

US LIBRARY SERVICE

2003 ANNUAL REPORT

Our commitment to excellence opens gateways to knowledge



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1 HIGHLIGHTS

The year under review produced a number of highlights of which the Library Service is proud:

1.1 Strategy for the Millennium

The *Strategy for the Millennium: conversion to electronic information resources*, which builds on the *Strategy for the Millennium (2000)*, is an important project that was finalised in 2003. This document clearly spells out the strategy to be followed for the conversion from paper journals to full-text electronic medium. The project was finalised in full consultation with lecturers, researchers and students. It also passed successfully through the committee structure of the University and was accepted by Senate in June 2003.

1.2 Cooperation with overseas organisations

Over the years, the Library Service has built up special contacts with relevant overseas organisations that work in the field of information, including the Open Society Institute's project, *Electronic Information for Libraries (eIFL)*; Stanford University's *Lots of Copies Keep Stuff Safe (LOCKSS)* and membership of the Members Council of the Online Computer Library Centre (OCLC) in Columbus, Ohio. Prof. JH Viljoen retired as a member of the Members Council in May 2003. This contact was not only important for the Library Service, but also for the 70 other South African members whom he represented.

1.3 Active participation in the Library and Information Association of South Africa (LIASA)

The staff of the Library Service participate actively in the activities of the professional organisation, the Library and Information Association of South Africa (LIASA). A number of members of staff are members of LIASA's working groups and committees and a group of staff members also attended the annual conference that was held in September.

1.4 Annual library symposium

In 2003, the annual library symposium was presented for the sixth time. The theme "The Cost of Information: Who Pays the Ferryman?" received widespread attention and more than 130 delegates attended the symposium, which was held at the end of October 2003.

1.5 Pro Bene Merito Award presented to Mr WC Luijendijk

During the library symposium, the Pro Bene Merito Medal for excellent service to the University was presented to Mr WC Luijendijk of The Netherlands.

2 COLLECTION MANAGEMENT

2.1 Purchase of materials

The Library Service faced considerable financial challenges in 2003. The University's conversion to a system of decentralised financial management, the influences of exchange rate fluctuations, the large increase in available knowledge sources and the formation of monopolies by publishers meant that new solutions had to be found for the establishment of an affordable academic information system for the University of Stellenbosch.

2.1.1 Strategy for the Millennium: conversion to electronic information resources

As part of the Library Service's strategic planning, great success was achieved in overcoming the challenges faced by the Library Service with the acceptance of the *Strategy for the Millennium: conversion to electronic information resources* by the Senate in June 2003. The most important features of the strategy are maximum utilisation of the electronic information environment and that faculties must have greater participation in deciding on expenditure on information resources. Various aspects of this strategy, the carry-through effects of which are expected in the 2004/2005 budget, were implemented successfully in 2003:

- Single paper subscriptions to journals were replaced by electronic copies if the latter were more cost effective.
- Paper journal titles that are available electronically were discontinued.
- Little-used journal titles, with a low ranking, were discontinued in favour of article on demand document delivery.
- A two-year moratorium was placed on the purchase of new journal titles, which was replaced by free document delivery of articles from these journals.

2.1.2 Distribution of funds

A task group under the leadership of Prof. Albert van Jaarsveld (Dean: Natural Sciences) was appointed by the Vice-Rector (Research) to investigate a new mechanism to distribute funds that could be used within the framework of decentralised financial management. The formula for the distribution of funds that has been used by the Library Service since 1990 to distribute funds for materials fell into disuse because certain data elements were no longer available and the rigidity of the system was in conflict with decentralised financial management. The Task Group met three times in 2003 and a proposal for a new system will be tabled in 2004, with the expected implementation to take place during the 2005 budget cycle.

2.1.3 Exchange rate

During the year, a committee was appointed by the Executive Director: Finance to arrange foreign exchange cover for the University because of continuous fluctuations in the exchange rate (Table 1). It is particularly the obligations of the Library Service with regard to its two largest suppliers (EBSCO and Swets) that are affected by this issue and it is expected that, in the future, this will be of considerable benefit to the Library Service.

Table 1: Exchange rate of foreign currency

	GBP	USD	EURO
1996	6,86	4,4	
1997	7,67	4,85	
1998	10,5	6,36	
1999	9,78	6,19	
2000	10,53	6,95	6,64
2001	11,76	8,28	7,19
2002	15,95	10,24	10,18
2003	12,47	7,64	8,73

2.1.4 Materials budget

As an interim measure, the Library Service's materials budget of R33 094 171 for 2003 was distributed according to a mechanism that was determined by the Vice-Rector (Research). This entailed that weightings of 1 and 2.7 were allocated to FTE students in the humanities and natural sciences respectively to cover the cost of journals. Funds for book purchases were distributed by the Deans.

The Library Service also offered departments an opportunity to apply for additional funds over and above their normal annual allocation for books in order to fill gaps in their collections or to provide for new learning and teaching requirements within the departments. A total of 614 recommendations with a total value of R297 132 were received. The Library Service was able to fulfil all these needs.

2.1.5 Average book prices

Table 2: Average book prices, volumes purchased, amounts spent on books

The average book price in 2003 was R460.23 and, as a result of the overall improvement in the value of the Rand, there was a 17% growth in the number of volumes that could be purchased.

	Average purchase price (Rand)	Number of volumes purchased	Amount spent (Rand)	% (plus / minus)
1993	135,29	10 734	1 452 189	+1,75
1996	200,66	7 693	1 543 713	-10,30
1999	304,38	9 319	2 836 495	+44,8
2002	649,80	6 592	4 283 506	-26,02
2003	460,23	7 729	3 557 179	+17,24

2.1.6 Savings obtained through SASLI

Large savings were also brought about in the expenditure on electronic sources. A large number of these savings were brought about by bargaining for favourable prices at the national level through

the South African Site Licence Initiative (SASLI). Nationally, these savings amounted to R34 542 526.

2.2 Collection development

2.2.1 Growth of the collection

As indicated in the table below, books and electronic material grew steadily in 2003 and the total extent of physical items in the Library Service's collection is currently estimated at 1,01 million. However, the emphasis in the new information environment is on access to, rather than the

Table 3: Growth in and size of the collection

	2000	2001	2002	2003
Book material	624 562	634 250	641 307	650 922
Other material	34 140	35 023	35 201	35 593
Current journals	5 462	5 290	5 229	4 945

possession of, information sources. The electronic sources of the Library Service were consequently expanded significantly in keeping with the *Strategy for the Millennium: conversion to electronic information resources (2003)*.

Important additions that were made to this medium in 2003 include the *SciFinder Scholar*, which contains the complete *Chemical Abstracts*. In addition, the Gale and Proquest database packages were expanded to supplement *Emerald*, *EbscoHost* and *ScienceDirect* and thereby to distribute access to electronic information evenly between the different disciplines. Other journal packages that were purchased are the *American Chemical Society*, which consists of 117 titles that primarily include chemical journals, and *Lippincott Williams & Wilkins*, with 37 titles, primarily from the health sciences.

Other extraordinary additions to the stock of the Library Service were:

- The *Annual Book of American Society for Testing and Materials (ASTM) Standards*, consisting of 77 volumes with more than 11 000 ASTM standards, for the Engineering Library.
- A collection of documents by Albert Schweitzer in photocopy format, in Special Collections.
- A unique collection of books and records that cover the cabaret music genre, belonging to Hennie Aucamp, which is housed in the Music Library. Funds for the purchase of this collection were made available by the Department of Drama together with the Library Service.
- A collection of cartoons, in Special Collections, and participation in a cartoon exchange scheme.

2.2.2 Zoology and Oral Health Sciences

The year 2003 was also characterised by the move of the Zoology Library collection back to the JS Gericke Library, as well as the merger of the University of Stellenbosch's Department of Oral Health Sciences and the University of the Western Cape's Faculty of Dentistry. This was accompanied by the necessary arrangements with regard to the library sources.

2.2.3 Accessibility of sources

Services were developed in a variety of spheres to improve access to sources. The most important of these was the A-to-Z system, which offers better access to the Library Service's complete electronic collection by means of subject categories, as well as an electronic list of new books. The latter makes it possible for clients to generate an electronic report of the latest books that have been acquired by the Library Service on the basis of department and period.

During 2003, the Cataloguing Section once again contributed to the extension of the national bibliographic database through participation in SACat and, indirectly, to the international bibliographic database of the Online Computer Library Centre (OCLC).

Through its participation in the Name Authority Cooperation (NACO) of the Library of Congress, the Library Service is also internationally recognised for the expertise of its cataloguers. Die Library of Congress, which requires a very high standard, also contains original bibliographic records that were created by the Cataloguing Section.

2.2.4 Forestry database

Bibliographic records for the unique collection of about 110 000 pamphlets that is housed in the Forestry Library have been created continuously since about 1986 and loaded onto the Forestry database. This database is made available for use through the MagNet system of Sabinet. When some of the data were loaded into the Forestry database in 1999, a large part of the records of the complete database were accidentally wiped out.

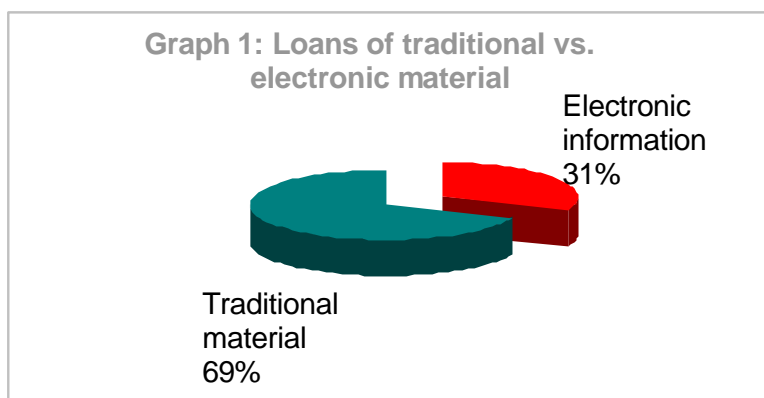
After negotiations that took place in 2002, the help of the Division for Information Technology was obtained and the lost data were traced on old magnetic tapes and prepared to be reloaded into the database. The data were finally reloaded in 2003 and, since then, the database has been available on MagNet in its entirety.

2.3 Collection use

2.3.1 Databases

The user statistics for the databases grew significantly in 2003, with 243 000 complete electronic articles that were downloaded during the year. This does not include electronic journal articles in journals for which

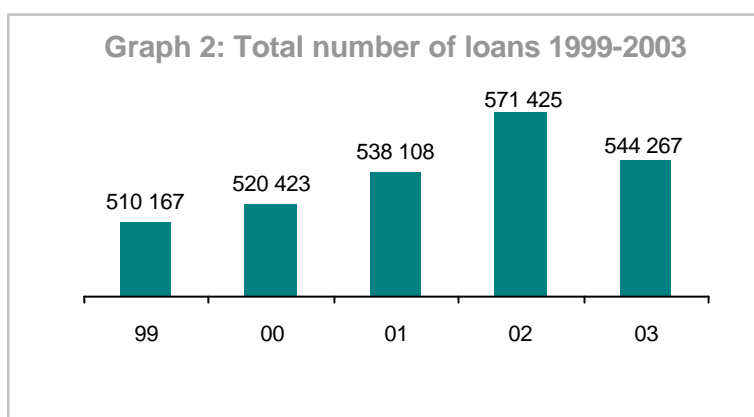
there are single subscriptions. The databases that were utilised the most are: EbscoHost (119 574 articles), ScienceDirect (99 424 articles) and Emerald (10 929 articles).



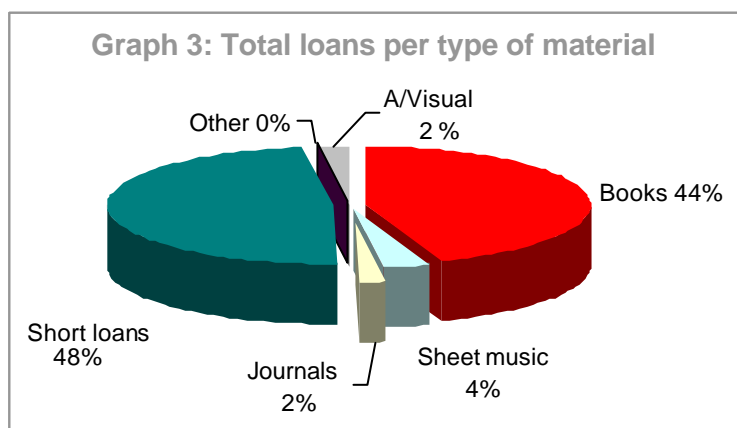
2.3.2 Traditional media

The circulation of traditional media (books, paper journals, audiovisual) decreased by 5% in the corresponding period in comparison to the previous year. The ratio between the utilisation of traditional media in contrast to electronic media

is currently: traditional 69% and electronic 31%. See Graph 1.



At 48%, short loan material represents the largest source of traditional loans. Although the number of short loans decreased in comparison to the preceding year, it increased proportionally to other types of material. See Graph 3 for an illustration of loans in terms of type of material.

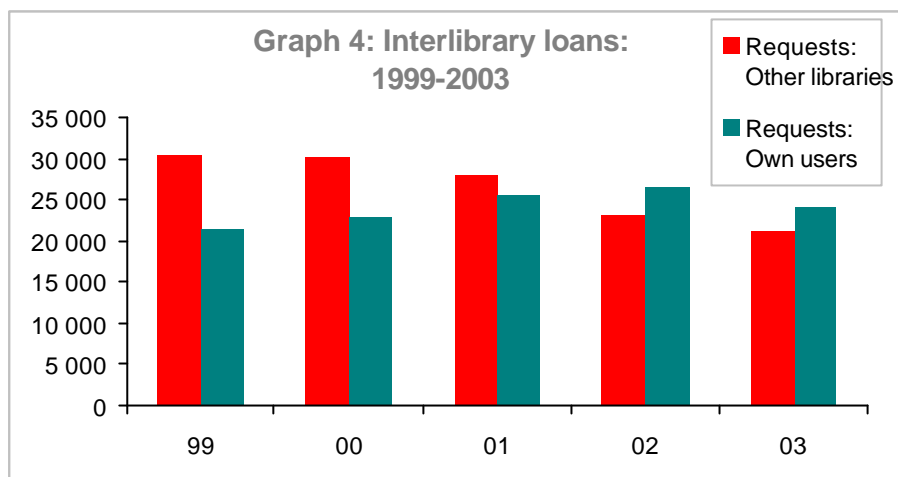


2.3.3 Interlibrary loans

During 2003, both interlibrary loan requests from other libraries and interlibrary loan requests by our own clients decreased. The reason for this decrease can probably be ascribed to the increasing access that is offered to full-text electronic information, as well as error messages relating to the availability of US stock on the national interlibrary lending system, Sabinet.

Although the overall number of interlibrary loan transactions decreased, the number of requests that could be fulfilled successfully increased by 10%, from 66% to 77%.

See Graph 4 for a graphic representation of interlibrary loan requests.



2.3.4 Types of users

Loans of traditional media followed the usual pattern, with undergraduate students representing just about half of all loans. This is followed by postgraduate students (27%), lecturing and non-lecturing staff (20%) and secondary clients (4%). See Graph 5.

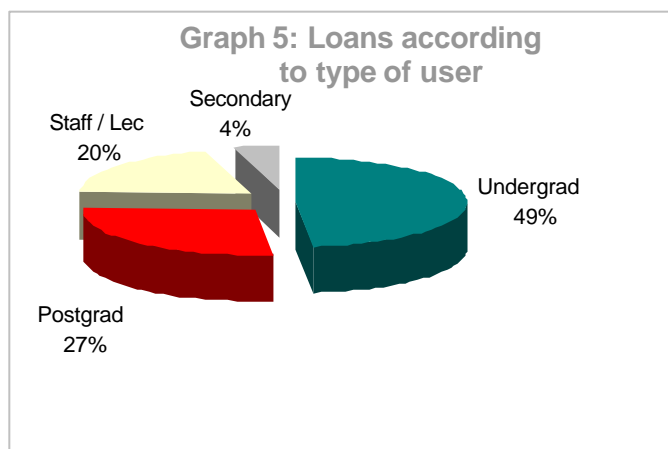
3 CLIENT SERVICES

In the client service sections, Circulation Services and Information Provision, further attempts were made during 2003 to carry out the strategic objectives that were set out in the *Strategy for the Millennium: a new role within the global world of information (2000)*.

3.1 Circulation Section

3.1.1 Receipt system

In May 2003, efforts were made to optimally utilise the receipt printers at the Lending Section of the JS Gericke Library. Complete information slips are issued to clients when they take out books, as well as when they return them. This system appears to be very successful in limiting problems with alleged returns and it continuously keeps clients up to date on their transaction record at the Library.



3.1.2 Self-checkout unit

The 3M self-checkout unit in the JS Gericke Library is an important link in the service strategy for client empowerment of the Lending Section. Clients are encouraged to make use of the self-checkout unit as far as possible for all normal loans. Although the system is plagued by network problems, its use is increasing. A total of 6 923 loans were done on this system from July to December 2003, which represents an average of 1 118 per month.

3.1.3 Short loan material

After discussions between the Short Loan Section, the Faculty of Law and SUNMedia in May 2003, it was decided that readers containing law reports would in future be compiled by SUNMedia and made available to the students at an affordable fee. This phasing out of the law reports in the Short Loan Section provides a solution to copyright complications, reduces administrative hassle, is more convenient for the students and paves the way for the physical replanning and staff restructuring of the Short Loan Section.

3.2 Information service

General and subject enquiries showed a significant decline in 2003. The cause for this is most probably the increasing overlap between information provision and training. The latter indicates a trend and corresponds to published observations:

“For many generations, reference has been one of the pillars of librarianship. But the pillar is sagging. Mass education and web technology make traditional reference services less unique. Customers manage more on their own. Reference staff is threatened by disintermediation”(Why do you ask? Reference statistics for library planning. Part 1. Paper for IFLA Statistics section, Glasgow, 2002. <http://home.hio.no/~tord/02ref/ifla/complete1.htm>; Print version p 6).

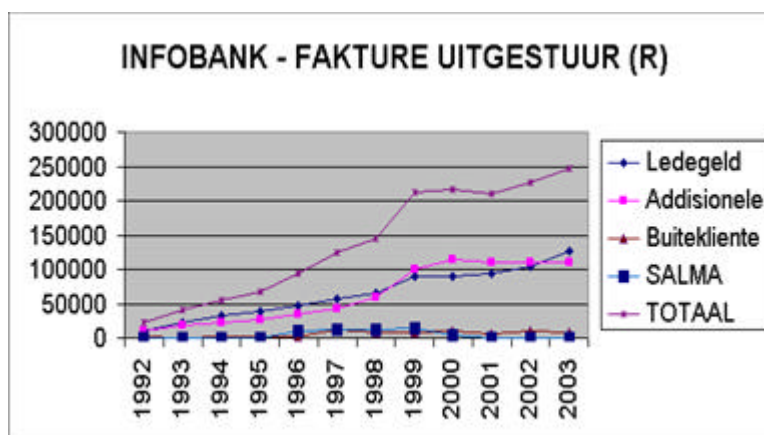
A training/information literacy librarian has been redeployed to support this trend and to implement the heightened emphasis on training.

Furthermore, an additional five electronic subject guides, of which the primary aim is to lead clients to the most suitable sources, were created by subject librarians. These subject guides, for geology, mathematics, economics, sociology and social anthropology, and industrial psychology, are accessible through the home page.

3.2.1 INFOBANK

Nine new members joined INFOBANK in the year under review, bringing the total number of members to 104. The total income generated by INFOBANK amounts to R246 135, which is an increase of 8,3% from the previous year. See Graph 6.

Graph 6: Number of members of INFOBANK and membership fees



3.2.2 Distance students

In 2003, the Library Service offered a specialised information and document delivery service to 427 students of the Division for Distance Education (DDE), as well as to other distance students who live beyond the borders of the campus. A total of 5 106 items were delivered to these students, who do not have direct access to the library collection. The highest concentration of this service provision was based in the Health Sciences Library. See Table 4.

	Number of students			Income		
	Total	Inactive	Active	Income	Expenditure	Surplus
Library distance students (LDS)						
Health	76			7 809,86	7 809,86	0,00
JSG	93			10 317,75	5 763,96	4 553,79
Theology	15			2 204,90	1 333,08	871,82
Total	184			20 332,51	14 906,90	5 425,61
Distance Education students (DES)						
Health	547	335	212		25 185,12	
JSG	246	215	31		2 527,51	
Theology	0	0	0		0	
Total	793	550	243	154 800,00	27 712,63	127 087,37
TOTAL	977	550	243	175 132,51	42 619,53	132 512,98

3.2.3 Provision of service to secondary users

During the past few years, the Library Service has received increasing numbers of requests from non-university tertiary institutions, such as private and state-subsidised or semi-state-subsidised colleges, academies, and so forth, which do not have their own library facilities, to allow the entire student and staff corps of these institutions to join the Library Service as members. A policy document relating to membership, for a fee, and the provision of services to these people was completed by the end of 2002. The first institution that joined the Library Service in 2003 after the

establishment of the policy was the Stellenbosch Academy for Design & Photography, which allowed approximately 35 students and members of staff to join the Library Service at R250,00 per person. The fee per person includes basic services, group training and orientation and lending privileges. Further services are offered to external users at the Library Service's normal, fixed tariffs.

4 INFORMATION TECHNOLOGY

Improved management of the library computer system (Aleph), the upgrading of the computer catalogue and the accessibility of databases were given priority during 2003. These processes also helped to carry out the strategic objectives contained in the *Strategy for the Millennium: conversion to electronic information resources (2003)*.

4.1 Visit to the USA

During May 2003, a task group of system librarians was sent on behalf of CALICO to visit tertiary institutions in the USA that also use the Aleph library computer system. The purpose of the visit was to find solutions for the technical problems that are experienced with the system from within CALICO. The US Library Service was represented by Mr WK Klapwijk. Visits were undertaken to seven institutions and solutions were found to many of the problems. When the task team returned, these solutions were successfully implemented in the system. A further advantage of the visit was the opportunity for CALICO system librarians to network with colleagues in the USA and to attend the annual North American Aleph Users Group (NAAUG) conference.

4.2 Aleph upgrade

The upgrading of Aleph to version 14.2.7 solved further problems and established the infrastructure for the implementation of a frameless catalogue that improves the seamlessness and appearance of the catalogue.

4.3 Citrix server

Access to CD ROM databases was also improved during 2003, when a new server with a Windows-based operating system and meta-frame software was put into service. The new server was financed by e-Campus Project funds. With the aid of this so-called Citrix server, more than 20 CD ROM databases were made accessible by means of the campus network. The benefits of this for distance students are many, as these databases were previously not accessible from off the campus.

4.4 e-Campus Initiative

During the year under review, the Library Service continued its cooperation with the e-Campus Initiative. The Steering Committee met regularly and took note of progress being made with improved access to electronic sources for all users. This improvement was made possible by financial support from the Board of the e-Campus Project.

4.5 Cordless network server

An exciting project was launched in the JS Gericke Library to provide clients with cordless access to the campus network. The cordless network server was made available for a test period of three months and was favourably received by the clients.

5 STRATEGIC AFFAIRS

During 2003, continued efforts were made to further build on the strategic objectives set out in the *Strategy for the Millennium: a new role within the global world of information (2000)*, which are aimed at meeting the challenges posed by a rapidly changing information environment.

The restructuring process that resulted from the above was realised further with the completion of the second phase of the changing organisational structure. According to this, three new section heads were appointed for Circulation, Information Service and Planning and Marketing respectively. The objective was to create an integrated client service unit, develop a differentiated information service and establish effective communication channels. Good progress was made with these initiatives.

The management structure of the Library Service was also reorganised to make provision for two separate structures. The Management Committee was expanded to include the heads responsible for Financial Administration, Information Technology and Electronic Sources, in addition to the Senior Director, Deputy Director and three Assistant Directors, while the Executive Committee consists of the Senior Director, Deputy Director, Head: Financial Administration and a representative from Human Resources. An investigation was also launched into the restructuring of middle level management.

A financial plan for the defrayal of the costs relating to information resources, as set out in the *Strategy for the Millennium: conversion to electronic information resources (2003)*, brought about further restructuring. This plan, which was completed in full consultation with lecturers, researchers and students, entails the conversion from paper journals to the full-text electronic medium and the optimal utilisation of technology. Measures were also taken to replace access to paper journals

that were cancelled in 2003 with the free provision of articles on request for a project period of two years.

Strategic planning is viewed as a continuous process to establish a high quality, affordable information system that supports the delivery of the teaching, research and community service tasks of the University.

6 QUALITY ASSURANCE

As a support service of the University of Stellenbosch, the Library Service took cognisance of the call by the Quality Committee of the Council for Higher Education (the HEQC) that tertiary institutions should establish a quality assurance system. A framework document was compiled by the Library Service to establish a quality assurance system that could be integrated into the University's system of periodic, systematic self-evaluation followed by external peer review. The focus of the Library Service's quality assurance system will be to provide an information service that satisfies the information needs of the University's academic community in terms of research, learning and teaching. The quality of the Library Service's service provision activities will be evaluated, amongst others, in the context of the University's focus areas. The aim is to initially develop the basic performance indicators in the course of 2004 and to test them on the basis of the stipulations of the strategic focus areas of the Library Service.

7 PLANNING AND MARKETING

The new section for Planning and Marketing formally began with its activities in 2003 after the redeployment of two staff members to this section. The section is primarily concerned with planning, marketing, advertising, corporate identity and management information. Information sessions were held for each section of the Library Service to publicise the functions of the section and to determine the needs from the ranks of the library.

The most important priorities for the year were the complete translation of the home page of the Library Service and the improvement of external communication. The latter was addressed specifically by means of an electronic newsletter, containing short snippets of information, which is published quarterly. The reaction to this newsletter was very positive and it was continued in 2004. Other projects that received attention were the development of a quality assurance system, the establishment of procedures for receiving visitors to the JS Gericke Library and taking them on tours, and an investigation of the possibility of selling excess, but valuable, library material on the Internet.

8 HUMAN RESOURCES

The human resources portfolio of the Library Service was restructured in 2003, with the duties being divided between the Deputy Director, Mr JPJ Engelbrecht, and the Assistant Director: Technical Services, Ms A Els, so that more attention could be paid to this important management function.

8.1 Staff turnover

Eleven new appointments to the Library Service were made during the year under review, while seven posts were re-evaluated successfully. The new members of staff who were appointed are:

Ms RC Faasen (Library Assistant: Circulation)

Mses AMM Swanepoel and N Moore (Assistant Librarian: Acquisitions)

Ms VJ Meyer (Library Assistant: Health Sciences Library)

Ms H Strydom (Librarian 1: INFOBANK)

Ms ND Arendse (Library Assistant A: Engineering Library)

Ms ML Bergh (Librarian 1: Cataloguing Section)

Ms S Keet (Library Assistant: Cataloguing Section)

Ms CA Nieuwoudt (Library Assistant: Serials Section)

Messrs N van Wyk and Q Botha (Access Control Officer)

Leave was taken of Mr MEGE von Dürckheim (Assistant Director) in February, when he retired on pension.

8.2 Training and development

Concerted efforts were made in 2003 to expose staff to training and development opportunities in order to realise the objective of optimally utilising the Library Service's most important assets. A number of members of staff on all post levels attended international, national, regional and local presentations. The content varied from training in aspects of risk management, for example first aid and fire-fighting, to quality assurance and conferences of a specialised, career-orientated nature. The following events presented beyond the boundaries of Stellenbosch were attended:

- Knowledge Management (iThemba Labs, Faure) – Mses I de Lange and H Swart
- 22nd Annual Course on International Law Librarianship (Cape Town) – Ms M Heese
- SA Online Users Meeting (Muldersdrift, Gauteng) – Mr JJ Mouton, Mses A Maritz and H Swart
- Performance measurement (Durham, England) and visits to individuals in Loughborough – Mr MT Syphus

- Sabinet Client Conference (Natal) – Prof. JH Viljoen
- Symposium on the History of Cartography in Africa (National Library, Cape Town) – Mr DS Hendriksz and Ms MC van der Merwe
- IFLA (Berlin, Germany) – Mr JPJ Engelbrecht
- LIASA (Rustenburg) – Prof. JH Viljoen, Mr JPJ Engelbrecht, Mses D Pretorius, EA Nolte, A Els and JE Arendse, and Mr JJ Mouton
- OCLC (Ohio) – Prof. JH Viljoen
- CALICO visit to Aleph institutions in the USA – Mr WK Klapwijk
- Electronic Theses & Dissertations Symposium (University of the Witwatersrand, Johannesburg) – Mr PJC Dovey

A further strategic objective was achieved in 2003 in that compulsory report back after training opportunities was instituted. In this manner, opportunities were created for fourteen formal feedback sessions for knowledge transfer to the rest of the staff. These sessions were well received by the staff and will be continued in 2004.

Special attention has also been paid to encourage the support staff to attend training opportunities. Three separate events: a course on “Customer Service in your Library”; a discussion session with the title “Masithethe – let us speak” and the 2003 “Shelvers Workshop” were attended by a total of ten members of staff.

General information sessions on performance evaluation and performance remuneration, as well as quality assurance were presented by Messrs JPJ Engelbrecht and MT Syphus respectively and were attended by all the staff. A further work session, on career development, was presented for the Section Heads by Ms A Potgieter and Mr JA Knight of the Human Resources Division.

A long service award (25 years) was presented to Ms M Landsberg (Serials Section). Rector's Awards went to Mr JPJ Engelbrecht and Ms EA Tarentaal.

9 LIBRARY SYMPOSIUM

For the sixth consecutive year, the Library Service presented a symposium for librarians, information specialists, educationists and publishers. The title of the symposium, which was held on 30 and 31 October, was “The Cost of Information: Who Pays the Ferryman?”.

Papers were delivered by various national and international speakers, including Ms M McPherson of the University of Southern Queensland, Australia, Mr JK Tsebe of the University of the North, Prof. R de Keyser of the Catholic University of Leuven, Belgium and Prof. DG Law of the University

of Strathclyde, Scotland. Prof. E Calitz, Executive Director: Finance of the University of Stellenbosch welcomed all those attending and the opening address was presented by Prof. MM Chanowski of Medialab, The Netherlands, who is the inventor of the interactive laser disc. Contributions were also made by a number of important role players in the information environment, including Mr J Jordan, president of the Online Computer Library Centre (OCLC), Mr G Kemp, director of Sabinet, and Mr W Luijendijk, vice-president of EBSCO Industries in the USA and also executive director of EBSCO Information Services, Europe.

Earlier in the same month, Mr Luijendijk was presented with the Pro Bene Merito Award by the University of Stellenbosch for his special contribution to the development of the library service and the information industry both in Stellenbosch, and in South Africa as a whole.

The number of delegates attending the conference once again exceeded all expectations, the papers were of a very high standard and all present agreed that the gathering fills a very important place in the national library calendar.

10 NATIONAL AND INTERNATIONAL COOPERATION

The active participation of the Library Service in partnerships and liaison at the regional, national and international level was actively continued in 2003.

10.1 CALICO

In the year under review, participation in the Western Cape consortium of tertiary libraries, CALICO, once again demanded considerable inputs from the staff, particularly as the system management problems that were addressed required a great deal of attention. Problems that were experienced at this level led to the above-mentioned visit to the USA, which produced very satisfactory results.

The established practice of a daily courier service between the five institutions and reciprocal loan privileges for postgraduate students and staff were continued successfully. During the year under review, 112 US members applied for CALICO loan privileges, while 101 members of the other institutions registered for loan privileges from the Library Service. A total of 3 199 CALICO members visited the Library Service for reference and study purposes.

Good progress was also made in 2003 with the development and configuration of Metalib and SFX to make an integrated, meta-search portal for electronic sources and context-sensitive links available to clients. Training with regard to the two products took place in March and April 2003, during which time a number of staff members who will be involved with the operation of these

systems were trained. The aim is for Metalib to be implemented when the campus portal is taken into use, while SFX will be put into operation formally in 2005.

10.2 Sabinet Online Information Resources Committee

An advisory forum with representatives from all the library consortia in the country, as well as from the National Library of South Africa, was established in 2003 to advise the Council of Sabinet Online about matters concerning its electronic services related to information provision (i.e. MagNet, ReQuest and SAePublications). Ms EA Nolte of the US Library Service was appointed to this committee as the representative of CALICO. The committee held three meetings, in February, May and October 2003, at the Sabinet offices in Centurion and various issues relating to the above-mentioned services were discussed by the representatives with the staff of Sabinet Online, after which the issues were taken up by Sabinet Online. The success with which a variety of problems, as well as requests for further developments and improvements, were carried further within these services in the course of 2003 ensured the continued existence of this forum.

10.3 COSALC

Participation in the Coalition of Southern African Library Consortia (COSALC) once again provided the Library Service with a great deal of benefits in 2003. Bargaining by this body for national terrain licences on behalf of its members, by means of the South African Site Licence Initiative (SASLI), saved its participating libraries R34 542 526 in the year under review.

10.4 FULSA

The Forum of University Librarians of South Africa (FULSA) took place at the University of Venda in Thohoyandou in May. At this occasion, a decision was taken on the desirability of the merger of FULSA with the Inter Technikon Library Committee (ITLC). An Interim Committee, consisting of two members of each organisation, was appointed to handle the interim management and it was decided to again table the issue during the LIASA conference in September with a view to the appointment of a new Executive Committee.

Quality assurance was also scrutinised during a presentation by Prof. S Badat, the Chief Executive Official of the Council for Higher Education, on the activities of the Higher Education Quality Committee (HEQC) and the impact of this on libraries at tertiary institutions.

At this occasion, leave was also taken of four heads of libraries who would retire on pension before the next meeting, including Prof. JH Viljoen of Stellenbosch.

10.5 OCLC

The Library Service's direct liaison with and involvement in the Online Computer Library Centre (OCLC) in Columbus, Ohio was particularly fruitful during the year under review. This organisation, which is active in 84 countries, made a number of policy adjustments to ensure that its globalisation activities became more accessible to developing countries. These adjustments entail, amongst others, a differentiated pricing policy for its products. This greater understanding for the unique circumstances in South Africa and other developing countries was brought home first hand during the visit of Jay Jordan, the President of OCLC, to South Africa in 2003, when he addressed the annual symposium of the Library Service.

The direct involvement of the Library Service in the OCLC came to an end in May 2003, when the term of office of Prof. JH Viljoen as a member of the OCLC Members Council ended. However, special contacts were built up during his term of office and these will be developed further.

11 LIBRARY COMMITTEE

In 2003, the Library Committee consisted of the Vice-Rector (Research) (Chairperson), the Vice-Rector (Teaching), Profs. JH Viljoen, PG du Plessis, WH van Zyl, B de Villiers, JH Kinghorn, WR Gevers, JL van Niekerk, S Klopper, Mr JPJ Engelbrecht (secretary) and Mr J Piek, succeeded by Mr L du Plessis (Chairperson: Academic Affairs Council).

The Committee met on 13 May and again on 17 September. The most important points on the agenda dealt with:

- Financial planning for 2004
- Investigation of a new financial allotment mechanism
- The report: *Strategy for the Millennium: Conversion to electronic information resources*

12 FACILITIES

12.1 Reorganisation: JS Gericke Library

A committee was established during 2003 to investigate the reorganisation of the JS Gericke Library. Matters that were given priority and that will be examined further during 2004 are:

- The establishment of a computer training venue
- Offices for the new Section for Planning and Marketing
- The re-establishment of the Library's IT section
- Offices for subject librarians

In the longer term, consideration will be given to the possibility of completely reorganising the main entrance, access control and the Technical Services sections, as well as the Circulation Section, which includes the lending desk.

12.2 Theology Library

Changes were undertaken at the Theology Library during 2003. The most important development was the establishment of a small, computer-supported area in the former all-night study venue.

12.3 Risk Management

During the course of the year, plans were approved for and the process was undertaken to improve the security at the staff entrance to the JS Gericke Library. Regular risk management meetings were held on a quarterly basis so that unsafe conditions could be reported. The arrangement according to which students were used after hours at the access control point of the JS Gericke Library was discontinued and two qualified security officials were appointed.

At the same time, the use of students for supervision at the Study Centre was discontinued and the service was contracted out to the security company, ADT.

A security system, which also serves as an access control system, was installed at the Theology Library.

An investigation was also undertaken into the possible installation of an access control system at the Health Sciences Library.

13 OBJECTIVES: 2004

The US Library Service's objectives for 2004 will support the five-point vision statement of the University of Stellenbosch, which was formulated as a summary of the Strategic Framework of 2000. The provision of an effective and dynamic information service remains the key competency of the Library Service. New focus areas with regard to service delivery to clients will have to be identified in order to retain excellence in this regard within the financial framework in which the Library Service must function.

The Library Service is faced by three great challenges in the coming year, namely the establishment of a quality assurance system, the restructuring of the staff component in order to

bring about a saving of R1,8 million, and the implementation of a new performance management system in cooperation with the Human Resources Division.

In order to be able to look back in 2005 to a successful year, continued attention will have to be paid to the training, equipping and empowerment of the staff component of the Library Service, particularly in terms of handling the changing environment.

14 A WORD OF THANKS

During 2003, the staff of the Library Service gave their full support to the implementation of the vision of the Library Service and they are sincerely thanked for their dedication and sustained predisposition to providing all clients with service of a high quality.

A further word of thanks is extended to the Rectorate, the Students' Representative Council, the Library Committee and the deans for their sustained support, good cooperation and valuable inputs with regard to the successful management of the Library Service.