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US LIBRARY SERVICE

2005 ANNUAL REPORT



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CONTENTS

1	INTRODUCTION	4
2	COLLECTION MANAGEMENT	5
2.1	Expenditure	5
2.1.1	Strategy for the Millennium: conversion to electronic information resources	5
2.1.2	Distribution of funds	5
2.1.3	Materials budget	5
2.2	Collection development policy	6
2.3	Development of the collection	6
2.3.1	Growth of the collection	6
2.3.2	Access to electronic material	7
2.3.3	Accessibility of sources	7
2.3.4	Relocation of the Forestry Library	7
2.4	Collection use	8
2.4.1	Databases	8
2.4.2	Traditional media	9
2.4.3	Interlibrary loans	9
3.	CLIENT SERVICES	10
3.1	Circulation Section	10
3.1.1	Self-checkout unit	10
3.1.2	Holdings control regarding interlibrary-loan requests	11
3.1.3	Short loans: Blanket copyright licence agreement between the University and DALRO	11
3.1.4	Adjustment of lending privileges	11
3.2	Information service	12
3.2.1	Information literacy	12
3.2.2	Training	13
3.2.3	Ask a Librarian (QuestionPoint)	15
3.2.4	Liaison	16
3.2.5	Subject guides	16
3.2.6	Student assistant service	16
3.2.7	Distance students	16
3.3	INFOBANK	17
4.	SPECIAL COLLECTIONS	18
4.1	JS Gericke Library	18
4.2	Music Library	19
5.	INFORMATION TECHNOLOGY	20
5.1	Network	20
5.2	Aleph library-management system	20
5.3	Institutional repository	20
5.4	EZProxy for off-campus access to electronic sources	21
5.5	Electronic theses and dissertations (ETD) project	21
5.6	Facilities	21
5.7	Application of open-source software	21
5.8	Digitisation initiatives	22
5.9	LOCKSS-SA archiving project	22
5.10	Wireless network	22
6.	STRATEGIC AFFAIRS	23
6.1	Restructuring policy	23
6.2	Conversion to electronic information resources	23
6.3	Mechanism to distribute the budget for library resources	23

6.4	Quality assurance audit	23
6.5	Collection development policy	23
6.6	Expansion of computer training facilities	24
6.7	Investigation into the management of non-bibliographical information sources	24
7.	QUALITY ASSURANCE	24
7.1	Self evaluation and the development of a quality assurance system	25
7.2	LibQual survey	25
7.3	Higher Education Quality Committee (HEQC) audit	26
8.	PLANNING AND MARKETING	26
9.	HUMAN RESOURCES	27
9.1	Restructuring	27
9.2	Staff turnover	27
9.3	New appointments	28
9.4	Special recognition	28
9.5	Staff development	28
9.6	Performance evaluation	30
9.7	Diversity	30
10.	SYMPOSIUM	31
11.	NATIONAL AND INTERNATIONAL COLLABORATION	31
11.1	Sabinet	31
11.2	Cape Library Consortium (CALICO)	31
11.2.1	CALICO Circulation Working Group (CCWG)	31
11.2.2	CALICO courier service	31
11.2.3	Reciprocal access and borrowing agreement	32
11.2.4	CALICO Acquisitions and Serials (CAS)	32
11.2.5	eCALICO	32
11.2.6	C-Cats	32
11.3	CHELSEA (Committee for Higher Education Librarians of South Africa)	32
11.4	COSALC (Coalition of South African Library Consortia)	33
12.	LIBRARY COMMITTEE	33
13.	TARGETS: 2006	33
14.	WORD OF THANKS	34

TABLES

Table 1: Exchange rate of foreign currency	6
Table 2: Average book prices, volumes purchased, amounts spent on books	6

GRAPHS

Graph 1: Utilisation of databases 2004-2005	8
Graph 2: Total number of loans 2000-2005	9
Graph 3: Total number of interlibrary loans 2000-2005	10
Graph 4: Group training: Percentage of students trained	12
Graph 5: Individual training	13
Graph 6: Number trained according to type of client	14
Graph 7: Total number of distance students 2003-2005	16
Graph 8: Total number of active distance students vs. registered distance students 2003-2005	17

APPENDICES

Appendix A: Supplementary tables	
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1 INTRODUCTION

During the 2005 year under review the Library Service was once again faced by major challenges that made heavy demands on the library staff. These challenges were largely overcome successfully and new initiatives have already been launched, which reflects the growing, dynamic nature of our information environment.

The following are some of the most important matters that can be highlighted in the 2005 report:

- The restructuring process was completed at the end of 2005 with a saving of more than R3,5 million in the human resource budget for the period 2004-2006.
- The *Strategy for the Millennium: conversion to electronic information resources* had more positive results in the process of transition from paper format to electronic format. An amount of R190 419,84 was saved in this way.
- The first application of the new mechanism to distribute the capital budget, which was developed in 2004, presented several practical problems.
- A new instrument to evaluate and assure the quality of the collection was developed.
- Access to electronic material increased significantly and there was a rise of 20% in the user statistics for databases.
- There was a further decrease in the lending of traditional material, including short loans and interlibrary loans.
- A project was started to establish a *Knowledge Centre* in the JS Gericke Library.
- A Documentation Centre for Music (DOMUS) was established at the Music Library in the Conservatoire for Music.
- The use of DSpace software for the development of an institutional repository was investigated.
- A project was started to determine the viability of the use of the DSpace institutional repository system for the development of a database of electronic theses and dissertations.
- The quality assurance audit of the University by the Higher Education Quality Committee (HEQC) took place during October.
- The successful symposium series of the Library Service was continued in 2005 with the eighth annual symposium, entitled *People first: How user centred are our libraries?*

2. COLLECTION MANAGEMENT

2.1 Expenditure

2.1.1 Strategy for the Millennium: conversion to electronic information resources

The annual projects attached to the *Strategy for the Millennium: conversion to electronic information resources* continue to deliver positive results in the process of transition from paper to electronic format. During 2005 47 subscriptions to journal titles in paper format were replaced by the cheaper electronic format. This resulted in a saving of R54 965,25 with regard to single paper and electronic journal subscriptions.

A further saving of R135 454,59 with regard to single paper and electronic journal subscriptions was achieved by the cancellation of 31 journal titles that are duplicated in databases and 54 journal titles to which departments awarded a lower ranking (4, 5).

The article-on-demand project, which was started to accommodate academic staff with regard to the cutbacks of the *Strategy for the Millennium: conversion to electronic information resources* was continued in 2005. However, no articles were requested from cancelled journal titles or from journal titles on which there is a moratorium.

2.1.2 Distribution of funds

The first application of the new mechanism to distribute the capital budget, which was developed in 2004, presented several practical problems in 2005. A number of these problems, such as considerable deficits in the book budgets of faculties, were rectified by means of an interim measure. A comprehensive list of problems regarding the practical application of the mechanism was however compiled during 2005. The adjustment of the system before the 2007 budget process is a strategic priority for the Library Service.

On the whole it has been found that deans appreciated the greater control and involvement in the apportionment of the capital budget.

2.1.3 Materials budget

A relatively positive exchange rate (Table 1) and a continuing demonstrated need in departments for books as sources of information resulted in the purchase of 10 393 volumes at a total cost of

R4 626 06. The average purchase price per volume was R445,11. As a whole the number of volumes purchased showed an increase of 15% in comparison with the previous year (Table 2).

	GBP	USD	EURO
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
2004	12.05	6.56	8.18
2005	11.98	6.81	8.25

2.2 Collection development policy

A new evaluation instrument to assure the quality of the collection was developed in 2005 since the previous instrument had started to become outdated. The new instrument, which is more or less based on the RLG (Research Libraries Group) Conspectus Online evaluation instrument, will be implemented from 2006 in collaboration with the academic departments.

	Average purchase price (Rand)	Number of volumes purchased	Amount spent (Rand)	% Volumes purchased (plus or minus)
2000	R 401.44	8240	R 3,307,825	-11.58
2001	R 443.23	8911	R 3,949,622	8.14
2002	R 649.80	6592	R 4,283,506	-26.02
2003	R 460.23	7729	R 3,557,179	17.24
2004	R 433.16	9037	R 3,914,554	14.47
2005	R 445.11	10393	R 4,626,060	15.00

The basis of the evaluation instrument is a collection evaluation questionnaire and the purpose is to develop subject profiles for the different subjects in the library collection. Subject profiles reflect the scope, the relevance and currency of the library collection. The annual completion of the collection evaluation questionnaires by the academic environments will therefore be of the utmost importance to assure the quality of the library collection continuously. The results of the questionnaires will be published on the library's website where it will be accessible for academic departments.

A time schedule for the development of the subject profiles has already been fixed and the collection development policy document should be completed by the middle of 2006.

2.3 Development of the collection

2.3.1 Growth of the collection

As in the previous year, book material grew steadily in 2005. A total of 10 393 books, 999 standing orders and 1 056 theses was added to the collection. The number of current journal titles in the library was counted in 2005 and it amounts to 2 759 paper journal titles (Appendix A, Table 3).

As a result of better cooperation between the Library Service and the faculties with regard to the spreading out of orders more evenly throughout the year, 89% of the budget could be used for the purchase of new resources before the deadline.

Since the Aleph library management system cannot handle standing orders, an MS Access database for this type of material was developed during the year and was put into use successfully.

2.3.2 Access to electronic material

Access to electronic material once again increased significantly during 2005 and currently involves approximately 22 000 electronic journal titles and more than 100 electronic databases.

An important addition to the Library Service's collection of databases is *SpringerLink Online Journal Collection*, which, among other things, gives access to more than 1 200 full text journals. The collection of Gale electronic reference works was extended to 53 with the purchase of 22 new titles.

The possible expansion of the electronic book collection of the Library Service also received attention. Different models for the purchase of electronic books are available. One of these models, *Electronic Book Library (EBL)* of Dawson Books was made available for a trial period and was evaluated by the subject and branch librarians. More models will be evaluated in 2006 and if a suitable model is found, and if enough funding is available, this service will also be made available to the clients of the Library Service.

2.3.3 Accessibility of sources

The library catalogue was extended with 17 664 bibliographical and item records created by the Cataloguing Section. In this way the section once again made an important contribution to the extension of local, regional, national and international access to the collection.

On account of a subscription to one of the Online Computer Library Centre (OCLC) products it is now possible that some of the sources of the Library Service can be found by means of WorldCat through Internet search engines such as Google.

The continuous maintenance and upgrading of records in the library catalogue is an important priority to ensure continuity in access to the existing collection. Currently maintenance work represent 36% of the activities of the Cataloguing Section.

2.3.4 Relocation of the Forestry Library

The planning of the incorporation of the Forestry Library into the Engineering Library had already started in 2003 and the process was continued in 2005. The Department of Civil Engineering made two lecture rooms adjacent to the Engineering Library available to the library and work on these rooms

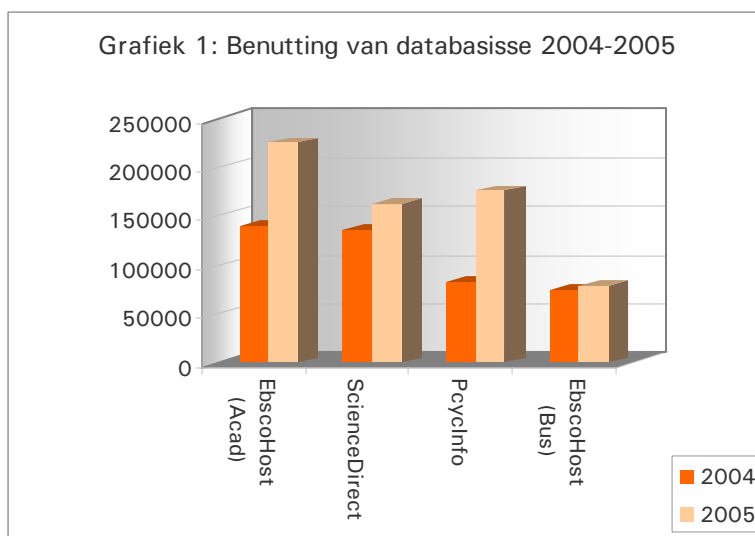
was completed by the end of 2005. Shelves from the Forestry Library were moved and fitted and carpets were laid. At the same time the Forestry collection was packed up. The new wing of the combined Engineering and Forestry Library was planned to open before the start of the academic year 2006.

The above-mentioned move was largely necessitated by the high cost of maintaining a one-man library at the Department of Forestry and it became more urgent with the drastic decrease in staff numbers after the staff reduction project 2004-2006 of the Library Service. For some years the separate Forestry and Engineering Libraries had been managed by one middle manager with an office in the Engineering Library. With the merging of these two libraries the management of the two libraries and service to the clients from the Department of Forestry should improve significantly.

2.4 Collection use

2.4.1 Databases

The user statistics for databases once more increased significantly in 2005 in comparison with 2004. More than 525 173 complete electronic articles were downloaded as opposed to 420 167 in 2004. Graph 1 gives a further indication of the increase in the use of databases (searches).

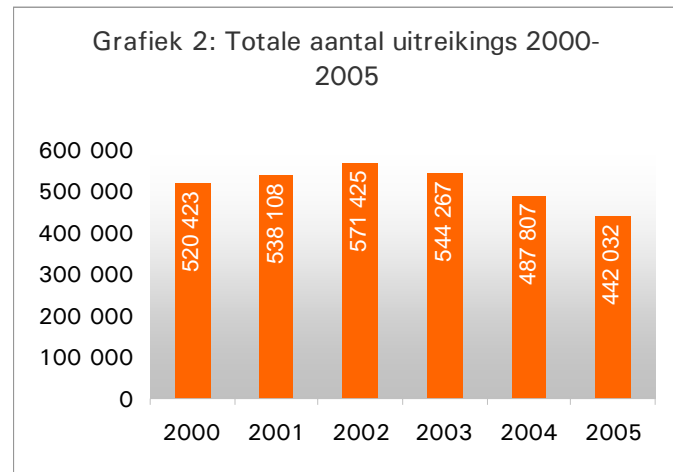


The ten databases that were utilised the most with regard to searches are:

- Academic Search Premier – 225 302
- PsycInfo – 176 196
- ScienceDirect – 163 405
- Business Source Premier – 78 434
- Web of Science – 45 138
- SACat – 43 574
- SA Studies – 34 224
- Index to SA Periodicals – 27 280
- ERIC – 20 545
- EconLit – 16 004

2.4.2 Traditional media

The combined number of loans by the JS Gericke Library and the branch libraries decreased by 9,4% in comparison with the previous year (Graph 2). This decrease is ascribed to a further drastic decrease in the number of short loans since 2004 (39,5%), a decrease in journal loans (40,5%) and an increase in the use of full-text electronic databases.



The JS Gericke Library experienced the sharpest decrease in the number of short loans (43,2%). With the exception of the Engineering Library and the Theology Library, where there was a marginal increase, the branch libraries also experienced decreases. The short-loan collections of the Engineering Library and the Theology Library are the biggest and most active of all the branch libraries.

As in 2004 the decrease can be ascribed to the increasing access to journals in electronic format and the growth in the use of WebCT and readers in the academic departments. The blanket copyright licence agreement between the University and DALRO meant extra work for lecturers and in 2005 this definitely contributed to the decrease in the statistics of short loans at the Library Service.

The decrease in the user statistics of these collections corresponds with the strategic aim of the Library Service to downscale short-loan collections to only the core short-loan material. This will probably lead to a further decrease in user statistics and consequently a restructuring of the function.

In contrast with the decrease in the circulation of short loans, book circulation increased by 3,1% and sheet music circulation by 8%.

The number of renewals once more increased noticeably (23% since 2004), which can be ascribed to the notices that remind clients before the due date to return or renew their books.

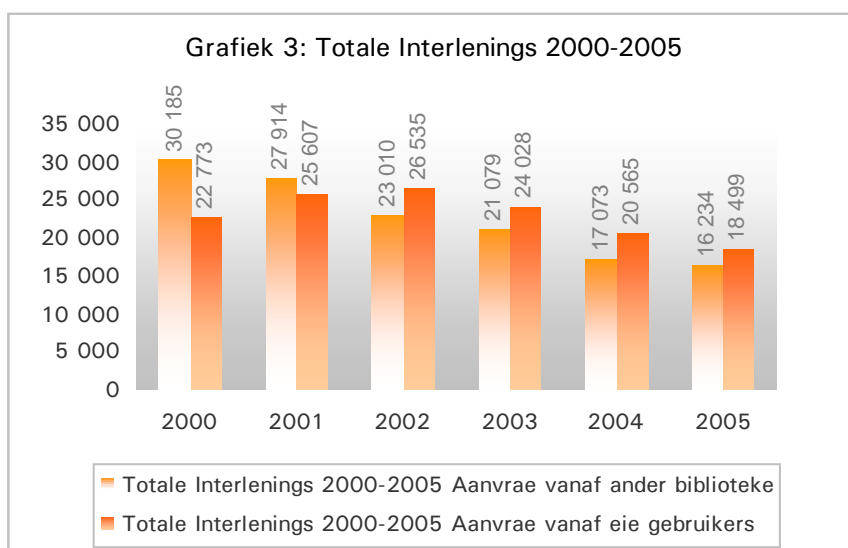
2.4.3 Interlibrary loans

During 2005 trends within the interlibrary-loan environment were carefully monitored as there was a significant nationwide decrease in interlibrary-loan transactions in 2004. The main reasons for the decrease were undoubtedly the increasing access to electronic resources as well as the accompanying licence conditions, which limit the sharing of electronic material among libraries.

The head of the Circulation Section (JS Gericke Library) attended the *IFLA Interlending and Document Supply International Conference* in Estonia where she made an effort to identify international interlibrary trends. It was clear that the decrease in interlending statistics is a worldwide trend but also that the decrease reaches a plateau and stabilizes at a certain level.

The combined interlibrary–loan transactions of the JS Gericke Library and the branch libraries with regard to requests from other libraries decreased in 2005 by a further 10% and requests by our own clients with a further 4,9% since 2004 (Graph 3). Although the downward trend is continuing, there was an increase in the requests by our own clients at the JS Gericke Library (5,4%) and at the Music Library (35,2%). It also appears that the downward trend is less drastic than in the previous two years.

We shall continue to monitor the interlibrary-loan trends in 2006 since any further drastic decrease within the next two to three years will possibly necessitate the replanning of the interlibrary-loan sections and their staff.



3. CLIENT SERVICES: DEVELOPMENTS AND TRENDS

3.1 Circulation

3.1.1 Self-checkout unit

Unfortunately the self-checkout unit could not be used as successfully in 2005 as in 2004 when 29% of the total number of loans was done at the self-checkout unit. When the 16.02 version of the Aleph library-management system was put into use, the self-checkout unit became out of order and it could not be fixed for several months. Therefore no meaningful statistics for 2005 could be obtained from the unit. The self-checkout unit has since been repaired and will again be used as effectively as possible in 2006. As in the past clients will be trained and encouraged to use the unit.

3.1.2 Holdings control regarding interlibrary-loan requests

Interlibrary-loan staff are increasingly required to check the electronic availability of journal articles that are requested. If an article is available electronically, the article is sent to the client electronically, accompanied by instructions on how in future he/she can find articles on the library's web page by themselves. Out of 10 989 requests received at the interlibrary-loan section of the JS Gericke Library in 2005, 1 083 were found on the library's web page (A-Z list).

An awareness campaign to empower clients to request interlibrary loans directly on the Sabinet Online Magnet system (*pre-requests*) was continued in 2005 and 1 620 requests were done in this way during the year under review.

3.1.3 Short Loans: Blanket Copyright Licence Agreement between the University and DALRO

Since 1 January 2005 the University has a blanket licence agreement with DALRO. The copyright clearance that now has to be obtained from the *Cape Higher Education Consortium (CHEC)* before any copies can be put on short loan had a big impact on the activities of the short-loan section of the JS Gericke Library.

The Library Service was not informed beforehand of the intended licence agreement and new procedures had to be put into place in a very short time in both the JS Gericke Library and the branch libraries.

In collaboration with Ms Carol Kat, copyright officer of the University, the Short-Loans Section completed the project in record time so that the procedures for the correct application of the licence agreement could be in place before the onset of the academic year in 2005.

3.1.4 Adjustment of lending privileges

There was a big increase in the number of annual renewals (see paragraph 2.4.2). The fact that there was no limit on the number of times primary library clients could renew their library books, meant that one client could keep a lot of library items for as long as a year or even longer. Especially the more recent publications were therefore often for long periods not available to other clients.

As a first step in a collection evaluation – which also includes the use of the collection – enquiries were made at eight university libraries in South Africa and it was found that not one of them has a policy of unlimited renewals. On average these universities allow only two renewals per library item.

With regard to non-university clients it was therefore decided to reduce the number of items they can borrow, to shorten the lending period in some instances and to limit the renewal of borrowed items. With regard to primary clients it was decided to limit the number of times library items may be renewed to two renewals per item. The effect of this decision on the availability of the collection will be monitored continuously during 2006.

3.2 Information Service

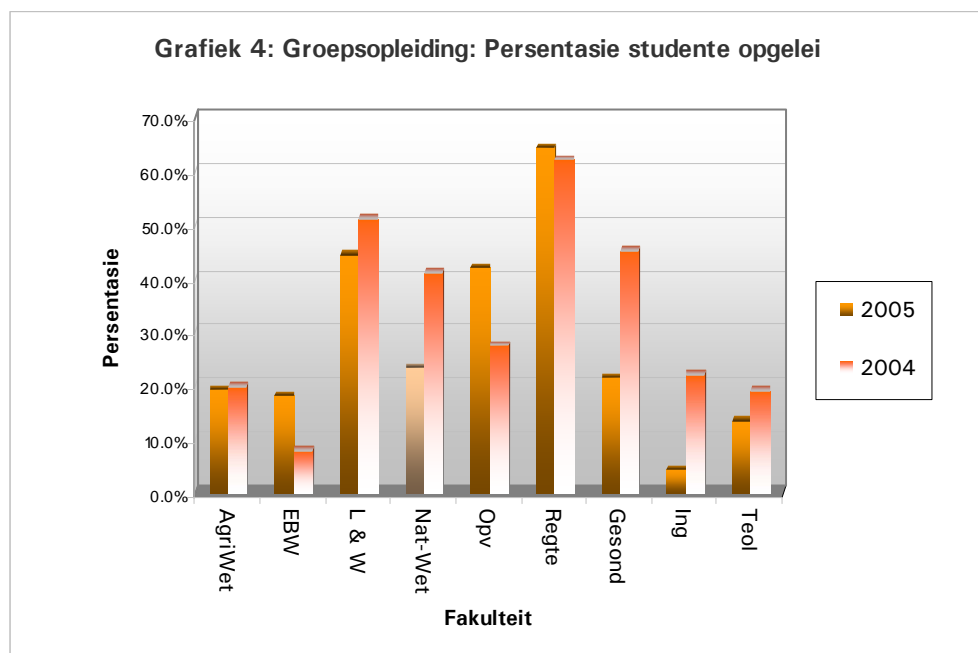
3.2.1 Information literacy

Various initiatives regarding information literacy were launched in 2005 to develop this strategic function of the Library Service optimally. Some of the highlights are:

- A project proposal to establish a *Knowledge Centre* in the JS Gericke Library.
- Staff training in the use of WebCT, as well as a *Train the trainer* session by dr. Christel Troskie-De Bruin.
- Welcoming and orientation of new lecturers at the university.
- The development of a training evaluation form (based on the 5-point Lickert scale), which persons who attend the training sessions can complete electronically.
- The plagiarism programme *You quote it, you note it* was made available on the web site of the Library Service.
- The development of training programmes in the use of the ScienceDirect and PubMed databases.
- The development of a module framework (*Library survival skills*) for the teaching of information literacy skills in the programme Information Skills 172.

3.2.2 Training

Training is still a strategic priority for the Library Service and therefore a big effort is made to have as many training opportunities as possible for clients to ensure effective use of resources and services.



3.2.2.1 Group training

Graph 4 gives an overview of the group training of primary clients during 2005 according to faculties and libraries. The training is mostly curriculum related. The graph shows the percentage of students trained in each faculty. (The number of students enrolled per faculty was obtained from the information cafeteria of the university).

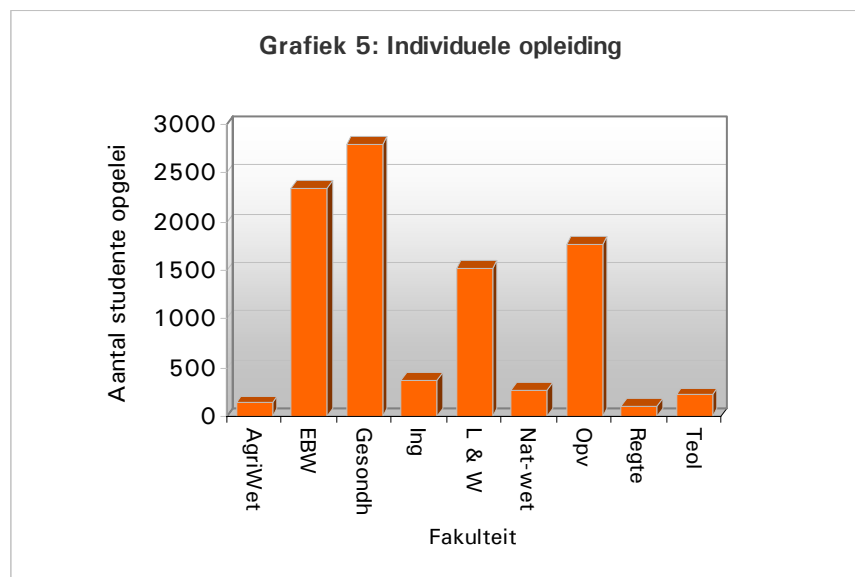
The table only gives an indication of the percentage of students trained per faculty because the same students can be trained on more than one occasion.

There was an increase in group training in the faculties of Economic and Management Sciences, Education and Law. The fact that the Law Faculty performed well once again is due to their system of curriculum-integrated library training.

3.2.2.2 Individual training

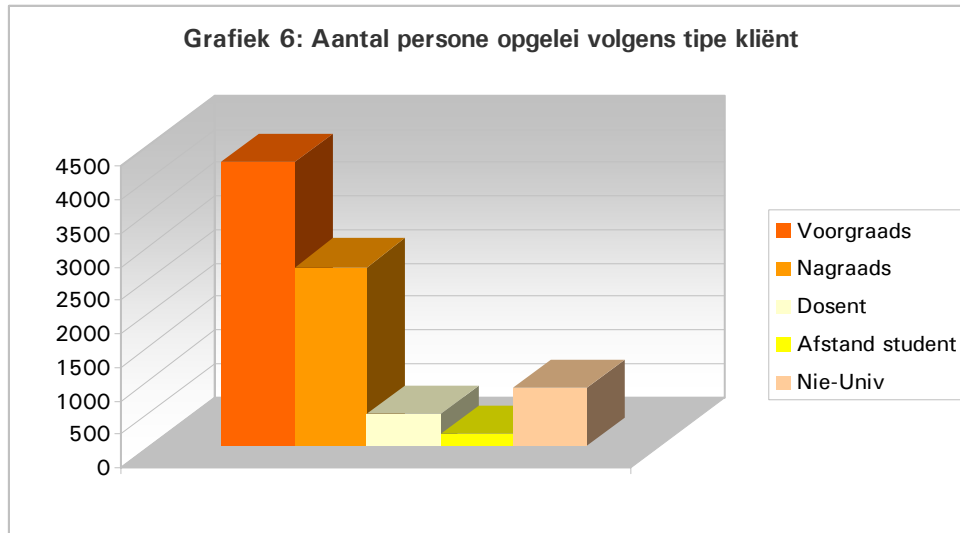
A significant number of students was also trained individually. For the first time record was kept of individual training and this is depicted in Graph 5 (Individual training).

A total of 9 516 students were trained individually at the JS Gericke Library and the branch libraries. The Health Sciences Library trained the most students, followed by the Faculty of Economic and Management Sciences. The latter is the faculty with the highest number of students, namely 6 372. The fact that group training is not possible with the large groups of first-year students probably means that more individual training is necessary for students of this faculty. In the JS Gericke Library alone 6 148 persons were trained individually.



3.2.2.3 Training per client category

Graph 6 shows the number of clients per client category that were trained in 2005. It is disturbing to see how many non-university clients were trained by professional librarians, especially in light of the decrease in the staff numbers of the Library Service. The proportions of the rest of the numbers are as expected.



3.2.2.4 Other groups

Subject librarians and branch librarians are also responsible for the training of other groups. These groups may be students from other tertiary institutions, such as Boland College, school groups and groups associated with the University, but not in a specific academic programme or module. A total of 1 244 persons (393 periods) were trained in this category in 2005.

3.2.2.5 Getwise@URLibrary

The GetWise@URLibrary training was launched in 2004 and successfully continued in 2005. Through this programme one week is set aside at different times of the year for individual training in different general library aspects.

During the first GetWise session from 7-11 February 2005, the following aspects received attention: access to the website of the Library Service; the library catalogue and its web-based guide; *Ask a Librarian* (electronic enquiry service); databases and journal articles; electronic journals, etc. This programme was attended by 135 persons and, according to the feedback, there is a definite need for these training sessions. The success of this specific session can probably be ascribed to the fact that it was held directly after the welcoming week for first-year students in February.

The next GetWise session was called *Internet: Tools and Tips* and was presented at a number of computer user areas on campus. Only 39 persons showed up, although 93 had made an advanced booking. Feedback forms once again showed that the people who did attend, found the sessions very worthwhile.

Another positive result of these sessions was that a lecturer requested that three sessions be held in HUMARGA for 69 SCHIMATHUS students as well as one session for 10 lecturers who are involved with the training of SCHIMATHUS students.

3.2.2.6 Welcoming of new students

An increasing number of first-year students attend the annual guided tours of the library during the welcoming week for new students. The branch libraries also have welcoming sessions for new students, but at a time and in a format that best suit the particular library and its clients.

In 2005 new students from six faculties took part in the programme presented by the JS Gericke Library. As in previous years the Faculty of Economic and Management Sciences chose not to send their students due to the great number of first-year students in this faculty. However, during the last day of the welcoming programme, 36 students from this faculty came to the library out of their own free will with requests for a guided tour. In total 805 students were orientated in this way in 2005, an increase of 346 compared to 2004.

3.2.3 Ask a Librarian (QuestionPoint): Electronic enquiry service

The number of clients who used the electronic enquiry service (*Ask a Librarian*) in 2005 was 274 as opposed to the 213 of 2004. The number of electronic enquiries that were received increased by 227.

Enquiries and answers that can be used again were once again stored in the *KnowledgeBase* of QuestionPoint (the web-based system with which the electronic enquiry service is handled). The database therefore gives an indication of the quality of enquiries that were handled. The number of Stellenbosch records in the local *KnowledgeBase* increased from 489 in January 2005 to 856 in January 2006, an increase of 367.

This service has not been in use for very long and it is heartening to see that there is growth in the use of the service.

3.2.4 Liaison

Further attention was given to liaison with deans, faculty managers and representatives, faculty library committees, individual lecturers and, by means of e-mail distribution lists, with postgraduate students. A deliberate attempt was made to broaden the subject librarians' client base and to penetrate the market within the University. The purpose is to make a difference regarding learning, teaching and research at the university by means of value-added services.

A number of successes have been achieved during the past year, but it differs from environment to environment and the activity needs more planning and fine-tuning. The physical setup of the library also hampers the project. Re-arrangement of the open areas of the library will make it possible for the subject librarians to spend more time at departments and faculties and in offices from where they can deliver a specialised information service to support research.

3.2.5 Subject guides

Subject guides for all subjects were completed in 2005 and are active on the website of the Library Service. In future these guides will only need maintenance, improvement and redesign on a regular basis.

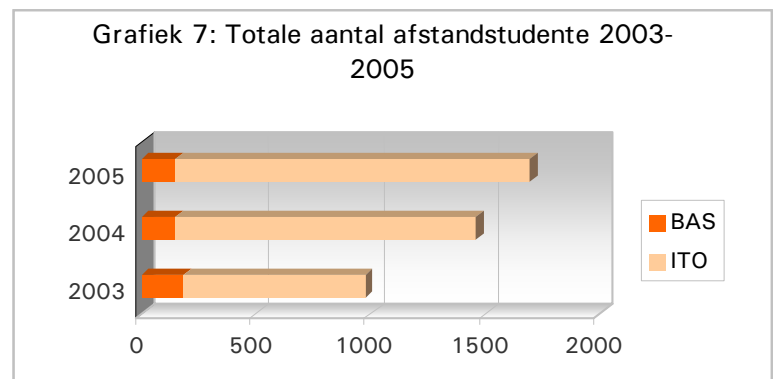
3.2.6 Student assistant service

Nine student assistants helped with the service at the general information desks on the upper and lower levels of the JS Gericke Library.

This service had become an indispensable support for the subject librarians and the team of 2005 especially did very good work.

3.2.7 Distance students

As from 2005 distance services are provided to library distance students (LDS) and students of the Division: Interactive Telematic Education (ITE). The term Distance Education Students is not used any more



The total number of students (LDS and ITE) who registered for the distance service increased with 240 from 1 458 in 2004 to 1 698 in 2005 (Graph 7).

Due to the merging of the University's School for Oral Health Sciences and the Faculty of Dentistry of the University of the Western Cape (UWC) in 2004, the number of distance students at the Health Sciences Library decreased drastically to a total of 174 students who used the distance service.

Although the number of distance students at the Theology Library also decreased slightly, these students made active use of the service and the number of items delivered in 2005 increased sharply.

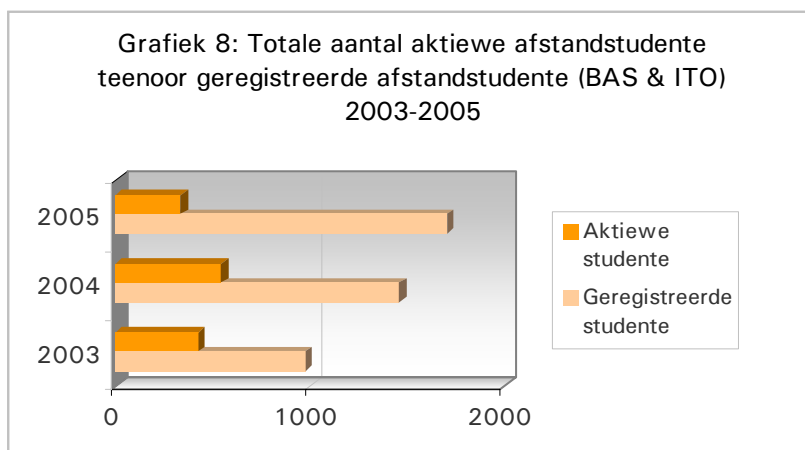
The total number of students who made active use of the distance service at the Library Service decreased from 545 in 2004 to 337 in 2005 (Graph 8).

At the JS Gericke Library the totals of all the services that were provided to distance students decreased, with the exception of articles and chapters from books, which increased by 992. This increase can be ascribed to the ease with which electronic documents from databases and e-journals can be e-mailed to distance students.

3.3 INFOBANK

Licence agreements that prohibit the provision of information services for commercial purposes, as well as the latest interpretation of the Copyright Act 98 of 1978, which implies that the Library may not supply printed resources to non-university clients at a tariff, compelled the Library Service to end the INFOBANK service in its current format.

At the end of 2005 the Library Service did ask suppliers of electronic resources whether the licence agreements could be expanded to include non-university clients, but at that stage they were not prepared to do so within the standard agreements. The limited demand for service does not justify the extra cost and staff time that will go into intensive negotiations to develop a modified licence agreement. It is, however, still possible for non-university clients to get access to information by means of article-on-demand from commercial suppliers. Non-university clients can also, on payment of



a fee, obtain lending privileges from the library and they may come and use the resources in the library themselves.

An investigation into possible services within this changed environment to previous INFOBANK members and partners of the university will continue in 2006.

4. Special Collections

4.1 JS Gericke Library

During 2005 work on the important JJ Smith and SP Cilliers collections was completed. The JJ Smith collection is important, among other things, because of the controversy regarding the spelling issue, the development of Afrikaans, Afrikaans in education as well as Smith's relationship with the *SAAWK* (South African Academy for Science and Arts), *Die Huisgenoot* and *Nasionale Pers*. The general correspondence includes correspondence with, inter alia, C Louis Leipoldt.

The SP Cilliers catalogue in six parts was drawn up in English due to the expected foreign interest because of Cilliers's huge contribution to the development of sociology as academic discipline as well as with regard to industrial relations and social change. The Cilliers catalogue has already been bound and is available for research, whereas the five-part Smith catalogue will be bound and made available in 2006.

The cataloguing and indexing of the collection of the Afrikaans author and culture person WA de Klerk was also completed in 2005 and currently the subject and title/author indices are being alphabetised and typed. Researchers have already used the collection because it contains so much information about the Thirstland Trek in Angola.

During the year under review a large part of the work on the JD du P Basson collection was completed. We are now waiting for a further donation of documents from Mr Japie Basson after completion of a second book about his involvement in politics. This collection of political documents links up well with the collections of DF Malan, SP Cilliers and B Ranchod. Basson was the centre of many party-political changes and this collection is a treasure for students and researchers in politics and history.

Work on the extensive HB Thom collection was continued in 2005. Another large part of the Hermann Giliomee collection was received and pre-sorting was started.

The sons of Sheila Cussons visited the department in 2005 to look at her documents. Another donation from her document collection was received after this visit.

A very important addition to the Africana room is the grandfather clock that was made by Johann Junck in ± 1770. Prof. HB Thom was the last owner and the clock was moved from the HB Thom room in Administration B to the Africana room where it is at last done justice and where visitors view it with great interest.

4.2 Music Library

During 2005 the Documentation Centre for Music (DOMUS) was established at the Music Library in the Conservatoire for Music with funds made available for this purpose by the Vice-Chancellor (Research) and the Director of the Conservatoire. The idea for the Documentation Centre resulted from the work on the Arnold van Wyk bequest in the JS Gericke Library. The aim of the DOMUS is to collect, organise, describe and preserve the music collections of composers or performing artists in an organised way, something which is not done anywhere else in South Africa. In doing so the centre wants to continue the work that has already been done by music scientists at the Conservatoire.

The focus of the DOMUS will be to collect, arrange, catalogue and preserve the following types of material:

1. The literary bequests of composers;
2. The literary bequests of performing artists;
3. The literary bequests of music scientists;
4. The document collections of music institutions.

The above-mentioned also includes the music and literary bequests of musicians active in popular music and jazz. Seen from a cultural and historical point of view, their music is often a more important barometer of the times than the high culture of art music.

DOMUS also delivers a service regarding enquiries and visits (locally as well as from abroad) to the Documentation Centre. During 2005 44 persons visited DOMUS.

The special needs of the centre have, unfortunately, far-reaching financial implications. These needs include: temperature and humidity regulation, disinfection against insects and organisms that can damage the materials, and suitable packaging material and storage space. In this regard a formal request has already been made that the Restoration Section of the JS Gericke Library carry a part of the preservation cost. Several submissions for the collection of additional funds have already been made.

As with the Documentation Centre in the JS Gericke Library, DOMUS will become an extremely valuable research resource for postgraduate study, but it can also become a growing asset for the university and for the larger community.

5. INFORMATION TECHNOLOGY

5.1 Network

During 2005 the process was continued to upgrade the computers, servers and printers of the Library Service according to a replacement plan with a four-year cycle. It was also decided to buy only high-quality equipment with an after-sales support plan. The stability of a four-year cycle facilitates the planning and budgeting for the purchase of computer equipment.

The LibQUAL survey made it clear, however, that students want more computers. In response an extra twenty computers were placed on the lower level of the JS Gericke Library, but this is still not enough. The problem is addressed further by the electronic resources strategy and the proposed establishment of a *Knowledge Centre* (see paragraph 3.2.1).

5.2 ALEPH library-management system

Good progress was made to identify and address problems regarding the internal processes and workflow within the Aleph library management system. A new method (so-called *service packs*) for the fast implementation of new functionality and correction of problems in the Aleph system further contributed to more effective problem solving.

During 2005 the CALICO system librarians were trained in the *Cognos ReportNet* report-generating software in preparation for the implementation of the *Aleph Reporting Centre (ARC)* system. With this system the aim is to improve problem solving even more.

5.3 Institutional repository

An investigation was launched in 2005 into the use of DSpace software for the development of an institutional repository. Mr L Munro attended a DSpace implementation course at the CSIR and a server was bought for the installation and configuration of the system software. In collaboration with the Information Technology Division and the DST-NRF Centre for Invasion Biology in the Department of Botany and Zoology the Library Service launched a project to store and make available the research output of this centre in the Dspace system for effective administration and retrieval. The project will be

completed during 2006 and will then be the first so-called institutional repository collection of the Stellenbosch University.

5.4 EZProxy for off-campus access to electronic material

The implementation of new verification software (EZProxy) should make it easier for off-campus clients to access library databases and electronic journals all the time. Registered university clients who want access from off campus, will only have to click on a link next to the name of the database on the Library website and log in with their network username and password. The software has been tested successfully and will probably be implemented early in 2006.

5.5 Electronic Theses and Dissertations (ETD) project

A project was launched early in 2005 determine the viability of the use of the DSpace institutional repository system for the development of a database of electronic theses and dissertations. The project had valuable results. The possibility of a campus-wide project to establish such a database at the University will be discussed with other role players during 2006.

5.6 Facilities

The IT Division of the Library Service moved to new offices in the JS Gericke Library where they have more office space and storage space for computer equipment. There is a special work area where computer equipment can be repaired and where software can be configured.

5.7 Application of open-source software

Open-source software was used to a greater extent during 2005 with regards to the e-mail, proxy, IR and ready-reference servers. The Shuttleworth Foundation donated a *Freedom Toaster*, by means of which open-source software can be downloaded free of charge, to the Stellenbosch University Linux User Group and this was placed in the library. The IT Division accomplished greater participation in the Linux user group on campus and they are planning to make greater use of open-source software in future to save the cost of commercial software. Older computers were turned into so-called ready-reference computers by means of open-source software and placed in the JS Gericke Library for quick-reference purposes. It made a positive difference to the number of computer seats available in the JS Gericke Library.

5.8 Digitisation initiatives

Various digitisation initiatives were identified during 2005. Examples are: the conversion of microfiche newspaper articles to electronic format for preservation and easy duplicating; the digitisation of special Africana collections and the migration of academic video content to electronic format. Quite some research has been done to determine the viability of these initiatives and to find suitable methods and techniques for the investigative phases. Copyright regulations must however be investigated further before these initiatives can be executed.

5.9 LOCKSS-SA archiving project

Good progress was made with the LOCKSS-SA project, which is managed nationally from the Library Service. The project was extended to the following institutions:

1. Rhodes University
2. North-West University: Potchefstroom campus
3. Cape Peninsula University of Technology: Cape Town campus
4. National Library: Cape Town campus
5. National Library: Pretoria campus
6. University of the Western Cape (UWC)

Progress and problem areas were discussed with the LOCKSS team at the University of Stanford during monthly teleconferences. We could give our American colleagues valuable feedback and the Library Service sees the project as important research in the field of digital archiving and preservation. The second phase of the project will be continued during 2006.

5.10 Wireless network

A wireless network (WiFi) was installed in the library during 2005. The installation was done as part of the campus-wide capacity working group investigation with funds from the eCampus project. The wireless network was introduced successfully and clients use it actively on a daily basis. The IT Division of the Library Service is responsible for support of the wireless network. This network also helps to alleviate the problem of limited computer seats in the JS Gericke Library. The wireless network covers almost 80% of the floor area of the JS Gericke Library.

6. STRATEGIC AFFAIRS

6.1 Restructuring project 2004 - 2006

The restructuring project of the Library Services was completed at the end of 2005. As part of the project all the functions of the Library Service were redefined in order to determine which functions could be done away with, which could be downsized or restructured and which new functions needed to be implemented in order for the Service to stay relevant. Naturally the extent of the project is of such a nature that it could not be completed fully in such a short space of time. Therefore some of the suggestions will only be implemented on the medium to longer term. For the period 2004-2006 22 permanent and four ad hoc posts could be done away with which led to a saving of more than R3,5 million in the budget for human resources.

6.2 Conversion to electronic information resources

The project *Strategy for the millennium: conversion to electronic information resources* was continued and fine-tuned during 2005. It went hand in hand with the cancellation of more paper subscriptions in favour of the electronic medium and also led to further savings on the budget.

6.3 Mechanism to distribute the budget for library resources

During 2005 the new mechanism to distribute available funds among faculties for 2006 was applied and certain gaps in the mechanism were identified. Adjustments were necessary to deal with imbalances in the budgets of some faculties and further adjustments to the mechanism were identified as a strategic priority for 2006.

6.4 Quality assurance audit

The university's quality assurance audit in October by the Higher Education Quality Committee (HEQC) had a significant impact on the activities of the Library Service, especially in terms of a self-evaluation report and documentation that had to be prepared. The panel held discussions with members of Library Management and members of the Library Committee.

6.5 Collection development policy

A new instrument to evaluate the collection was developed in 2005. The basis of the evaluation instrument is a collection evaluation questionnaire with the purpose to develop subject profiles for the different subjects in the library collection. Subject profiles reflect the scope, the relevance and

currency of the library collection. The annual completion of the collection evaluation questionnaires by the academic environments will assure the quality of the library collection continuously. Collection evaluation questionnaires will probably be sent to the departments during the second term of 2006.

6.6 Expansion of computer training facilities

An urgent need for a facility for computer- and information-literacy training was identified in 2005 and an action group was formed to investigate the possibilities and to put forward proposals. The group made good progress, but outside funding will probably be needed to cover the enormous cost of the project.

6.7 Investigation into the management of non-bibliographical information sources

The Library Service started an investigation in collaboration with the Division: Information Technology into the management of the non-bibliographical component of research and other academic collections of the University. Academic departments have an increasing need to make research output available and the Library Service can make a valuable contribution regarding the management of such information. It is important that this matter is approached in a coordinated and efficient way. The project that was launched regarding the effective management of the research output of the DST-NRF Centre for Invasion Biology in the Department of Botany and Zoology is an important step in this field (see paragraph 5.3).

7. QUALITY ASSURANCE

7.1 Self evaluation and the development of a quality assurance system

During the year under review a lot of attention was given to the final preparations for the institutional quality audit of the university.

Among other things the quality assurance committee of the Library Service had to make available the evidence documentation that was to be included in the University's self-evaluation report. They also had to continue the work on the development of a quality assurance system, based on the Balanced Scorecard (Kaplan & Norton, 1992), which includes the determining of objectives, performance indicators, measuring instruments and targets. Good progress was made with the development of this system and work in this regard will continue in 2006.

7.2 LibQual survey

Final preparations were made for the planned comprehensive survey to measure the service quality of the Library Service. The customization and the Afrikaans translation of the LibQual questionnaire were completed and an awareness campaign for staff and the campus was launched. The LibQual survey is used internationally and mostly measures service quality in terms of the client's expectations as opposed to the quality of service he/she experiences. Three key aspects of service are measured, namely: the attitude of library staff, the quality of information provision and the client's perception of the library as a place.

The survey was done during September and had 1 546 responses, which is more or less 7-8% of the total university population. Undergraduate students were the most eager respondents, namely 57%. Postgraduate students represented 24%, academic staff 11% and other staff 8% of the respondents. The results of the survey indicated that clients are very satisfied with the location, physical space and equipment of the various libraries of the Library Service and that in general the libraries are seen as a retreat for studying and learning. However, all the user groups were not satisfied with information resources and access to information resources. This perception and the reasons for it will be further investigated by means of focus group discussions in 2006. It was also clear that clients sometimes have to deal with unfriendly, unhelpful staff members.

Almost half of the participants (48%) used the opportunity to make comments, to thank the Library Service, to make suggestions, to mention specific needs or to complain. The comments made it clear that electronic access, computers, a place to study, silence and library hours are very important to the clients. The Library Service regards these comments as very valuable. In fact, some of the issues have already been dealt with, for example by the placing of twenty extra computers on the lower level of the JS Gericke Library.

The comments of the participants were processed by means of an MS Access database and made available to Library Management. The complete feedback was made available to the campus community on a webpage. The *LibQual Notebook*, which contains the results of the questionnaire, was also made available to Library Management to be analysed and to be used as background for planning actions for 2006.

In December the survey results were discussed with library staff. Valuable input from this session was included in the Library Service's strategic planning for 2006. Further planning includes the prioritising of problem areas, the drawing up of action plans and keeping clients informed about actions taken as a result of the survey.

7.3 Higher Education Quality Committee (HEQC) audit

During the HEQC's quality audit visit to the University (9-14 October) members of the audit team visited the JS Gericke Library on Sunday 9 October. Mr JPJ Engelbrecht accompanied them on a tour of the library and gave a short overview of the Library Service. They were supplied with statistics regarding the size of the collection, and matters such as the price of books and journals, why the library is underground, structural aspects such as water leakages, etc. were discussed.

On 12 October a panel of the HEQC team interviewed the Library Service Management and representatives of service divisions. The three members of the HEQC panel were: dr Themba Mosia: Dean of Studies (Educor), Prof Sibusiso Vil-Nkomo: Executive Director: Fundraising and Internationalisation (University of Pretoria) and dr Prem Naidoo: Director: Quality Promotion and Capacity Development (HEQC). Later the same day they had an interview with the Library Committee.

After the interview with the Library Committee a so-called debriefing session was held to evaluate the type of questions that were asked, the relevancy of the questions and to determine whether sufficient information had been gathered to support the HEQC in their audit. The overall impression was positive and there was consensus that the interview had gone off in a professional manner.

The audit as a whole was a sharp learning curve for the Library Service and a lot of experience was gained in this regard. The Library Service is looking forward to the HEQC's feedback report and the aspects in it that will be of value to the Library Service.

8. PLANNING AND MARKETING

During 2005 the Section: Planning and Marketing used available and new communication channels to make an important contribution to the improvement of communication with clients and the visibility of the Library Service and to maintain a professional corporate identity. Examples of their work include the following:

- Coordination of a varied programme during Library Week (14-18 March), including training in Internet skills, displays, distribution of bookmarks, suspension of fines, etc;
- Coordination of a library programme during the Open Day of the University;
- Development of standardised brochures for subject librarians;
- Development of a "news area" on the Library Service's website;
- Development of a web page for the weekly introduction of new books;
- A quarterly electronic newsletter, *Bibnuus*;
- Continual contributions for *KampUSnuus*, *Die Matie*, Maties FM, *Eikestadnuus*, Mymaties.com, Maties.com and other general campus media.

The section was also fundamentally involved in the development of a quality assurance system for the Library Service, the preparation, awareness campaign and execution of the LibQual survey (see paragraph 7) as well as the processing of the survey results.

Good progress was made with the development of a staff portal and document-management system for the Library Service. After consultation with the Division: Information Technology it was decided that *MS Windows Sharepoint Services* was the most suitable system. Implementation of this system is planned for 2006.

9. HUMAN RESOURCES

9.1 Restructuring

During 2005 the Library Service was faced with the challenge to cut the staff budget with R3 588 929 (more or less 18% of the budget). As a result 22 permanent and four ad hoc posts were done away with to reach the target of R15 537 535 that was set for 2006.

Posts that were vacant at the start of the process or became vacant during the process, natural retirements and applications for retrenchment packages meant that no staff member had to be retrenched during this process.

As a result of this process the staff component of the Library Service was reduced from 125 permanent posts to 103 permanent posts. In FTE terms the Library Service now has 97.75 permanent posts.

9.2 Staff turnover

As part of the staff-reduction process voluntary retrenchment packages were offered to staff. The following staff members accepted the packages and left the Library Service at the end of November:

Mrs CH Williams

Mrs SK Coward

Mrs F Bekker

Mrs M Meise

Mrs EG Oosthuizen

Mr FN Papier

Mr D Ross

Mr MT Syphus

The following staff members also left the Library Service during the year:

Retirements:

Mrs L Kellerman (31.03.2005)

Mrs MS de Villiers (31.03.2005)

Mrs M Horn (31.03.2005)

Mrs H Slabbert (31.03.2005)

Resignations:

Ms M Terblanche (31.08.2005)

Ms M van Zyl (31.12.2005)

9.3 New appointments

Due to the staff-reduction process no new permanent appointments were made during the year under review.

9.4 Special recognition

- Ms EA Nolte, Assistant Director: Client services received the Rector's Award for excellent service
- Ms I de Lange received a long-service award for 25 years of service to the University.

9.5 Staff development

By means of training and development opportunities the Library Service strived to equip staff with more and better skills, which will help them to serve the strategic aims of the University and the changing demands of the clients better. Library Service staff members once again shared their experience and expertise with colleagues at various occasions.

It is not possible to give a report of every occasion and only a few are mentioned here as examples of a very successful year regarding staff development:

- It is more and more expected of subject and branch librarians to give training in various information skills. In this environment the focus was therefore on courses such as *Train the trainer* and training in various databases, for example *ISI, NEXUS, Proquest, Ovi/SilverPlatter, Emerald, SABINET Legal databases* and *Westlaw*.
- In this environment it is also necessary to stay in touch with teaching methods and a mini-conference, *WebCT Vista and e-learning*, was attended. The importance of good presentation

skills, of designing and maintaining your own web page, of being able to report on something and of being able to supply management information was supported by courses such as MS PowerPoint, Web design and MS Excel.

- Mss LC Schoombee and M Roux attended various courses of the Language Centre, for example *Winning Web Texts and Web Sites* and *Writing for your reader*. The knowledge they gained here could be applied practically almost daily in planning and marketing actions of the Library Service.
- Staff members who are involved with services that are affected by the purchase of a blanket copyright licence for the campus, learned more about the subject at a panel discussion on *Copyright and Intellectual Property*.
- Staff members also keenly attended meetings and workshops of the *Library and Information Association of South Africa (LIASA)*:
 - Three staff members attended the eighth LIASA conference with the theme *Taking libraries to the people* in Nelspruit: Mss LC Schoombee, J Arendse and A van Santen.
 - A Winter Colloquium *Gems from the electronic coal face* presented by the *Western Cape Higher Education Interest Group* was attended by five staff members: Mss A Maritz, M Landsberg, N Visser, T Britz and J Arendse. At this event Ms I van der Westhuizen, in collaboration with Ms D Pretorius, presented a paper with the title *E-referencing at Stellenbosch*. Mss LC Schoombee and M Roux took part in the poster session with a poster entitled *Electronic marketing of Library Services: the Stellenbosch way*.
 - Mrr R Galant, I Jacobs, R Moses and E Jacobs attended a *LIASA Support Staff* workshop, *How to survive 2005 in your library*.
- CHEC courses were also attended keenly:
 - *Personal leadership, Project management and Effective communication* - Ms D Pretorius
 - *Project management and Team Building* - Ms A Schoeman
 - *Project Management* - Ms A Maritz.

The following international events were attended:

- *Bibliophilia Africana Conference* - Mss H Botha, L Fourie, M van der Merwe, A Schaafsma and Mr N Hendriksz
- The conference of the *South African Preservation & Conservation Group (SAPCON)* - Me M van der Merwe

- The *Gauteng and Environs Library Consortia (GAELIC)* symposium: *The e-services environment: changing to a higher gear* - Mss EA Nolte, D Pretorius and B Els. Ms D Pretorius had a presentation on *Reference Services and e-Reference* at this event.
- *South African Health and Information Partnership (SANHIP): Annual Meeting* – Ms LA Coetzee
- *SA Online Meeting* – Mr JJ Mouton.

Six members of staff had the opportunity to attend international events abroad:

- *Ex Libris Seminar*, Kos (Greece) (17-22 April) - Mr WK Klapwijk
- *North American Aleph User Group Conference*, College Park (Maryland) (5-8 June); *Timberline Acquisitions Conference*, Mount Hood (Oregon) (15-17 May) – Ms I de Lange
- *71st IFLA general conference: Libraries: a voyage of discovery*, Oslo (Norway) (14-18 August) - Ms EA Nolte
- *6th Northumbria International Conference on Performance Measures in Libraries and Information Services*, Durham (England) (22-25 August) - Mr JPJ Engelbrecht
- *9th Interlending and Document Supply International Conference*, Tallinn (Estonia) (20-23 September) - Ms A Schoeman
- *8th International Symposium on Electronic Theses and Dissertations*, Sydney (Australia) (28-30 September) - Ms B Els

The following staff members obtained formal qualifications during 2005:

Mr N Mostert – M.Phil

Ms A van Santen – B.Phil

9.6 Performance evaluation

Because the working agreements for the new performance management system had not been completed for all staff members, the old performance evaluation system was still used to a large extent in 2005 and performance compensation was determined according to the old system.

9.6 Diversity

Due to the staff-reduction process no posts could be filled during 2005, which of course impacted negatively on the diversity targets of the Library Service. At the moment 28% of the staff component comes from the designated groups (white women excluded).

10. SYMPOSIUM

The successful symposium series of the Library Service was continued in 2005 with the eighth annual symposium, entitled *People first: How user centred are our libraries?*

The following speakers came from abroad: Ms Phyllis Spies of OCLC in the USA, Mr Kurt de Belder from the University of Leiden in the Netherlands and Prof Derek Law from the University of Strathclyde in the United Kingdom.

The symposium was attended by 120 delegates who mostly came from tertiary institutions in South Africa.

11. NATIONAL AND INTERNATIONAL COLLABORATION

11.1 Sabinet

The Library Service is an active user of Sabinet products. A number of staff members attended Sabinet training sessions and Mr JPJ Engelbrecht attended the Annual General Meeting in Pretoria. Mr JJ Mouton attended the Sabinet Client Conference at Club Mykonos in September.

11.2 CALICO

11.2.1 CALICO Circulation Working Group (CCWG)

Cooperation between CALICO libraries with relation to circulation was continued successfully in 2005 and Library Service staff members participated actively in the *CALICO Circulation Working Group (CCWG)*.

Table 3: CALICO Besoekers / lidmaatskap	2005
Aantal besoekers van CALICO biblioteke ontvang	2344
Aantal lede van CALICO biblioteke by US aangesluit	52
Aantal items aan CALICO lede uitgeleen	2033
Aantal US kliënte wat by ander CALICO biblioteke aangesluit het	85

The fact that the CALICO system administrators now have to attend the CCWG meetings was met with great approval and contributed to the proactive dealing with Aleph circulation problems.

11.2.2 CALICO courier service

The CALICO courier service likewise contributed to make library material available to clients effectively. 6 739 parcels were dispatched from the Library Service by means of the courier service.

11.2.3 Reciprocal access and borrowing agreement

Statistics regarding the reciprocal access and borrowing agreement between CALICO libraries are consistent with 2004 statistics and indicate that more clients make use of the access rights than of the lending privileges.

11.2.4 CALICO Acquisitions and Serials (CAS)

The former CALICO Acquisitions Working Group was restructured to include journal purchases. The working group, who meet four to six times per year, was renamed CALICO Acquisitions and Serials (CAS). The most important matters that they attend to are the purchase of library material, with the exception of electronic resources, and the way in which the order functions are handled by the Aleph library management system

11.2.5 eCALICO

Mr JJ Mouton and Ms M Landsberg regularly attended meetings of the CALICO electronic resources working group (eCALICO). Mr JJ Mouton was chairman of the group for the period 2004/2005. At a number of these meetings representatives of publishers gave information on and training in the use of new products. A joint database of all the electronic resources that the four institutions had bought respectively was developed during the year under review and will be updated continually.

11.2.6 C-Cats

The former CALICO Regional Catalogue of Monographs Committee (RCMC) was asked by the Director of CALICO to resume its meetings as from May 2005 on a bimonthly basis. It was done and the members decided to change the name to C-Cats. The working group comprises one or two cataloguers of each of the CALICO libraries, the system librarians of each of the four universities and the CALICO director. The most important matters that are dealt with relate to the improvement of access to information within CALICO and the facilitation of the optimal use of the catalogue module of the Aleph management system.

11.3 CHELSA (Committee for Higher Education Librarians of South Africa)

Mr JPJ Engelbrecht attended the CHELSA meeting in Nelspruit in September.

11.4 COSALC (Coalition of South African Library Consortia)

Mr JPJ Engelbrecht attended a workshop on the possible restructuring of COSALC during April.

12. LIBRARY COMMITTEE

In 2005 the Library Committee consisted of the following members:

The Vice-Rector (Research) (Chairperson)

The Vice-Rector (Teaching)

Dr E van Harte

Prof WH van Zyl

Prof B de Villiers

Prof JH Kinghorn

Prof Y Waghid

Prof WR Gevers

Prof JE du Plessis

Prof JL van Niekerk

Prof S Klopper

Mr JPJ Engelbrecht (Secretary)

SRC member: Chairperson: Academic Affairs Council

Because Mr JPJ Engelbrecht acted as Senior Director: Library Services in 2005, Ms EA Nolte performed the duties of secretary.

The Committee met on 30 May 2005 and some of the important issues on the agenda were:

- The budget for library resources and the new mechanism to divide the budget
- The staff reduction project
- The policy regarding membership of private tertiary institutions

13. TARGETS: 2006

The following strategic targets were identified for 2006:

- Reviewing and documenting of the processes and policy of the Library Service;
- Convergence with the University's Vision 2012 and other strategic activities;
- Physical reorganisation of the Library Service;
- Quality assurance;

- Repositioning of Information-technology services in the Library Service;
- Development of a dynamic and active staff plan;
- Coordination and management of projects;
- Finances, fund raising, the division of funds/mechanism for division of funds

14. WORD OF THANKS

The staff of the Library Service gave their full support to the realisation of the vision of the Library Service in 2005 and they are sincerely thanked for their devotion and sustained attitude towards delivering a high-quality service to all clients.

A word of thanks also goes to the Rectorate, Student Representative Council, Library Committee and the deans for their continuous support, cooperation and valuable input towards the successful management of the Library Service.