciences
Prof Richard Apatu – Faculty of Health Sciences
Prof Sandra Klopper – Faculty of Humanities
Prof Theo Bothma – Faculty of Engineering, Built Environment & Information Technology
Prof Mike Wingfield – Faculty of Natural and Agricultural Sciences
Ms Beulah Muller – GIBS
Mr Dhesigan Naidoo – Research
Dr Jakkie Pretorius – IT services
Prof Wendy Kilfoil – Education Innovation
Dr Buhle Mbambo-Thata – UNISA Library
Ms Gwenda Thomas – Rhodes University Library Services
Mr Robert Moropa – Director UPLS (ex officio)
Ms Hilda Kriel – Deputy Director UPLS (ex officio)
Dr Heila Pienaar – Deputy Director UPLS (ex officio)
Ms Ujala Satgoor – Deputy Director UPLS (ex officio)
Mrs Diana Gerritsen – Committee Secretary
# Table of Contents

Director’s Message 4  
Snapshot of Resources 5  
Snapshot of Services and Use 6  
Major Initiatives 7  
  - External Peer Review 7  
  - New Strategic Plan 10  
  - Refurbishment 11  
  - Staff Development 15  
Events 18  
  - UPLS e-Learning Seminar 18  
  - Celebrating the Year of Chemistry 18  
  - Open Access Week 19  
  - Celebrating our Partnership with the Carnegie Corporation of New York 21  
Made in the UPLS 22  
Research activities 24  
  - Publications 24  
  - Presentations made at conferences, seminars and workshops 24  
  - Conferences, Seminars and Workshops attended without making a presentation 26  
Visitors to the UPLS 27  
UPLS visits 28  
Exhibitions 29  
Staff 30
The year 2011 will go down in the history of the UPLS as a year characterised by numerous disruptions. The year kicked off with noisy and distracting construction work in Merensky 2. Against the background of this activity the Library was “invaded” by the members of the External Review Panel. In the midst of these activities, the UPLS was working hard at giving form to its new strategic plan to replace the one that expired in 2010.

The staff members of the UPLS and of UP as a whole can look back at 2011 with pride and satisfaction about the achievements attained by the Library:

- The External Peer Review confirmed UPLS as being client-focused, technologically developed and a national asset.
- The construction work resulted in a more spacious and reorganised Music Library and Merensky 2 that has, for the first time in its history, a modern dedicated space for Master’s and PhD students, an auditorium and renovated Reserved Collection and photocopier areas.
- The UPLS finalised its inspiring, highly advanced and expertly crafted new Five Year strategic plan.
- These achievements were made possible by the dedicated and committed staff members of the UPLS and the ongoing support afforded by members of the UPLS Executive.

Robert Moropa
Snapshot of Resources

Budget

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>Information Resources (Capital)</td>
<td>56.96m</td>
<td>60.95m</td>
</tr>
<tr>
<td>Human Resources</td>
<td>52.3m</td>
<td>55m</td>
</tr>
<tr>
<td>Operational</td>
<td>6.97m</td>
<td>7.84m</td>
</tr>
<tr>
<td>Information Technology</td>
<td>0.6m</td>
<td>0.952m</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>116.83m</strong></td>
<td><strong>124.742m</strong></td>
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Staff

Information Resources

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<td>Book volumes</td>
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<td>63 036</td>
<td>76 925</td>
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<tr>
<td>11 212</td>
<td>16 799</td>
<td>Licensed e-books</td>
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<td>285 938</td>
<td>279 985</td>
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<td>333</td>
<td>434</td>
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<tr>
<td>6 062</td>
<td>6 964</td>
<td>UP e-theses/dissertations</td>
</tr>
<tr>
<td>12 443</td>
<td>14 417</td>
<td>Institutional repository items</td>
</tr>
</tbody>
</table>

Online Library

- [www.library.up.ac.za](http://www.library.up.ac.za) and [www.library.up.ac.za/mobi](http://www.library.up.ac.za/mobi) available 24/7
- 9 304 individual e-journal subscriptions (access to 76 925 online journals)
- 16 799 licensed e-books (+ access to 268 773 free electronic books)
- 6 964 UP theses/dissertations online ([upetd.up.ac.za](http://upetd.up.ac.za))
- 14 417 items in institutional repository [UPSpace](http://repository.up.ac.za)
- 72 blogs and wikis (Library 2.0 products)
- Online interlending service
- Ask-a-Librarian online enquiry service
- E-exam papers
- 324 ClickUP and other information packages

Physical Libraries

- 11 libraries/service points on all campuses
- 3 128 study seats
- 682 computers for clients
- 33 group discussion rooms
- 31 cubicles for postgraduate students
- 1 014 425 printed book titles
- 1 723 print journal subscriptions
- 357 101 journal volumes
- 467 combined service hours per week
- Study centre (Hatfield campus) open 132 hours per week

Expanding the e-book collection was a priority and growth area: R979 397 was spent on e-book licences
Snapshot of Services and Use

Potential UPLS Clients 2011

- 96% of the 67,476 potential clients used our services

Expenditure

- Staff: R53,772,400
- Information Resources: R46,921,739
- Operations: R7,375,154
- IT: R770,531

Consultation and enquiries

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries answered in person</td>
<td>44,223</td>
</tr>
<tr>
<td>Reference transactions</td>
<td>6,342</td>
</tr>
<tr>
<td>Consultation sessions</td>
<td>1,075</td>
</tr>
<tr>
<td>Ask-a-librarian transactions</td>
<td>876</td>
</tr>
</tbody>
</table>

Training

- 15,386 students attended group training
- 203 students attended anti-plagiarism training
- 945 person-to-person training sessions

Use of Online library

- 1,693,290 articles downloaded from online journals licensed by the Library Services at an average cost of R13.80 per article
- 734,468 online books downloaded at a cost of R1.33 per download
- 4,425,652 searches on citation indexes licensed by the UPLS
- 808,242 library web site visits,
  - 505,188 files downloaded
- 1,418 alerts provided or SDI
- 8,836 interlending documents delivered to UP clients
- 26,788 pages downloaded from digitized study collection
- 265,016 online exam papers downloaded
- 876 reference questions answered online
- 6,801,608 files downloaded from e-theses repository (UPeTD)
- 559,140 pages viewed on institutional repository (UPSpace)

Use of Physical Libraries

- 2,430,680 library visits excluding OR Tambo Law Library (mostly undergraduates)
- 310,268 visitors during March (busiest month)
- 11,636 visitors on one single day in Merensky 2 Library (15 August)
- 563,089 books and other physical media loaned
- 165,445 short loans from reserved study collections
- 5,676,109 photocopies made
- 6,207,076 pages printed on network printers
Major Initiatives

The year 2011 bridged two strategic cycles: the external peer review reflected on and evaluated the 2006-2010 cycle while strategic planning, the upgrading of facilities and staff development initiatives prepared the way for new challenges.

External peer review

The external peer review, which took place from 21 to 24 February 2011, was the culmination of a process of intensive self-evaluation which started in April 2010 and which formed part of the review activities of the UP Quality Unit. The review panel consisted of Ms Joan Rapp, Executive Director, University of Cape Town Libraries, Prof Tom Cochrane, DVC, Queensland University of Technology and Prof James Mullins, Dean of Libraries, Purdue University. They were provided in advance of their review with the self-evaluation report and supporting documentation on CD.

Self-evaluation and regular external reviews at the end of each strategic cycle help to maintain the momentum of improvement and renewal. Self-evaluation creates a snapshot of the current status which, over time, can be used for benchmarking and as the basis for reporting on quality and value. The self-evaluation process afforded us the opportunity for reflection and deepened understanding. We set out to

- evaluate the success of the 2006–2010 strategic plan to steer the Library in a new direction;
- determine the impact this has had on the University, and
- assess the Library’s standing in the international library and information community.

Seventeen staff members were tasked to lead the investigation of designated aspects of the service and to draft reports for discussion. These findings were discussed during “reflection sessions” by representative and interested groups, including persons from outside the Library. The goal was to gain understanding, to question actions and to identify strengths and challenges while being both appreciative and critical. Young and new staff members were encouraged to contribute in order to bring fresh perspectives to the process. A task team investigated the critical issues of library value and return on investment. Wikis were used for additional discussion, e.g. http://digitallifeatupls.wikispaces.com/, http://troiprojek.wikispaces.com/.

The visit of the members of the peer review panel kicked off with strategic discussions with the principal, Prof Cheryl de la Rey, as well as with vice-principals Proff Crew, Ogude and de Beer. The panel met with 17 different groups of students, lecturers and library staff members to discuss various aspects of the UPLS service. They were also taken on a tour of the different campuses and libraries that make up the UPLS in order to sample the extent of the service. On the last day the panel held follow-up discussions with the UPLS management to
clarify uncertainties and gave their first report to Prof Robin Crew.

The report contained six affirmations, one commendation and eleven recommendations.

**Affirmations**
- The Library has strong connectedness to its constituencies and good relationships with the UP Executive.
- At the most general level, the overall resourcing levels are appropriate.
- Service ethic and client focus are strong, and the Library is well respected on campus.
- The Library provides strong support for teaching and learning.
- The staff are aware of and strive to incorporate best international practice in their services to the academic community.
- The directions the Library is taking with regard to research support are appropriate and contemporary.

**Commendation**
The ability of the Library to identify research publications unreported by faculties has enabled the University to increase its funding from the government, a commendable contribution to the financial resources of the University.

**Recommendations**
- The strategic plan needs to be conceptualised within a time frame, needs more concrete objectives and targets, and needs clearer links to the University’s strategic goals.
- The Library needs to define and clarify its organisational structure in standard ways so that staff can more easily understand their responsibilities with regard to the Library’s mission and strategic plan.
- The Library should undertake a thorough review of its approach to and staffing of technical services.
- With the advent of ubiquitous wireless access and increased bandwidth, new use patterns and possibilities should be planned for. It is essential that this planning look at budget, space allocation and use, and staffing roles and levels in a synergistic and comprehensive way. This should include the redesigning of interior spaces to reflect continually changing use patterns of print and digital materials, and a significant reconfiguration of service points to gain efficiencies and place staff in new roles.
- The Library should review its statement of risk in its self-review to reflect things which are under its control.

**Recommendations aimed at the University**
- The University should review the possibility of internal mechanisms for the long-term assurance of stability in the buying power of the acquisitions budget.
- Leadership for the implementation of new policy with regard to research data management is important for the University’s ability to meet legal obligations and for its international reputation; it cannot rest with the Library alone. It needs review and accountability by the research management function of the University.
- The University should review the need for library service agreements, and if it is decided to retain them, the University should review their content.
and approach.

- The University should consider that in a rapidly changing environment, flexibility and speed of decision-making required by the Library should be improved by more flexible budget and HR processes and policies, which currently appear to impair the Library’s ability to meet its mission.
- Review of the IT/Library partnership should be undertaken, with a view to ensuring that the Libraries have the appropriate technologies to meet their mission; otherwise the panel believes the capacity of its ability to deliver will be seriously impaired. It is essential that this review be led by an appropriate member of the UP Executive.

On the second night of their visit a social function was held in the Merensky 1 Library for the review panel, senior staff of the UPLS and members of the Library Committee. The guest of honour was the well-known South African opera diva, Mimi Coertse, who entertained the group with stories from her international career.
New Strategic Plan

Strategic planning for 2011–2015, which commenced in February 2010, was concluded in March 2011 with finalisation of the implementation plans of the faculty libraries and units. Development of the Strategic Plan 2011–2015 was undertaken according to the process suggested by Hines and Bishop in their book *Thinking about the future*. They propose a six-step process, namely framing, scanning, forecasting, visioning, planning and leading. During the forecasting phase the GBN Scenario Development Framework was used, which culminated in four different scenarios for the future. The High Tech, High Touch scenario was adopted as it focuses equally on new technologies and relationships. A new vision and mission were formulated. After a thorough SWOT analysis had been done, strategies and actions were identified. Although the UPLS Executive was primarily responsible for the outcomes, input from other members of the Management Forum was obtained at critical stages.

The vision that emerged from this process is

**To be a research library which is internationally recognised for redefining academic librarianship, thereby to realise the UP 2025 strategic plan.**

The UPLS mission was articulated as

**To realise its vision, the UP Library Services maintains a "High Tech, High Touch" client-driven focus directed at achievement of High Impact. This will be attained by focusing on:**

### Client Services

### Innovation & Technology

### Staff Development

### Resources

### Marketing & Quality Assurance

The University’s strategic plan (SP2025) was approved by Council towards the end of 2011. The UPLS therefore spent considerable time in January and February 2012 aligning the UPLS strategy. In a similar fashion the peer review report was revisited to ensure that the recommendations were included in the new strategic plan.

The 2011–2015 strategic plan is a flexible and dynamic high-level document that provides a broad strategic framework for further plans and actions and acts as a driver for day-to-day actions of the UPLS. Ensuing implementation plans will take a project plan approach, and progress will be measured and evaluated regularly.

An elaboration of the strategies with action plans, time frames and responsibilities is available in the Strategic Plan document.

In 2012 the UPLS executive will conduct a road show to ensure that all staff members have the opportunity to discuss the strategic plan and to get general support.
Refurbishment

Merensky 1

During 2008/2009 the UPLS received two grants from the Carnegie Corporation of New York (CCNY) to be used among others, for the upgrading of physical facilities in the Merensky 2 Library: R1 055 000 as seed money for the creation of a research commons as part of the University’s participation in the national Research Libraries Consortium project and R1 374 000 for the establishment of the Centre for African Library Leadership (CALL) to address the leadership development needs of librarians in South Africa and the greater African continent.

Planning for the refurbishment project lasted over a year and included visits to other libraries and discussions with various role players. Informed by these discussions and site visits, needs were formulated and it was decided to pool the funds, to combine the two initiatives and to repurpose existing space in the following way:

- The prime space on level 4 where the collection of reserved study books was housed would be used for the research commons.
- The reserved section together with the Xerox copy shop, at that stage on Level 3, would move to the middle level of the adjacent study centre.
- The Centre for African Library Leadership (CALL) would be created in the vacated space on Level 3.
- The space occupied by the Learning Centre on Level 3 would be reorganised and upgraded.

These plans would also address a number of issues which were identified as problems by clients during the LibQUAL surveys of 2005 and 2009:

- Inadequate facilities for researchers who expressed the view that they were crowded out of the library by noisy undergraduates
- Lack of proper facilities for the UPLS training programmes
- Noise on Level 3 which contaminated the rest of the library

Mr Willie Scheepers was appointed project manager for this project. Most of the work would be done during the summer recess to limit disruption for students as far as possible with a completion date of 28 February 2011. The entire project would cost R19 956 000. Since the portion of the grants that was to be used for the refurbishment project was insufficient to cover all the costs associated with this project, the UP Executive was approached for additional funding. The University agreed to make available an amount of R17m towards the project.

Work commenced on 29 November 2010. On 28 February 2011 the new facilities in the study centre were opened, but the remainder was far from done.

The renovated entrance floor of the study centre is light and spacious with a vibrant colour scheme. Apart from the Reserved Section and the Xerox copy shop, five new group study rooms, space for students with special needs, open study space and newspaper tables complete this area aimed at undergraduate students.
The second part of the project was much more disruptive. Large areas had to be fenced off and traffic diverted. Noise and dust were the order of the day. The climax of this was a burst in the water pipes of the new air conditioning system on the night of 29 May 2011 which flooded the entire auditorium area, causing severe damage to carpets, other finishing and even the floor below. Work in those areas could only be resumed after two months. Another smaller flood followed.

Fortunately the students carried on as though it was natural to study on a building site, and used the graffiti wall to vent their frustrations and to send messages of support.

Work was only just completed in time for the official opening of the new facilities on 14 November.

The Research Commons is a luxurious space with views of the University’s gardens befitting the importance of the University’s researchers for whom it is dedicated: thick carpets, stylish furniture, state of the art equipment and a welcoming relaxation area.

Work space consists of 32 work stations at 4-seater carousels, 8 individual study carrels and 6 lock-up study units. Twenty-nine of these are equipped with computers. The remaining desks have network connections and electricity plug points. A 20-seater seminar room with full video conferencing, Skype conferencing and collaboration capabilities as well as two discussion rooms with whiteboards for collaborative work and a print room complete the work area.

The lounge area looks out on the jacaranda trees between Merensky 1 and
the Old Arts Building and is an attractive social space. A couch, armchairs and coffee shop-style furniture together with a coffee bar, TV and newspapers make this a pleasant space for relaxation, conversation or introspection.

A dedicated staff member is available during opening hours to assist with IT, general information and research enquiries. For specialised assistance users are directed to the relevant information specialist and/or other service providers on campus.

A distinguishing feature of the Research Commons is the collection of art works by Armando Baldinelli, Christo Coetzee, Carla Crafford, Noria Mabasa and Lucas Thobejane. http://www.library.up.ac.za/research_commons/index.htm

In their own words…

“The best dev’mt I’ve witnessed at Tuks in the last 4 yrs!”

--

“I would like to thank whoever was responsible for this magnificent venture!!!”

--

“It’s very refreshing. A quiet and practical space to get work done”
The Centre for African Library Leadership combined with the renovated training rooms comprises an 80-seat auditorium, three training rooms with 36, 24 and 16 seats respectively, two breakaway rooms, an office for the CALL officer and catering facilities.

The auditorium makes provision for video and Skype conferencing. In the training rooms all computers are linked to a smart podium for interactive work individually or in small teams. These facilities are flexible and can cater for anything from a collaborative session to a small conference.

**Music Library Renovation**

In 2011 the UPLS received a windfall in the form of an extension to the Music Library as part of the construction of the new Engineering 3 building and the new foyers for the Musaion and the Aula adjacent to it.

The new space provides study tables, three carrels for postgraduate students, a discussion room, a video room and a small kitchen for staff. It brings welcome relief to the Music Library’s longstanding problems. The existing library also received new carpets and a coat of paint during the winter recess. This implied that all the material, furnishings and equipment had to be carried out of the library down two flights of stairs and back before the reopening on 24 August.

At the festive opening of the new Musaion foyer and library extension on 30 August, Prof Antony Melck, Executive Director, emphasised the importance which the University attaches to its music education and the Music Library’s role in it.
Staff Development

Both the peer review and the strategic planning process highlighted the need for focused staff development. The high tech high touch scenario necessitates a highly skilled staff corps with the ability to adapt to the constantly changing environment in which the UPLS operates and a mindset to adopt and exploit new technologies. Great strides were made with the new staff development strategy in 2011.

Carnegie Research Libraries Consortium Academies and Internships

The second core component of the Carnegie Research Libraries Consortium Project is the development of a corps of librarians who are equipped with the appropriate understanding and skills to support the needs of postgraduates and researchers. Maggie Moropane (Education Library), Isobel Rycroft (Music Library), Jacob Mothutsi (Mamelodi Library) and Susan Scheepers (Medical Library) attended the two-week research librarians academy at Mont Fleur, Stellenbosch, from 10–21 October.

Sunette Steynberg (NAS-EBIT Library) and Marguerite Nel (Jotello F Soga Library) spent ten weeks in the US. This included two weeks of orientation and preparation at the Mortenson Centre for International Library Programs of the University of Illinois at Urbana-Champaign, a six-week internship at the Universities of Purdue and California (Davis) respectively, attendance of the annual ACRL conference in Philadelphia and a mid-term evaluation meeting in New York. Hilda Kriel joined them for the ACRL Conference in Philadelphia.

On 22 July 2011 we held an American Day which included presentations, panel and group discussions and socialising in the US style to consolidate the gains of this excellent programme. Sunette, Marguerite and Hilda reported on their American experience with five presentations on the US internship programme, the ACRL conference as well as observations on information literacy and collection development. The rest of the “academy group” acted as chairs and scribes and joined them for a lengthy panel discussion on research support and the way forward. At each session approximately 50 staff members attended and actively participated in the discussions and formulation of plans for the future.

Sunette made a presentation at the September academy at Mont Fleur. At the annual LIASA conference Marguerite and Sunette participated in a panel discussion organised by RETIG (Research, Education and Training Interest Group) to discuss and share their USA experience.
Library Leadership Development Project

In 2008 the University of Pretoria Library Services (UPLS) was awarded a three-year grant of R7.5m 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 enabled the UPLS to establish the Centre for African Library Leadership (CALL) in the Merensky 2 Library 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.

Two library leadership academies and one train-the-trainer programme were hosted during 2011.

The fourth and fifth Carnegie Library Leadership Academies (in a series of six) were hosted in March and November 2011 respectively. Of the 40 selected participants who attended the two academies, 34 graduated successfully. Since 2009, 99 library professionals from middle to senior management positions attended the five academies, of which 88 graduated.

The second train-the-trainer programme was held in July 2011. Ten participants were selected from 16 applications received from alumni of the first four leadership academies. The ten participants completed the programme successfully to form part of an envisaged pool of 30 library leadership trainers. Twenty academy alumni have successfully completed the training programme since its inception.

Eight UPLS staff members completed the leadership academy in 2011: Carin Bezuidenhout (Library Technical Services), Edwin Maja (Library Technical Services), Sindy Hlabangwane (Economic and Management Sciences Library), Susan Scheepers (Medical Library), Tertia Coetsee (Jotello F Soga Library), Gerda Ehlers (Learning Centre), Heila Maré (Humanities and Theology Library) and Mmakgoshi Reetseng (Library Technical Services).

Two staff members completed the train-the-trainer programme: Danie Malan (Economic and Management Sciences Library) and Tebogo Mogakane (Learning Centre).

Ten UPLS staff members contributed to the programme as lecturers and workshop leaders: Bettie de Kock, Janice de Wee, Ria Groenewald, Hilda Kriel, Antoinette Lourens, Robert Moropa, Heila Pienaar, Ujala Satgoor, Christelle Steyn and Johann van Wyk. Academies were organised by the CALL Office under the leadership of Martha de Waal.

Fifth Carnegie Library Leadership Academy participants with Dr Omotade Aina and Dr Rookaya Bawa.
Formal studies

In 2011 the University’s Department of Information Science, supported by a grant from the Carnegie Corporation of New York, commenced a new master’s programme to “empower the next generation of library and information professionals within sub-Saharan countries with knowledge and skills to apply modern information and communication technologies (ICTs).”

The two-year M.IT programme consisting of coursework and a mini-dissertation includes four block periods: two in Pretoria and one each in the USA and Makarere.

The first group of 20 students included Ujala Satgoor and Janice de Wee (NAS-EBIT Library) from our staff. Heila Pienaar and Marthie van Deventer (CSIR) are responsible for the MIT 866 module on digital repositories and e-environments, with Christelle Steyn, Hettie Groenewald, Elsabé Olivier and Ria Groenewald (e-Unit) as well as Janice de Wee contributing as invited speakers/panellists. On 11 May the group visited the UPLS Digitization Office for a demonstration.

In November students spent two weeks in the USA at the University of Illinois (Urbana-Champaign) and the University of Wisconsin-Milwaukee on a programme packed with lectures, visits to libraries and discussions.

R157 685 was spent on staff training in which 75 staff members attended 11 different training interventions.

Hilda Kriel completed the Master of Arts in Organizational Leadership through a distance study programme of Regent University, Virginia, USA.

Conferences

Conferences, seminars and workshops continued to be a very effective component of staff development. The UPLS hosted two important events:

1) A successful e-learning seminar on 8–9 June 2011 with sponsorship from SWETS;
2) A workshop to discuss the Virtual Research Environment to be used by the Pol-SABINA collaboration, funded by the EC ACP programme, held at UP on 28 January 2011.

Thirteen (13) staff members made 27 presentations at national and international conferences, seminars and workshops while another 31 attended without reading papers. A complete list appears on page 24.

A total of R366 070 was spent on registration fees, bringing the total amount spent on training and conferences to R523 755, up from R278 808 in 2010.

Collaboration with UP HR

The career path project in collaboration with the University’s HR Department continued to bear fruit. Approximately 90% of all posts have been reviewed since 2008. As a result of this, 20 more staff members were promoted in 2011.

Johann van Wyk acted as external evaluator for a PhD student from the Open University, UK.
Events

UPLS e-Learning Seminar 8–9 June 2011

Over two days 17 speakers presented aspects of e-learning and e-resources as well as the role of libraries therein – topics which have received focused attention at UPLS over the past five years. Suppliers showcased their latest products.

Well-known futurist Pieter Geldenhuys outlined recent developments and future trends in information and communication technologies in his keynote address. He predicted that by 2020 libraries as we know them will either have ceased to exist or have changed dramatically due to new information communication technologies.

E-collections were the topic of Robert Jacobs (SWETS), Melvin Kaabwe (Van Schaik) and Prof Pierre de Villiers (AOSIS) while Prof Wendy Kilfoil (UP), Dorette Snyman (UNISA), Joanne King (Wits Library), Samantha Bennett (SAWIS) and Barry Bramley (FutureToday) explored aspects of e-learning. Information literacy was further elaborated on in a panel discussion led by Kim Baker (NLSA), Bettie de Kock and Jacob Mothutsi (UPLS) with Busi Dlamini and Koekie Meyer (Gauteng Provincial Library Services).

Prof Derek Keats (Wits) spoke on scholarship in a connected world of information abundance. He was joined on the topic of mobile technologies necessary for e-learning and the use of e-collections by Sahil Mungar (FNB), Judy Henning (UNISA), Ria Groenewald (UPLS) and Kosie Eloff (UP).

The seminar was concluded with a reflection on the preparedness of libraries for these challenges. Prof Theo Bothma outlined the M.IT degree programme currently offered by UP and its contribution to future librarianship. Tienie de Klerk spoke on the National Library of South Africa’s TeleMARC training and Dr Buhle Mbambo-Thata (UNISA) discussed IFLA’s contribution to information literacy.

The seminar was attended by 130 people from all over South Africa. It was sponsored by SWETS and presented by an organizing committee consisting of Soekie Swanepoel, Chrissie Boeyens, Ujala Satgoor and Martha de Waal. Presentations are available at http://repository.up.ac.za/handle/2263/16939

Celebrating the Year of Chemistry

To celebrate the International Year of Chemistry the NAS-EBIT Library organised an exhibition which was opened on 11 August by Prof Egmont Rohwer, head of the Department of Chemistry. Other guests of honour were Prof Anton Stroh, Dean of Natural and Agricultural Sciences, and Prof Brenda Wingfield, Deputy Dean of Natural and Agricultural Sciences.
In his inspiring and thought provoking speech, Prof Rohwer used intriguing examples to describe the role of chemistry in human progress and the discoveries which could solve many present-day problems once they can be commercialised. If you really want to make a difference in the world, you should study chemistry! was his message to the student audience.

Staff and students from the Chemistry Department built a “chemistry lab” as part of the exhibition and provided interesting posters and apparatus for a competition in which students had to search for an image of the Buckminsterfullerene on Google Scholar and then build this molecule with the building blocks provided. The UP Google Ambassadors were responsible for marketing the exhibition and competition and provided prizes for the competition.

The library staff used the opportunity to launch their brochure, the study room for postgraduates and the newly installed wireless Internet connection.

Open Access Week

The 5th global Open Access Week was celebrated in October all over campus with the theme Ask me about Open Access. The culmination was Open Access Day which was the first event to be held in the new auditorium in the Merensky 2 Library.

Included in the varied programme were
- The symbolic signing of the Berlin Declaration on Open Access in the Sciences and Humanities by Prof Stephanie Burton, Vice-Principal for Research and Postgraduate Education.
- Presentations by Susan Veldsman, director of the Academy of Science of South Africa’s (ASSAf) Scholarly Publishing Unit, on Scholarly journals: what are we going to do and how? and Prof Pierre de Villiers, CEO of Open Journals Publishing on Authorship in scholarly publishing : not so straightforward after all!
- The launch of three Open Access journals edited by University of Pretoria staff: Suid-Afrikaanse Tydskrif vir Natuurwetenskap en Tegnologie edited by Prof Kobus Eloff, South African Journal of Economic

Sunette Steynberg, Prof Anton Stroh, Elna Randall, Prof Brenda Wingfield and Prof Egmont Rohwer.

Google ambassadors Bernhard Breytenbach and Carl Baumeister.
and Management Sciences edited by Prof Steve Koch and the Journal of the South African Institution of Civil Engineering edited by Prof Gerhard Heymann.

- Screening and introduction of Josua Goodman’s video which won the international Sparky Award for Best Live Action. Breaking News, Open Access wave sweeps world tells the good news open access story in the style of a live TV broadcast. The video was a class assignment for UP students studying multimedia at the UP Department of Information Science. The Sparky Awards are organised and sponsored by SPARC (Scholarly Publishing and Academic Resources Coalition), an alliance of academic libraries and research institutions working to build on the opportunities created by the networked digital environment to advance the conduct of scholarship.

Open access is vital to educational development which is a core foundation for human development and economic empowerment. Together these factors contribute to vibrant civil society, mutual respect and tolerance. Information, knowledge and wisdom are part of the legacy of inherited knowledge and should most certainly be a part of the commons. By sharing valuable knowledge without restrictions that give access only to the elite, we serve a greater purpose – the prosperity of all.

Quraysha Ismail Sooliman, Postgraduate Student
Celebrating our Partnership with the Carnegie Corporation of New York

The opening of the Research Commons, the auditorium and the renovated training rooms on 14 November provided the opportunity to celebrate the Library’s partnership with the Carnegie Corporation of New York (CNNY) as part of their centenary. The Carnegie African Library Leadership Academy (CALL), the Carnegie Research Libraries Project, the NRF digitisation programme and the M.I.T course offered by the Department of Information Science has made a tremendous contribution to the UPLS since 2008.

The CCNY was represented by Dr Rookaya Bawa, Program Officer: Higher Education and Libraries in Africa and Manager: African Libraries Project, and Dr Omotade Aina, Program Director: Higher Education and Libraries in Africa. Both Dr Aina and the Principal, Prof Cheryl de la Rey, emphasised the value of partnerships and expressed the hope that more fruitful collaboration would follow in future.

The University choir entertained guests with their enthusiastic performance of local music before the opening ceremony and at the dinner held in honour of our guests.
One of the new roles that university libraries have taken upon themselves is that of contributing to the body of material that is freely available on the Internet. The UPLS has been active in this field through its digitisation and open scholarship programmes and underpinned by its repositories, UPSpace and UPeTD, for more than a decade. 2011 proved to be another successful year.

**Digitisation Programme**

In 2011, 137 235 pages were digitised. The major 2011 success stories of this programme were:

**The Life and Explorations of Dr Livingstone**

Scanning of the book’s 664 pages started in 2009. In 2010 the document was derivated (downscaled and cleaned) after which it was in the final PDF format, OCR’ed (for text recognition) and optimised to an acceptable size for web access. For marketing purposes, the Digitisation office decided to make a partial surrogate copy of the book, as it has a beautiful front cover and some colour images. The newly printed book was received on 22 August 2011 and was the result of a team effort with special contributions from Elliot Matukane who did the scanning and Janine Loubser and Lidia Swart responsible for editing and design of the cover.

**Hans Merensky Project**

This project is a collaboration with the Hans Merensky Foundation of Westvalia. In 2008 when Magriet Lee, head of the Health Sciences Libraries was researching the life of Dr Hans Merensky she became aware of the need to digitise this valuable collection of Dr Merensky’s personal documents. Dr Merensky, after whom the main library is named, was an analytical geologist and prospector of international standing and was well known for his support for education, conservation and other humanitarian causes. Most of the letters in the collection are second or third flimsy carbon copies of the original. The digitisation method, physical handling and preservation of the paper of these letters posed serious challenges.

Phyllis Chue, Cindy-Lee du Plessis, Elliot Makutane and Ria Groenewald with the Livingstone book.
**Behrens Music Collection**
Prof Richard Behrens, Director of the Music Conservatory at Stellenbosch from 1961–1988 and afterwards cultural attaché to the South African Embassy in Vienna and Executive Director of the Cape Town Symphony Orchestra, was also a prolific composer of religious organ music. The collection consists of 106 Behrens compositions in PDF format, 34 of which are accompanied by audio files in mp3 format containing the music as performed by Richard Behrens himself.

**South African Journal of Geology**
This challenging project was done for Sabinet under the leadership of Lidia Swart. Apart from the journal issues a number of oversized brittle maps will now become available for researchers.

**UPSpace**
At the end of 2011 the institutional repository, UPSpace (repository.up.ac.za) grew to 14 417 items. The repository comprises 73 collections for communities such as academic departments and support services containing reports, presentations, articles, photographs, slides, music, books and entire journals. UPSpace is also the home of our numerous collections of digitised material.

**Open Scholarship Programme**
The collection of UP theses and dissertations, UPeTD (upetd.up.ac.za) stood at 6 964 by the end of 2011. Approximately 95% of all theses and dissertations completed since 2000 are now available on the Internet. A few older items have been added at the request of researchers who needed easy access. This collection is in huge demand and more than 6.8 million files were downloaded during 2011: approximately 10% of those by people, the rest by crawlers.

The journal articles written by UP staff and students stored in UPSpace are collated in the openUP collection which contained 6 786 items at the end of 2011. UP has a policy in place that compels staff and students to submit their published research in order to ensure that researchers worldwide as well as the general public have access to it even when they do not subscribe to the journals in which these articles were published.
Research Activities

Publications

http://www.ariadne.ac.uk/issue66/coetsee/; http://hdl.handle.net/2263/16576


Presentations at Conferences, Seminars and Workshops

http://hdl.handle.net/2263/17556

http://hdl.handle.net/2263/16637


http://hdl.handle.net/2263/18666


http://hdl.handle.net/2263/18667


http://hdl.handle.net/2263/17338


http://hdl.handle.net/2263/17338


http://hdl.handle.net/2263/17340

Olivier, E 2011, ‘Library 2.0 librarians @ the University of Pretoria - meeting changing user needs in the 21st century’, presented to the LIASA Gauteng North General Meeting at the National Library, Pretoria, 3 March 2011.

http://hdl.handle.net/2263/16129


http://hdl.handle.net/2263/16635


http://hdl.handle.net/2263/17000

Olivier, E 2011, ‘ETD implementation - lessons learned @ the University of Pretoria’, presented to the 14th International Symposium on Electronic Theses and Dissertations, Cape Town, 13-17 September 2011.

http://hdl.handle.net/2263/17356

Olivier, E & Louw, CJ 2011,’The dot on the i : reflections of a postgraduate student and repository manager on the ETD process at the University of Pretoria’, presented to the 14th International Symposium on Electronic Theses and Dissertations, Cape Town, 13-17 September 2011. http://hdl.handle.net/2263/17357


http://hdl.handle.net/2263/17418

Olivier, E 2011,'ETDs & Interlibrary loans : a collaborative partnership @ UP’, presented to the LIASA 13th Annual Conference, ILLIG Interest Group, East
London, 3-7 October 2011.
http://hdl.handle.net/2263/17417

Olivier, E 2011, 'The Jonathan Jansen Collection and beyond', presented to the Seminar on Open Access to Knowledge in the Sciences and Humanities, University of the Free State, Bloemfontein, 24 October 2011.
http://hdl.handle.net/2263/17496

http://hdl.handle.net/2263/17529

Pienaar, H 2011, ‘Survey of research data management practices at the University of Pretoria : undertaken by the Department of Library Services in order to improve research practices at the University’, presented to the Unisa Library Open Scholarship Seminar, Pretoria, 25 October 2011.
http://hdl.handle.net/2263/17475

http://hdl.handle.net/2263/17342

http://hdl.handle.net/2263/18811

http://hdl.handle.net/2263/17339

http://hdl.handle.net/2263/17337


Conferences, Seminars and Workshops attended without making a presentation

VRE Workshop, Pretoria , 28 January 2011
Johann van Wyk

Ria Groenewald

Association of College and Research Libraries Annual Conference,
Philadelphia, 30 March-2 April 2011
Hilda Kriel, Marguerite Nel, Sunette Steynberg

33rd Annual Patent and Trademark Depository Library (PTDL) Annual Training Seminar, Alexandria, West Virginia, 11-14 April 2011
Sunette Steynberg
Visitors to the UPLS

The digitisation office was by far the greatest attraction and was visited by no fewer than 17 individuals/groups:

10 January  UP Principal, Prof Cheryl De la Rey
25 January  US Embassy
28 April    Mr Andre Roos, Department of Arts and Culture

IGeLU Conference and ExLibris Systems Seminar, Haifa, Israel, 11-16 September 2011
Anette Lessing

ETD 2011: 14th International Symposium on Electronic Theses & Dissertations, Cape Town, 13-16 September 2011
Hettie Groenewald, Hendriette Janse van Vuuren, Gloria Maripane

LIASA 13th Annual Conference 2011, East London, 2-7 October 2011
Ujala Satgoor, Martha de Waal, Danie Malan, Sindy Hlabangwane, Ditebogo Mogokane, David Mahlangu, Mmakgoshi Reetseng

10th Annual IUG-SA Conference, Potchefstroom, 14-16 November 2011
Henriette Cloete, Ditebogo Mogokane, Marietjie van der Westhuizen, Zanie Swart, Anette Lessing, Ernest Sefolo, Heleen Steyn

World Digital Library 2011 Partner Meeting, Munich, 14-15 November 2011
Heila Pienaar

Ria Groenewald, Cindy-Lee du Plessis, Lidia Swart

Helmien van den Berg, Marié Theron

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10 January  UP Principal, Prof Cheryl De la Rey
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28 April    Mr Andre Roos, Department of Arts and Culture

4 May    Gordon Institute of Business Science, UP Department of Institutional Advancement, NRF and Botswana National Library
11 May   M.I.T Class visit
27 May   University of Ghana
23 June Dr Hoeane, UP Arts
26 July Wits Health Sciences Library
27 July Africa Institute of South Africa
19 August Open Window
23 September Mr C Pienaar, Hans Merensky Foundation
10 November TUT Library and Information Services
16 November Morija Museum and Archives, Lesotho
29 November SANBI

Other visitors:

9 March Genealogical Society of South Africa (GSSA) represented by Mr Hendrik Louw, President of the GSSA, Mrs Sharon Louw, Mr Gerrit Muller and Mr André Heydenrych for a presentation of their newly published book Die Kriels: sommer net gewone mense. The author of the book, Helena Garner, is a retired UPLS staff member. She was accompanied by her husband Dudley.

25 March Ms Ewa Barczyk, Director of Libraries, University of Wisconsin-Milwaukee, Ms Paula Kelly, Director of the Milwaukee Public Library and Dr Jacques du Plessis, School of Information Studies, University of Wisconsin-Milwaukee.

15 May Dr David Phylar, Project Coordinator of the KwaZulu-Natal Philharmonic Orchestra, visited the South African Music Collections. He was accompanied by Tania Smith, Orchestra Manager, and Alison Lowell, the Principal Oboist.

11 August SABC 3 and Mimi Coertse visited the South African Music Collections to shoot scenes in the Mimi Coertse room for a documentary film on her. Eridine Roux, curator of the Collections, interviewed Ms Coertse and provided information about the Collections while the cameras were rolling.

10 September Genealogical Society of South Africa

28 November Baritone singer Wicus Slabbert visited South African Music Collections to discuss the donation of his personal collection.

**UPLS Visits**

**25 March-7 April**
Ria Groenewald visited various digitisation projects in Washington DC, Maryland and Rhode Island as part of a United States Department of International Visitor Leadership Program.

**6-9 June**
Monica Hammes visited Scielo Brazil in São Paulo and CAPES in Brasilia on an ASSAf fact finding mission into open access publishing and electronic journal licensing solutions for the developing world.
Exhibitions

Archie Mafeje Memorial Exhibition
(July 2011)

The exhibition which was compiled by Prof Andrew Bank from UWC and on loan from the Walter Sisulu University was hosted by the Institute for Women’s and Gender Studies (IWGS) and the Department of Sociology in the Merensky 1 Library as part of the South African Sociological Association (SASA) Congress.

The exhibition consisted of ten panels, which track Prof Mafeje’s academic career, his time in exile, his return to South Africa and his friendships as well as family ties. The exhibition also focused on the Mafeje Affair at the University of Cape Town, which refers to this institution’s systematic rejection and isolation of Prof Mafeje as a leading scholar in the South African social sciences in 1968 and 1990.

The exhibition was the backdrop for the panel discussion entitled “Archie Mafeje: a conversation about the recuperation of black masculinities in the academy”, which was hosted during the annual SASA congress.

The Special Collections Unit held regular exhibitions to celebrate national events:

Mandela Day (18 July)

An Exhibition of books and posters with inspiring and motivational quotes by this icon of courage and statesmanship.

Women’s Day (9 August)

Posters from Karina Turok’s book: Life and Soul, portraits of women who move South Africa were used as theme for an exhibition in celebration of Women’s Day. Also on display were a variety of books highlighting the contributions to society made by women of South Africa.

The Education Library on the Groenkloof Campus hosted the following exhibitions:

July: Mandela Day

August: Women in Education

August: Storybooks written by Early Childhood Education students in conjunction with Oxford University Press

September: Rugby World Cup 2011

October: Science Teaching
Staff

Achievements and Professional Involvement

- Robert Moropa: Africa representative on the OCLC EMEA Regional Council and member of the OCLC Global Council
- Ujala Satgoor: President-elect of the Library and Information Association of South Africa (LIASA)
- Suzy Nyakale (Health Sciences Libraries) and Marguerite Nel (Jotello F Soga Library) were elected to serve on a steering committee to develop a constitution and terms of reference for an Association for Health Information and Libraries in Africa (AHILA) Chapter for South Africa with Alfred Masiteng (WHO), Michael Chimalizeni (ITOCA) and Hope Kabamba (United Nations Library)
- Elsabé Olivier: LIASA librarian of the year (Gauteng) and 3rd nationally

New Appointments

Mrs Audrey Lenoge: OR Tambo Law Library
Ms Ephenia Peu: Faculty Library Economic and Management Sciences
Mrs Lidia Swart: Digitization Office
Ms Rosina Ramokgola: Circulation Counter, Merensky 1 Library
Mr Wanani Sitsula: Circulation Counter, Reserved Collection, Merensky 1 Library
Mrs Bongi Letlape: Circulation Counter, Reserved Collection, Merensky 1 Library
Ms Maria Moselane: Education Library
Mrs Rianie van der Linde: Faculty Library EBIT

Staff who retired during 2011

Mrs Marie Swanepoel: Library Technical Services
Mr Simon Grimbeek: Bindery
Mr Nic Maré: Facilities
Mrs Anneline Viljoen: Health Sciences Libraries

Staff who resigned during 2011

Ms Ujala Satgoor (Deputy Director) appointed as director of the Rhodes University Libraries
Mrs Heila Maré (Faculty Library for Humanities and Theology) to take up a position at the Stellenbosch University Library
Mr David Mahlangu (Library Technical Services) to join the UNISA Libraries