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FROM THE SENIOR DIRECTOR'S OFFICE

Greetings and a warm welcome to our new look 'extreme makeover' library newsletter *Bibnuus*. We, the library staff are excited to present this new look *Bibnuus* to you and hope you will find it as interesting and useful as we intended it to be. The Library and Information Service is continuously looking at new ways in which we can improve communication with our clients and we are hoping to achieve it through this new initiative. Any ideas and suggestions of items which you would like us to cover in the newsletter, are most welcome – please write to the editor.

In this issue, you will read about key new appointments and promotions in the Library and Information Service, the 2008 orientation programme for first-year students, South African Library Week 2008, news about our library staff training and development programme, LibQual survey and last but not least, read about one of the JS Gericke Library's greatest treasure troves – let me say no more ...

Enjoy reading and watch this space!

Ellen Remona Tise

NEW APPOINTMENTS / NUWE AANSTELLINGS

Dr Reggie Raju

The Library and Information Service announces with great pleasure the appointment of Dr Reggie Raju to the position of Director: IT Services and Communication, with effect from 1 May 2008. His main areas of responsibility at the Library and Information Service will be information technology, marketing and communication and quality assurance.

Prior to his appointment at Stellenbosch University Dr Raju was employed at the University of KwaZulu-Natal. His wide experience in academic libraries stretches over more than 20 years, the last 12 years being in the capacity of head of the GMJ Sweeney Library (UKZN), one of the larger academic law libraries in South Africa.

Dr Raju holds a BA degree from the University of Durban-Westville and a B Bibl (Hons), a Masters in Information Studies and a PhD in Information Studies, all from the University of Natal.

Dr Raju is an active researcher in the library and information science discipline and he is the author or co-

author of a variety of journal articles, chapters in books and other publications. He has also presented various papers at library conferences both nationally and abroad.

Dr Raju's considerable knowledge of and experience in the academic libraries sector will no doubt contribute significantly towards future developments at the Library and Information Service and his appointment will further strengthen the management team of the Library and Information Service.

Me Crystal Hendrickse

Me Crystal Hendrickse is vroeër vanjaar aangestel as Persoonlike Assistent van die Senior Direkteur: Biblioteek- en Inligtingsdienste, me ER Tise.

Me Hendrickse is reeds sedert 2003 'n werknemer van die Universiteit Stellenbosch en voor haar aanstelling by die Biblioteek- en Inligtingsdiens was sy in 'n sekretariële hoedanigheid verbonde aan die Afdeling Menslike Hulpbronne en daarna aan die Registrateursafdeling.



Dr. Raju



Me. Hendrickse

PERSONEELNUUS

Me Sarah Kibirige en me Elda Nolte, beide lede van die senior bestuurspan van die Biblioteek- en Inligtingsdiens, is onlangs bevorder tot Direkteur: Tegniese Dienste en Elektroniese Bronne en Direkteur: Kliëntedienste en Menslike Hulpbronadministrasie onderskeidelik.

NUWELINGORIËTERING 2008

Die nuwelingoriënteringsprogram is vanjaar met besondere groot sukses by die JS Gericke Biblioteek aangebied met 'n styging van 10% in die aantal studente wat die program bygewoon het. Van die hoogtepunte was een fakulteit wat 'n 100% bywoningsyfer gehad het en 'n ander wat die program vir die eerste keer bygewoon het.

Dit het nou al tradisie geword dat nuwelingoriëntering in die vorm van rondleidingstoere deur die JS Gericke Biblioteek aangebied word. Dit behels dat studente, wat in klein groepies ingedeel is, deur 'n bibliotekaris deur die biblioteek begelei word en bewus gemaak word van die uitleg, dienste en fasiliteite. Hierdeur word persoonlike kontak tussen student en personeelid bewerkstellig en 'n vertrouensverhouding word geskep wat 'n geleentheid bied om die beeld van toeganklikheid van die Biblioteek- en Inligtingsdiens in die oë van die student te verbeter.

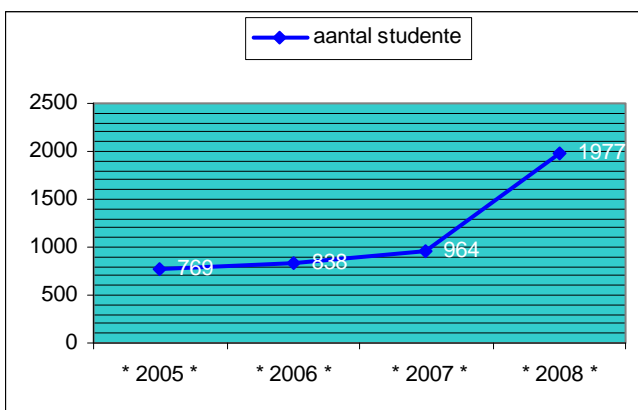
Die tema "Bib=leke" ("Biblioteek is lekker" in sms taal) is gekies om die program op te kikker en om as lokmiddel vir studente te dien om die program by te woon. Om dit 'n verdere hupstoot te gee, is 'n foto-kompetisie aangebied waarin deelnemers onder andere 'n digitale kamera kon wen. Groepfoto's is tydens die rondleidings

geneem en studente moes hulself op die foto's op die Biblioteek- en Inligtingsdiens se webblad uitken om in aanmerking te kom vir die prys. Op hierdie manier het hulle baie vinnig met die tuisblad kennis gemaak. Die digitale kamera is uiteindelik deur Sherri Adams, 'n B.Mus student gewen.

Die Fakulteit Ekonomiese en Bestuurswetenskappe het vir die eerste keer deelgeneem aan die program en alhoewel hul groot getalle studente die personeel laat bontstaan het, was dit 'n groot deurbraak dat dié fakulteit by die program ingeskakel het.

In totaal het 1977 studente vanjaar die rondleidings bygewoon, teenoor 964 studente in 2007 (sien grafiek hieronder). Die bywoningsyfer, in verhouding met die aantal geregistreerde studente, was 57% teenoor 47% in 2007. Die Fakulteit Regsgeleerdheid het die hoogste bywoningsyfer gehad met 100% en Ekonomiese en Bestuurswetenskappe die tweede hoogste met 69%.

Die nuwelingoriënteringsprogram bied 'n wonderlike geleentheid vir die Biblioteek- en Inligtingsdiens om 'n blywende indruk by nuwelingstudente te laat. Personeel uit verskillende afdelings dra elke jaar by om van die geleentheid 'n sukses te maak.



LIBRARY WEEK

Student orientation and Library week programmes present excellent marketing opportunities for the Library and Information Service each year

Each year Library Week provides us with an opportunity to promote our services and resources and to attract clients to the Library and Information Service by presenting special activities and hosting events. This year, from 18-22 March, was no exception. A full Library Week programme, including a publishers exhibition, a book launch, an e-book training session, a talk on author Etienne Leroux and a workshop on publishing procedures and timelines, was compiled to offer a variety of activities and opportunities to clients and visitors alike.

This year the Library Service promoted Library Week in a number of ways, one of them being a campaign on the campus radio station, MFM. This was done by means of daily readouts in specific time slots, as well as a live interview with one of our librarians. We believed this to be an innovative way of getting our message through to students.

The publishers exhibition comprised of academic publishers, namely AFRICAN SUN MeDIA, Blue Weaver, Combined Academic Publishers, Wits University Press, UKZN Press en HSRC Press as well as Knowledge Resources, presenting an exhibition of their latest publications for the duration of the week. The exhibition was located at the entrance of the JS Gericke Library and recommendation forms were made available to staff and students to recommend the purchase of titles for the library.

Coinciding with the publishers exhibition, AFRICAN SUN MeDIA launched one of its new titles, namely *Christian in Public: aims, methodologies and issues in Public Theology* from the Beyers Naudé Centre Series on Public Theology, in the Africana room of the JS Gericke Library. The book contains essays by some of the most important figures in public theology.

Karen Bruns of the HSRC Press presented an interactive session titled "From Proposal to Publication: getting your manuscript published with local academic publishers" in the JS Gericke Library's auditorium. This session provided practical information on the procedures and timelines of the publishing process that proved to be most helpful to aspiring authors and also related to the theme of the publishers exhibition.

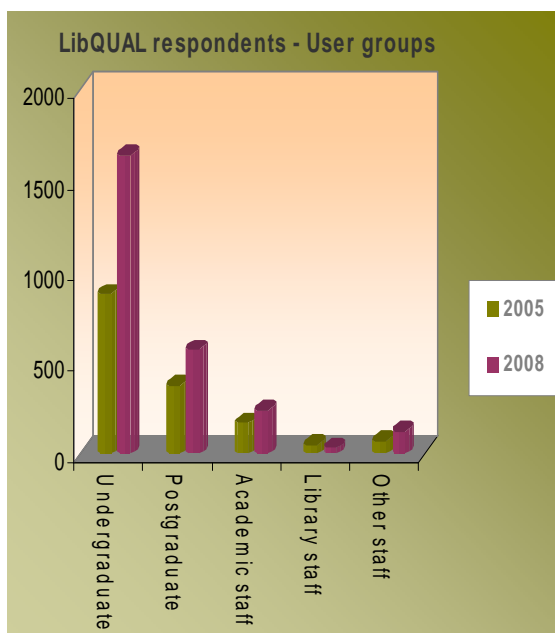
On an informative note, our information literacy librarian, Joanne Arendse, presented a training session titled "Discover e-books" which aimed to introduce clients to the Library and Information Service's comprehensive collection of electronic books and to teach them how to use it effectively.

For the duration of Library Week a training kiosk provided individual training sessions for clients, helping them to help themselves in the library, e.g. teaching them to renew and reserve books and request interlibrary loans by means of the Library and Information Service's website.

The talk on Afrikaans writer Etienne Leroux, presented by prof John Kannemeyer, a well-known South African literary historian and biographer, provided both stimulating and entertaining insight into Leroux's life.

We look forward to another successful Library Week next year and will continue to expand and diversify our programme to attract even more clients and visitors.

LIBQUAL: LIBRARY SURVEY COMPLETED SUCCESSFULLY



The well-known library survey LibQUAL+ (™), which has been developed in North America, is widely used internationally. In the past few years most local university libraries have also used it to measure the quality of their library services. The University of Stellenbosch Library and Information Service conducted this survey between 7 and 30 April 2008, and previously also in August 2005. We want to thank all respondents who participated in this survey. In comparison with the number of respondents in 2005 (1546), we had 1100 more respondents completing the survey this time around (2612).

Almost half of the respondents (48%) who participated in the survey used the opportunity to raise comments, which are very valuable in determining problems with issues

not included in the survey itself. In-depth analysis will be done in the following few months regarding these comments. Clients are welcome to read all comments posted on the LibQUAL website (http://www.lib.sun.ac.za/Library/Libqual_2008/index.htm).

The complete results will be available soon, after which the Library and Information Service will draw up action plans in order to make sure that clients' complaints are addressed as far as possible.

As an extra incentive for clients to take part in the survey this year, a lucky draw competition was implemented with an iPod Classic 80 as first prize. This was won by Reinhardt Bierman, a undergraduate student in the Faculty of Arts and Social Sciences.

“HAPPY HOUR” TRAINING / DEVELOPMENT SESSIONS FOR STAFF

It has now been one year since the Library and Information Service implemented “Happy Hour” in 2007 as a platform for staff training and development. Since then “Happy Hour” sessions have been a regular event on our calendar, taking place, as far as possible, every second Friday from 9:00 – 10:15 in the JS Gericke Library’s Auditorium.

The idea of having a specific time slot allocated for activities surrounding staff training and development is fairly commonplace in the private sector and has also been successfully implemented at a number of academic libraries, locally and abroad. In our case we have now come to a stage where we can reflect upon the success of this venture at the Library and Information Service.

We have had several types of sessions on our programme since April 2007, ranging from feedback on conferences attended to life skills sessions presented by invited speakers from outside the library and information sector.

In almost all of these sessions the key concepts of *developing, sharing, training and fun* were present. We can explore some of the successes of “Happy Hour” along the lines of these concepts.

Firstly, in terms of staff *development and training*, “Happy Hour” plays an obvious role of aiding development by providing staff members with the necessary information and training needed for development. It can, however, also play a more subtle role by stimulating creative thinking and opening minds to new ideas. Furthermore, “Happy Hour” provides staff members across the board with opportunities to do presentations and thereby develop other skills, e.g. public speaking.

Secondly, in terms of *sharing*, “Happy Hour” has shown itself to be the perfect platform for the sharing of knowledge among colleagues, especially the type of knowledge not communicated through standard channels. In a library service such as ours with many different divisions

and a number of branch libraries, it is sometimes difficult for staff members to keep track of what colleagues in other sections are doing and how they are developing. This information is however crucial for the operation of the Library, especially when it comes to client services. For example, a feedback session on the ordering and administration of electronic resources presented by the Acquisitions Division can impart very useful information to Faculty Librarians who use these resources, and in the end allow them to offer even better information services to the client. Sharing information in this manner can be more effective and have greater impact than reading about it and these events also allow staff the opportunity to ask questions and become involved.

Lastly, the *fun* part – putting the “Happy” into “Happy Hour”. It seems that presentations on subjects outside the familiar library and information world are most successful in this endeavour.

We have been very lucky to have had a number of excellent speakers treat us with entertaining and instructive presentations on e.g. marketing and teamwork and even botany!

“Happy Hour” has now established itself as a part of the routine here at the Library and Information Service. Our statistics show that on average between 40 and 45 % of staff members attend sessions. Considering that attendance is not compulsory and that all the libraries remain open to clients during “Happy Hour”, the attendance figure is quite acceptable. With sufficient feedback from staff and attention to the requirements of staff, the “Happy Hour” venture has a bright future here.

“Happy Hour has now established itself as part of the routine here at the Library and Information Service”

TREASURE TROVE: HUGH SOLOMON MAP COLLECTION

Quietly adorning the walls of corridors, yet speaking volumes of history to the interested passer-by, the Library's historical Africana map collection never fails to capture the attention of students and visitors alike.

These maps of Africa form part of the Hugh Solomon Collection which was donated to the Library and Information Service in the 1960's. Hugh Ross Solomon (1876-1956) was a Johannesburg lawyer who inherited the Africana collection of his father, Sir Edward Philip Solomon, and in his own lifetime added much to the collection. Amongst this collection of approximately 1300 items, which includes books and works of art, there are more than 100 maps of Africa, printed before 1860.

The maps are of significant value to researchers, but are equally interesting to any layman. Maybe it's the recognition of the shape of Africa, slightly distorted in the older maps, or the recognition of a place name, misspelled and on the wrong spot, which catches one's eye. It might even be the vignettes depicting the ferocious beasts of darkest Africa, but some element of these curious testimonials of time fuels the imagination of any person who chooses to look closer.



Besides the examples displayed in the corridor on the top level of the JS Gericke Library, the rest of the map collection can be found in the Africana room – some hanging on walls and the rest carefully stored in a specially designed map cabinet. All the maps have been restored professionally and are either framed or

stored flat in acid free mountings.

The oldest map in the collection is Abraham Ortelius's *Africae Tabula Nova Edita Antverpia*, dating from 1570. Ortelius was famous for his *Theatrum orbis terrarum*, or, theatre of the world, considered by some to be the first modern atlas. In this map the shape of Africa still appears very triangular, depicting our own "C. de Buona Speranza" (Cape of Good Hope) as a sharp point, rather than indicating the peninsula. This map is nevertheless considered by R.V. Tooley as "one of the corner-stones of any African map collection" (1969 : 88).

In later maps the shape of Africa becomes more defined and more detail start to appear – names of rivers and lakes, indications of trade routes and the names of native tribes. Fantastic illustrations of sea monsters give way to more realistic depictions of African plants, animals and even buildings. We also start to recognise some other familiar place names e.g. "Stellinbosh" and "Drakensteen" in d'Anville's spectacular large format 1772 map of Africa, which includes long geographic descriptions in every available space on the map.

Detail of the False Bay "sea chart"

The 19th century maps of Southern Africa and smaller regions are of particular interest to scholars of South African history as they display considerable detail including contemporary boundaries and routes. A wealth of important information can be gleaned from valuable maps such as Henry Hall's 1856 map of the Eastern

Frontier of the Cape Colony and the well known 1834 South African map published by the 'Society for the Diffusion of Usefull Knowledge'. The latter is considered by Tooley (1969 : 111) to be one of the best maps of the Cape at that period.



Ortelius' whale

Last but by no means least, mention has to be made of the only manuscript map in the collection. This one you'll find hanging next to its printed and rather more polished looking neighbours at the back of the Africana room. It is rumoured that Flooi du Plessis, university librarian between 1968 and 1983, did not want that specific map hanging in his office, stating that it was so ugly, that not even a fly would sit on it! This "ugly" yet fascinating sea chart of False Bay dates from 1788. As no printed copy of this map has been traced, it is assumed that this is the original chart made by a seaman during the course of his duties. Looking at this unfinished work, one cannot help but be transported to the world of seafaring adventure and wonder what storms the unidentified VOC sailor under the command of Captain Claas Duyff must have faced before leaving us with this testimony of the view on False Bay from the ship "Ian and Cornelis" on 6 June 1788...

Sources:

"Catalogue of maps published before 1860 chiefly of Africa, in Africana" / compiled by E.O. Stubbings [n.d.]

Tooley, R.V. 1969. *Collectors' guide to maps of the African continent and Southern Africa*. London : Carta.

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