DEPARTMENT OF LIBRARY SERVICES

ANNUAL REVIEW

2007

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

The University's Department of Library Services strives to be a world class modern academic research library enabling the University to be an internationally recognised research university (Vision 2006-2010)

INTRODUCTION

The year under review saw the implementation of the second year of the five-year (2006-2010) strategic plan of the Department of Library Services. The following strategies guided the activities of the Library, namely,

- Information collection
- Information literacy
- Learning and eLearning facilitation
- Research and eResearch Enablement

The evolving research role of the library services has added greater impetus to its products, services and activities designed to support the core business of the University and to enable it to be an internationally recognised academic research university. The self-review undertaken by the Library Services in preparation of the 2007 HEQC Audit, affirmed it as being "fit for purpose" and definitely adding "value for money". It also served as an exercise that identified the high standards in place, the incorporation of innovations in practice and the ability to respond to clients changing needs in the provision of quality services and products. The year may be considered a year of continuance in fulfilling its mandate which is the "management of academic information and knowledge, and for leading the University in information and knowledge innovation."

Name change: The decision taken by the UP Executive in 2007 resulted in the name of the Academic Information Services being changed to the Department of Library Services with effect from 01 January 2008.

GOVERNANCE

The governance structure of the Library Services includes:

- An executive comprising the Director, Mr Robert Moropa, Ms Hilda Kriel (Deputy Director: Client Services) and Heila Pienaar (Deputy Director: eStrategy) and Mrs Monica Hammes (Assistant Director: Scholarship and Quality Assurance); and
- A Management Forum comprising the Executive, heads of the faculty and branch libraries, and heads of the support units of the Library Services.

The position of the third Deputy Director: Specialist Units, as identified in the new library organizational structure, was advertised and an appointment was made in December 2007. The incumbent, Ms Ujala Satgoor will assume this position in January 2008. Focus area of this position are Training and Development; Marketing; and Business Enterprise (fundraising, grant and donor relations management, partnerships).

In 2007, the new UP management model sees the Library Services coming under the purview of Prof. Robin Crewe, Vice Principal (Research), who now also chairs the Library Advisory Committee. Although this Committee has no line responsibilities, its mandate is to:

- Evaluate national and international trends that may affect library services
- Advise on government and University policy and strategic positioning
- Identify priority areas for library services in supporting teaching, learning and research
- Advise the University on the strategy, long-term vision and overarching policies of the Library Services
- Create a channel for library users to provide feedback on its functioning
- Advise on budgetary issues

The new organizational model adopted by the Library Services strengthens its philosophy of creating customized services for different client groups, and its ability to adapt to new client needs and practice trends has enabled it to attain a national profile of being "a leader and innovator in the field."

PRODUCTS AND SERVICES

The Library Services continues to offer a package of relevant, professional services to its clients. This includes access to relevant information, information literacy training, access to facilities for study, research support, knowledge stewardship and teaching collaboration with the faculties.

Four main service aspects guide the Library, namely:

• Creating a gateway to global information
• Supporting learning and teaching
• Enabling research
• Professional and well trained staff for a quality service

Initiatives that support the above include:

- **Faculty Library** facilities spread over the six campuses and ten locations, supported by the Merensky Library on the main Hatfield campus
- A **Learning Centre at the Merensky Library** that focuses on the learning needs of undergraduate students.
- A corps of **skilled and experienced staff** who have knowledge of user needs, information seeking behaviour, new information technology, collection development, library resources and systems.
- **Specialised services** that are provided through faculty libraries
- An online information service (referred to as the eService) which enables registered students to have remote access to the Library's facilities.
- Development of **physical spaces** for researchers and postgraduate students in the university libraries
- **Customised services** for undergraduate & post-graduate students, Faculty staff, alumni, visiting scholars and external users
- Access to wide-ranging **print and electronic collections**
- Innovative use of technology to provide **Information literacy training** that supports lifelong learning
- **Online reference service** – access to *Ask-a- Librarian* which permits students to communicate with information specialists via the Internet.
- **Wireless** hotspots
- Acquisition of **a global or federated search engine** to access electronic journals, books and databases
- Implementation of **an institutional digital repository** thereby providing **open access** to UP scholarly material
- **Audio-visual** materials and facilities
- **Inter-lending** which gives access to national collections. The inter-university agreement to provide access to researchers and postgraduate students enables this service. It also allows our students to use the library facilities of other institutions and vice versa. 293 letters of introduction were issued to UP clients to use the collections of other universities.

Total no. of registered clients	• 31 657
	   o 21 905 undergraduate students
	   o 6 998 post-graduate students
	   o 2 754 academic staff

Potential clients	• 42 005
	   o 28 282 undergraduate students
	   o 10 353 post-graduate students
	   o 3 370 academic staff

Total no. of visits	• 2 491 965

COLLECTION DEVELOPMENT

The collection is built collaboratively with academic staff. The decision to redefine the information collection to meet the challenges of the new information environment was prompted by clients' perceptions of the collection being dated, lack of funds to buy more books or multiple copies, and benchmarking to improve the collection. Library Services has a collection of 975 268 titles and 1 440 523 copies of monographs; 2 975 titles of paper journals; access to 184 297 e-Books; 32 658 titles of electronic journals; and 176 other databases covering all subject areas.

Total no. of loans	• 594 906 • loan average per registered client: 21, loan average per student: 15. Loans % : Undergraduates 68%, Post-graduates 17%, Staff 11%
Total no. of searches on full text and bibliographic databases	• 3 826 028
Total no. of e-articles downloaded	• 759 604 o downloads per student: 20 (eArticles downloads)

Special Collections: The new organizational structure of the Library allows the Special Collections to be a self-contained unit. The main function hereof is the maintenance of the current collections, digital preservation, and, the identification and development of collections, with particular focus on the Tukkiana collection, the Pretoriana collection, and SA Fauna and Flora. An Advisory Committee was established which also serves as a sub-committee of the Art & Heritage Committee of the University.

The Learning Centre: In 2007, the second phase of the Learning Centre at the Merensky Library was completed. An additional 50 computers was installed and wireless facilities were provided for students with notebooks. The Learning Centre is an increasingly popular facility that caters specifically for the information literacy needs of undergraduate students and provides the space for them to work in groups as well as having access to the right information resources, technology and the support of competent staff. Staff use innovative methods and multi-media to attract students and highlight the importance of the library.

Total no. of study seats	• 3318 • Average undergraduate students per study seat : 8.72

Total no. of computers	• 648 (including staff) • Workstations : 249 clients, 139 Labs, 24 Cyberspace. • Average undergraduate students per open workstation: 114

Separate study collections of prescribed and recommended books, journal articles and examination papers provide a direct service to learning students. In 2007, 115 481 paper items were issued from this collection; 94 770 pages printed from the e-Reserve Collection, which is a collection of recommended full text electronic journal articles or part/s of a book (10% or less), and 161 033 from the e-Exam collection. Facilities for printing, photocopying and other forms of document preparation are available to students via an on-site entity managed by Minolta. 10 489 154 (370 per registered client) copies were made.

Interlending: Every effort is made to assist and support clients with their learning and research needs. The Inter-lending facility gives clients access to national and international collections. The inter-university agreement to provide access to researchers and postgraduate students enables this service, and also includes the use of other library facilities. In 2007, inter-lending statistics were:

National: Requested – 16805 (Books and articles)
            Received – 3301
            Requests received from other libraries – 19841 (Books and articles)
            Supplied – 12751

International: Requested – 2840
             Requests received – 427

Information Literacy: The Library is committed to equipping students with the necessary information literacy skills to conduct their research in the most effective way. By teaching students how to use the various information resources available at the library, each student is then in charge of his/her own learning, teaching and research. This training complements the University's Computer Information Literacy (CIL) courses. Post-graduate students and academic staff receive training as part of the consultative process with the information specialists. Tutorials are also available online to enable students to help themselves.

During 2007, 272 group training sessions were held - 7 987 students attended; 745 individual post-graduate sessions; and approx. 2 000 individual undergraduate sessions were held. The "Ask-a-Librarian" digital reference service showed a marked increase e.g. 2004 – 600 questions and 2007 – 2300 questions.

The Health Sciences, Education and Law Faculty Libraries continue to participate formally in the teaching programmes of these faculties e.g. at the O R Tambo Law Library
- 800+ first year students registered for "Legal Skills" – library training in the computer rooms of the library
- 350 4th year dissertation students were assisted with their information sources in one-on-one sessions.

Supporting post-graduate students and researchers is one of the key strategies of the Library. To ensure that our information specialists are fully equipped, we teamed up with Erik Hofstee from EXACTICA (www.exactica.co.za) to develop a course that explains the research process and the role of the information specialist therein. The first workshop was presented on November 01-02 2007 and the feedback was very positive. It is envisaged that all information specialists will undergo this training in 2008.

IMPACT OF THE LIBRARY'S E-INFORMATION STRATEGY

The e-Information strategy continues to make a huge impact on the Library, UP and national/international endeavors as it progressively enables digital scholarship.
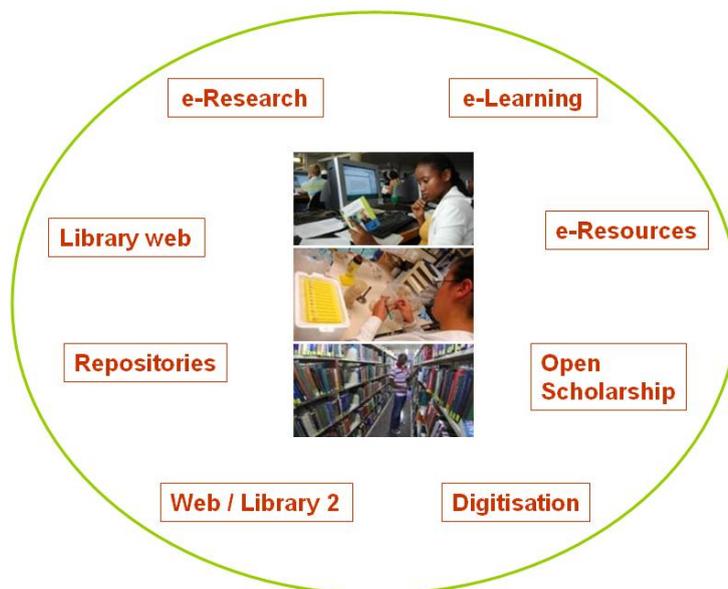
Achievements in 2007 include:
- UPSpace, the university based institutional repository, consists of a set of services that the university offers to the members of its community for the management and dissemination of research materials created by the institution and its community members (Lynch, 2003). A total 2900 full text items have been archived and all items are searchable via Google and Google Scholar. (https://www.up.ac.za/dspace/)
- The purchase of the commercial SFX link resolver to be used with the electronic resources.
- Establishment of several UP digitisation projects such as the:
  - Woodhouse Rock Art Collection;
  - SA National Veterinary Repository;
  - University of Pretoria Archives Collection
  - Campus Building Collection.
  - Christine Seegers Biomedical Illustrations Collection
  - Arnold Theiler Memorial Lectures Collection
  - Rosa Swanepoel Collection
  - Architecture Archive (incl. Pearse Collection)
- The development and implementation of the Open Scholarship strategy, led by Mrs Monica Hammes, commenced. This strategy includes two projects, namely
  - UPeTD (http://upetd.up.ac.za/UPeTD.htm) – the storage and provision of online access to the UP theses and dissertations. This initiative, which started in 2000, is now mature! Students and researchers from all over the world heavily use the 3387 items in this collection. In 2007, 3 044 156 files were downloaded.
  - openUP (http://openup.ais.up.ac.za/) which aims at ensuring that all research articles authored by UP affiliates are available in open access mode on the UPSpace platform. In 2007, 1083 articles were submitted to the research articles collection

- Commencement of an e-Books Collection project – in keeping with international trends, the Library has now included e-Books as part of its collection. Clients now have access to 184 297 e-Books which also includes free access to certain collections.
- Development of the ICT skills of library staff - attendance and presentations by staff at national and international conferences, workshops, and courses, etc have increased their knowledge, skills and expertise in this field. Twenty-two 60-minute workshops were conducted in-house, which enabled 263 staff and clients to become familiar with the emerging Web 2.0 and Library 2.0 tools. These tools include blogs, wikis, RSS Feeds, Facebook, YouTube, etc.
- Marketing of the Library's e-Strategy, e-Products & e-Services internally and beyond UP is ongoing. Several institutions and organisations have visited the Library to gain more information on these initiatives. These have included SARUA, Sanpark, Eskom, Universities of Botswana, Zimbabwe, Witwatersrand and Johannesburg, UNISA, CALICO, and DEASA (UNISA, Florida campus).
- UP executive supports this strategy
- Total digital activities by users - 5 366 297. This includes database searches, Library web visits, UPSpace searches, UPeTD visits and downloads.

This strategy was revisited in November 2007 and a new strategy was created with the main focus on the creation of an e-environment for scholarship at UP:

PARTNERSHIPS, COLLABORATIONS AND COMMUNITY INVOLVEMENT

The University's centenary celebrations in 2008 set in motion planned activities for the Library. It was decided that a book fair will be held in March 2008 to highlight books published by the UP community during this century; e-Books; a writers series; and a children's programme. This will be a collaborative initiative with the Departments of English, Afrikaans and African Languages, Publishing Studies, and Drama, and the Tshwane Community Library and Information Services.

The MoU with the Library of the University of Illinois was further cemented by a visit to the University by Ms Hilda Kriel. Discussions held with the Mortenson Center for International Programs agreed on the piloting of the Leadership Institute at the University of Pretoria in November 2008.

The University and the Library Services are represented in several national initiatives such as the Network of Data and Information Curation Centres (NeDiCC); Department of Science and Technology workshop on data curation; the 1st African Digital Curation Conference and the Malaria Virtual Research Environment (VRE) project with the CSIR by Dr Heila Pienaar.

The head of Library Technical Services, Mrs Soekie Swanepoel, took part in the GAELIC System Investigation Project, which investigated the use and support of the Millennium system in a consortium environment. The Project Team first conducted a system survey among the GAELIC member libraries, followed by site visits to all the GAELIC member institutions, SEALS member libraries and two overseas consortia. The report will be finalised during 2008.

CONFERENCE ATTENDANCE

Twenty-six members of staff represented the Library Services at the 73rd Annual IFLA/ World Library and Information Congress and Council, held from 19 - 23 August 2007 in Durban, South Africa. Our visibility and valuable contributions during this conference definitely positioned the University of Pretoria Library Services at an international level. The theme of the conference was: *"Libraries for the future: Progress, Development and Partnerships"*

Staff delivered the following papers:
Spiral training: Information literacy skills development/ Susan Scheepers & Maureen Brassel
Developing leadership skills/ Ujala Satgoor
Lifting the curtain on unfilled interlibrary loan requests/ Heidi Visser & Janet Teresa Zambri
"Adapt or die": Energizing library staff and academics through the development of digital repositories/ Ina Smith & Heila Pienaar
Report from a deviating collaborator: the University of Pretoria's interaction with the emerging integrated system of quality assurance in South African Higher Education Libraries/ Monica Hammes
Development of a Library 2.0 service model for an African library/ Heila Pienaar & Ina Smith
Disasters and diseases in Africa: information support for animal and human health/ Tertia Coetzee, Antoinette Lourens, Marguerite Nel, Erica vd Westhuizen

Pre-Conference Papers
Capturing knowledge in institutional repositories/ Heila Pienaar and Martie van Deventer
E-quality for equality/ Monica Hammes and April Mahlangu

Post-Conference Papers
Workshop collection development policy case study/ Robert Moropa

Posters
 The integrated library system (ILS); a coup (d' état)?/ Anette Lessing
The naked librarian / Christelle Steyn and Janice de Wee

Mr Robert Moropa was invited a second time to serve as a member of the Bill and Melinda Gates Foundation Access to Learning Award (ATLA) 2008. This membership entails attending meetings in Seattle, Washington and the award ceremony at the 2008 IFLA/WLIC in Quebec, Canada.

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In addition,
Ms Frankie Wilson, a PhD student of Brunel University and Subject Liaison Librarian from the School of Information Systems, Computing and Mathematics at the same university in the UK has designed a Quality Maturity Model to measure university library's quality management processes. This is a 5-scale model (Ad Hoc, Repeatable, Defined, Managed, and Continuous). The themes of her model are:

- Management of the organisation
- Environmental sensing – Customers
- Environmental sensing – organisation
- Environmental sensing – wider context
- Learning organisation
- Attitude to change
- Attitude to quality
- Leadership
- Investment in staff
- Alignment

She had assessed 10 UK university libraries against her model and assessed the Library on 08 and 10 August. The Library Quality Team discussed the model and the theory behind it with her on 08 August, before she commenced her interviews. In comparison to other university libraries, Ms Wilson declared that the Library demonstrates an advanced level of

The Veterinary Science Library held a special function on 18 October 2007 to celebrate the past 20 years of its presence at the Sir Arnold Theiler Building on the Onderstepoort campus. A special commemorative quilt, designed and made by the staff, was unveiled.

understanding and application of strategic planning, quality management processes and general leadership.

CONCLUSION

The Department of Library Services is a leader amongst academic libraries in Southern Africa. Colleagues who have visited the Library and its various units have identified its ability to adapt to new technologies, implement strategies successfully, and invest in staff development as its greatest assets. As a department at the University, we believe that by doing our day-to-day work effectively and professionally we contribute in a serious way to the quality of the education - for undergraduates and post-graduates. We contribute in this way to the difference between good and great academic work!