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Library and Information Service

ANNUAL REPORT 2007



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Content

1. Message from the Senior Director	3
2. Executive summary	3
3. Staff	5
3.1 Active staff plan	5
3.2 Retirements	5
3.3 New appointments	5
3.4 Awards	6
3.5 Staff training and development	6
3.6 Professional contributions: presentations/papers/speeches	7
4. Budget	8
5. Information sources and collections	9
5.1 Books	9
5.2 Journals	9
5.3 Electronic sources	10
5.4 Cataloguing	11
6. Proactive client-centred service delivery	11
6.1 Circulation	11
6.2 Information services	12
6.3 Information literacy	12
6.4 Engineering and Forestry Library	13
6.5 Music Library	13
6.6 USBI	14
6.7 Theology Library and Health Sciences Library	14
6.8 Special collections	14
7. Improved application of information technology	15
7.1 Electronic storage of postgraduate studies and research	15
7.2 Improved system management for access to electronic sources	16
7.3 Pilot project for improved search methods regarding organisational information	16
8. Internal and external communication	16
9. Quality assurance	17
10. Regional, national and international collaboration	17

1. Message from the Senior Director

The year 2007 was once again a busy and exciting year for the Library and Information Service. The year's activities clearly indicate that we react positively to new challenges and developments. The strategic directions developed at the end of 2006 helped us to stay focused and contributed to the fact that many of our objectives have been met and that a significant contribution was made to the objectives and vision of Stellenbosch University (SU) in general.

Despite a limited budget and various challenges, the Library and Information Service delivered an important contribution to the academic and research objectives and outputs of the University.

The Library and Information Service will build on this work and will improve and expand its services even more by actively participating in and acting on new challenges and developments that the future might hold.

On behalf of the Library management, once again a heart-felt thank you to all the library staff for their excellent co-operation and commitment in 2007. Thank you also to the Rectorate, the Student Representative Council, the Library Committee, as well as the deans, departments and other environments for their support and co-operation, which contributed to a successful year for the Library.

Ellen R. Tise
Senior Director, Library and Information Service

2. Executive summary

Overview of the highlights from the 2007 annual report of the Library and Information Service

Good progress was made in 2007 with the active staff plan, of which the development commenced in 2006. Continuous staff training and development to constantly hone staff and to prepare them for the strategic challenges of the work environment were, as in previous years, once again one of the biggest priorities of the Library and Information Service in 2007. More than 75 staff members took part in a variety of training and development opportunities.

The total library budget allocated for 2007 was R48 473,419. Additional income from donations and other diverse sources of income contributed a further R2 288 755 to the budget.

The institutional budget was decreased with 1,26% due to the favourable currency cover bought for journal and database subscriptions at the beginning of the year. However, this decrease did not account for any growth in terms of the library collection. The year under review was subsequently the second consecutive year with zero growth.

Continuous inflation regarding the cost of books as well as the impact of the weakening exchange rate meant that fewer items were acquired in 2007 than in 2006. This also means that the identified deficiencies in the collection could not be addressed in all cases. The observation is that the book collections in some departments in the humanities and social sciences are increasingly becoming outdated due to insufficient funding to these faculties for the annual acquisition of new book material.

The demand for information in electronic format is still increasing. In 2007 the focus shifted to the acquisition of electronic books (e-books). A collection of 600 e-books was bought on the Ebrary platform. In 2007 we also subscribed to the online version of *Encyclopaedia Britannica* and to the

electronic reference library Credo Reference, which contains approximately 277 e-research works. Other electronic platforms were supplemented with new e-books and e-reference works.

The pursuit of a more strategic institutional budget for the acquisition of information material remains a problem and the current absence of said budget hinders the addressing of the growing needs of students and academic staff.

The statistics of the usage of databases and the downloading of articles by clients once again give a good indication of the increasing utilisation of electronic sources for information recovery. In the past few years the most important research material was converted almost 100% from paper-based formats to electronic format.

It is therefore a source of concern that a serious shortage of funds leads to waiting lists of requests for the acquisition of new titles, which cannot be acceded to. This has serious implications for the University's continuous role as a leading research university. This sentiment also came strongly to the fore during the focus group discussions with postgraduate students and academic staff in 2007.

Continuous actions to improve procedures and facilities in order to deliver a pro-active client-centred service also received attention again.

Information literacy, accompanied by the training of clients, remains a strategic priority for the Library and Information Service, and the training statistics of 2007 show that there is positive growth in the number of students in all the faculties that make use of the training programmes. The integrated electronic library training module developed about two years ago by means of WebStudies in order to reach more students led to an additional 3 427 clients receiving curriculum-related training in 2007.

As in previous years there were tangible outcomes of information supply in the Special Collections division of the Library in the form of publications that appeared as a direct result of research in this division. Examples include:

- *Uit puur verstrooiing: lesings, praatjies, artikels, onderhoude en besprekings* by John Kannemeyer (Stellenbosch: Inset Uitgewers, 2007).
- *Verkenning van Zuid-Afrika: achttiende-eeuwse reizigers aan de Kaap* by Siegfried Huigen (Zutphen: Walburg Press, 2007).
- "Podium and/or pulpit? DF Malan's role in the politicisation of the Dutch Reformed Church, 1900-1959" by Lindie Korf. In *Historia* 52 (2), November 2007.
- "Standpunte: The story of a culturally inclusive South African journal" by Elsa Meihuizen. Paper delivered at the A World Elsewhere conference, April 2007.

After the successful launch of the electronic thesis project in 2006, good progress was made with the development of a system to provide for the electronic submission of theses and dissertations. As a result, 403 theses and dissertations of Stellenbosch University were available online by the end of 2007. A total of 274 458 downloads of these online theses and dissertations took place in 2007 (on average approximately 680 downloads per thesis/dissertation) and 28 147 searches were done during the course of the year under review on these theses and dissertations.

The goals of the Library and Information Service are to raise its visibility and to create awareness of its services, facilities and sources were pursued and successfully executed in various ways. A highlight was the installation of two plasma screens to present communication to clients in a visually striking way. Various topical exhibitions, among others on Beatrix Potter and Stellenbosch writers, were also presented during the year.

The year 2007 was definitely a year full of surprises and challenges for the Library and Information Service and we are looking forward with great expectation to what 2008 might hold.

3. Staff

3.1 Active staff plan

Good progress was made in 2007 with the active staff plan, of which the development commenced in 2006:

- The number of ad hoc posts at the Library and Information Service was decreased significantly in 2007 and, where feasible, converted to permanent posts.
- The creation of an additional post of System Librarian, which has been planned for a few years, was realised in 2007 with the appointment of Ms N Malherbe in the post.
- The restructuring of the Planning and Marketing division took place and provision was made from the existing staff component for the portfolios of Web Manager in the person of Ms L Schoombee and of Management Information Co-ordinator in the person of Ms M Roux.

3.2 Retirements and resignations

The following persons retired during the course of the year under review:

Mr JPJ Engelbrecht
 Mrs A Els
 Mr JJ Mouton
 Ms A Niemand
 Mrs S Botha
 Mrs H Otto
 Mrs N Thesnaar
 Mrs M Visser
 Mrs L Erens
 Mrs G Gericke

3.3 New appointments

The following persons were appointed in permanent posts at the Library and Information Service in the course of the year under review:

Ms S Kibirige
 Ms J Williams
 Ms N Malherbe
 Ms P Talliard
 Ms L Kleinhans
 Mr D Adams
 Mr S February

Good progress was yet again made in 2007 regarding diversity targets and six of the seven permanent appointments were people from the designated groups.

The posts of eleven staff members were upgraded in the course of the year under review. At the end of 2007 the permanent staff component of the Library and Information Service consisted of 101 posts with 5 vacancies.

3.4 Awards

An exceptional honour was bestowed upon the Library and Information Service in the year under review with the election of the Senior Director, Ms ER Tise, as Designated President of the International

Federation of Library Associations and Institutions (IFLA) in June 2007. Ms Tise will serve in this position from 2007 to 2009, after which she will automatically serve as President of the association from 2009 to 2011. This election is widely considered a special honour for both the Library and Information Service and the general South African library and information community.

Ms Tise also received the LIASA (Library and Information Association of South Africa) 10th Anniversary Award in 2007 for outstanding leadership in LIASA and the library and information sector.

Mrs M Heese received the Rector's award for outstanding service and Mrs A Eagleton and Ms W Aucamp each received a long-service award for 25 years' service to the University.

The following staff members obtained degrees and other formal qualifications in 2007:

Ms S Kloppers – B Comm (SU)

Ms M Roux – MA (Afr & Dutch) (*cum laude*, SU)

Mr Y Ras – National Diploma in Library and Information Science (Unisa)

Mr C September – Certificate in designing and implementing telecommunication networks (Unisa)

Ms C Lindoor – L3 certificate (PLUS programme)

Ms I de Lange received a certificate in 2007 for the mentorship training she received in the PLUS programme in 2006 to act as mentor for Ms C Lindoor, who attended the programme. Mrs H Swart also received training as mentor in 2007 for the PLUS programme and mentored two staff members of the Stellenbosch University Business School, who attended the programme, in the course of the year.

3.5 Staff training and development

Continuous staff training and development to constantly hone staff and to prepare them for the strategic challenges of the work environment were, as in previous years, once again one of the biggest priorities of the Library and Information Service in 2007. For this reason a programme of regular internal staff training and development sessions was started in 2007, which took place on average twice a month. Presentations varied from informal training sessions to formal lectures or presentations by invited speakers and feedback sessions by staff members on professional events that they attended. The average attendance figure was between 40 and 50 staff members per session.

More than 75 staff members participated in a wide variety of training and development opportunities during the year under review:

- A great number of staff members attended the CHEC programmes, including courses on team building, project management, leadership, and knowledge and information management.
- Computer courses presented by the Division of Information Technology are still popular and various staff members received training in MS Excel, MS Word, MS PowerPoint and FrontPage.
- A great number of staff members involved in information supply and training of clients received training in WebCT at a workshop presented by the Centre for Teaching and Learning (CTL). A number of staff members also attended conferences presented in 2007 by CTL.
- The skills of various staff members regarding client service and stress management were honed in several training sessions.
- A number of staff members attended courses or workshops presented by the SU Language Centre, among others "Building brochures that work", "Listen to your reader", "Communication, culture and the image of my company" and "Web communication".
- Various staff members received first-aid training for the first time or as refresher courses and a number of staff members also attended the information session on HIV in the workplace presented by the University.
- A large variety of demonstration and training sessions were presented in the year under review by suppliers of library products, which were attended by library staff.

- Five staff members attended the Developing Information Technology Capacity in Higher Education (DITCHE) symposium in May 2007 in Port Elizabeth.
- Mr W Klapwijk and Mr L Munro of the Library's Information Technology division attended the Ex Libris Systems Seminar in Potsdam, Germany, in May 2007 and the DSpace User Group Meeting in Rome, Italy, in October 2007 respectively.
- The library and information community of South Africa was privileged to have various international professional conferences presented in South Africa in 2007. Twenty staff members of the Library and Information Service attended the World Library and Information Congress: 73rd IFLA General Conference and Council: "Libraries for the future: progress, development and partnerships" in August 2007 in Durban and 10 staff members attended the 7th Northumbria International Conference on Performance Measurement in Libraries and Information Services, also in August, in Stellenbosch.
- A further expansive number of conferences, workshops and other development opportunities that took place locally, nationally and internationally were also attended by staff members of the Library and Information Service in 2007 in order to remain at the forefront of library and information developments worldwide.

3.6 Professional contributions: presentations/papers/speeches

- Ms J Arendse and Mr P du Plessis delivered a joint paper entitled *Challenging times: information literacy, librarian/lecturer partnerships and e-learning* in May 2007 at the E-learning Africa: 2nd International Conference on ICT for Development, Education and Training in Nairobi, Kenya.
- Ms J Arendse co-ordinated a discussion forum entitled *Adding value: a discussion on the academic librarian's role in supporting researchers* presented by herself and Mmes H Swart and M Heese in April 2007 during the International Conference on Postgraduate Supervision – the state of the art and the artists of the Centre for Higher and Adult Education (SU Faculty of Education).
- Ms E van Wyk did a presentation entitled *Librarian & Lecturer Partnership & E-learning sources to the students* at the conference *Akademieskap van Onderrig en Leer: E-leer*.
- Ms E Tise did presentations at various events during the year under review, namely in May 2007: *South African libraries: then and now* during the meeting of the Online Computer Library Center (OCLC) Members Council in Dublin, Ohio, in the USA; in June 2007: *A new dawn in South Africa* at the Western Cape branch of LIASA's 10th anniversary celebrations of the association; in September 2007: *Current trends in information services* at the HERS-SA Academy in Cape Town; and in November 2007: *Peering ahead, or is the future already here?* at The Future of Libraries in South Africa symposium, University of the Western Cape.

4. Budget

The total budget for 2007 as allocated to the Library and Information Service is displayed in Table 1.

The institutional budget was decreased by 1,26% due to the favourable currency cover bought for journal and database subscriptions at the beginning of the year. However, this decrease did not account for any growth in terms of the library collection. In 2007 the currency cover bought covered 86,5% of the journal and database subscriptions.

The allocation was in line with the 2006 framework. The budget component for the faculties was R14 420 500 (53,3%) as against the discretionary allocation of R12 624 500 (46,7%). This was mainly due to the consolidation of the Wiley InterScience database acquisition now included in the discretionary component. By the end of 2007 only 3,22% of the budget was not spent. This is mainly due to two faculties that under-spent on continuations and journal subscriptions.

The total expenditure increased from 88,95% in 2006 to 91,29% in 2007, while outstanding liabilities decreased from 8,64% in 2006 to 5,49% in 2007.

Table 1: Budget			
	2005	2006	2007
Institutional	R 27 609 051	R 27 389 000	R27 045 000
Operational	R 3 414 737	R 4 250 303	R4 302 465
Furniture and equipment	R 696 907	R 600 000	R607 364
Salaries	R 16 841 271	R 15 812 094	R16 518 590
Total	R 48 565 966	R 48 051 397	R48 473 419
Other income			
Donations	R 80 100	R 100 000	R36 100
Sponsorships	R 36 491	R 38 333	R23 684
Distance-learning students	R 218 480	R 240 800	R265 400
Fines	R 102 644	R 107 915	R95 904
Internal income	R 158 582	R 29 729	R110 763
Diverse income (locally)	R 659 083	R 554 918	R636 691
Diverse income	R 69 622	R 28 088	R124 484
Interest	R 348 297	R 369 149	R559 376
Printing (students)	R 17 317	R 380 698	R436 353
Attendance of courses	R69 300	R 82 800	0
Total	R1 759 916	R1 932 430	R2 288 755

5. Information sources and collections

5.1 Books

The collection of monographic material (books and audiovisual material) increased by 9 305 items in 2007. See Table 2 for more information.

In total, 99,14% of the budget of R4 618 116 allocated for books, and other monographic material was used in 2007. This budget was supplemented by orders worth R217 159 covered by special funds that were available for the acquisition of library material, as well as orders worth R106 774 covered by so-called external (i.e. departmental) funds.

Continuous inflation regarding the cost of books as well as the impact of the weakening exchange rate meant that fewer items were acquired in 2007 than in 2006. This also means that the identified deficiencies in the collection could not be addressed in all cases. The observation is that the book

Table 2: Growth and scope of collection				
	2004	2005	2006	2007
Books	662 286	671 347	680 706	690 011
Other material	35 670	35 694	36 382	36 849
Journal volumes (bound)	349 961	353 382	354 738	356 650
Total	1 047 917	1 060 4 23	1 071 826	1 083 510

collections in some departments in the humanities and social sciences are increasingly becoming outdated due to insufficient funding to these faculties for the annual acquisition of new book material.

5.2 Journals

The component of journal articles that are available electronically in full-text was further increased with the acquisition of the Wiley InterScience database. A total of 129 single-paper and electronic subscriptions could be cancelled due to their inclusion in these as well as other databases. Only 2 231 paper subscriptions are still administered by the Journals and Electronic Sources division, compared to the 36 401 journal articles to which full-text electronic access is available through means of the A-Z list.

SFX is a functionality made available by the Library and Information Service to give clients access to full-text articles from references in various databases. In 2007 individual journal titles as well as journal titles available in full-text in publisher packages and databases were activated in SFX.

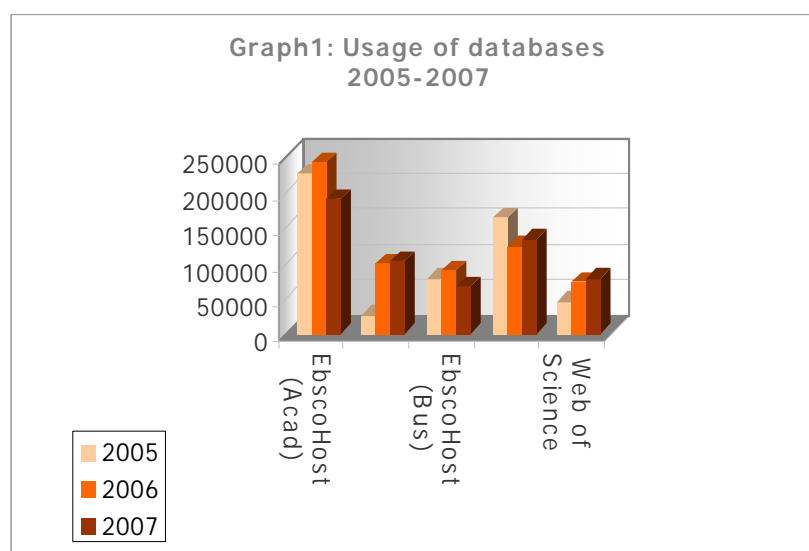
The continuous conversion from a paper to an electronic journal environment as well as the limits of the binding budget led to a decrease of approximately 72% of the binding of journals and newspapers during the past three years. In 2007, 1 879 journal volumes and 33 newspapers were bound.

5.3 Electronic sources

In 2007 the focus shifted to the acquisition of electronic books (e-books). A collection of 600 e-books was bought on the Ebrary platform. In 2007 we also subscribed to the online version of *Encyclopaedia Britannica* and to the electronic reference library Credo Reference, which contains approximately 277 e-research works. Other electronic platforms were supplemented with new e-books and e-reference works.

The user statistics of databases once again give a good indication of the increasing usage of databases for information recovery. The most important research material was converted almost 100% during the past year from paper-based formats to electronic format. However, it is important to note that information in paper format is still of great importance in certain academic disciplines.

Due to the increasing usage of electronic databases, it is therefore a source of concern that a serious shortage of funds leads to waiting lists of requests for the acquisition of new titles, which cannot be acceded to. The restriction on the acquisition of new journal articles (unless an academic department is prepared to give up an existing title in order for funds to be appropriated for the new title) is part of



the budget problem and will need to be addressed urgently as it holds serious implications for the University's continuous role as leading research university. This sentiment also came strongly to the fore during the focus group discussions with postgraduate students and academic staff in 2007. The most recent example of this is an excellent offer from the publishers Elsevier for the one-off acquisition of the ScienceDirect archive, which could not be taken up due to insufficient funds.

The 20 databases used the most in 2007 are:

1 Academic Search Premier	192 388	11 ProQuest Education Journals	36 830
2 SAePublications	170 746	12 ProQuest Medical Library	35 109
3 ScienceDirect	133 150	13 ProQuest Science Journals	34 927
4 Index to SA Periodicals	101 790	14 Dissertations and Thesis	34 086
5 Web of Science	77 691	15 ProQuest Agriculture Journals	33 044
6 Business Source Premier	68 980	16 ABI/Inform Trade & Industry	32 923
7 Emerald	45 612	17 ProQuest Telecommunications	32 478
8 SACat - Sabinet	44 406	18 Career and Technical Education	32 377
9 ProQuest Social Science Journals	40 978	19 ProQuest Computing	32 222
10 SA Media	40 586	20 Academic OneFile	24 850

5.4 Cataloguing

Staff members from the Cataloguing division continuously face great challenges to remain at the forefront of the fast-changing information environment. New and changed work methods must be implemented continuously in order to continue delivering an excellent and effective service to Library clients.

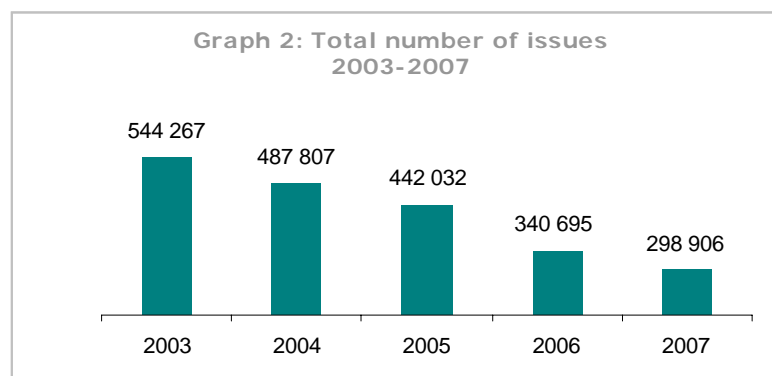
In 2007 the Cataloguing division added 12 470 new books (paper or electronic), DVDs and other kinds of material in the computer catalogue. For 6 188 books incorporated in the collection bibliographic and item records were created for the first time in the computer catalogue (to replace their card catalogue records), and for 1 015 books amendments had to be made in existing computer catalogue records due to, among others, the transfer of stock.

The Cataloguing division was also involved with the placement of SU theses and dissertations in electronic format on the new Electronic Theses and Dissertations (ETD) database of the University in order to make these research outputs available worldwide via the internet. These tasks included, among others, the conversion of theses and dissertations to PDF format and the creation of metadata.

6. Proactive client-centred service delivery

6.1 Circulation

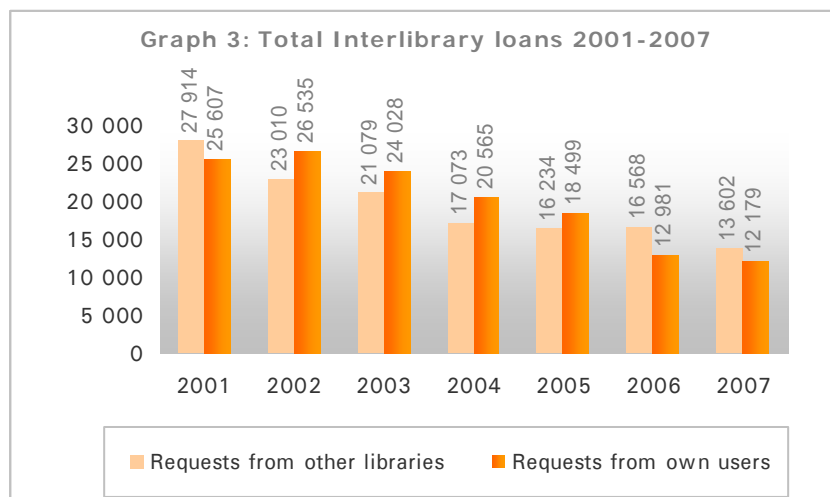
A variety of actions were launched in the course of 2007 by the Circulation division to improve procedures and facilities that could lead to a more positive client experience. Some of these actions were related to feedback



received in the focus group discussions held with clients in 2007 and others were the result of a survey done by this division.

The opinion in the past two years was that the downward trend in interlending statistics has stabilised, but the figures for 2007 show a continuance of this trend. In 2006 there was a decrease of 6,4%, which was continued with a further decrease of 22,9% in 2007.

There was also a sharp decrease in the number of international transactions.



The total number of issues of the Library and Information Service decreased by 12,3%, which is probably mainly due to the restriction on renewals of material and the increasing usage of electronic sources.

The year 2007 is also the second year in which procedures and conditions for the covering copyright licence for short loan items were in force, and short loan issues and renewals decreased in total by 13,9%. This decrease was expected and is in line with the strategic objective to downscale the division's activities to that which is the core business of a short loan division.

6.2 Information services

The MetaLib launch and marketing were very successful and a great number of students were reached through this action. In 2007 a great deal of work was done by all the faculty librarians to recover stock deficiencies as indicated during the stock evaluation process in 2006 and to adjust collection levels in preparation for the next stock evaluation process that will take place in 2008.

Regarding the virtual information service, the capturing of information questions and answers on the QuestionPoint KnowledgeBase was continued and the total number of records captured in the course of the year under review once again showed an increase from 1 058 records in January 2007 to 1 105 records in January 2008. The records placed by the Library and Information Service on the South African National KnowledgeBase also showed an increase of 47 records. The use of AskALibrarian by Library clients is increasing systematically by approximately 53 requests a month, but considerable more marketing of this service in the future is envisaged, as there are still many clients who are not aware of this service.

6.3 Information literacy

Information literacy, and with that the training of clients, remains a strategic priority of the Library and Information Service, and consequently training constituted a great part of the tasks of service delivery to clients of faculty librarians in 2007. The training statistics presented here include that of the Information Services division as well as of the branch libraries.

Primary clients

The integrated electronic library training module developed about two years ago by means of WebStudies to reach more primary clients led to an additional 3 427 primary clients receiving curriculum-related training in 2007. This number of clients is in addition to the total number of clients reached through group or individual training. We are delighted that this development is now reaping the rewards and we trust that this training method will in time find acceptance in all faculties.

The number of primary clients trained in groups shows growth in all the faculties. The faculties of AgriSciences, Economic and Management Sciences, Engineering, Natural Sciences and Arts and Social Sciences show great increases, which could possibly be attributed to the use of the WebStudies training, improved co-operation between lecturers and library staff in the planning of training sessions, and growth in the number of students attending credit-bearing Information Skills 172 training. Individual training also shows growth in the majority of faculties.

	2005	2006	2007
Undergraduates	4306	3927	9947
Posgraduates	1459	1762	2333
Lecturers	18	6	32
Distance learning students	0	76	80
Non-University	555	890	794

The Faculty of Law was once again the faculty in which the greatest percentage of clients were reached through group training, namely 90,8%, compared to the expected smaller percentage of 5,35% attained with individual training. The faculty in which the greatest percentage of clients were reached through individual training in 2007 is Health Sciences with 87,13%, with only 25,5% receiving group training. This gives an indication of the heavy workload of librarians in this faculty. The goal should be to increase group training, especially on undergraduate level, and to try to decrease time-intensive individual training.

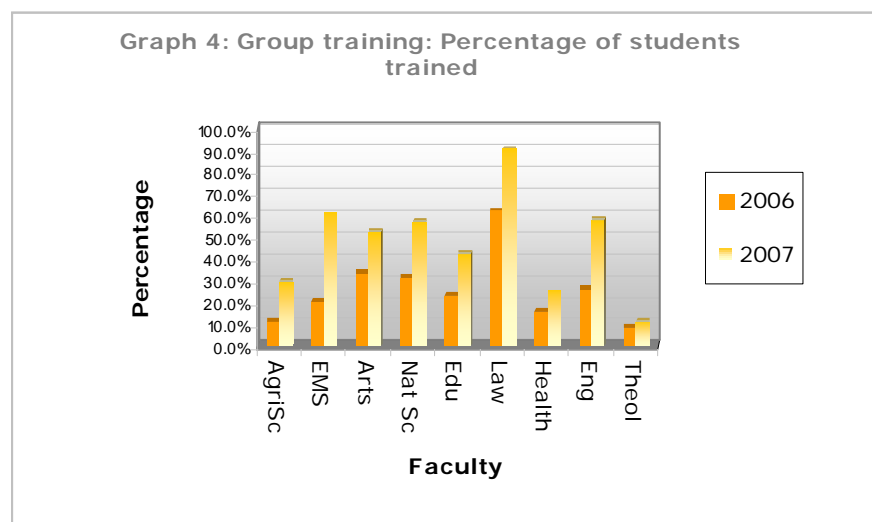
Group training presented across faculties under the auspices of the Getwise@URLibrary shows considerable growth in the year under review. This can be ascribed to the group training in the MetaLib development implemented at the Library and Information Service and presented in 2007 in the faculties of Economic and Management Sciences, Health Sciences and Education. In total, 2 396 students were reached through this training in these three faculties.

Staff members of the Library and Information Service were involved in credit-bearing library training ("library survival skills") during the year under review, which was presented for the module Information Skills 172 for the Faculty of Arts and Social Sciences.

During the Getwise@URLibrary week (5–9 February 2007), directly after the welcoming week for new students, 121 students – mostly first years, who are the target group of this type of training – received generic training during 78 training sessions

Non-University clients

Compared to 2006, the total number of non-University clients trained in 2007 increased with 20%. Of the 1 547 non-University clients trained in 2007, 794 received group training and 753 individual training. At the Health Sciences Library, 457 Oral Health students of the University of the Western Cape, 68 Ambulance College students and 79 clients from the Provincial Administration of the Western Cape were trained individually in a total of 205,75 lesson hours.



6.4 Engineering and Forestry Library

The growth in student numbers in the Faculty of Engineering as well as access to a greater choice of electronic sources led to increasing pressure on the provision of computers in the Engineering and Forestry Library during the last couple of years. The increase in the provision of computers effectuated in 2007 for the library relieved pressure on both the library and on the computer user area FIRGA.

The arrangement of all the journals of Engineering and Forestry according to topic at the end of 2006 was experienced predominantly positively by library clients. The access to a few new databases, among others the British Standards and Knovel, made possible by the sound management of the book funds, led to the enrichment of the stock.

6.5 Music Library

Regarding stock development, the addressing of the great deficiencies in the Choir conducting division is great news. All the core works (all media) were bought for this discipline and the collection was brought closer to the required collection level. Good progress was also made in addressing the deficiencies in the two-piano and piano-duet divisions (both sheet music and audiovisual material).

During the year under review, great progress was made with work on the collections of the Documentation Centre for Music (DOMUS). Work on the Arnold van Wyk donation is completed and a start was made on the Rosa Nepgen material that will be incorporated in the work collection of the Music Library. Important assets for 2007 are the acquisition of a collection of original manuscripts of Graham Newcater and the full works, to date, of Hendrik Hofmeyr. These acquisitions were partly financed from library funds and partly from funding by the Department of Music.

Further funding was obtained to continue the functioning of DOMUS: from the Het Jan Marais Nationale Fonds for the extension of the ad hoc appointment of Ms S de Jongh for work done in DOMUS; from the SU Strategic Fund for the adaptation of the collection of the EOAN opera group; and from the research fund of the Vice-Rector (Research) for the creation of a website for DOMUS.

The catalogues of both the Jannasch and the Coates collections were completed in the year under review and the launch of the latter took place at a festive event on 20 August 2007 in the Conservatorium. Good progress was also made in 2007 with the work on the collections of Frits Stegmann, Graham Newcater and Michael Scott, as well as on the Conservatorium collection.

Considerable research resulted from the work done in DOMUS at the Department of Music in 2007. Two publications based on research material in the centre appeared in the internationally accredited journal *Fontes Artes Musicae*. Four papers, also based on this material, were delivered at the Music Science Association of Southern Africa held in Bloemfontein in August 2007, and at least four honours and master's theses and dissertations that resulted from this material were completed in 2007 or are currently being completed.

6.6 USBI

In 2007 strong focus was placed once again on the advancement of information literacy at USBI and 576 clients of the Bellville Park campus were trained during group and/or orientation sessions. The outcomes of the training were among others to familiarise students with the finding of academic information sources, to learn advanced research skills in a practical way, to improve the quality of assignments, and to make students aware of plagiarism, copyright law and referencing methods.

6.7 Theology Library and Health Sciences Library

At the faculties of Theology and Health Sciences representations were addressed since 2006 by students and academics for extended hours at the branch libraries of the two faculties. After client surveys and testing periods for possible extended hours at both libraries additional service hours were instituted in 2007 at each of the libraries, which were received very positively by the libraries' primary clients.

6.8 Special collections

In the Document Centre the work to get the catalogue and index of the HB Thom collection ready for press was continued. Work on the WA de Klerk and the Piet Cillié collections and the updating and maintenance of a variety of smaller collections was also continued.

A highlight of 2007 was the launch of the JJ Smit catalogue on 24 June 2007, which was attended by a great number of dignitaries, donors as well as family members of JJ Smith. One of the outcomes of the event was an expansive article on JJ Smith and his collection, which appeared in *Die Burger*.

A great number of new collections as well as additions to existing collections was added in the course of the year under review to the collections of the Document Centre. These include the collections of Prof JN de Villiers (former rector of SU), Ina Rossouw (poet), Freda Linde (writer of children's books), Peter Philander (poet), Prof Merwe Scholtz (literary academic) and many others.

In 2007, 252 new titles were acquired for the Africana collection. The most extraordinary acquisition was the artwork on botanical illustrations, *Curiosities*, by Karen Stewart. The book is an outcome of the author's MPhil degree in Visual Arts at SU, for which a great deal of her research was obtained from sources in the Africana collection.

Other important acquisitions in 2007 for the Africana collection include a series entitled *Erwe van ons vaad're*, of which the Library and Information Service was allocated the unique number 205 and in future will receive limited runs of this series of this number; the facsimile edition of *Oud en Nieuw Oost-Indiën (1724)* by Francois Valentyn; *A soldier-artist in Zululand: William Whitelock Lloyd* by David Rattray; Salomon Joubert's new history of the Kruger National Park in three volumes; *Claim to the country*, an authoritative new source on the archive of Lucy Lloyd and Wilhelm Bleek, compiled by Pippa Skotnes; and a barely second-hand copy of Zakkie Eloff's *Na die lewe geteken*.

An important find for the Protected Collection was the acquisition of a rare copy of Sam Haskins's *African image (1967)*.

Important donations to the Special Collections division were 14 new European comic books by the Swiss Consulate in Cape Town to the Protected Collection; a very valuable "Zaehnsdorf" facsimile edition of James Cook's *Journal of the HMS Resolution* to the Africana Collection by Raymond Danowksi; and a transcription by Hans Hermann Fries, a client of the division from Germany, of Carl Ritter's diary to the Document Centre. The latter now forms part of the Ritter collection (MS 116) of the division.

Tangible outcomes of information supply in the Special Collections division in the form of publications that appeared as a direct result of research in the division include:

- *Die siel van die mier* by Eugène Marais, edited by John Kannemeyer and his Documentation students (Pretoria: Protea Boekhuis, 2007).
- *Uit puur verstrooiing: lesings, praatjies, artikels, onderhoude en besprekings* by John Kannemeyer (Stellenbosch: Inset Uitgewers, 2007).
- *Verkenning van Zuid-Afrika: achttiende-eeuwse reizigers aan de Kaap* by Siegfried Huigen (Zutphen: Walburg Pers, 2007).
- "Maestro and commander: the Michael Scott collection at the University of Stellenbosch" by Barry Ross. In *Fontes Artis Musicae*, 54 (3), July–September 2007.
- "Podium and/or pulpit?" DF Malan's role in the politicisation of the Dutch Reformed Church, 1900–1959" by Lindie Korf. In *Historia* 52 (2), November 2007.
- "Standpunte: The story of a culturally inclusive South African journal" by Elsa Meihuizen. Paper delivered at the A World Elsewhere conference, April 2007.

7. Improved application of information technology

7.1 Electronic storage of postgraduate studies and research

The Library and Information Service launched a pilot project in 2006 to test the storage of and providing of access to electronic theses and dissertations. This pilot project was expanded in 2007 with role-players on institutional level, namely the Office of the Registrar, the Division of Student Records, the Division of Information Technology, AFRICAN SUN MeDIA and the WebStudies support services staff. The first electronic submission of theses and dissertations will be launched in March 2008.

However, in the third quarter of 2006 the Library and Information Service already started loading existing theses and dissertations on the DSpace database and this work was continued in 2007. As a result, 403 theses and dissertations of SU were available online by the end of 2007. A total of 274 458 downloads of these online theses and dissertations took place in 2007 (on average approximately 680 downloads per thesis/dissertation) and 28 147 searches were done during the course of the year under review on these theses and dissertations.

The storage of and providing access to theses and dissertations only form part of one component of a greater initiative to manage institutional research outputs in electronic format on a central repository, with a direct link to the Research Information Management System (RIMS).

7.2 Improved system management for access to electronic sources

In 2007 a variety of actions were launched to improve the system management for access to electronic sources. These actions included the following, among others:

- The implementation of a new proxy server that provides access to electronic sources only (LIB-PROXY) together with the creation of simplified processes for the updating of the proxy server's configuration.
- A new consolidated webpage with fast links to approved electronic sources that facilitate the publication of web links.

The practice of converting training material stored on magnetic tape to digital format was also continued. This initiative helps in particular to make medical training material that was stored only on outdated magnetic tapes available in digital format to a wider range of library clients and also guarantees the safeguarding of this information in future.

7.3 Pilot project for improved search methods regarding organisational information

The Library and Information Service participated in a pilot project in 2007 managed by the Division of Information Technology to test products from three suppliers for the simplification of the search and find of organisational documentation and websites. This project links with the Library and Information Service's strategy to consolidate cross-searches of various data sources into one search mechanism. Two products, namely Microsoft Sharepoint Search and ConceptSearch, were tested. The aim is to test the Oracle search product in 2008.

As usual, the daily management of the network infrastructure received continued attention in 2007, with experimentation regarding new methods for electronic asset management, a WiFi support service for walk-in students, the launch of newer versions of Microsoft products and the acquisition and implementation of LCD and plasma panels for marketing and communication purposes in the JS Gericke Library.

8. Internal and external communication

The general marketing strategy of the Library and Information Service is to increase visibility and

create awareness of its services, facilities and sources. This objective was pursued and implemented successfully in various ways this year.

A variety of actions were undertaken to improve the marketing strategy. This included:

- A quarterly newsletter, *Bibnuus*, which was circulated on campus.
- A quarterly newsletter for library staff, *Subnuus*.
- Continuous updating and creation of brochures.
- Continuous inputs and contributions to, among others, *KampusNuus*, *Die Matie*, Matie FM, *Eikestadnuus*, e-mail distribution lists and the Web Bulletin.
- Regular guided tours for visitors.
- Continuous updating and creation of notices.
- Two plasma screens, which were mounted in the JS Gericke Library to present communication to clients in a visually striking way. The plasma screens display information on services, sources, events, interesting features and tips.
- Various topical exhibitions, among others that of Beatrix Potter, Stellenbosch writers, the book as art and Hinrich Lichtenstein.
- Participation in the University's Open Day.

Library Week, which was celebrated in March, was used to reaffirm the Library and Information Service's presence and role on campus in an entertaining way. This involved, among others, posters of well-known campus figures ('library stars') who pledged their support to a specific library service. A contemporary Stellenbosch music group presented a concert in the amphitheatre at the entrance of the JS Gericke Library and André P Brink, well-known South African author, presented a lecture on this book *Die Ambassadeur*.

9. Quality assurance

The quality assurance process is integrated with the strategic planning of the Library and Information Service. Continuous measurement of outputs and the review of processes take place by means of the Balanced Scorecard, by which strategic objectives are measured by means of performance indicators and other measuring instruments.

After the results of the LibQUAL opinion survey of 2005 was announced, a need developed to perform a more in-depth analysis of some of the results through focus group discussions. Valuable information was attained in this way and feedback as well as action plans can be viewed at http://www.lib.sun.ac.za/Fokusgroepe/feedback_afr.htm.

The compilation of core performance indicators also took up a great deal of 2007. Some performance indicators of the Library and Information Service's Balanced Scorecard were used, but other new ones also had to be developed. These core performance indicators will also be measured on a continuous basis with the other performance indicators of the Balanced Scorecard.

10. Regional, national and international collaboration

Regional, national and international collaboration was continued in 2007 on various levels and in various forums, as in previous years.

On regional level, the extensive investigation into the Cape Library Consortium (CALICO) systems that were planned for 2007 were completed and the report on the investigation will be under discussion early in 2008.

Services in the form of loans of library material as well as limited training and information provision services were once again presented to a variety of non-University clients in 2007, who included

members of the public (visitors or members of the public that join individually as members of the library), CALICO clients (both CALICO visitors and those that join as CALICO clients), alumni of SU, learners from schools, institutional members and other groupings.

The Library and Information Service was further privileged to strengthen its participation and involvement in national and especially international forums in an extraordinary way during 2007. The Senior Director, Ms E Tise, was once again involved in the activities of the Committee for Higher Education Librarians of South Africa (CHELSA). Ms Tise and Mr W Klapwijk attended the CHELSA Stakeholders Workshop of the National Electronic Theses and Dissertations (NETD) project in November 2007 in Johannesburg.

International liaison was also continued, in particular with the OCLC, of which the Senior Director is the only member from Africa that serves on the Members Council. Ms Tise attended various meetings of the OCLC Members Council in 2007 in Dublin, Ohio, in the USA. She was a member of the Bill & Melinda Gates Foundation's Access to Learning Award 2007 Advisory Committee, as well as chairperson of the organising committee of IFLA's World Library and Information Congress, which took place in Durban during the year under review. Ms Tise was appointed Designated President (2007–2009) of IFLA.

The Cataloguing division still contributes to the expansion of national as well as international computer catalogues through participation in SACat of SABINET and WorldCat of the OCLC. This division is one of the cataloguing divisions of only six libraries in South Africa that contributes internationally to authority records for names, namely NACO (Name Authority Co-Operative), and only the South African National Library and Unisa contribute more records.

A great number of guests visited the JS Gericke Library during the year, among others Ms Biddy Fisher, Head of Information Services, Sheffield Hallam University, and member of the Executive Council of the Society of College, National and University Libraries (SCONUL) of the United Kingdom, and her husband (the Secretary-General of the Association of Commonwealth Universities). Other visitors included:

- From Norway: Frode Bakken, Director of the library at Telemark University College in Norway and former President of the Norwegian Library Association, and Helge Salvesen, professor in history and Director of the university library of the University of Tromsø in Norway and member of the council of the Norwegian Library Association.
 - From China: A delegation from the National Library in China.
 - From Finland: Päivi Pekkarinen, National Health Sciences Library; Eeva Murtomaa, National Library; and Eila Ramo, University of Art and Design Library.
 - From Angola: Samuel Carlos Victorino, consultant for Dr Adao do Nascimento, the Minister of Education in Angola, and Joaquim José Migueis.
 - From Kansas (USA): Lorraine J Haricombe, Dean of Libraries, University of Kansas.
 - From Kentucky (USA): Kathleen RT Imhoff, Executive Director, Lexington Public Library.
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