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Vision
To be a research library which is internationally recognised for redefining academic librarianship, and thereby to realise the UP2025 strategic plan.

Mission
To realise its vision, the Department of Library Services maintains a high tech, high touch client-driven focus directed at achieving a high impact, focusing on:

1. Client services
2. Innovation and technology
3. Staff development
4. Resources
5. Marketing and quality assurance
6. Collaboration and partnerships
MESSAGE OF THE VICE-PRINCIPAL OF RESEARCH
Prof Stephanie Burton

The Department of Library Services continues to perform well and to deliver on its mandate to support the University of Pretoria’s Strategic Plan, UP2025. The results of the recent LibQUAL survey prove this, as reported in a later section. The support that the Library gives to researchers is extremely valuable and this report contains many examples of this support. The initiatives taken by the Library in the areas of Open Access and Research Data Management have enabled the University to reach a point where new steps can be taken in these two critical areas that will have a major impact on research at the University.

I am very pleased that the Library’s strategy and actions are so well aligned with the UP goals and I wish to congratulate the Department of Library Services for its excellent performance in 2013.
In 2013 the Department of Library Services (DLS) continued on its innovation trajectory. This fact is demonstrated by, among others, the following highlights:

- The launching of the Free Online Legislation Project on 26 November 2013. This is a free online consolidated legislation database that will enable any person, locally or internationally, to access the South African laws free of charge via the internet.
- The Merensky 2 library was brought to the 21st century with the roll out of WiFi. 59 WiFi nodes were installed in the entire Library system.
- Research data management project: concrete steps were taken by the Department of Library Services to create the capacity, within the University to manage and curate the research data professionally.
- Organizational Climate Assessment: This was the first annual Organizational Climate Survey according to the Burke-Litwen Model of Organizational Performance and Change.

Furthermore, the DLS placed emphasis on equipping its staff members with skills required for the sustainability of its innovative endeavours. The DLS spent R679 928.36 on staff development projects. This was the highest amount ever spent by the Department of Library Services in this area. A foundation was laid to take staff development to a higher level with the conclusion of an agreement with the University Library of Alberta in Canada for staff exchange programmes.

These and several other efforts and measures have enabled our Department to continue providing relevant and high quality services to the members of the University of Pretoria community. In the survey that was conducted among the students to measure the level of satisfaction with the Department of Library Services and other support departments we scored 3.7 on a 5 point scale. This survey established that 80% of the participants used the Department of Library Services on a regular basis.

On top of this survey the DLS subjected itself to another programme of evaluation when in August 2013 it participated in the international LibQUAL+® survey, along with 121 other university libraries internationally, to determine overall client satisfaction regarding its products, facilities and services. The overall score was 7.19 out of 9.

A UP staff member who is a researcher and who participated in this survey stated as follows:

“The support services at the University of Pretoria are vastly better than anything I have ever experienced at any other institution. The library is one of the exceptional performers here. The availability of information is exceptional. The overwhelming majority of the time, I can access the information I need from my office or home. The resources at my previous employer (which is a research institution) were a pale shadow of what is available at the University of Pretoria.

I have nothing but thanks for the amazing staff who make this facility available and are prepared to help answer my every query, no matter how trivial. I believe that their willingness to assist and to make things better is one of the great benefits to being associated with UP.”

- UP staff member/researcher

This for me sums up the value that the members of the UP community attach to their Library.
The Department of Library Services (DLS) is responsible for the management of academic information and knowledge, and for leading the University in information and knowledge innovation. All services are designed towards creating a gateway to global information, and supporting learning, teaching and research facilitated by professional staff.

To fulfil this mandate the following services are rendered:

1. Information necessary for learning, teaching and research for staff and students is provided at no direct cost to users.
2. Students and staff are trained in the optimal use of information.
3. A professional consultation service is offered by information specialists assigned to academic departments, particularly to support research, scholarship and postgraduate study.
4. Specialised information services are available for University leadership and other decision makers.
5. Digitisation and repository services to add the University’s own research outputs and valuable information resources to the corpus of open knowledge.

The Merensky II Library on the Hatfield Campus is the head office of the Department of Library Services. Faculty libraries and other service points are spread over the six campuses of the University to provide integrated, customised contact services for undergraduates, post-graduates, staff, alumni and visiting scholars within reach of all staff and students. Faculty libraries are aligned to the UP faculties that they serve.

A 24/7 online service that gives access to all the services of the DLS and its wide-ranging print and online collections is available at www.library.up.ac.za.
Faculty Library Heads

- Marieta Buys – Humanities and Theology Library
- Janice de Wee – Economics & Management Sciences Library
- Shirley Gilmore – OR Tambo Law Library
- Magriet Lee – Health Sciences Library
- Susan Marsh – Jotello F Soga Veterinary Science Library
- Elna Randall – Natural & Agricultural Sciences, Engineering, Built Environment & Information Technology (NAS-EBIT) Library
- Julene Vermeulen – Education Library

Support Service Heads

- Louis Leonard – Finances
- Elsabé Olivier – Marketing & Quality Assurance
- Soekie Swanepoel – Library Technical Services
- Johann van Wyk – E-Services
The University of Pretoria Library Services Advisory Committee met twice in 2013, on 3 May and 27 November. Presentations and discussions featured in the year’s meetings included research data management, Open access, the results of the satisfaction levels of the clients (Support Services – Phase 2 and LibQUAL 2013) and the Consolidated South Africa Legislation Project.

**Committee Members (2012–2015)**

- Prof Stephanie Burton – Vice-Principal (Chair)
- Prof Antony Melck – Executive Director
- Prof Hennie Stander – Faculty of Humanities (Nominated by UP Senate)
- Prof Mike Wingfield – Faculty of Natural and Agricultural Sciences (Nominated by UP Senate)
- Dr Rookaya Bawa – University of Johannesburg Library (External Member)
- Ms Gwenda Thomas – University of Cape Town Library Services (External Member)
- Prof Rian Cloete – Faculty of Law
- Prof Danie Veldsman – Faculty of Theology
- Dr Willem Rauscher – Faculty of Education
- Prof Riel Franzen – Faculty of Economic and Management Sciences
- Prof Chris Boonzaaier – Faculty of Humanities
- Prof Theo Bothma – Faculty of Engineering, Built Environment & Information Technology
- Dr Lerica Le Roux-Pullen – Faculty of Veterinary Science
- Ms Beulah Muller – GIBS
- Dr Carol Nonkwelo – Research
- Dr Jakkie Pretorius – IT Services
- Prof Wendy Kilfoil – Education Innovation
- Mr Robert Moropa – Director DLS (ex officio)
- Ms Hilda Kriel – Deputy Director DLS (ex officio)
- Dr Heila Piencar – Deputy Director DLS (ex officio)
- Ms Lindiwe Soyizwapi – Deputy Director DLS (ex officio)
- Mrs Diana Gerritsen – Committee Secretary
**Snapshot of Resources**

- **Staff**
  - Circulation in Merensky 4
  - Admin staff 9
  - Information assistants 30
  - Information specialists 60
  - Innovation & Technology 22
  - Binders 6
  - Shelvers 11
  - Undergraduate information specialists 5
  - Management 15

**Physical Libraries**
- 11 libraries/service points on 6 campuses
- 3,265 study seats
- 703 computers for clients
- 44 group discussion rooms
- 35 cubicles for postgraduate students
- 1,049,640 printed book titles
- 1,167 print journal subscriptions
- 359,943 journal volumes
- 467 combined service hours per week
- Study centre (Hatfield campus) open 132 hours per week

**Online Library**
- www.library.up.ac.za
  - Access to 81,320 online journals
  - 52,037 licensed e-books (+ access to 434,731 free electronic books)
  - 8,772 UP theses/dissertations online
  - 28,386 items in institutional repository UPSpace (repository.up.ac.za)
  - Online interlending service
  - Ask-a-Librarian online enquiry service
  - E-exam papers
  - 267 ClickUP and 1,654 references added

**Information and resources**

<table>
<thead>
<tr>
<th>Year</th>
<th>Book titles</th>
<th>Book volumes</th>
<th>Print journal subscriptions</th>
<th>Access to e-journals</th>
<th>E-databases</th>
<th>UP e-theses/dissertations</th>
<th>Institutional repository items</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1,014,425</td>
<td>1,493,149</td>
<td>76,925</td>
<td>434</td>
<td>6,964</td>
<td>14,417</td>
<td>2012 1,041,403 1,532,451 1167 81,320 414 8,016 28,386</td>
</tr>
<tr>
<td>2012</td>
<td>1,041,403</td>
<td>1,521,466</td>
<td>1,925</td>
<td>414</td>
<td>8,016</td>
<td>17,443</td>
<td>2013 1,049,640 1,532,451 1,167 81,320 414 8,772 28,386</td>
</tr>
</tbody>
</table>

* Expanding on backfiles for e-journals.
* A need for new databases subject fields was a priority for 2013.
* Expenditure has moved to 79% on e-format resources and only 21% on print resources.

**Budget**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Resources (Capital)</td>
<td>68,478</td>
<td>65,217</td>
<td>60,95</td>
</tr>
<tr>
<td>Human Resources</td>
<td>65,2</td>
<td>59,99</td>
<td>55</td>
</tr>
<tr>
<td>Operational</td>
<td>6,791</td>
<td>7,396</td>
<td>7,84</td>
</tr>
<tr>
<td>Information Technology</td>
<td>0,745</td>
<td>0,856</td>
<td>0,952</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>141,214</strong></td>
<td><strong>133,459</strong></td>
<td><strong>124,742</strong></td>
</tr>
</tbody>
</table>
Snapshot of Services and Use

Use of Online library
- 2 116 042 articles downloaded from online journals licensed by the Library Services at an average cost of R18.12 per article.
- 1 506 471 online books downloaded at a cost of R1.70 per download.
- 5 445 062 searches on citation indexes licensed by the DLS.
- 716 088 library web site visits – 6 535 836 files downloaded.
- 8 150 interlending documents delivered to UP clients.
- 86 360 pages downloaded from digitized study collection.
- 5 445 062 searches on citation indexes licensed by the DLS.
- 716 088 library web site visits – 6 535 836 files downloaded.
- 8 150 interlending documents delivered to UP clients.
- 86 360 pages downloaded from digitized study collection.
- 1 015 reference questions answered online.
- 9 244 737 files downloaded from e-theses repository (UPeTD).
- 943 796 pages viewed on institutional repository (UPSpace).

Use of Physical Libraries
- 2 507 729 library visits excluding OR Tambo Law Library (mostly undergraduates).
- 311 554 visitors during May (busiest month).
- 12 866 visitors on one single day in Merensky 2 Library (25 February).
- 448 740 books and other physical media loaned.
- 138 916 short loans from reserved study collections.
- 3 287 446 photocopies made.
- 5 843 320 pages printed on network printers.

Potential DLS clients 2013

<table>
<thead>
<tr>
<th>Category</th>
<th>Undergraduates</th>
<th>Postgraduates</th>
<th>Academic staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>33 447</td>
<td>13 995</td>
<td>2 661</td>
</tr>
<tr>
<td></td>
<td>4 625</td>
<td>11 451</td>
<td></td>
</tr>
</tbody>
</table>

67% of the 66 179 potential clients used our services.

Consultation and enquiries

<table>
<thead>
<tr>
<th>Category</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries answered in person</td>
<td>25 734</td>
<td>47 223</td>
</tr>
<tr>
<td>Contact sessions</td>
<td>5 520</td>
<td>7 766</td>
</tr>
<tr>
<td>Ask-a-librarian transactions</td>
<td>1 015</td>
<td>997</td>
</tr>
</tbody>
</table>
The Department of Library Services’ Client Services division provides information resources needed by the University community. This support is extended to all Faculties as well as Support divisions. For 2013 I would like to highlight some focus areas for this division:

Attention was given to Institutional Research Themes (IRTs) and Faculty Research Themes (FRTs). Information Specialists gave attention to finding out more about what was happening within these research groups. Funds were also set aside by the DLS to grow our own information resources in these areas. With new FRTs such as the Capital Cities Project being established, information specialists within the Humanities Faculty library had information sessions with researchers to find out more about this research area.

The Law library started the Free Online Legislation Project with seed funding from the Library. Shirley Gilmore, Faculty Library Manager for the Law library was also able to source further funding from the Constitutional Court Trust and SAFLII. This is a very exciting development not only for us but also for the citizens of our country who now have this resource freely available to them.

The special Collections section enhanced the visibility of the South African music collection by cataloguing over 5 000 music scores on WorldCat and UPExplore. This project was started in 2012 but has gained momentum by the appointment of a full time cataloguer in 2013. Pieter van der Merwe, who heads the Special Collections Unit, is of the view that in another two years we will have catalogued the remainder of the ca. 15 000 music scores in the collection, which is the largest of its kind in the world.

Another focus area which received special attention was the support given to all our postgraduate students – especially our lecturing staff working towards obtaining Masters and Doctoral qualifications. Postgraduate Forums hosted in cooperation with the Graduate Support Hub have also grown in popularity.
STRATEGIC OBJECTIVES

1. High level integration with UP2025 and the Institutional Research Themes (IRTs) through embedded librarianship.

2. Active partnering with academic departments and Education Innovation in accordance with the UP2025 enquiry-based teaching and learning model.

3. Reconceptualisation of information literacy training in order to empower clients to function independently in the knowledge and high tech environment.

4. Provision of products and services to enhance the dual strategy (professional training and research) of the University.

5. Investigation of tools and initiatives to make UP research more visible.

HIGHLIGHTS

1. Free Online Legislation Project (launched on 26 November 2013)

2. Life Skills workshops (presented on 26–27 March 2013 & 7 June 2013, 5 September 2013)


4. Information Literacy for undergraduates

1. Free Online Legislation Project

After a long period of planning and discussion, the Laws of South Africa – a free online consolidated legislation database – available at http://www.lawsofsouthafrica.up.ac.za/ was officially opened to the public on 19 September 2013 and launched on 26 November 2013. A joint venture between the University of Pretoria and the Southern Africa Legal Information Institute (SAFLII) makes the up-to-date legislation available, for free access by the public. Although it is still a work in progress a fair number of the most important Acts are already available in consolidated form (as at 11 November 2013 this number stood at 82 Acts). The collection to be built up over the next years will be available for free access on-line through both the SAFLII website www.saflii.org and a new domain registered by the University, namely www.lawsofsouthafrica.up.ac.za

Shirley Gilmore, Head Librarian at the Oliver R Tambo Law Library at the University of Pretoria initiated and managed this project. The project employs three full-time personnel, who will systematically produce consolidated versions from the original enactments and their various amendments and regulations.

The project is important for a number of reasons:

- Access to the laws of the land is prerequisite to the Rule of Law
- Direct access to South African law stimulates foreign investment
- Cost savings
- The value and influence of South African law increases in line with accessibility.

According to the latest statistics this database is being utilised nationally and internationally by the public for personal and professional use and regular requests are received. For the period October to December 2013 the site had a total of 3 837 visitors.
2. Life Skills workshops

The Research Commons in co-operation with Student Support and the Graduate Support Hub of the Department of Research and Innovation Support hosted a series of successful workshops on Life Skills, targeted at current Masters and Doctoral postgraduate students in the Library Auditorium.

The postgraduate students who attended these Life Skills workshops identified a high need for soft skills and these workshops were well attended. The purpose of these workshops was to empower postgraduate students to be academically and personally successful – thus also contributing to the strategic plan of UP for 2025, namely, to be a leading research-intensive University in Africa.

Dr Madeleine Nolte, Head of Student Support, addressed the following topics: “The different types of personalities and the effect thereof on personal life, studies, leadership and relationships”, “Self-esteem and how you can empower yourself through potential development to become the best ‘you’ you can be” as well as “The fourteen love relationship components and how they can contribute to success in relationships.”

Dr Kwezi Mzilikazi, Co-ordinator: Graduate Support Hub, also introduced postgraduate students to the new Graduate Support Hub.

Some of the feedback after the workshops included the following testimonies:

“Today I understand myself better. I better understand my strengths which I struggled to identify.”

“The seminar helped me to sort out troubles in my academic and emotional life. I can now progress.”

“The interaction, lessons and discussion sessions were great. The presentation flowed effortlessly. I am thoroughly impressed and enlightened.”
3. Postgraduate Forums

The Postgraduate Forums, initiated by Professor Stephanie Burton’s office in 2012, are presented in co-operation by the Library Research Commons and the Graduate Support Hub of the Department of Research and Innovation Support. The goal of these forums is to empower Masters and Doctoral postgraduates to make decisions on where to publish and on how to construct their theses and, as such, it focuses on marketing ISI journals, publishing in accordance with the UP Strategic Plan, as well as practical and motivational content on theses construction.

The series of three forums dated 15 April 2013, 2 August 2013 and 7 October 2013 were presented in the Library Auditorium and included a tour of the Research Commons. Sunette Steynberg presented on: “Finding your journal to publish in: a discussion about accredited journals and the Thomson Reuters Journal Citation Reports” which emphasised the importance of publishing in the right journal according to UP 2025. Dr Kwezi Mzilikazi, the Co-ordinator of the Graduate Support Hub, followed with her presentation titled “Dissertation: traditional thesis versus published paper compilation – exploring the importance of publishing as a Masters and PhD requirement for graduation”.

Due to the success of the Hatfied Postgraduate Forum, and on the request of Dr Francien Botha (a lecturer at Phytomedicine, Department of Paraclinical Sciences, Faculty of Veterinary Science), a Postgraduate Forum was also presented at the Onderstepoort campus for the Veterinary Science students on 25 April 2013. Dr Mzilikazi received the following feedback after the first forum which is an indication of its popularity:

“I would like to seize this opportunity to thank you for the inspiring presentation which you gave on Friday at the PG Forum. It was indeed invaluable.”

“The information provided from forums such as these by professionals such as Sunette and Marie is invaluable and highly applicable for anyone currently drafting a publication and unsure in which journal to publish. Today’s forum was the last for the year. The forums will commence again in 2014. If time permits, do attend.”
4. Information Literacy for undergraduates

For years research has shown that it has become imperative for students to be information literate in today’s information rich society. The American Library Association defines Information Literacy (IL) as the ability to locate, evaluate and use information effectively. Research also concludes that one of the factors that contribute to the low retention rate of undergraduate students can be contributed to an inability to evaluate and locate information. Information literacy not only improves student retention but will also improve the level of research and lifelong learning skills in the work environment of students.

The 2025 UP strategies emphasise the increase in research output and the importance of teaching and learning. It is against this background that the DLS aligned its strategies and identified information literacy training and the reconceptualisation of it, as an important service.

The DLS used a new approach during the information literacy training sessions. A 3D game based on the Big6 (Eisenberg 2008) Information literacy standard was developed. The game was based on the assignment writing process with game based learning criteria embedded into the game. The game added a fun aspect to the information literacy training.

Feedback statistics of the 2013 training sessions

- 4 910 (58%) students evaluated the training programme.
- The response rate was high: 96% evaluated the training programme and 92% the game.
- 1 882 (38%) gave comments on the training and the game.
- The number of students that attended the anti-plagiarism training increased from 267 during 2012 to 1 011 during 2013.
- 9 153 students were trained in group sessions during 2012 and 9 750 (a 7% increase) during 2013. Many of the Learning Centre enquiry statistics include individual information literacy training. The online Ask a Librarian facility is also used for information literacy training. The DLS also initiated a successful national information literacy workshop, attended by 50 people, during the 2013 Library and Information Association of South Africa (LIASA) conference.
5. International Society for Science and Religion (ISSR)
Book launch

Professor Johan Buitendag (Dean of the Faculty of Theology), in partnership with the Department of Library Services, launched a collection of books received as a donation from the International Society for Science and Religion (ISSR) Library, Cambridge, United Kingdom on 4 April 2012. These 224 volumes on science, spirituality, philosophy, history, social sciences and the environment are now available in the Merensky II library. This makes the University of Pretoria one of 150 institutions worldwide to receive a full set of this collection.
HEALTH SCIENCES FACULTY LIBRARIES

WEB PAGE
http://www.library.up.ac.za/health/index.htm

HEALTH SCIENCES LIBRARIES
There are five Health Sciences libraries:
The Medical, Basic Medical Sciences & Dentistry library
and libraries at Kalafong, Weskoppies and Witbank hospitals.

COMPUTER FACILITIES
Library computers may be used for all student needs.
The library provides facilities for the move towards other ways of e-learning.

COLLECTIONS
These collections include books (monographs), journals (paper and electronic),
CDs and DVDs, and e-theses focusing on Health Sciences. Movies and TV-series with a
medical context form part of the audio-visual collection and are often used as training
material in the curriculum.

DATABASES
All relevant databases for Health Sciences are on the website.
Several new specialised databases (e.g. PsychiatryOnline and Dentistry and
Oral Science Source) and integrated packages with a focus on undergraduate
training (Access Medicine, Physiotherapy, Anaesthesiology and Paediatrics)
were added to the collection.

UNIQUE INFORMATION PRODUCTS
Two new projects were identified in 2013 and will be added to the collection.
The Hans Snyckers collection covers indigenous health information and the Public Health
collection focuses on public health issues in Africa.

EXTERNAL SERVICES
The Health Sciences Libraries render an information service to outside users such as private
practitioners and pharmaceutical companies. Specific packages were developed to suit
clients’ needs. The income is used to upgrade facilities, IT sources and staff development.
COMMUNITY ENGAGEMENT

The staff is involved in community programmes of the students of the Faculty. The students are responsible for tutor classes on a bi-weekly basis for about 15 boys from a local shelter. Facilities and food are provided to the tutors and learners and a book donation of about R13 000 was made in 2013. The boys are involved in a Readathon in which they have to write a report on the books that they read with the best ones receiving prizes. Three of the staff members were nominated by the US Embassy to be part of a project to train librarians in the communities and the feedback from the Embassy is very positive.

FACILITIES

The Medical Library was in a very difficult situation during 2013 due to construction work on the HW Snyman building but they are looking forward to the updated facilities in 2014.

LAW FACULTY LIBRARY – OLIVER R TAMBO LAW LIBRARY

WEB PAGE

http://www.library.up.ac.za/law/index.htm

COMPUTER FACILITIES

Computers for Law students in the following spaces:
- 2 computer rooms (60 computers)
- Level 1 – all users
- Level 2 – Postgraduate study area
- Level 4 – Doctoral students

COLLECTIONS

(paper & electronic)


DATABASES

(national & international)

- Jutastat
- LexisNexis South Africa
- Westlaw
- HeinOnline
- Oxford and Cambridge

UNIQUE INFORMATION

PRODUCTS

The Law Library has a reasonably large and comprehensive collection of legal information for local use and for foreign jurisdictions. Two PULP booklets are published by the Head of the Library: Finding legal information in South Africa and Where to publish on the Law.

SERVICES

The Free Online Legislation project is run from the Law Library. It is a project in partnership with SAFLII. Consolidated legislation is provided free to the public http://www.lawsofsouthafrica.up.ac.za/

The Law Library provides extensive training in finding legal information to students of the Law Faculty, as well as other UP students who require such training.
VETERINARY SCIENCE FACULTY LIBRARY – JOTELLO F SOGA LIBRARY

WEB PAGE
http://www.library.up.ac.za/vet/index.htm

COMPUTER FACILITIES
The library has 10 computers available for client use. Though preference is given to library-related use, the computers are also available for Internet searching. An additional number of 140 computers are available for students in the computer lab. Scanning facilities are available for client use on both Levels 4 and 5 of the library. Five wireless hotspots were installed on Levels 4 and 5 of the library during January 2013 as part of an Onderstepoort campus roll-out.

COLLECTIONS
(paper & electronic)
The collection of the Jotello F Soga Library, Faculty of Veterinary Science, supports the teaching and learning and research foci of the Faculty. As the Faculty of Veterinary Science is currently the only Faculty of its kind in the country, the library is not only compelled to collect information on all subject areas covered in the curriculum, but the collection also serves a national purpose as the library supports the faculty’s service rendering activities to the community and its national referral role. The collection includes printed, electronic and audio-visual material. Although essential print resources are provided for teaching, learning and research, the focus is on purchasing access to electronic material for on- and off-campus use. A significant part of the book collection is still in print format. Contributing to the university’s open scholarship repository, UPSpace also receives significant attention. An emphasis is placed on collecting information on the history of Veterinary Science in South Africa and digitising content for preservation. The library is currently also responsible for managing the information collection at the Faculty’s Hans Hoheisen Wildlife Research Station and the Hluvukani Animal Health Centre at the Orpen Gate, Kruger National Park, Mpumalanga.

DATABASES
(national & international)
Databases relevant to Veterinary Science are grouped together on the library web page under “Veterinary databases” http://www.library.up.ac.za/vet/virtlib.htm and include core databases such as CAB Abstracts, CAB Reviews, Web of Science, Zoological Record, Medline, Science Direct, Scopus and Wildlife and Ecology Studies Worldwide.
UNIQUE INFORMATION PRODUCTS

Unique research output and images are digitally prepared and uploaded in the university’s digital repository UPSpace, providing not only preservation and storage of valuable items, but also material for use by researchers worldwide. UPSpace also provides rich content for the Faculty’s recently launched Open Educational Resources Portal, AfriVIP. http://www.afrivip.org/

Examples of some of the communities and collections in UPSpace are:

- The South African National Veterinary Repository
  http://repository.up.ac.za/handle/2263/3809
- Veterinary Science Community
  http://repository.up.ac.za/handle/2263/78
- Christine Seegers Biomedical Illustrations
  http://repository.up.ac.za/handle/2263/1971
- SA veterinary journals full text – Onderstepoort Journal of Veterinary Research
  http://repository.up.ac.za/handle/2263/8641
- Unique Slide collections of the departments, such as Poisonous plants
  http://repository.up.ac.za/handle/2263/8082

SERVICES

Apart from the usual services the Library renders, such as collection building, a circulation service, document delivery, information literacy training, consultation and reference pages for the University’s Learning Management System, ClickUP, it also renders a service to private veterinarians by supporting them in acquiring Continuing Professional Development points. The library is involved in presenting part of the formal undergraduate module Veterinary Professional Life for 2nd year undergraduates as well as part of the compulsory web-based module Research Methodology for postgraduate students.

INTERNATIONAL INVOLVEMENT

Networking with the international community of veterinary colleagues plays a significant role in our Library as it gives us the opportunity to compare our services and practices with excellent veterinary information services worldwide and also the opportunity to contribute in different areas. Our Library actively participates in a worldwide listserv of veterinary librarians through which we share information and obtain or provide information sources that are difficult to source.
COMPUTER FACILITIES

The faculty library has 27 computers which can be used by clients to access library materials, UP websites, as well as external Internet sites, four open computers which are used to access UP websites, library resources and the e-learning system, and one express computer used for quick reference transactions. All the computers are connected to the printing facility. WiFi hotspots are available throughout the faculty library as well as facilities for use of laptops.

COLLECTIONS

The collection includes books (monographs), e-Books, journals (paper and electronic), CDs and DVDs, and e-theses focusing on Commerce, Economics and Management Sciences. Four additional collections are available in printed format namely: the BMR collection which consists of Bureau of Market Research Reports, Bureau for Economic Policy and Analysis (BEPA) Reports, a unique collection of current research methodology books and the MKY collection focusing on the law/legal/legislative aspects of economics, finances and management.

DATABASES

All national and international databases which are relevant to the Economic and Management Sciences are grouped on the faculty library website under "e-Resources".

UNIQUE INFORMATION PRODUCTS

These Financial Sciences databases are unique to the faculty. All three databases are only available on campus:
- McGregor BFA
- DataStream
- iNetBridge

In addition to the above-mentioned databases, the faculty library identifies relevant association websites, global news or financial science websites and other relevant sources of information. Access to these websites can be found on the faculty library website under "Useful websites", grouped according to the Economic and Management Sciences departments.
SERVICES
Post-graduate centre: The library provides an access controlled facility for all students. The facility has six group discussion rooms and 20 individual study facilities.
Research office support: The faculty library information specialists provide an information service in the faculty research office once a week. Information specialists are available for consultation, training and general enquiries on Wednesday mornings.

EDUCATION FACULTY LIBRARY

WEB PAGE
http://www.library.up.ac.za/edu/index.htm

COMPUTER FACILITIES
27 computers on Level 3 are available for library related searches. The 25 computers in the computer lab on Level 2 are available for general information matters and assignments.

COLLECTIONS
Collections include books (monographs), journals (paper and electronic), CDs and DVDs, teaching media as well as puppets, skeleton parts, posters, maps and e-theses focusing on the subject of Education.

DATABASES
The main database used by students and researchers in the Faculty of Education is ERIC. Other interdisciplinary databases (used in e.g. Natural Science and Humanities) include:
- Proquest
- Ebsco
- Scopus
- SABINET

SERVICES
The Information Specialists work as part of the integrated team in the Faculty of Education’s postgraduate research support week where they present training sessions.
HUMANITIES FACULTY LIBRARY

WEB PAGE  http://www.library.up.ac.za/human/index.htm

COMPUTER FACILITIES
The computers on Level 1 and Level 6 in the Merensky II Library and the Music Library in the Musaion can be used for research and searches.
Level 1: There are two Catalogue Only computers and 20 computers for research.
Level 6: There is one Catalogue Only computer, six computers allocated for quick search or print-and-go and another 16 computers are available for research.
At the Music Library there are four Catalogue Only computers and six research computers.

COLLECTIONS
This collection is housed in three different locations, the Music Library in the Musaion, Level 1 and Level 6 in the Merensky II Library. The collection houses books, journals and audio-visual material from the different clusters within the Faculty of Humanities:
• Social Sciences
• Applied Social Sciences
• Languages
• Arts

DATABASES
Due to the interdisciplinary nature of the collections, there is a wide variety of full-text databases available. These databases can be accessed from the different subject pages.

UNIQUE INFORMATION PRODUCTS
Digitisation projects in the University’s repository including Capital Cities Project; Humanities and Theology Open Journals include:
• Phronimon – Journal of the South African Society for Greek Philosophy and the Humanities
• HTS Teologiese Studies/Theological Studies
• Verbum et Ecclesia
• Strategic Review for Southern Africa

SERVICES
Due to the nature of our collection as a basic science, our clients also rely on older publications. The Faculty Library also serves a number of distance students.
WEB PAGE
http://www.library.up.ac.za/natural/index.htm

COMPUTER FACILITIES
This Library has 32 computers. 21 of these computers are available to everyone and 11 to postgraduate students only. These computers afford access to everything electronic that students may need.

COLLECTIONS
This Library contains approximately 250 000 books, and a diminishing number of journals in paper format – approximately 95% of the journals required are presently in electronic format. The collection also includes a fair number of CDs and DVDs, local and international standards, a pamphlet collection and an extensive reference collection that is kept up to date with the newest reference books as they are published.

DATABASES
Students of this Library have access to a large number of high quality databases. Some of these databases are of a general nature suitable for undergraduate and postgraduate training, and research purposes (e.g. Science Direct, SCOPUS, EbscoHost). However, the Library subscribes to a large number of highly specialised databases that are aimed mainly at providing for research needs (e.g. IEEE Explore, Emerald, CAB and MathSciNet). The access of this Library to electronic databases has been described as the best in Africa, and better than most of the American University libraries.

EXTERNAL SERVICES
This Library renders limited services to Alumni of the University and external users who may either register for six months or a year, or use the Library on a per day basis. Our main concern remains providing in the needs of our students, lecturers and researchers.

FACILITIES
During 2013, efforts to improve the students’ work environment received priority attention. An initial WiFi system was replaced during the rollout of the Campuswide WiFi system. Fifteen more student seats were provided bringing the number of seats to 105. Seventy-eight electrical plugs were installed during the year to service a large number of these seats. A number of painting projects were executed in order to freshen up the Library.

NATURAL & AGRICULTURAL SCIENCES, ENGINEERING, BUILT ENVIRONMENT & INFORMATION TECHNOLOGY (NAS-EBIT) LIBRARY
HEAD
Elna Randall
012 420 3877
elna.randall@up.ac.za
STRATEGIC FOCUS AREAS

INNOVATION AND TECHNOLOGY
MESSAGE BY DR HEILA PIENAAR

The Department of Library Services’ e-Strategy is the main vehicle for planning projects and evaluating results on an annual basis. The long-term objective of this strategy is to create an e-Environment for Scholarship at the University of Pretoria. The 2013 focus areas of the e-Strategy were:

- e-Research (including ‘Research Data Management’)
- Repository
- Open scholarship
- Digitisation and preservation
- Library web and intranet
- Mobile services
- e-Resources
- e-Literacy
- Web/Library 2

The main highlights for 2013 were:

- Library mobile services: The UP IT division started with a WiFi campus roll-out project and launched a marketing and training campaign. Seven DLS staff members attended a Blackberry Apps Course for non-IT professionals and developed some interesting library applications for the mobile environment.
- The signing of the MoU between the Biodiversity Library (BHL) and the DLS: BHLA was launched in 2013 with the aim of digitising and making available the vast amount of indigenous biodiversity literature available in our possession and to drive the initiative to increase the interest in the indigenous biodiversity information of Africa.
- Consolidation of repositories: The transfer of the content of the electronic theses and dissertation (UPeTD) repository to the UP Research Repository http://repository.up.ac.za/ was undertaken in order to simplify the management of the repositories.
- Research Data Management: A research data management pilot was implemented in one of the laboratory research areas of the Faculty of Health Sciences. A survey of the Deputy Deans: Research was undertaken to identify the essential data that must be managed by the University.
- Open Scholarship: The possibility of the DLS supporting the page fees of academics to publish in Open Access journals was investigated and a report will go before Senate in 2014.

The e-Environment for libraries and universities is an exciting and fast-moving field and there is no doubt that the future is going to look quite different from the present.
STRATEGIC OBJECTIVES

1. Create an e-Environment for Scholarship at UP with the focus on the integration of e-products and e-services (including Information Specialists) with e-Learning and e-Research.
2. Deliver new technology-based services e.g. mobile services (including training of library staff and clients).
3. Infuse relevant technologies into client processes, e.g. research data management (includes training of researchers and library staff).
4. Contribute to the ranking of UP via:
   - Implementing the open access mandates
   - The ranking of UP repositories
   - Financially supporting publishing in accredited high-impact open access journals.
5. Active partnering with UP Departments of IT and Education Innovation for the development and delivery of high-tech services for research, teaching and learning.

HIGHLIGHTS

1. WiFi event
2. Signing of a Memorandum of Understanding (MoU) with the Biodiversity Heritage Library (BHL)
3. Signing of a Memorandum of Understanding (MoU) with the Internet Archive (IA)
4. Open Access Week: Awareness campaign in media
5. Adams & Adams copyright lecture
During the beginning stages of 2013 the DLS was involved with numerous stakeholders regarding the implementation of WiFi networks. The installation of access points commenced on 10 April 2013 and was officially finished on 6 June 2013. The number of access points installed totalled 54 and is currently 59, giving access for roughly 3 000 students, guaranteeing WiFi on every level.

Since the start of the roll-out, the WiFi network has been accessed by roughly 70 000 unique devices, with the DLS the biggest contributor. Since the successful implementation of the system, more training and adoption of mobile services have taken place. These include the use of the e-lending system OverDrive, how to connect to WiFi, mobile catalogue and various other mobile-related sessions. The project as a whole can be seen as a success and a milestone for the Library.

2014 will see the adoption of more mobile-related strategies and platforms.

In celebration of the activation of the initial 54 WiFi points, the Merensky II Library hosted a series of free workshops during the week of 12–16 August 2013. New brochures on how to connect to the WiFi in the Merensky II Library were made available to all clients and innovative signage was prepared for the Merensky II Library’s main entrance. Workshop titles included the following:

- How to connect to WiFi (the UP wireless network) in the library – presented by Isak van der Walt
- Get to know OverDrive, the library’s e-Book fiction system – presented by Isak van der Walt
- iPad tips and secrets – presented by Johann van Wyk (This workshop was so popular that it was repeated on 4 September)
Discovering and searching ScienceDirect with your tablet – presented by Stefan Blanche from Elsevier
Learn more about our mobile catalogue – presented by Carike Schoeman

These workshops were attended by 118 attendees and all the sessions were evaluated afterwards. The feedback indicated that 68% of the attendees rated the usefulness of the content excellent and found the pace of the workshops just right.

On the question “What did you like most about this workshop?” some of the feedback received included the following:

“I liked that now I know how to make use of the available e-books and audio books in the library on both PCs and mobile devices.”

“The presentation was very informative especially that we had consultants from ScienceDirect involved and they as well told us about their new upcoming web platform and the changes to expect. Good to know that I can now use my tablet for academic purposes. Thanks to the library for organising such a workshop.”

“No pen and paper needed to go to the right book on the shelves.”
A dream comes true when it is pursued up to the point where it becomes a reality. It took an American colleague to introduce two South African librarians to each other. Ria Groenewald of the Department of Library Services and Anne-Lise Fourie of the South African National Biodiversity Institute (SANBI) were introduced by Martin Kalfatovic, the Associate Director of the Smithsonian Institution Libraries’ Digital Services Division.

The SANBI librarian returned from an American conference with new knowledge of the global Biodiversity Libraries (gBHL). The gBHL is a global initiative, with project nodes in Europe, China, Brazil, Australia and Egypt. It is a consortium of natural history and botanical libraries that collaborate to digitise past and present biodiversity material, all of which is made freely available online. The Biodiversity Heritage Library (BHL) has digitised millions of pages of taxonomic literature, representing tens of thousands of titles and over 100,000 volumes. The initiative was begun in 2005, and is now by far the world’s largest digitisation project for biodiversity literature.

The Department of Library Services and SANBI libraries decided to work together towards the foundation of a sub-Saharan BHL and subsequent incorporation into the gBHL. Hard work made that a reality after five months and the result was a formal signing of a MoU between the DLS and the gBHL.

On 12 April 2013, the department signed a MoU to become one of many institutions to take part in the crowd-sourcing of Biodiversity Information. The official signing was done during a short ceremony attended by Dr Nancy Gwinn, the Chair of the gBHL and the Director of the Smithsonian Libraries, USA, and Connie Rinaldo, the Vice-Chair of gBHL, the librarian of the Ernst Mayr Library, Museum of Comparative Zoology, Harvard University, Robert Moropa (Director of the DLS) and Ria Groenewald (DLS). The launch of the Africa leg of the BHL followed and the Department of Library Services is proud to announce that it plays a leading role in Biodiversity Heritage Library Africa (BHLA) with Ria Groenewald as member of its Steering Committee.
3. **MoU between the Department of Library Services and the Internet Archive (IA)**

The Internet Archive (IA) is a non-profit digital library with the stated vision of “universal access to all knowledge”. It digitally archives and preserves all digital content including websites and is involved in one of the world’s largest book digitisation projects. The Archive’s online books project contains nearly three million public-domain books.

The IA also plays a very important role in the Biodiversity Heritage Library’s (BHL) domain. The IA in partnership with BHL provides the platform for the display of the BHL digital information and digitally archives this information. Needless to say the BHLA Africa led its stakeholders to a closer collaboration with the Internet Archive and as an outcome led the DLS to the signing of a MoU between the two parties.

The MoU stated that two scanners built by the IA would be imported by the DLS. Training and support would be given by the IA. The items would be scanned directly to the IA, while the IA would take the digital information and do the necessary editing and derivating for web display (in this case in five different formats, among which the Daisy format for visually impaired persons and for reading with mobile devices) and submit it to their platform as well as send a copy thereof to the DLS. This would not only be done for biodiversity information but also for any DLS library material digitised by the DLS.

The benefits will be that the research material will be accessible from more than one search point. The University’s name will in all instances appear next to its digital property. The valuable research material in our Africana section will be digitised on a higher volume than before and the biodiversity information will be made available for research as well as general hits as is anticipated and described in the vision and mission of BHLA.
4. Open Access Week: Awareness campaign in the media

The Open Scholarship Office celebrated the international Open Access week in October 2013 with a lantern display and an awareness campaign in the general media. The cultural section By (in Beeld, Die Burger and Volksblad) featured an overview article aimed at the general public; Pretoria News carried an article regarding Open Access week at UP and Radio702 conducted a short interview with Open Scholarship manager, Dr Leti Kleyn.

Level 2 won the Open Access Display competition. In second place was Interlending (Level 5) and the Veterinary Sciences Library. The judges were impressed by the creativity and originality of ideas displayed by all the exhibitions and all the units that participated.

5. Adams & Adams Copyright lecture

On 30 August Esme du Plessis and Mariette du Plessis from the law firm Adams & Adams gave a copyright lecture to 25 people. The basic introduction to copyright covered aspects of copyright law and practice relevant to and from the perspective of a librarian. References were made to the need for records to be kept of library copying, and the electronic access to library records or the supply of copies by the library in electronic format. The issue of transactional or bulk licences to institutions was discussed. The potential liability and consequences of unauthorised copying, i.e. copying and infringement, were also addressed.

Adams & Adams agreed that it is very important to create copyright awareness on Campus and in the Library and practical steps can be taken to ensure that the Library is not liable for copyright infringement.
The Department of Library Services regards staff as its biggest asset and key to the implementation of the “High Tech, High Touch” focus. Staff development and training ensure continuous high standards of service and products and the realisation of the strategic objectives of the department.

To broaden training opportunities for staff and ensure that we are on par with international practices, representatives of the department’s Executive visited the University of Alberta in Edmonton, Canada in April 2013.

A follow up visit by Margaret Law, responsible for international relations at the above mentioned university, paved the way for collaboration with regard to staff development and training in addition to current training opportunities.

**STAFF DEVELOPMENT**

**MESSAGE BY HILDA KRIEL**

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**STRAEGIC OBJECTIVES**

1. Continuing Professional Development and Workplace Learning (CPDWL) based on identified skills sets aligned to the UP2025 and DLS Strategy.
2. Development of innovative organisational culture to realise UP2025.
3. Cultivation of leadership for innovation.
4. Adoption of a management by projects approach to optimise our resources and future planning.

**HIGHLIGHTS**

1. Organisational Climate Assessment
2. Panel discussion: How to deal with angry clients
3. Conflict management workshop
1. Organisational Climate Assessment
The DLS has embarked on a journey to do an annual Organisational Climate Survey according to the Burke-Litwen Model of Organisational Performance and Change. This model provides a framework in which transformation can be analysed and follows a systems science approach to change. Twelve dimensions are assessed which include interdependent external and internal factors that impact the performance of an organisation.

2. Panel discussion: How to deal with angry clients
On 28 May 2013 a panel discussion on how to deal with angry clients took place in the Library Auditorium. The panel, which consisted of Tebogo Mogakane, Gerda Ehlers, Marietjie van der Westhuizen, Magriet Lee and Shirley Gilmore, facilitated by Hilda Kriel, met with 51 staff members to discuss this challenge. The session started by sharing best practice ideas as well as general advice on the matter.

From the feedback after the event it was clear that most attendees found it very useful to hear what their colleagues in other units experience regarding difficult patrons and how they handle them.

3. Conflict management workshop
On 22 May 2013 a workshop on Conflict Management was held by a licensee of NeuroLink. Conflict management was addressed from a brain based perspective. The workshop was a continuation of the Emotional Wellness Program that was launched in the DLS as part of the Continuing Professional Development and Workplace Learning (CPDWL) strategy.
STAFF DEVELOPMENT

Staff development issues

Staff development again received much emphasis and an amount of R679 928.36 was spent in 2013.

- Fifteen staff members received financial support for studies at UNISA, University of Stellenbosch and Nelson Mandela Metropolitan University.

Study Success
- Janice De Wee obtained her MIT (cum laude) from the University of Pretoria.

Promotions
- 11 staff members were promoted through the normal budget process

Achievements and Professional Involvement
- Robert Moropa: Chair of the OCLC EMEA Regional Council
- Elsabé Olivier: NDLTD Board member (until September 2013)
- Dr Leti Kleyn: NDLTD Board member (from October 2013)
- Danie Malan: Chair-Elect of the LIASA Gauteng North Branch Executive Committee and National Treasurer RETIG (2012–2014)
- Susan Scheepers: Chair of the Southern African Online User Group (SAOUG) Executive Committee
- Janice de Wee: member of the SAOUG Executive Committee; member of the iBala Consortium Executive Committee
- Christelle Steyn: member of the SAOUG Executive Committee; member of the iBala Consortium Executive Committee
- Suzy Nyakale: Additional member of the LIASA Gauteng North Branch Executive Committee
- Gerda Ehlers: Convenor: Gauteng North HELIG
- Martha de Waal: RDA-SA Steering Committee Convenor: Communications Subcommittee
- Annette Ingram: RDA-SA Steering Committee Convenor: Training Subcommittee
STAFF DEVELOPMENT

New Appointments
January  Carike Schoeman, Library Administrator: WebPAC and access management
February  Refiloe Matlatshe, Information specialist
March    Elsabé Olivier, Assistant Director Marketing & Quality Assurance
         Nomonde Mtima, Assistant information specialist
April    Janice de Wee, Economic & Management Sciences Library Manager
May      Benedict Mofosi, IT Helpdesk
         Katalla Ramalibana, Institutional repository Manager
         Marieta Buys, Humanities & Theology Library Manager
July     Abram Motekeng, Facilities Manager
         Maritz Visser, Cataloguer
         Yandisa Makakuza, Cataloguer
         Fana Mgidi, Interlending officer
August   Dr Leti Kleyn, Open Scholarship Manager
September Suzan Mamabolo, Information specialist
November Namvuyiso Mahleka, Junior Information specialist: Electronic resources

Staff transfers in 2013
- Fana Mgidi (from GV to ILL)
- Clara Ngobeni (from Learning Centre to Economic and Management Sciences Library)
- Cora Bezuidenhout (from Circulation to NAS-EBIT Library)
- Leonora Wydeman (from Economic and Management Sciences Library to Medical Library)
- Kabelo Nzima (from Pre-Clinical Library to NAS-EBIT Library)

Staff who retired in 2013
- Isaac Mashego, Bindery (1994–2013)

Staff who resigned during 2013
- Lebogang Raphadi, Electronic resources (08/2009–07/2013)
- Dimakatso Malungane, Cataloguing (01/2010–09/2013)

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Equity Profile:
Every opportunity is used to appoint staff of designated groups whenever suitable candidates can be found.
Managing resources optimally remains a daunting task in the tight economic climate. The Department of Library Services operates from different physical locations, spread over the city, Mamelodi and Witbank. Although maintenance of the buildings is challenging, the biggest challenge is to keep up with modern trends in library buildings as library spaces are no longer only used for housing books but have become important learning and research spaces on par with lecture rooms and laboratories.

The collection is a primary resource in the DLS and collection development has always been a core responsibility of the library. Over the years, many changes have forced librarians to rethink how and why they are doing collection building as library collections no longer only consist of the physical information sources but also include electronic information sources not necessarily “owned” by the DLS. Several events during 2013 addressed this challenge.

**STRATEGIC FOCUS AREAS**

**RESOURCES**

MESSAGE BY HILDA KRIEL

Hilda Kriel

**STRATEGIC OBJECTIVES**

1. Provision of enriched learning and research spaces.
2. Collection development in accordance with UP2025.
3. Focus on accessibility of academic information via a wide range of devices, such as mobile devices.
4. Transformation of UP libraries to green environments.
5. Transition to a physical environment which is conducive to innovation and optimal performance.

**HIGHLIGHTS**

1. Research Commons at Groenkloof Library
2. Collection Development Workshop
1. Research Commons at Groenkloof Library
In line with the University’s emphasis on research and the throughput of students, additional, dedicated facilities for Masters and Doctoral students were established during 2013 in the Groenkloof Library. The facilities will provide access to 47 additional computers, group facilities, an auditorium, a reading room, a seminar room, a lounge and WiFi facilities. In addition to the above mentioned facilities the whole library was upgraded by installing air conditioning and replacing carpets and blinds.

2. Collection Development Workshop
To start a conversation on the challenge of collection development, a dedicated team organised a successful event on 12 June 2013 to discuss the topic. The team was convened by Hilda Kriel and consisted of Soekie Swanepoel, Lita Ferguson, Chrissie Boeyens, Gcobisa Xalabile, Refilwe Matatiele, Julene Vermeulen, Suzy Nyakale, Martha de Waal, Wilna Marais, Lindiwe Soyizwape and Elsabe Olivier.

Collection development has always been a core task of libraries. Over the years, many changes have forced librarians to rethink how and why they are doing collection building. Library collections no longer only consist of the physical information sources within the four walls of the library. Technology enlarged library collections to also include information sources electronically accessible outside the library. This leads to some questions: What should a library buy and what should they borrow? Will what the library owns today, be accessible tomorrow? In what format should the library store its collections? These are some of the thorny questions libraries need to address in the 21st century. It is clear that collection building has become very complex and challenging.

Four external speakers joined the internal experts. Busi Mbiyo from the University of Fort Hare shared her experience in collection building inter alia at the South African Library for the Blind, as well as at the University
of Fort Hare, while Marie Botha explained how the Collection Development Unit at UNISA has been organised and how they achieve their successes. Valuable information was shared. Yvonne Halland, SANLIC Manager, explained how SANLIC can assist libraries in getting value for their capital budget. Theuns Kotze, Senior lecturer at the Department of Marketing Management held the audience captive with his inspiring lecture on how to market the library collection to lecturers and postgraduate students. He was a favourite of the staff as he coined the term “Super Service Heroes” to describe the library staff.

A team of internal experts highlighted the role of all the stakeholders in the collection building value chain. Kabelo Nzima explained the role of the Information specialists while Heleen Steyn described the role of the Acquisitions staff. Martha de Waal and Zani Swart illuminated the role that the cataloguers and circulation staff play respectively. Samuel Hobyane’s contribution clearly illustrated that the shelvers in the organisation are aware of the important role they play in the whole process while Tebogo Mogakane (Reserved Collection), Josephine Modiba (Interlending) and Soekie Swanepeol (Bindery) completed that session. Refilwe Matatiele gave a lively summary of tools available for collection building. The complex issue of weeding was addressed by Lita Ferguson, Tertia Coetsee and Marieta Buys.

The conversation started at the workshop has been followed up by a wrap-up meeting by the organising committee, as well as a meeting of Lindiwe Soyizwape (Deputy Director: Client Services), Hilda Kriel (Deputy Director: Staff Development and Resources) and Soekie Swanepeol (Manager: Technical Services). From these discussions an action plan was developed to take collection building to the next level.


The conversation on collection building, started at the Collection Building Workshop, was continued when Margaret Law (Associate University Librarian, International Relations, University of Alberta, Canada) visited the Merensky II library in October. On 17 October 2013 Margaret Law addressed the staff of the DLS on the issue of The 21st Century Library. Libraries worldwide face the same challenges and need to adapt to changes imposed by technology, changes in information-seeking behaviour of end users and the explosion of information. It was confirmed that the DLS compare well with other academic libraries worldwide.

Her second lecture addressed the issue of collection building which is influenced by shrinking budgets, the rapid growth of information and the different ways in which information is conveyed, accessed and stored. The University of Alberta has a 500-year strategy that directs their collection-building philosophy. They do not only collect for current academic needs but also for potential needs in the next 500 years. They rely heavily on donations from collectors to complement their budget. This approach has implications for storage and emphasises the preservation responsibility of a library.
Apart from the many marketing events organised throughout the year in support of the strategic initiatives of the library, 2013 will be remembered for the successful participation in the international LibQUAL survey and the positive results of the University of Pretoria internal Support Service survey.

One of the Department of Library Services’ strategies is to enhance quality assurance in all our processes, products and services and to continue developing and delivering quality services. Accordingly, client surveys must be undertaken regularly to assess the changing needs and expectations of our clients. The Department of Library Services took part in the LibQUAL standardised online survey in 2005, 2009 and again in 2013. The results of the LibQUAL survey and the UP internal survey are a testimony that our clients are appreciative of our libraries, resources and services.

The results of these surveys have provided the department with useful information about our client perceptions and expectations. Even though the results showed improvement across all service dimensions, areas that still need improvement have also been identified and will be improved in the near future.

The focus of the marketing activities was to enhance the visibility of the department and to actively engage as many clients as possible – either through our events, exhibitions, community projects, library web, campus newsletters or social media (in particular Facebook). Our libraries render a service to our academic and support staff, and undergraduate and postgraduate students and we try to organise a variety of key events to catch their interest.

2013 will be remembered as an active and productive year for Marketing and Quality Assurance.
STRATEGIC OBJECTIVES
1. Market the Library services and products to all relevant clients and stakeholders for greater impact.
2. Manage the image of the Library through professionally creating and maintaining the UP Library Services brand.
3. Enhance quality assurance (QA) in all processes, products and services.
4. Analyse library data for better management decisions (business intelligence).

A. QUALITY ASSURANCE HIGHLIGHTS
1. UP Survey
2. LibQUAL Survey

B. MARKETING HIGHLIGHTS
1. South African Library Week
2. Elsevier workshop
3. Nelson Mandela exhibitions
4. WiFi roll-out event
5. Heritage Day event
6. Free Online Legislation Project launch

C. COMMUNITY PROJECTS
1. Jeans & Jerseys society project
2. Renovation of the Jaffa Mahlangu High School’s woodwork centre and library by Mamelodi campus library
3. Book donation to Pfunzo Ndi Tshedza Primary School
4. Casual Day
5. TUKS FM blanket drive

A. QUALITY ASSURANCE HIGHLIGHTS
1. UP Survey

The University of Pretoria Executive team requested that a study be done to monitor the service levels of support service departments. The main objective of the study’s Phase 2 was to provide the UP Executive with an overview of the level of satisfaction of students with the services delivered by the support service departments. (Phase 1 concentrated on the feedback from deans and heads of department about service levels rendered.)

Student client satisfaction was measured according to the following themes:
- Responsiveness
- Professionalism
- Attitude
- Competencies
- Communication in general
- Overall level of satisfaction with the support service department

A representative sample of 1 200 respondents was used and students could choose which support service department they wanted to evaluate. The Department of Library Services received 1 100 evaluations. More than 80% of the students indicated that they used Library Services regularly. The Department of Library Services scored a total of 3.71 (out of 5) for client satisfaction.

The usage rate recorded for the Library Services and the Information Technology support service departments, whose primary function is to support service departments, proved to be among the highest of all according to the results of the study. The students identified problem areas but the evidence also suggests that the levels of service are satisfactory.
2. LibQUAL library quality survey

The University of Pretoria participated in the international LibQUAL+® survey in August 2013 to determine overall client satisfaction regarding our products, facilities and services. LibQUAL+® is one of multiple methods an institution may use in evaluating their services regularly and systematically to ensure that they are meeting the needs of their users. LibQUAL+® is a survey tool developed by the Association of Research Libraries which uses 22 core questions to measure user perceptions and expectations of library services in the following three dimensions:

- Affect of service (How helpful and competent are the library staff members?)
- Information control (Can users find their required information in the library?)
- Library as place (What do users think of the physical environment of the library for individual or group work?)

An open-ended comments box was also provided for feedback on the service. The survey was widely advertised on the library web page, Campus News notifications, Facebook, Twitter, UP Facebook, UP Twitter, posters, ClickUP, Staff intranet and e-mails were sent to postgraduates and staff members and SMS messages to postgraduates. Students especially were enticed with 15 exciting prizes sponsored from vendors: 8 USB flash drives (sponsored by the DLS), 2 Canon Pixma MP 230 inkjet printers (sponsored by Createk), Apple iPod Shuffle (sponsored by Informer), Canon Powershot camera (sponsored by Informer), Sony eReader (sponsored by Elsevier), Nexus 7 tablets (sponsored by WWIS) and a Samsung Galaxy S3 smartphone (sponsored by Informer).

The survey closed on Monday 2 September with the official completed survey total of 6 075. In 2013 122 institutions participated in LibQUAL with the Université de Montréal first with 6 907 surveys and the University of Pretoria second. The response rate was 10.91% compared to the 6.82% in 2009; 4 491 undergraduates, 1 116 postgraduates, 307 academic staff, 85 library staff and 76 other staff members completed the survey. The overall score (7.19 out of 9) showed an improvement in all three areas, namely:

- Affect of service measures our interactions with clients, our helpfulness and competency and we received a 7.11 total versus 7.05 in 2009
- Information control measures whether clients can easily find the required information in the library and we measured a total of 7.33 versus 7.11 in 2009
- The library as physical place was evaluated and we scored a 7.19 versus 7.03 in 2009.

A record total of 3 608 comments were received – 2 374 positive and 1 935 negative comments. These comments have been analysed and the Library Executive will take the necessary steps to address the identified problem areas.

The LibQUAL team under guidance of Elsabé Olivier and Gerda Beukes consisted of: Marieta Buys, Sonja Delport, Gerda Ehlers, Audrey Lenoge, Abram Maboya, Sam Magalembele, Refilwe Matatiele, Josephine Modiba, Ditebogo Mogakane, Nomonde Mtima, Marguerite Nel, Suzy Nyakale, Rachel Phahla, Elina Randall, Christelle Steyn, Isak van der Walt, Monica van Schalkwyk, Julene Vermeulen and Gcobisa Xalabile.
The library services are excellent – thanks for providing us with world class facilities, it makes our lives easier.” – Undergraduate student.

“I am an international student and when I see the library and its service I really feel shocked! In my mind and in comparison of other university, your service is great. The staff members are very friendly and helpful! And the most interesting thing for me is that, they have a lot of motivation to make progress in their service! Thank you very much! Hope the best wishes for all kind staff!” – Postgraduate student.

“I’m really satisfied with the services I get from the library. I find their presentations very insightful and helpful. Their mails as per discipline help inform us on the current tools that are available and how to access them.” – Academic staff member.

The LibQUAL prize-giving ceremony took place on 16 October in the Merensky II auditorium. Two faculty libraries walked away as winners – each with R750 prize money. The Veterinary Science Library had the highest percentage of participation in the LibQUAL quality survey, namely 18.64%. The Economic & Management Sciences Library won the “Best team spirit” category for displaying initiative and keeping their clients interested in LibQUAL during the survey month in August. Marguerite Nel and Liesl Stieger accepted the prizes on behalf of their faculty libraries.

The student prize winners were as follows:
- 4 USB 16 GB flash drives sponsored by the library were won by: Carin Strauss, Lizeel Potgieter, Bonisile Dhlamini and Mandisa Chardeen Mahlangu
- The two Canon Pixma MP 230 inkjet printers sponsored by Createk were won by Venice Sedibeng and Christel Raubenheimer
- Ditiro Madihlaba won the Apple iPod Shuffle which was sponsored by Informer
- The Canon Powershot A810 camera sponsored by Informer was won by Thapelo Moloto
- Majid Pattison won the Sony eReader which was sponsored by Elsevier
- The Nexus 7 WiFi tablet which was sponsored by WWIS was won by Jocelyn Mazarura
- The elated Mary Kotlego Matjiane, an undergraduate in the Biological Sciences, won the Samsung Galaxy S3 smartphone sponsored by Informer.

After the event, Mandisa Mahlangu posted on Facebook: “The award ceremony was awesome.”
1. South African Library Week

South African Library Week (SALW) is an initiative of the Library and Information Association of South Africa (LIASA) and aims to create an understanding of the importance of libraries and the vital role libraries play in nation building in a democratic society. The 2013 theme of Educate Yourself @ Your Library emphasised the responsibility of the individual to empower/educate him-/herself and acknowledges libraries as the “people’s university”.

The Department of Library Services proudly participated in the annual LIASA South African Library Week celebrations during 16-23 March 2013. The eye-catching poster prompted a competition for all entrants to identify their favourite character and share why they found this particular reader in the poster entertaining. Bookmark, the official bookstore at the University of Pretoria, sponsored the prizes of the three lucky winners, to the total value of R1 200. The three winners were:

- Rianie van der Linde, a library staff member (R600 Bookmark voucher).
- Leushantha Mudaly, a UP researcher/staff member (R400 Bookmark voucher).
- Ansie Harding, a UP staff member (R200 Bookmark voucher).

During South African Library week the exhibition showcased the library’s variety of “Dummies” books – linking up with the appropriate theme: Educate Yourself @ Your Library. After an internal training needs assessment survey, three free, hands-on workshops were also presented by library staff members to all interested UP staff members on campus:

- One in-house training session How to use a tablet and its applications presented by Christelle Steyn and Janice de Wee.
- Two training sessions were held for UP staff members:
  - Skype workshop presented by Leonard Daniels – attended by 36 participants.
  - Reading e-books on mobile devices (which concentrated on Overdrive) presented by Isak van der Walt – attended by 20 participants.
The sessions were evaluated afterwards and some of the comments received included:

“Everything was useful. I downloaded Skype on the home computer over a year ago and I did not know what to do next. Thank you so, so, so much. Keep up the good work. Thank you for empowering us.”

“A fantastic new world opened for me. I wasn’t aware that we have access to so much fiction. Time well spent.”

“The variety of electronic content which is now available that one can access anytime, even though the academic material on this overdrive platform is still very limited. I hope that this is the way to the future for UP.”

“As I am not active on Facebook, etc. it was good to make me aware of all the e-possibilities. I haven’t handled a tablet before, so that was also a fine experience.”

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2. Elsevier workshop

Monique Lamine, Director: Contract Publishing of Elsevier presented an editorial workshop to young researchers on 6 August 2013. The event was very popular and was attended by 82 researchers. The objective of this workshop was to introduce young researchers to a series of guidelines which would allow them to direct their academic work, obtain a basic methodology and learn some stylistic resources which are necessary to develop a good research article, according to the criteria required by the majority of national and international academic journals. The speaker shared her experiences and proposals about the processes of editing and publishing articles and covered the following topics:

- How to write great papers: from title to references, from submission to acceptance
- How to get your article published before you start
- How can I ensure I am using proper manuscript language?
  How do I build up the article properly?
- What not to do: publishing ethics
- The peer review process
- Focus on bibliometrics and altmetrics

The presentation was submitted to UPSpace, the institutional repository afterwards and the statistics indicate that it is a very popular item with more than 351 views: http://hdl.handle.net/2263/22016
B. MARKETING HIGHLIGHTS

3. Nelson Mandela exhibitions

2013 will also be remembered for the Nelson Mandela exhibitions. During July – Mandela’s birth month – the Department of Library Services paid tribute to him with an exhibition which included a series of posters from the Nelson Mandela Centre of Memory and books on his life and times. Videos were also screened in the Library Auditorium during 22–26 July 2013 and students were encouraged to take part in the exhibition by posting a message for Madiba on a Madiba tree-branch.

The posters about Nelson Mandela’s life touched on the following subjects:
- Early life (1918–1941)
- Prison years (1962–1990)
- Presidential years (1994–1999)
- Retirement (14 June 1999)
- Children and the legend.

Also on display were:
- Letters written by Nelson Mandela, during his prison years at Pollsmoor. During his time at Pollsmoor Mandela requested the publication titled Geselekteerde Dokumente en Kommentare from Professor Hough of the Institute for Strategic Studies at the University of Pretoria in 1987. After receiving this publication he wrote a thank-you note in Afrikaans. Both these letters were digitised by the Department of Library Services’ Digitisation Office and were on display.
- A specially bound, signed, and numbered copy of the first edition of Mandela’s autobiography, Long walk to freedom. The Special Collections Unit of the Department of Library Services has developed an extensive collection on Mandela over the past 20 years. Among the Mandela works, housed in the Africana collection, are biographies such as Mandela, the authorised portrait with a foreword by Kofi Annan and an introduction by Desmond Tutu, various editions of his autobiography Long walk to freedom, books focusing on his youth, on his years of imprisonment, and his years as the first democratically elected president of South Africa. The collection also includes humorous works such as The Mandela files by famous cartoonist Zapiro, and even a cookery book by Anna Trapido titled Hunger for freedom: the story of food in the life of Nelson Mandela.

All these books can be consulted at Special Collections, Level 5, Merensky II: www.library.up.ac.za/special/index.htm

Nelson Mandela passed away on 5 December 2013 and the Merensky II Library again hosted a Nelson Mandela exhibition. After the official Memorial Service, the Nelson Mandela Book of Remembrance was made available on Level 3 for visitors and staff members to sign. A special collection was created in UFSpace, namely the Nelson Mandela Memorial Service Collection http://repository.up.ac.za/handle/2263/32864 which includes video recordings of the messages by Professor Cheryl de la Rey, Professor Maake Masango, Professor Nkuhlu Wiseman, Professor Piet Meiring, SRC council member James Lotter and a performance by the Camerata choir.

4. WiFi roll-out event

Discussed on page 29
C. COMMUNITY PROJECTS

5. Heritage Day event 17–20 September 2013
Heritage Day was celebrated in the month of September. This exhibition was a collaborative project between the Department of Library Services and UP Arts. Books from the Special Collections in the Library were also complemented with artefacts from the National Museum of Cultural History.

UP Arts displayed 14 Barbara Tyrrell art works which depict the traditional dress and ornamentation of the peoples of Southern Africa. Barbara Tyrrell is an internationally acclaimed artist, well-known for her detailed costume studies of the traditional dress of the indigenous peoples of Southern Africa. She donated 82 of her art works to the University of Pretoria. Her book African heritage, published by Macmillan in 1983, which depicts all her art works, was also on display.

The Merensky II Library also hosted a public lecture titled “The Louis Tregarth diary as a source of Afrikaner culture in the era of the Great Trek” by Dr Jackie Grobler from the Department of Historical and Heritage Studies on Tuesday 16 September. Louis Tregarth was the only Voortrekker leader who kept a diary. This diary provides unique information that sheds light on various aspects of both the material and spiritual culture of Afrikaners of the Great Trek era, what they thought about disease and medicine, their understanding of time and mutual relationships. Tregarth’s diary is an indispensable source of culture from the period and the attendees enjoyed Dr Grobler’s lively interpretation of the diary and the interesting narrative of events. On Friday 20 September staff members came to work in their traditional attire and celebrated the diversity of their cultures.

6. Free Online Legislation Project launch (26 November)
Discussed on page 14
C. COMMUNITY PROJECTS

1. Jeans & Jerseys Society Project
It all started early on a cold April morning in 2005 in the parking area of the Olympus residence of the Faculty of Health Sciences. Three students met there at 05:00 for their daily prayer meeting. They were deeply concerned about the well-being of the people with no jobs and homes and realised that if they feel the cold, it must be much worse for their homeless brothers and sisters. They decided to do something and Project JJ was born. The name Jeans and Jerseys came about because their first objective was to collect clothes for needy people in the community.

They changed their collection strategy in 2006 and this is where the Health Sciences Libraries became part of the project when the Medical and Basic Medical Sciences Libraries served as collection points. The Jeans & Jerseys Committee started with tutoring classes at the shelters and concentrated on English, Maths, Science and Biology for the Grade 9–12 learners. They used the Medical Library for the classes and the library staff members provided food and snacks at their bi-weekly meetings. The first student from the shelter that passed Grade 12 in 2012 serves as a motivation to the other boys to attend the classes.

In 2009 the staff of the Health Sciences and Basic Medical Sciences Libraries decided to adopt this project as their main community engagement project. Sagren Naidoo, Abram Maboya and Amos Lusenga drive the project. A readathon was planned for the boys in 2013 and the Health Sciences Libraries and US Embassy donated new books to the value of R13 000 to the shelter. Several staff members from the shelter and the Library Services attended the function in June. The boys had the opportunity to read the books and write a report on one of them. The best ones received clothing vouchers and all the other participants TUKS mugs at a prize giving ceremony in October.

The three committee members were nominated by the US Embassy to attend a workshop on training librarians in the community to provide health information to community members. They are part of a group (The Sunshine Team), and got very good feedback from the Embassy and other institutions.

2. Renovation of the Jaffa Mahlangu High School’s wood work centre and library
Every year on the 18th of July, Nelson Mandela’s birthday is celebrated countrywide in a very special way. In memory of Nelson Mandela individuals are asked to spend 67 minutes devoting their time – one minute for every year of Mandela’s public service – to make the world a better place.

The Mamelodi Campus Library, partnering with Residence Affairs (TuksRes), dedicated the 18th of July 2013 to the renovation of the Jaffa Mahlangu High School’s woodwork centre and library. The staff and students of TuksRes were responsible for the renovation and painting of the woodwork centre while the Library staff renovated the school library. Before this project, the library was mainly used as a store room for unused books and damaged furniture. With the support of the community as well as the learners’ parents, shelves were repaired, books arranged and unused furniture removed. The result of the joint effort was a fully functional library for the learners.
C. COMMUNITY PROJECTS

3. Book donation to Pfunzo Ndi Tshedza Primary School
The Library (in cooperation with Bookmark, the official campus bookstore) launched a book donation drive for Grade R–Grade 7 learners of the Pfunzo Ndi Tshedza Primary School in Mamelodi in celebration of World Book Day 22–27 April. World Book Day is an internationally recognised event which celebrates books and the love of reading. The South African theme for 2013 was “In books I find …”

145 books were received from library patrons and 37 books were sponsored by Bookmark patrons. On 18 June a delegate of Library staff members including Elsabe Olivier, Una Mgwenya, Sam Makgalemele, Rachel Phahla, Daniel Modiba and Constance Khoza (Bookmark representative) visited Pfunzo Ndi Tshedza Primary School, situated in Mamelodi-East, for the official donation ceremony. The school was in need of fiction, non-fiction and encyclopaedias and was very appreciative of the 182 books and set of encyclopaedias donated. The books were received by Mrs J. Ndhlovu (school principal), Mrs D.S. Mampuru (Media centre coordinator) and other school staff members and school Governing Board members.

4. Casual Day
During the first week of September the Department of Library Services sold tickets for Casual Day on campus and handed over an amount of R2 620 to the Alfa & Omega Special Care Centre for severely physically and mentally handicapped people in Pretoria on 10 September 2013.

Casual Day is a fundraising project where people are encouraged to go to work dressed differently for a day to raise funds and awareness for persons with disabilities. This year the theme was “Go Big” and staff members dressed up in big clothes, ties, glasses and more.

The Alfa & Omega Special Care Centre for severely physically and mentally handicapped people in Pretoria was identified as the library’s beneficiary this year. Alfa & Omega is a private non-profit welfare organisation and their aim is to provide aid to persons with special needs in the community of Pretoria, by providing a safe haven and an environment in which these individuals can thrive. The Special Care Centre currently houses 23 persons ranging from the age of 5 to 67 years.
C. COMMUNITY PROJECTS

5. TUKS FM blanket drive
On 31 May TUKS FM visited the Merensky II Library to collect the blankets which Library staff members had donated to the TUKS FM “Woolly Winter” blanket campaign. Staff members were encouraged to make any donation at the cashier on Level 3 at the Merensky II Circulation counter. A total of R2 400 was donated by kind-hearted staff members and 48 blankets bought.

According to TUKS FM, this year’s Woolly Winter campaign was a huge success and 750 blankets and other goods were distributed to the following charity organisations: Child Welfare Tshwane, The Old Age Home in Ikageng, Dipalesa Day Care in Mamelodi and Reneilwe Day Care in Mamelodi. Professor Cheryl de la Rey said the University of Pretoria was trying to get more students involved in more community engagement projects making a difference in local communities. “I am very pleased that Tukfs FM chose a project that will make a difference to the elderly, who are often a much neglected group.”

TUKS FM’s Jolene Heiberg thanked the Department of Library Services’ staff members for their contribution in making this year’s drive such a success.

Other exhibitions
- Oral History, Genealogy and Heraldry (Special Collections) (20 May–20 June)
- Printing styles exhibition (Special Collections) (1–11 October)
STRATEGIC FOCUS AREAS
COLLABORATION AND PARTNERSHIPS

STRATEGIC OBJECTIVES

1. Establish and maintain meaningful relationships with key stakeholders and partners at UP, nationally, in Africa and internationally.
2. Negotiate and obtain funding from the University as well as external funders for development projects (third stream income).
3. Identify and link up with partners that DLS will collaborate with on research and development projects.

RESEARCH ACTIVITIES

Publications
http://hdl.handle.net/2263/21921
http://hdl.handle.net/2263/21510

Presentations at conferences, seminars and workshops

Research Reports
Kleyn, L. 2013, Open Access funding model for Article Processing Charges (APCs). Report to the Vice Principal Research, Professor S Burton, University of Pretoria.
Van Wyk, B.J. 2013, Findings of an investigation into the essential research data that the University must manage: interviews with Deputy Deans Research of all the Faculties of the University of Pretoria. Undertaken from August–November 2013. Report to the Vice Principal Research, Professor S Burton, University of Pretoria.

Service on Editorial Boards or as Reviewer
Danie Malan: Conference paper reviewer for ICSIT (International Conference on Society and Information Technologies).
**RESEARCH ACTIVITIES**


Kleyn, L. 2013, Words are a deadly weapon: a reading room project for foundation phase learners, paper presented at the Reading Association of South Africa National Conference’, Johannesburg.

Lourens, A. 2013, Towards the “One health” philosophy: the Hans Hoheisen story, paper presented at the 7th International Conference of Animal Health Information Specialists (ICAHIS) at Boston, MA, USA. http://repository.up.ac.za/handle/2263/31886

Malan, D. 2013, The gap between academic and public and school libraries is closing, or is it?, paper presented at the 15th Annual LIASA Conference, ICC, Cape Town.

Modiba, M.J. 2013, German library as a resource, presented at the National Library of South Africa Interlending Workshop, 5 July 2013, Pretoria.

Olivier, E. 2013, Open Access policy development @ the University of Pretoria, paper presented via webinar during Open Education Week, March 11–15, 2013. http://hdl.handle.net/2263/21188


Visitors to the Department of Library Services

1 February: William Ulate of the BHL Global Office, Missouri Botanical Garden Center for Biodiversity Informatics, USA. (Digitisation Office)

5 March: M.I.T group of 2013 (Digitisation Office)

12 March: Representative of the Institution of Engineering and Technology (IET) (Natural & Agricultural Sciences, Engineering, Built Environment & Information Technology (NAS-EBIT) Library)

12 April: Dr Nancy Gwinn, Director of the Smithsonian Libraries and Chair Executive Steering Committee, Biodiversity Heritage Library and Connie Rinaldo, Vice Chair of the Executive Steering Committee, Biodiversity Heritage Library, Librarian of the Ernst Mayr Library at Harvard University (Digitisation Office)

8 May: National Library of SA staff members (Circulation Unit)

10 July: The Library of the University of Johannesburg staff members (Merensky II Library and the Oliver Tambo Law Library)

16 August: North West University staff members (Research Commons)

10 October: Law School of the University of Kabul in Afghanistan (Oliver R Tambo Law Library)

14 October: 3rd Year Information Science Students for practical lesson (75 students) (Digitisation Office)

18 October: Chris Pienaar, Hans Merensky Trust and Prof Braam van Wyk, Department of Plant Science (Digitisation Office)

20 November: His Excellency, Gaston Barban and Mimi Coertse (Mimi Coertse Collection)

Department of Library Services’ Visits

4–5 April: University of Alberta in Edmonton, Canada (Lindiwe Soyizwapi & Hilda Kriel)

7–8 April: University of Illinois Library (Lindiwe Soyizwapi & Hilda Kriel)