

Biblioteek- en Inligtingsdiens

Library and Information Service

ANNUAL REPORT

2016



UNIVERSITEIT
STELLENBOSCH
UNIVERSITY



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Members of the Senate Library Committee in 2016

Chairman:	Prof TE Cloete	Vice-Rector: Research, Innovation and Postgraduate Studies
Committee members:	Prof MI Cherry	Faculty of Science
	Prof A Louw	Faculty of Science
	Prof LC Jonker	Faculty of Theology
	Prof JL van Niekerk	Faculty of Engineering
	Prof GO Sigge	Faculty of AgriSciences
	Prof C van der Walt	Faculty of Education
	Prof CSU Wiysonge	Faculty of Medicine and Health Sciences
	Mr JA Aspeling	Registrar
	Ms ER Tise	Senior Director: Library and Information Service
	Mr MD Frier	Secretary
	Mr M Rudolph	Students' Representative Council



01. Introduction

As this annual report will show, the Library and Information Service of Stellenbosch University (SU) continued to serve as an essential virtual and physical space that connects clients with information resources. It supports research activities in pursuit of SU's vision of being a world-class, research-intensive university firmly rooted in Africa. Our well-executed action plans contributed to the University's overarching goals of broadening access, sustaining momentum for excellence in all activities and enhancing societal impact.

Reflecting on 2016, we faced a number of ongoing challenges, such as:

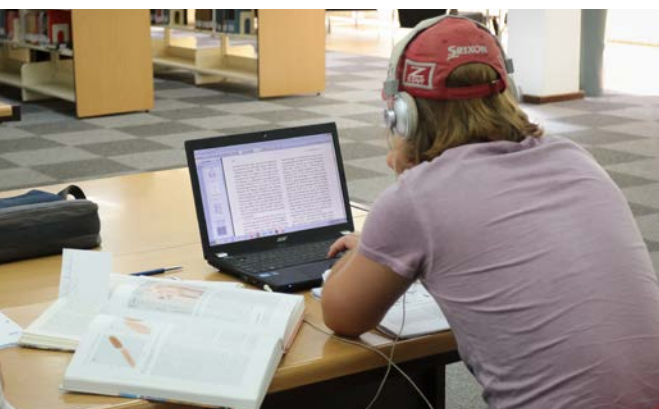
- managing the materials, staff, operational and information technology (IT) budgets amidst increasing local and global financial constraints;
- aligning our services with the diverse academic community's changing demands and the current trend towards cross-disciplinary academic research;
- sustaining and developing an innovative and engaged Library team with new skills sets, such as digital literacy, the digitisation of resources, and research data management;
- managing information overload and remaining competitive and relevant seen against other information providers outside the academic environment;
- providing collaborative and innovative spaces that respond to campus needs; and
- engaging with the #FeesMustFall student protesters who spilled over into Library spaces.

02. Highlights of the year

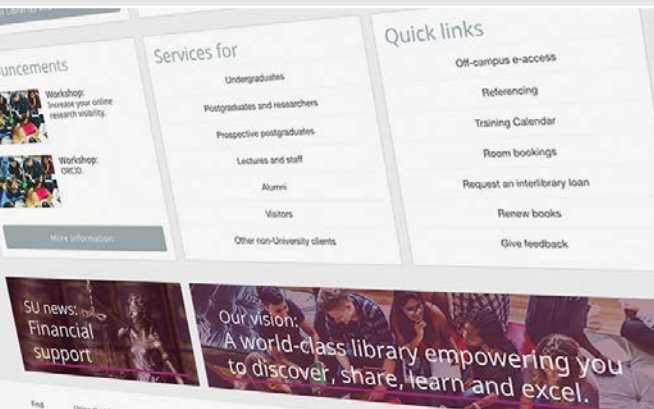


Through our **information literacy skills programmes**, we continued to contribute to SU's strategic focus on student success. Student success implies holistically nurturing students to become lifelong learners, which includes helping them become information literate. In this regard, the publication *Blended learning case studies 2015*, which SU's Centre for Learning Technologies produced in 2016, showcased two faculty librarians' collaborative efforts with lecturers to incorporate information and communications technology into learning and teaching.

We hosted ten **Research Commons workshops** to support postgraduate students and researchers throughout the research process. The workshops attracted 349 students and researchers in the course of the year and included two newly developed workshops, namely "Managing your unique author ID with ORCID" and "Increase your online research visibility".



The **institutional repository, SUNScholar**, continued to grow. Use of the repository has increased significantly, with 491 931 web visits and 240 239 downloads recorded in 2016. Moreover, SUNScholar reached the number one position in Africa and 84th position worldwide in the 2016 July edition of the ranking of open-access repositories. *The ranking, which is performed by The Ranking Web of World Repositories*, assessed 2 275 repositories globally.



We upgraded our **website** to help users distinguish more clearly between services aimed at learning enhancement and those aimed at specialised research support. In response to users' feedback and the results of web usability tests, the website now boasts a modified structure and layout to keep pace with modern web design and users' online behaviour patterns. The new, mobile-responsive website will help keep us at the forefront of the latest web technology.

The University co-hosted the triennial **International Organization for the Study of the Old Testament (IOSOT) conference**, the very first to have been held in Africa, from 4 to 9 September. To mark the occasion, Special Collections of the JS Gericke Library put on a unique exhibition of Old Testament texts and related manuscripts, including rare books from the Theology Library.



The successful and inspiring **Stellenbosch University 14th Annual Library Symposium** themed "Shaping the academic library of the future: adapt, empower, partner, engage" was another highlight of the year. The event, which took place from 3 to 4 November at the Stellenbosch Institute for Advanced Studies (STIAS), provides library professionals from across South Africa with a platform to discuss new library and information service developments. The 133 delegates from approximately 20 institutions attended talks by international speakers such as Dr Andrew Cox (University of Sheffield, United Kingdom), Jeroen de Boer (Library Service of Friesland, Groningen, Netherlands), Kate Robinson (University of Bath, United Kingdom) and Dr Marinus Swanepoel (University of Lethbridge Library, Canada).



03. Our strategic priorities

3.1 State-of-the-art spaces and technologies

Libraries often serve as the heart of the academic community, and we are no exception. In a fast-changing higher education landscape, which rapidly generates and exchanges information, the creation and maintenance of world-class academic spaces can contribute significantly to sustained and accelerated student success and research output.

Since the SU Campus Renewal Plan includes the JS Gericke Library, the Medicine and Health Sciences Library, the Bellville Park Campus Information Centre and the Theology Library, we have a unique opportunity to revisit our physical infrastructure. This will ensure the provision of vibrant and technology-rich spaces on all campuses, which will go a long way towards promoting both group work and quiet, reflective study. In addition, it will facilitate easy access to expert library staff. The following paragraphs outline the specific objectives and progress with the refurbishments of the four libraries mentioned above.





JS Gericke Library

The upgrade to the main library will renew and refresh spaces in line with international trends to provide facilities that are relevant and fit-for-purpose for a 21st-century higher education institution.

For this purpose, we drafted a master plan and estimated budget and completed the first project phase in 2015. Phase 2 is now under way, which will see the creation of a new entrance, circulation and security areas, more collection and study spaces, an electronic reading lounge, upgraded discussion and seminar rooms, as well as an upgraded auditorium and cubicles for postgraduate use.





Medicine and Health Sciences Library

The complete refurbishment of this library at Tygerberg campus aims to create a modern learning environment. This will include state-of-the-art technology, a central service point, individual and collaborative learning environments and social spaces. In 2016, we finalised planning, costing and funding, and work will commence in January 2017.

Bellville Park Campus Information Centre

This remodelling, repurposing and upgrade will enhance academic support and help improve postgraduate student success and related research output on Bellville Park campus. It forms part of the Faculty of Economic and Management Science's master plan. Work will commence in August 2017.

Theology Library

This ongoing upgrade project at one of the oldest facilities on Stellenbosch campus is in its second phase of execution.

3.2. Skilled, diverse, adaptable and engaged staff

By the end of 2016, we had 103 permanent staff members and 44 student assistants. Actions to ensure their continuous holistic development in the reporting year included the following:

Staff development

A key strategic goal was to enhance staff skills to enable our personnel to respond to the academic community's changing needs. This occurred through:

- attendance of local and international events such as the Online Computer Library Center (OCLC) regional meeting for Europe, Middle East and Africa, the Southern African Online Information Meeting, and the conferences of the International Federation of Library Associations and Institutions (IFLA) and the Library and Information Association of South Africa (LIASA);
- further studies by four of our staff members to obtain professional library qualifications;
- attendance of workshops and courses presented by the Cape Higher Education Consortium (CHEC) and SU's Language Centre, Information Technology Division, Centre for Teaching and Learning (CTL) and Human Resources Division;
- attendance of first-aid and safety representative courses; and
- 11 Happy Hour sessions that touched on a range of topics, including skin cancer, care of your back, left-brain versus right-brain functioning, ways to improve emotional well-being, unique aspects of the work of Special Collections (JS Gericke Library) and the Documentation Centre for Music (Music Library), as well as two transformation workshops.





Staff publications and presentations

A number of publications and presentations produced in the course of 2016 again confirmed the high standing that our staff enjoy both locally and internationally. Here are a few highlights:

- **Du Plessis, Pieter.** 2016. *Sharing is caring: law library-faculty collaboration to enhance student information literacy.* Presentation at the 13th South African Online Information Meeting.
- **Gibson, Hilton.** 2016. *DSpace for libraries [A presentation on starting an institutional repository using the DSpace software system].* Library IT Network Usage Enhancement Workshop, jointly presented by Sabinet and TENET (Johannesburg).
- **Klapwijk, Wouter.** 2016. *The Library (Big) Data scientist [Virtual presentation to the IFLA New Professionals Special Interest Group (NPSIG) and Continuing Professional Development and Workplace Learning (CPDWL) Section on Big Data in Libraries].* IFLA/ALA webinar on “Big Data: new roles and opportunities for new librarians”.
- **Maré, Heila.** 2016. *Facilitating research skills for first year Missiology students: the value of collaboration.* Presentation at the 9th Annual Scholarship of Teaching and Learning Conference.
- **Reynolds, Celeste & Frier, Mark.** 2016. *The distant past as it creates current research which enlightens.* Poster presentation at LIASA Conference.
- **Reynolds, Celeste & Frier, Mark.** 2016. *Special Collections at JS Gericke Library, University of Stellenbosch: unique collections unlocked.* Poster presentation at LIASA Conference.
- **Roux, Marié.** 2016. *Stellenbosch University's ORCID integration: an overview.* 2016 ORCID South Africa Workshop.
- **Simango, Samuel.** 2016. *Information literacy – a misnomer?* Paper presented at LIASA Conference
- **Simango, Samuel.** 2016. *Of Roses, Names and Legal Research.* *Organisation of South African Law Libraries Newsletter.* 27(4):3-5.
- **Simango, Samuel.** 2016. *Of Star Wars and Librarians.* *Organisation of South African Law Libraries Newsletter.* 27(2):4-6.
- **Simango, Samuel.** 2016. *The Quest to Identify Legal Information Literacy.* *Organisation of South African Law Libraries Newsletter.* 27(1):2-3.
- **Tise, Ellen.** 2016. *Libraries in a Brave New World – Global and Open.* Paper presented at the Lebanese Library Association Conference, Beirut, Lebanon.
- **Tise, ER & Raju, R.** 2016. *Open Access,* in L Bultrini, S McCallum, W Newman, J Sempéré (eds.). *Knowledge Management in Libraries and Organizations.* IFLA Publications 173. Berlin: De Gruyter Saur. 65-77.
- **Van Wyk, Elbie.** 2016. *The Stellenbosch InfoLit story.* Presentation at the Western Cape InfoLit Day.

Community engagement, social impact and staff wellness



In partnership with the SU Wellness Office and other role players, we encouraged staff to participate in fitness and outreach activities such as the Fun Walk for SU staff, the Toasties for Tummies initiative, Casual Day activities, the SU Sports Day, the Bread Tags for Wheelchairs initiative as well as donations to the Santa Shoebox Project. Staff also collected money for seven heaters, which they then handed over to the SU Work Centre.

◀ The SU Work Centre receives heaters donated by our warm-hearted staff.

In another outreach highlight, our staff contributed 25 hand-knitted blankets to the Nelson Mandela Foundation's 67 Blankets for Mandela Day initiative. The colourful blankets found a home amongst vulnerable women at the Philisa Abafazi Bethu Centre for Women and Children in Lavender Hill.

Recipients of the hand-knitted blankets donated for Mandela Day. ▶





3.3. Availability, sustainability and discoverability of information resources

Electronic resources

Of our 2016 materials budget of R77 576 989, we spent some 90% on electronic resources. Subscriptions to 127 databases and journal packages contributed towards the provision of access to approximately 206 800 academic journal titles. This number has increased almost sevenfold over the past decade from a mere 30 000 in 2007 (see figure below).

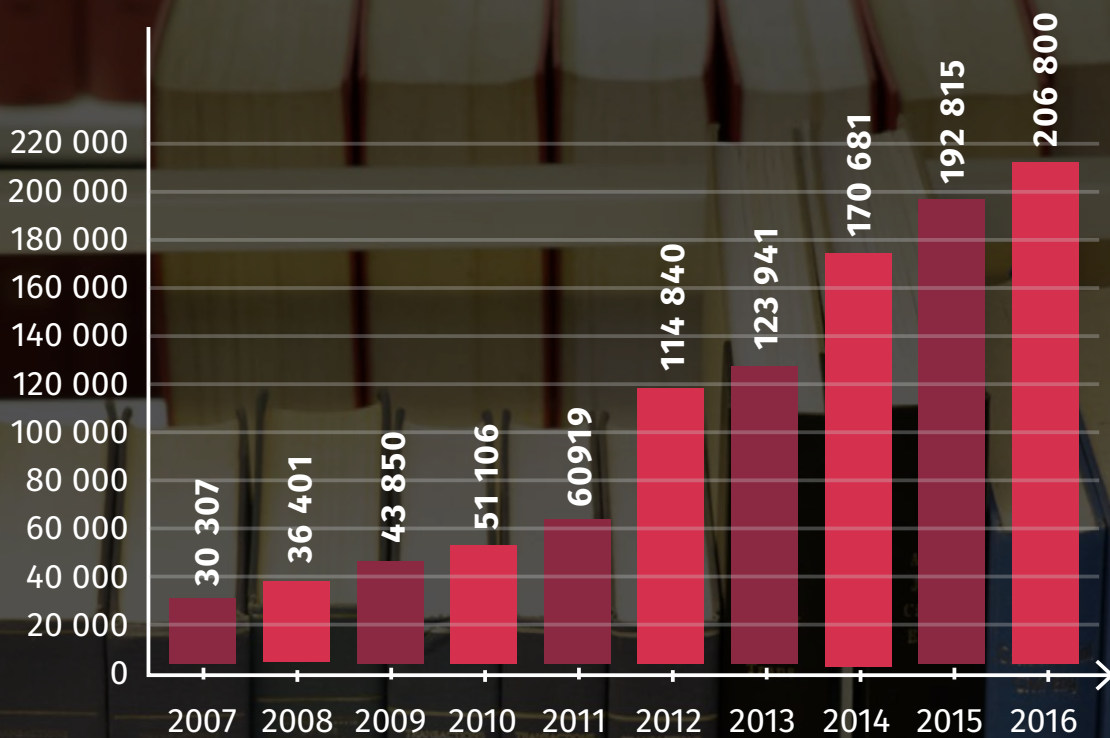



Figure 1: Full-text journals available via our website, 2007-2016



The academic community again made good use of our electronic resources, as the following table illustrates. A total of 1 575 122 full-text downloads occurred from the ten most frequented databases alone – almost 300 000 more than in 2015.

Table 1: Top 10 databases according to full-text downloads
(Number of downloads in 2016)

638 767 ScienceDirect	174 747 JSTOR	174 095 Wiley Online Library Full Collection
131 013 Legal Scholarship Network (LSN/SSRN)	113 776 Springer/Kluwer full- text journal package	96 585 Taylor and Francis Journal Collection
70 946 Academic Search Premier	66 846 UpToDate	55 350 LexisNexis Law Database South Africa
52 997 Business Source Premier	1 575 122 Total number of downloads in 2016	



Unfortunately, due to the difficult financial times – particularly the impact of the rand exchange rate and the need to provide for 14% VAT on imported electronic resources from 2016 onwards – we have had to cancel subscriptions to 12 databases and 147 journals to stay within budget. Yet, the

primary focus still is to support the University in its academic endeavours. Therefore, we took care to maintain subscriptions that would provide access to strategic core resources and to ensure that these resources are accessible to users at all times.



Books

Since our 2016 book budget was cut by 50%, we could purchase only 4 161 new printed books to a total value of R3 312 847. We also added 4 591 donated books, thereby increasing the book collection by 8 752, compared to 11 508 in 2015 (see figure below). In addition, we purchased 138 electronic books to the value of R349 511, which we boosted with R60 000 from our reserve funds to grow the electronic book collection.

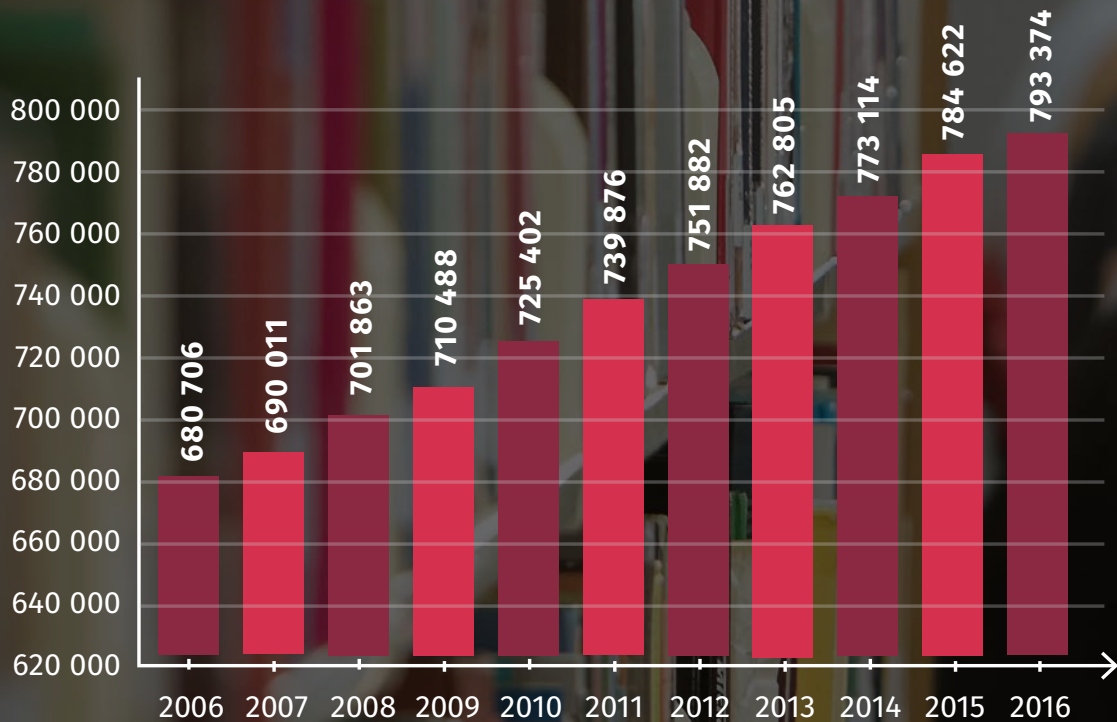


Figure 2: Size of printed book collection, 2006-2016

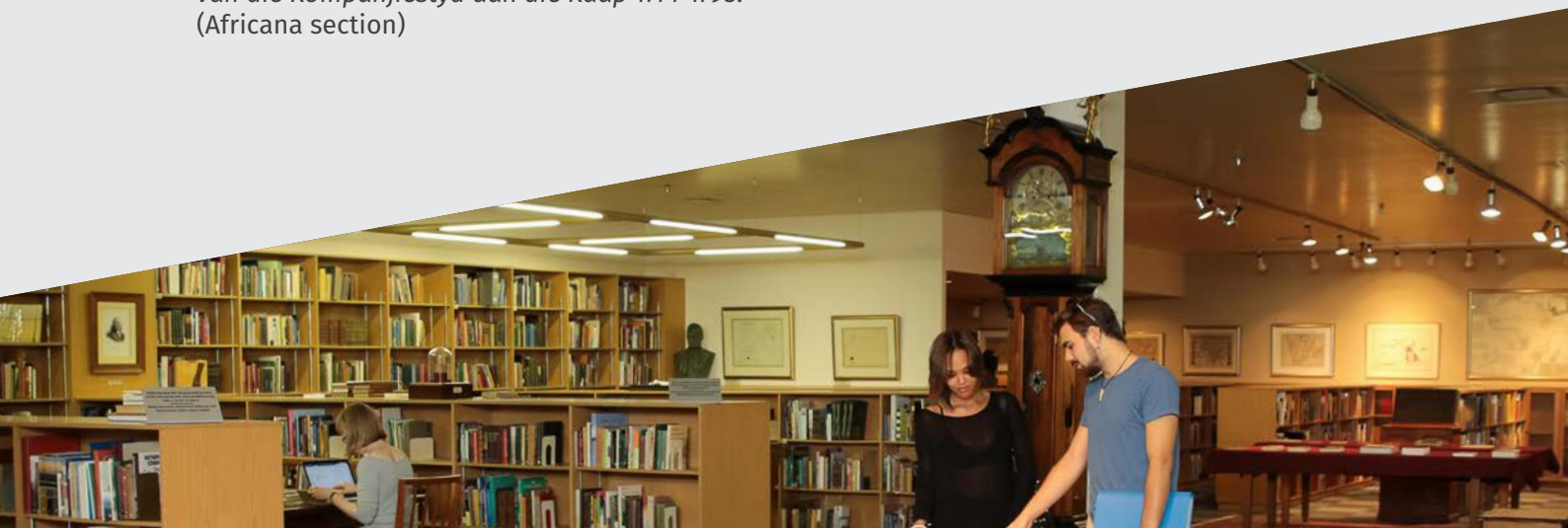


Using, expanding and showcasing special collections

Our Special Collections Division consists of the Manuscript, Rare Books and Africana sections at the JS Gericke Library, and the Documentation Centre for Music (DOMUS) housed at the Music Library. During 2016, we fully incorporated DOMUS into the Library. DOMUS now also enjoys a symbiotic relationship with the newly established Africa Open Institute for Music, Research and Innovation.

Special Collections continued to serve as a valuable information source for postgraduate and postdoctoral research, as well as for various publications and conference presentations. Here are some of the research outputs produced as a result:

- **Elliott, Peter.** 2015. *Nita Spilhaus (1878 -1967) and her artist friends in the Cape during the early twentieth century.* (Manuscripts section Nita Spilhaus Collection)
- **Geldenhuys, Gerhard.** 2016. 'n Kwartierstaat vir Maggie Laubser. *Capensis: Quarterly Journal of the Western Cape Branch of the Genealogical Society of South Africa*, 3:31-40. (Manuscripts section Maggie Laubser Collection)
- **Giliomee, H.B.** 2016. Hermann Giliomee: *historikus: 'n outobiografie.* (Manuscripts section Hermann Giliomee Collection and extensive use of Africana section)
- **Oey, Hin.** 2016. Drentse onderwyzers emigreren in 1852. *Drents genealogisch jaarboek*, 23. (Manuscripts section André Pretorius Collection and Africana section)
- **Roos, Hilde.** 2016. Briewe aan 'n diva: die verswyging van gay-identiteit in Gordon Jephtas se briewe aan May Abrahamse. *Litnet Akademies*, 13(1), Januarie. (DOMUS Eoan Collection)
- **Schoeman, Karel.** 2016. *Swanesang: die einde van die Kompanjiestyd aan die Kaap 1771-1795.* (Africana section)
- **Naude, Anton.** 2016. *Die geskrifte van Johann Buhr: 'n ligte satiriese aanslag.* A film of approximately 50 minutes about the life of Johann Buhr. (Manuscripts section Buhr and Giliomee Collections)
- **Cilliers, Pieter & Hofmeyr, Hendrik.** 2016. *Shirt of fire / Hemp van vlam.* A one-woman opera, written by Pieter Cilliers and composed by Prof Hendrik Hofmeyr, which explores the poetry and art of celebrated South African poet, Sheila Cussons. A recital of *Shirt of fire / Hemp van vlam* took place on Monday 21 November 2016 in Auditorium 2 of the Cape Town International Convention Centre, followed by an open discussion with the artists and other experts in their respective fields. Twelve poems were selected from Cussons's oeuvre as storyline and dialogue. Mezzo soprano Jolene McClelland and clarinettist Visser Liebenberg were accompanied by the well-known José Dias, pianist and coach of the Cape Town Opera Company. (Manuscripts section Sheila Cussons Collection)

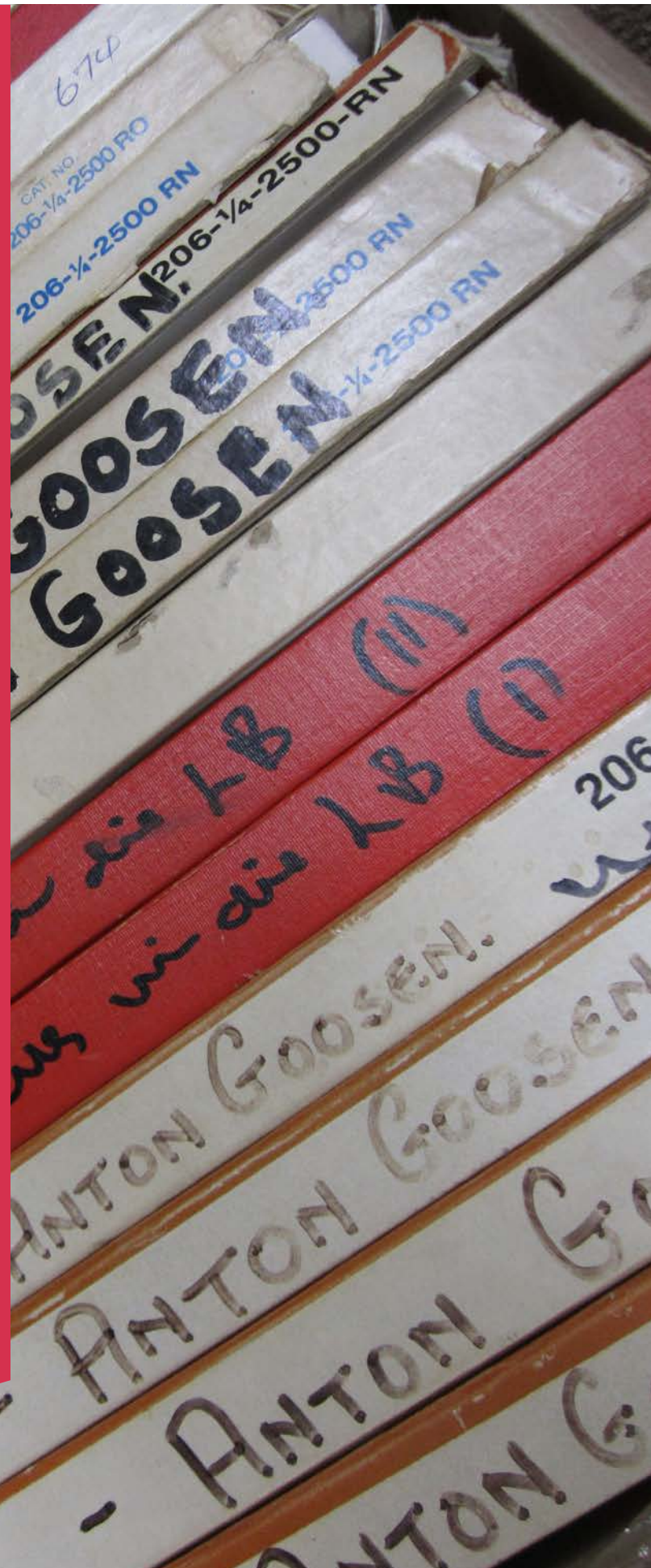




In terms of new additions to Special Collections in 2016, our Manuscript Section received a donation from **Dr Hans Fransen**. Dr Fransen is an art and architecture historian and author of seminal books on South African architecture, including the definitive *The old houses of the Cape* and *The old buildings of the Cape*. The donated collection includes several documents, photographs and slides, and will be a valuable contribution to the existing James Walton vernacular collections.

DOMUS, in turn, obtained the **Denis-Constant Martin collection**, which contains Prof Martin's research on Cape Malay music (Cape minstrel music and Malay choirs). In addition to the interviews that Martin collected between 1994 and 2015, the collection also includes items relating to the music school, Music Action for People's Progress (MAPP).

Another donation to DOMUS comprised master copies (reel tapes) of legendary Afrikaans musician **Anton Goosen's recordings** by acclaimed sound engineer Peter Pearlson. The Peter Pearlson collection now adds value to DOMUS's existing Anton Goosen collection.





We not only extensively used and expanded the offerings of our Special Collections Division, but also showcased them at a range of events and exhibitions that involved the broader public and, occasionally, the creators of the content. The following table contains a synopsis of events and exhibitions we hosted in 2016, in chronological order:

Table 2: Events and exhibitions that showcased our special collections

Event/exhibition	Date	Brief description
Annual Woordfees lecture	4 March	A personal discussion with former publisher and contemporary author Kerneels Breytenbach about his life and work, followed by an exhibition in our Manuscript Section
Suidoosterfees film screening, Artscape, Cape Town	28-29 April	Screening of director Lisba Vosloo's <i>Eoan - Ode aan die Opera-era / Ode to the Opera Era</i> , which is partly based on documents from the Eoan collection housed at DOMUS
Stellenbosch Eisteddfod	5 June	Exhibition of items from DOMUS's Stellenbosch Eisteddfod collection during the 80-year commemorative prize-winners' concert
Fifth Frederik Van Zyl Slabbert annual memorial lecture	4 August	Lecture delivered by Dr Adrian Enthoven, executive chairman of the private investment group Yellowwoods, accompanied by a small exhibition of photographs and original documents from our Frederik Van Zyl Slabbert document collection
<i>Archive in Process: Unpacking the Hidden Years Music Archive</i>	1-9 November	A performance piece by post-doctoral researcher Dr Lizabé Lambrechts on the activities of an archivist that was staged in the Music Library foyer. It provided an overview of DOMUS's Hidden Years Music Archive Project (HYMAP)
Anton Goosen's 70th birthday	14 November	Performance by and conversations with musician Anton Goosen, accompanied by physical and online exhibitions of documents from his collection housed at DOMUS www.sun.ac.za/afrikaans/Lists/news/DispForm.aspx?ID=4415
Commemorative seminar in honour of renowned accordionist Nico Carstens	23 November	An afternoon of music and discussion of Carstens's work after his passing at the age of 90 on 1 November, which also showcased his collection that was donated to DOMUS in 2012 www.sun.ac.za/afrikaans/Lists/news/DispForm.aspx?ID=4441



Discoverability of resources

Following a strategic decision early in 2016 to prepare for the implementation of a so-called next-generation library management system called Alma in 2017, we launched an extensive project involving a large number of our staff to oversee the successful migration to the new system. This migration will pave the way for us to further streamline our business processes in the years ahead to keep pace with the latest technology and enable optimal discoverability of resources.

In addition, we paid priority attention to upgrades to the wireless network in the JS Gericke Library. This intervention will ensure that the full spectrum of mobile library services are accessible to users, whenever, wherever.

Upgrades are set to continue in 2017.



3.4 World-class, diverse, innovative and client-oriented services

We support the University's pursuit of student success and research excellence. Therefore, we continued with strategic actions to meet our clients' evolving needs and to collaborate with faculties and academic support services to enhance e-learning and research support. The following paragraphs provide a summary of these actions:

E-learning

The faculties of Economic and Management Sciences, Arts and Social Sciences, and Education partnered with us to provide e-learning for their undergraduates. Faculty librarians prepared curriculum-integrated information literacy e-modules for Public and Development Management 314, Curriculum Studies 178 and Information Science 172 and 174. Altogether 2 684 undergraduates completed assessment in these modules. Still at the undergraduate level, we provided blended-learning opportunities to students in Business Management 142, Old and New Testament 144, Practical Theology and Missiology 142 as well as Industrial Psychology 152. This we achieved by linking curriculum-related library guides or PowerPoint presentations to the e-learning platforms that these students use.

Moving to the postgraduate level, we collaborated with the Postgraduate Office to help create postgraduate e-learning material and share it with other universities over the next two years. This forms part of the European Union Erasmus+ project called Enhancing Postgraduate Environments (EPE). EPE is funded by a three-year grant from the Capacity Building in the Field of Higher Education (CBHE) action. In a further bid to enhance postgraduate support, faculty librarians supplemented our regular postgraduate and researcher training workshops with presentations in their respective faculties on dates, times and topics that suited the respective faculties. Along with other efforts, this facilitated an increase in the number of postgraduates who have received generic training from 652 in 2015 to 1 049 in 2016.





In terms of library guides, these continued to provide students with value-added e-learning and research support in an ICT-enhanced environment. Library guide views (see figure below) totalled 202 057 in 2016 (compared to 168 064 in 2014), of which 14 951, or 7%, were mobile views (as opposed to 5 702, or 3%, in 2014).

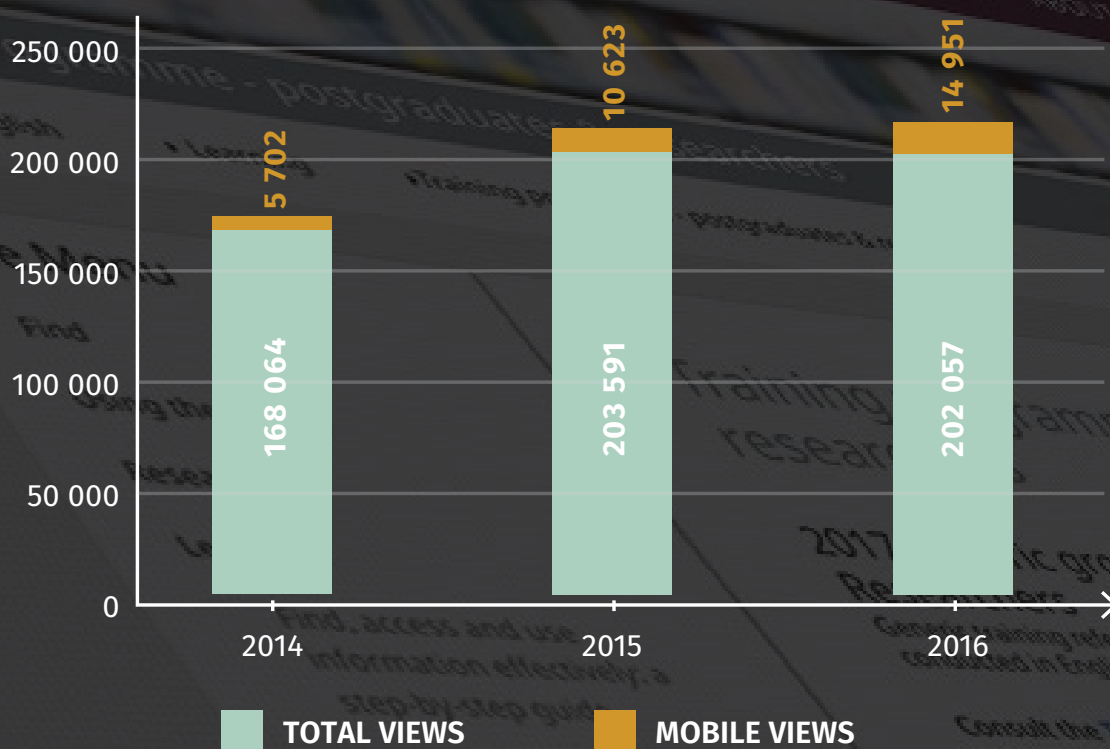


Figure 3: Total library guide views, 2014-2016



The list of 2016's twenty most popular library guides contained in the following table reveals that library guides aimed at research support dominated, with eight featuring in the top ten (such as "How do I find ...", "The research process" and "Postgraduate and researcher guide"). Interestingly, many of the same trends can be seen in both mobile and normal views, which confirms users' needs to have reliable e-learning material available anywhere, anytime. Subject-specific library guides also remained popular.

Table 3: Most popular library guides in 2016

LIBRARY GUIDE	TOTAL VIEWS (and ranking)	MOBILE VIEWS (and ranking)
How do I find, access and use information effectively: a step-by-step guide	62 281 (1)	2 252 (3)
Law & government publications	24 613 (2)	1 092 (4)
The research process	16 116 (3)	4 187 (1)
Directory of South African music collections	9 783 (4)	2 570 (2)
RefWorks	8 608 (5)	51 (24)
Referencing	8 108 (6)	95 (16)
Postgraduate and researcher guide	7 125 (7)	207 (9)
Education	6 270 (8)	29 (32)
Where to publish your research article	5 409 (9)	880 (5)
Google and Google Scholar	5 075 (10)	824 (6)
Chemistry & Polymer Science	3 959 (11)	106 (14)
Psychology	3 406 (12)	104 (15)
Mendeley	3 207 (13)	48 (26)
Theology	2 902 (14)	62 (20)
Bibliometrics and citation analysis	1 771 (15)	120 (12)
E-books	1 732 (16)	180 (10)
Political Science	1 637 (17)	44 (28)
Industrial Psychology	1 624 (18)	385 (8)
Business Management	1 600 (19)	186 (11)
Business Administration	1 493 (20)	398 (7)

To bolster the library guide offerings, faculty and branch librarians collaborated with lecturers to create module-specific subject pages. These assisted students to complete assignments in, for example, Psychology 348, Constitutional Law 271 as well as Language and Thinking Skills 114. Faculty and branch librarians also started to explore how to integrate library guides with specific course modules on SUNLearn to promote library research assistance.

Research support

Bibliometric services

To improve the marketing of the bibliometric service (article, author and journal analysis) that faculty librarians offer to their faculties, we developed a new research impact webpage. This will ensure that our bibliometric services are on a par with industry developments and that faculties regularly receive bibliometric reports of a uniform standard.

Unique author identifier system – ORCID

We successfully implemented the unique author identifier system ORCID in 2016. As the University is an ORCID member, integration with other systems on campus may now follow. As a first step, we had to ensure that researchers connect their ORCID identities to their Stellenbosch University identities. This process commenced in May. By the end of 2016, nearly 1 000 clients had connected their ORCID identities (see figure below), including 31% of academic staff.

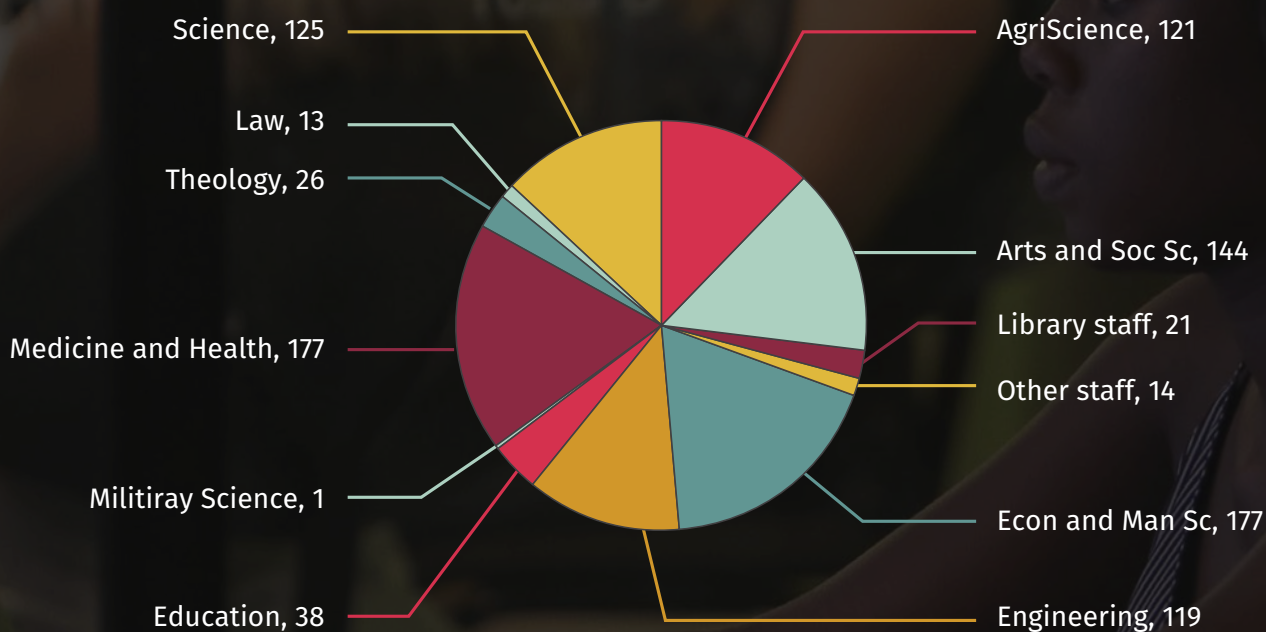


Figure 4: Number of connected ORCID IDs by faculty

Library Research Week

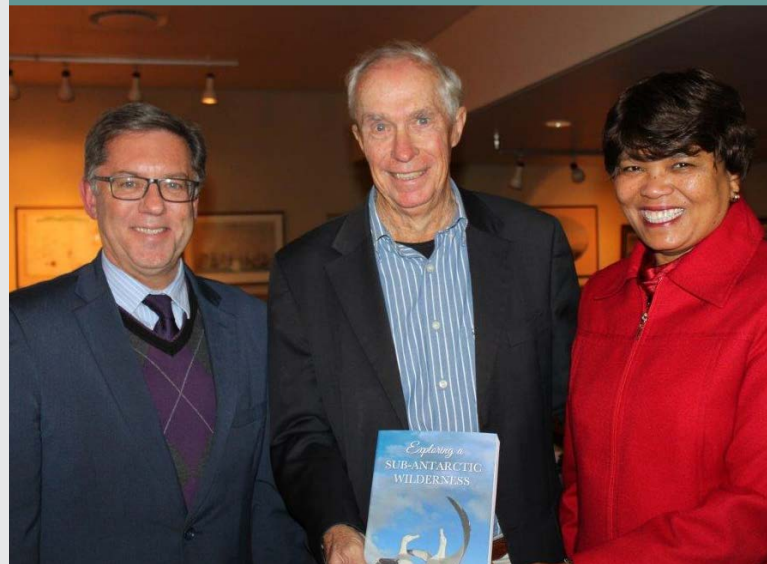
Our fourth Library Research Week was themed “Fine-tuning your research”. The aim was to equip emerging SU researchers and postgraduate students with practical knowledge of systematic literature reviews as well as copyright matters. We also sought to highlight the importance of their research footprint and engagement of the public in their work. The event, which took place in July, furthermore introduced budding researchers to ORCID and the pros and cons of bibliometrics in academia.

Special Collections formed an integral part of the event and delivered the following highlights:

- The official opening with guest speaker **Prof Brian Huntley**. In talking about his latest book, *Exploring a sub-Antarctic wilderness: a personal narrative of the first biological & geological expedition to Marion and Prince Edward Islands 1965/1966*, he shared his research experiences over five decades.
- A lunch-hour book discussion of *Unknown Van Gogh* by well-known author **Chris Schoeman**. Schoeman is a regular researcher in our Africana Section.
- The official closing at the Music Library in collaboration with DOMUS, where **Prof Stephanus Muller** talked about his award-winning biography of composer Arnold van Wyk, *Nagmusiek*. This was accompanied by an exhibition from the Arnold van Wyk collection at Special Collections and from Muller’s personal archive.

From left to right: Prof Eugene Cloete, Vice-Rector: Research, Innovation and Postgraduate Studies, Prof Brian Huntley, guest speaker, and Ms Ellen Tise, Senior Director of the Library and Information Service, at the official opening of Library Research Week.

The week’s activities also strengthened information literacy and e-learning: We recorded all workshops, and apart from the 426 postgraduates and researchers who physically attended the events, another 418 viewed the recordings on YouTube.



Digital scholarship

Our open-access initiatives grew significantly in 2016 and continued to support research at the University.

SUNJournals now hosts 24 open journals after we added *South African Heart Journal* (accredited with the Department of Higher Education and Training), the *Journal of Student Affairs in Africa* and the new *South African Journal of Pre-Hospital Emergency Care* in the reporting year. The journals hosted on this platform also featured 91 Stellenbosch University research outputs. Usage patterns reveal an average of 300 to 500 visits per month for smaller journals such as *African East Asian Affairs*, and 2 500 to 3 000 monthly visits for larger, more established journals such as *South African Journal of Industrial Engineering*.

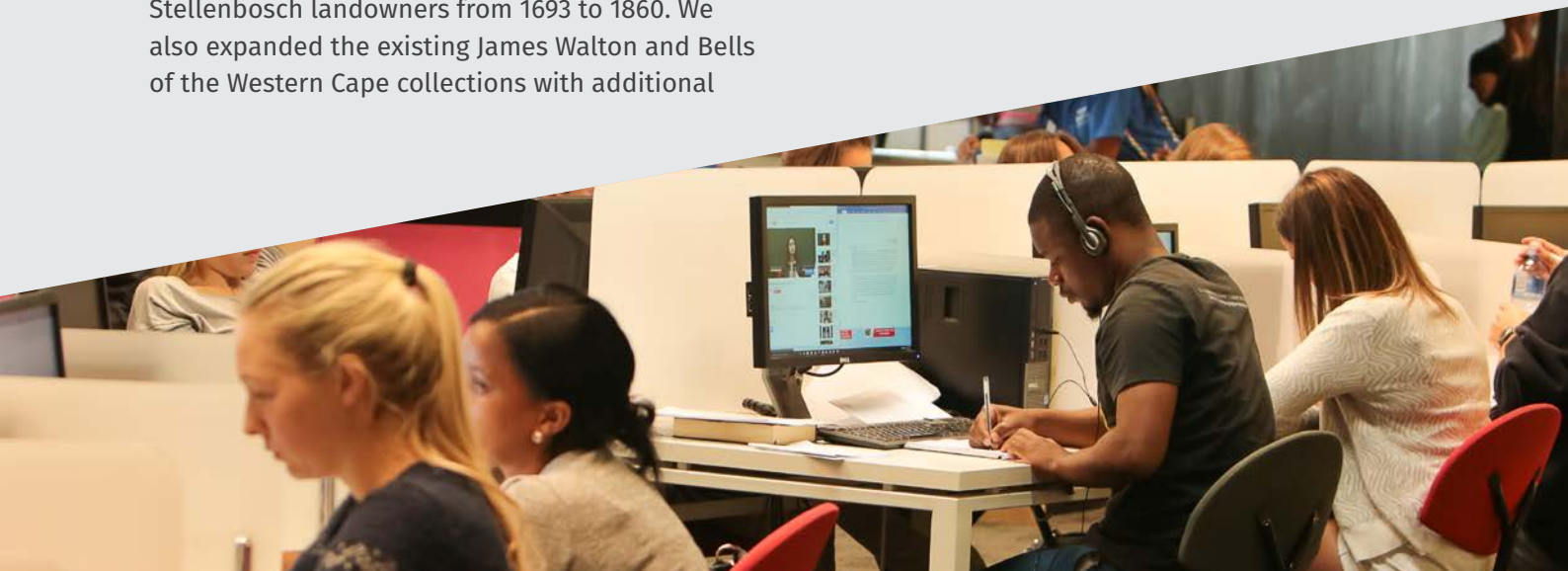
The institutional repository, **SUNScholar**, continued to grow in 2016, with 1 052 theses and dissertations uploaded, as well as over 1 000 new and retrospective SU research articles. In addition, we hosted five open conferences on the **SUNConferences** hosting platform.

The heritage collections of **SUNDigital Collections** grew by 2 798 items, and now also includes the South African Jewish music articles collection and a manuscript collection that documents Stellenbosch landowners from 1693 to 1860. We also expanded the existing James Walton and Bells of the Western Cape collections with additional

photographs and illustrations. The platform currently hosts 7 657 items in 26 collections. In 2017, we plan to add speeches and articles from the Frederik Van Zyl Slabbert collection, which we digitised in 2016.

To coincide with the theme of International Open Access Week in October, “Open in action”, we showcased our own **open-access initiatives**. This included the presentation “Evaluating research output, impact, collaborations and trends in open access” by Melissa Badenhorst from WorldWide Information Services. We also initiated a drive to raise awareness of our revamped open-access blog. The blog features information on our open-access initiatives as well as general open-access news and features.

Finally, in supporting the University’s researchers to publish in high-quality open-access journals, our **Open Access Publication Fund** helped pay the publishing fees of 99 articles to a total value of R1 692 522. This brings the total number of articles funded since 2009 to 459.





Research data management

We continuously seek new and innovative ways to support the research agenda and workflows. Therefore, we participated in an institutionally coordinated information communications and technology (ICT) task team investigation to determine the digital infrastructure and support services needed to facilitate the most effective and collaborative scientific research.

This included an analysis of our role in research data management as well as the creation of a dedicated space on our website to communicate best practices and guidance to researchers.

In order to keep abreast of research data management (RDM) developments, we organised a skills improvement workshop for staff. An RDM expert from the University of Sheffield served as facilitator. We also started exploring appropriate software solutions for RDM services. In addition, we joined other research support divisions on campus to prepare the University's contribution to a collective submission by Western Cape higher education institutions to the Department of Science and Technology (DST) and the Data-Intensive Research Initiative South Africa (DIRISA).

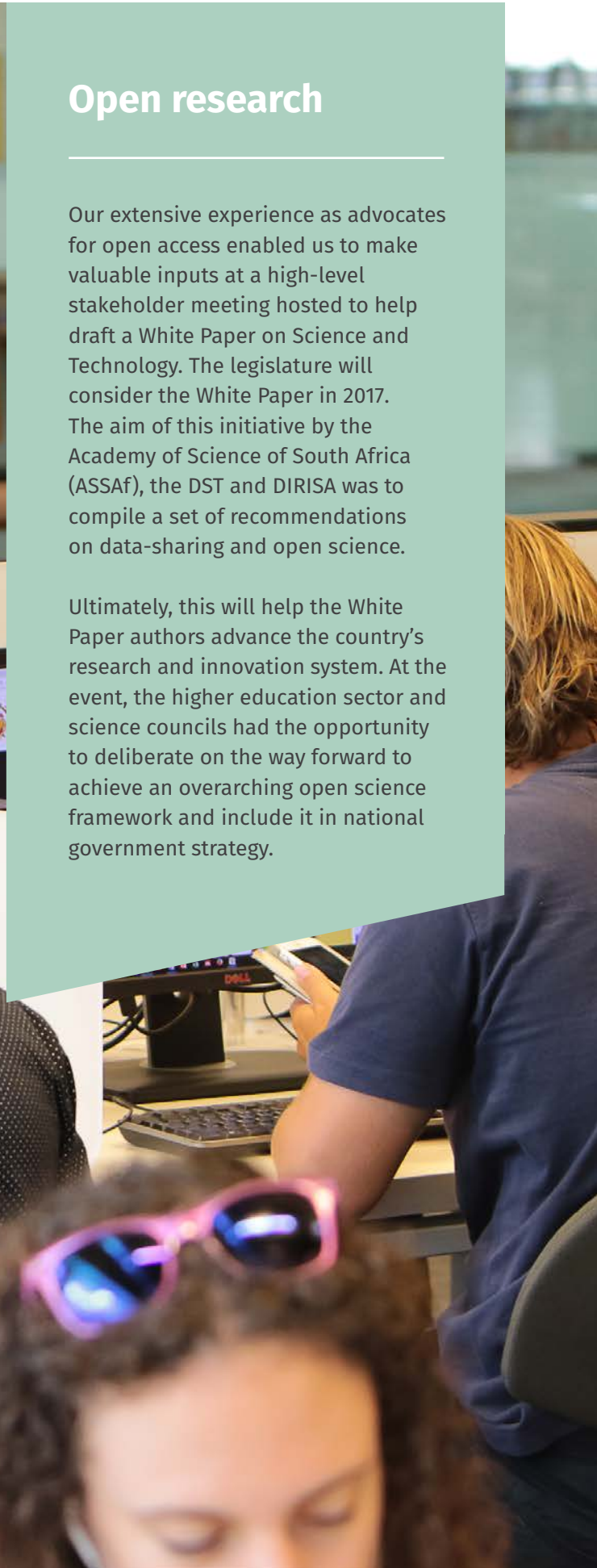
This followed a call by the DST and DIRISA for proposals to host a tier-2 data node that would support scientific research. For the submission, we had to draw up a proposed strategy to implement RDM services for researchers who would be using the data node. This includes the sourcing and installation of a bespoke software solution.



Open research

Our extensive experience as advocates for open access enabled us to make valuable inputs at a high-level stakeholder meeting hosted to help draft a White Paper on Science and Technology. The legislature will consider the White Paper in 2017. The aim of this initiative by the Academy of Science of South Africa (ASSAf), the DST and DIRISA was to compile a set of recommendations on data-sharing and open science.

Ultimately, this will help the White Paper authors advance the country's research and innovation system. At the event, the higher education sector and science councils had the opportunity to deliberate on the way forward to achieve an overarching open science framework and include it in national government strategy.



3.5 Collaborative relationships with stakeholders

We continued our partnership with the South African National Library and Information Consortium (SANLIC), which in 2016 helped us save some R118 million in subscriptions. Considering that SANLIC fees were a mere R173 000 for the year, this is a partnership worth maintaining.

Moreover, we became the OCLC's first South African partner when we joined the Research Library Partnership (ORLP) at the start of the reporting year. The ORLP is a global alliance of 170 like-minded libraries that strive for cooperative innovation to make operating processes more efficient and shape new, distinctive services. ORLP membership offers us:

- the opportunity to work with similarly motivated institutions to address changing architectural, workflow and service issues;
- invitations to working groups, programmes, educational events and symposia;
- a platform to work on common interests, share collections and continuously refine resource-sharing capacities with colleagues across nations and sectors; and
- improved management of the University's cultural and scholarly record.





04. Quality management

With our five week-long LibQUAL user survey, we sought to determine the quality of our services and facilities and to compare these with best practices elsewhere. We also wanted to better understand students and staff's expectations so that we can improve our services accordingly.



Results show that respondents put a high premium on modern equipment that afford them easy access to the information they need. Our readiness in responding to users' enquiries received the highest perceived service score, while users identified access to e-resources from their home or office as the area in greatest need of improvement.

We are doing well compared to other national and international academic libraries' LibQUAL results and have already developed action plans to address areas that require improvement.



05. Closing remarks

In 2016, we directed our activities towards our vision of being a world-class and innovative information service that offers collaborative learning spaces and excellent resources to support the University's teaching, learning and research activities.

We sincerely thank the University management, the Vice-Rector for Research, Innovation and Postgraduate Studies, Prof Eugene Cloete, all deans of faculties as well as members of the Senate Library Committee for their support and interest. Our dedicated staff's hard work and continued efforts were also indispensable in achieving the high levels of innovative client service seen in 2016.



We look forward to the year ahead,
as we know that

“**[g]reat libraries make great universities, ... because all that starts here, changes the world – one student, one faculty member, one researcher, one mind at a time”.**

- Dr Lorraine J Haricombe,
Vice Provost and Director, University of Texas Libraries, 2015.