

# Library and Information Service ANNUAL REPORT 2006

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## Vision

Our commitment to excellence opens gateways to knowledge.

## Mission

The intrinsic aim of the SU Library and Information Service is to provide through its academic support service a dynamic, outstanding information service within the global information community.



## Executive summary

The 2006 annual report of the Library and Information Service presents a broad overview of the activities and new initiatives undertaken during the year. It was an interesting year, suggesting the new directions the library is taking and emphasising the library's position as an active role player in the teaching and research programmes of the University.

In terms of staff issues, the attention was actively focused on the effects of the staff-rightsizing process completed at the end of 2005. The rightsizing process resulted in the elimination of some ad hoc positions. In addition, cleaning services for the JS Gericke Library were outsourced from January 2007.

The total budget allocated to the library for 2006 was R48 051 397, which constitutes a decrease of R513 569 from the 2005 budget. The zero-growth capital budget for information resources remains a challenge, and is a matter that requires urgent attention to prevent serious deficiencies in the collection. In terms of collection management, records show that the number of book orders increased by 283, and a total of 12 793 ordered items were received – 1 005 more than in 2005. The journal environment continues to reflect a significant move from hard-copy editions to electronic editions. Increasingly, personnel time is dedicated to the maintenance of access to electronic resources. However, the acquisition of electronic resources (journals/databases) has moved into a consolidation phase. The acquisition of electronic books was investigated, and additional electronic reference works were purchased. In 2006 there was a significant increase in the use of electronic resources, compared to 2005.

A total of 14 533 new books (printed or electronic), DVDs and other types of material were added to the computer catalogue. There was an increase of 7,7% in the number of loans. (See *Graph 2* on page 8.) The number of interlibrary loan transactions continues to show an overall decrease, since the availability of information in electronic format continues to increase. A collection evaluation was done in 2006, which will indicate deficiencies and shortcomings in the various subject disciplines, where applicable. The general feedback from academic departments in this regard indicated that the collection evaluation provided them with meaningful and relevant management information about their library collections.

Information literacy, including the training of clients, is one of the library's strategic priorities, and continues to comprise a large part of the service delivery offered by the subject and branch librarians. In some instances there was a decline in the exposure to and participation in training opportunities by students from some faculties/ departments, which may be ascribed to changes made to modules, etc. In other instances interest and participation remained constant. (See *Graph 6* on page 10.) A new and exciting initiative in this regard is the integrated electronic library-training module, which was developed in cooperation with WebCT Vista staff. The module has already been implemented successfully in the Faculty of Economic and Management Sciences. Note the comment of a lecturer in this regard:

*"Pieter du Plessis, service-point manager for OOB, developed two programme-integrated training packages for OOB 114 and 314, in consultation with Jennifer and me. This is a self-training and self-unlocking program (research facilitator), directly linked to the two programmes involved, and including their contents and evaluations. Linking Vista and Web CT has enormous possibility."*

*"Gratitude and appreciation are due to Pieter, whose initiatives are excellent and serve to make life easier for students and lecturers alike."*

The Special Collections division has once again made an important contribution to the results of research that is largely or even exclusively dependent on resources within this division. Read more about this on pages 13 and 14.

The Information Technology division of the Library and Information Service launched a number of projects to address various information technology applications within the library and information environment. The projects include: making theses available by means of the Internet, compiling a database for research outputs, establishing a proxy server for off-campus access, and implementing a federated search tool.

On national and international level the personnel of the library made excellent contributions, and the annual symposium drew highly regarded speakers such as Dr Tony Hey of Microsoft, the keynote speaker.

The year concluded with the identification of strategic directions for the activities of the Library and Information Service for the period 2007-2009, which will serve as guide for future plans.

## **1. Overview of 2006**

Changes and developments within the University during 2006 had a significant impact on the functioning of the Library and Information Service. In addition, developments and changes in the library and information environment, nationally as well as internationally, increasingly require the library to investigate which services are essential to meeting clients' library needs and demands.

The exceptional quality of its service and the highly regarded facilities of the library highlight the high level of priority assigned to staff development. During the first half of 2006 discussion sessions were held with all the divisions, during which the effects of the personnel rightsizing process that was completed at the end of 2005 received further attention. These discussions also focused on the best ways to manage the situation.

During these discussions the Senior Director stressed that a well-trained and motivated staff is a prerequisite for realising the vision and mission of the library. She singled out four areas for special attention:

- The role of the Library and Information Service in academic support.
- Strengthening the collections and collection development.
- The development of infrastructure, facilities and resources.
- The development of staff, as well as of a proactive personnel plan.

The discussion sessions resulted in the identification of further activities, which were addressed during the year. Positive consequences of the personnel rightsizing process were also pointed out, including:

- Staff members work "smarter".
- Staff members prioritise more effectively.
- Staff members manage their time better.
- Activities like training are planned more efficiently.
- Mutual support among team members has improved.
- Less important functions have been discontinued.
- Procedures have been changed and alternatives function effectively.

Apart from the above, several new initiatives, such as the installation of Metalib, have been undertaken and successfully implemented.

Nine strategic initiatives were identified for 2006. These are: the revision and documentation of library processes and policy; alignment/convergence with the University's Vision 2012 and other strategic activities; the physical reorganisation of the library; actions that need to be taken for quality control; the repositioning of Information Technology (IT) services in the library; a dynamic and active personnel plan; the coordination and management of projects; and fundraising and the revision of the allocation formula. Good progress has been made with most of these initiatives, and many of them have been successfully completed, as is evident in the report that follows.

The highlights in this regard are:

- The implementation of the Metalib search system and the SFX article-level linker.
- The development of the electronic thesis database.
- The development of the suggestions and planning for an Electronic Resources Centre in the JS Gericke Library.
- The development of an integrated electronic library training module in WebCT Vista.
- The successful symposium hosted in November.

## **2. Staff**

During 2006 the development of an active personnel plan was initiated. The plan has the following specific aims:

- Planning regarding retirements and resignations. This may include the following: follow-up planning, re-

application of posts, downgrading or upgrading of posts, discontinuation of posts.

- Planning for the outsourcing of cleaning services.
- Reducing the number of ad hoc posts and conversion to permanent posts.
- The creation of additional library assistant posts in the Circulation division.
- The creation of an additional post for a systems librarian.
- The restructuring of the Planning and Marketing division in order to make provision for the portfolios of Management Information Coordinator and Web Manager.
- The re-evaluation of posts that have changed in terms of content.

The following persons left the service of the library in 2006:

Mrs JF Botha  
Ms CE Potgieter  
Mrs A Maritz  
Mrs L Meyer  
Ms MM Blignault  
Mr AB van Rooi

The following persons were appointed in permanent positions within the Library and Information Service in 2006:

Ms ER Tise as the new Senior Director  
Mr TR Reddy  
Mrs LR Johnson  
Ms H Julies  
Ms J Williams  
Mrs LM Botha  
Mrs W Pool  
Mr Q Botha

At the end of 2006 the permanent staff component of the Library and Information Service consisted of 101 posts.

During 2006, Ms AMM Swanepoel received the Rector's Award for service excellence, and Mrs D Pretorius received a long-service award for 25 years of service to the University.

Good progress was made during 2006 regarding the attainment of diversity targets. Six of the eight posts that were filled were occupied by persons from the designated groups, while only two persons from the designated groups left service.

One of the highest priorities of the Library and Information Service is the continued training and development of staff, in order to meet the strategic demands of the environment. However, members of staff also possess unique expertise that they can share with colleagues, both nationally and internationally. During 2006, 39 members of staff attended 227 training/development opportunities. The most substantial component of training and development took place within the information services environment, which is the core competence of the Library and Information Service.

- Ms C Lindoor, Acquisitions division, was a member of the first group who successfully completed the PLUS (Professional Learnerships University of Stellenbosch) programme (administrative learnerships).
- The CHEC programmes were once again well attended, and members of staff attended, among others, the courses in project management, leadership, finances and effective communication.
- The Senior Director organised a teambuilding session for the management team of the Library and Information Service, during which particular attention was given to change management. Management and some subject librarians attended the course Communication, culture and the image of my institution, presented by the Stellenbosch University Language Centre.
- Staff members' skills regarding client service and stress management were refreshed.

- The computer courses offered by the University's Information Technology division remain popular. The MS Excel, Powerpoint and web-design courses were particularly well attended. Francois Tredoux trained all the subject librarians in the use of Frontpage.
- A number of members of staff received first-aid training, either for the first time, or as a refresher.

### 3. Budget

The total budget awarded to the Library and Information Service for 2006 was as follows:

Table 1: Budget		
	2005	2006
Institutional	R 27 609 051	R 27 389 000
Operational	R 3 414 737	R 4 250 303
Furniture and equipment	R 696 907	R 600 000
Salaries	R 16 841 271	R 15 812 094
<b>Total</b>	<b>R 48 565 966</b>	<b>R 48 051 397</b>
Other income		
Donations	R 80 100	R 100 000
Sponsorships	R 36 491	R 38 333
Distance students	R 218 480	R 240 800
Fines	R 102 644	R 107 915
Internal income	R 158 582	R 29 729
Sundry income (domestic)	R 659 083	R 554 918
Sundry income (foreign)	R 69 622	R 28 088
Interest	R 348 297	R 369 149
Printing (Students)	R 17 317	R 380 698
Course attendance (Symposium)	R69 300	R 82 800
<b>Total</b>	<b>R1 759 916</b>	<b>R1 932 430</b>

In 2006, forward cover was acquired for 78,5% of obligations pertaining to journal subscriptions and databases paid for in foreign currency. This means that the expected expenditure against the capital budget can be predicted with greater accuracy.

The adjustment of the allocation formula remains a strategic priority. Compiling a capital budget without clear allocation guidelines causes great uncertainty within faculties. The interim measures that were put in place at the beginning of 2006 were again used in compiling the 2007 budget.

The budget component of the faculties was R16 071 322 (58,7%) in 2006 and the discretionary component R11 317 378 (41,3%). A request for further transfer of the discretionary component to the faculties will receive attention in 2007.

Good cooperation among the Acquisitions division, the subject librarians, the branch librarians and the departments within faculties that the librarians serve, meant that only 4,35% of the total budget for books was not spent in 2006. The faculties benefited from the positive exchange rate in the first half of 2006, together with recommendations that were submitted earlier. As a result it was possible to acquire more titles.

With the purchase of the Springer-Kluwer database, 159 single paper and electronic subscriptions were cancelled. The R1,7 million saved as a result partially financed the purchase of the database. Only 11 journal titles, which

departments did not rank highly (4, 5), were cancelled throughout the year. During 2006, 41 subscriptions for paper format journal titles were replaced with the electronic format, which is cheaper. This resulted in a saving of R36 317 in terms of single paper and electronic journal subscriptions.

Accurate reporting to faculties regarding the use of funds awarded will continue to be refined in 2007.

The adjustment of the allocation mechanism remains a strategic priority. Compiling a capital budget without clear allocation guidelines causes great uncertainty within faculties. The interim measures that were put in place at the beginning of 2006 were again used in compiling the 2007 budget. However, there are inequalities in the allocations made to faculties. For some faculties, provision seems more than ample, while other faculties find it difficult to finance sufficient basic resources. The challenge of meeting the information needs of the faculties with a zero-growth capital budget remains pertinent. Adjustments to the annual budget currently only make provision for price increases and interest rate fluctuations. No provision is made for subscriptions to new journals and databases. If this aspect of the budget does not receive attention urgently, faculties will find it impossible to keep abreast of the new developments in their fields of study that are published in new scholarly journals.

## 4. Management of the collection

### 4.1 Books

During 2006, a total of 9 782 orders were placed, and 12 793 ordered items were received. This compares favourably with 2005, when 9 499 orders were placed and 11 788 items were received. Fifteen new electronic reference works were added to the Gale collection in 2006. At the end of 2005, a total of 654 books sustained water damage because of flooding in the JS Gericke building. The replacement of these books was undertaken as a project in 2006. Almost all the titles could be replaced by re-ordering them. In 2006 the library also initiated a project to evaluate serial subscriptions annually. The faculties approved 36 cancellations during the year.

**Table 2: Growth in and size of collection**

	2003	2004	2005	2006
Books	650 922	662 286	671 347	680 706
Other material	35 593	35 670	35 694	36 382
Journal volumes (bound)	343 116	349 961	353 382	354 738
<b>Total</b>	<b>1 029 631</b>	<b>1 047 917</b>	<b>1 060 4 23</b>	<b>1 071 826</b>

### 4.2 Journals

Changes in the activities of the Serials division reflect the move from a paper-based journal environment to an ever-increasing electronic component. More and more of personnel's time is dedicated to the maintenance of access to electronic resources by means of configuration files for the various proxy servers, in collaboration with the IT division of the Library and Information Service, TENET, and others. The Serials division was closely involved with the implementation of SFX. The A-Z list maintained by the division offers access to 30 307 electronic titles. In comparison, only 2 470 paper subscriptions are still being administered by the division.

It is a great challenge for the staff of this division to stay abreast of developments in this fast-changing environment in order to ensure that faculties continue to have access to sufficient information resources, despite a budget that does not meet the demands. Alternative methods of work have been implemented to ensure more effective inputs regarding budgets and financial reporting.

As a result of the restructuring of the Stellenbosch University Bindery, the binding of journal titles in paper format necessitated an investigation of alternative binders in 2006, to compare quality and cost. Since 2006, most of the division's binding work has been handled by external binders. Quotations for binding work are solicited on an annual basis to ensure that such work is managed in the most cost-effective way.



**Table 3: Journals (paper vs. electronic)**

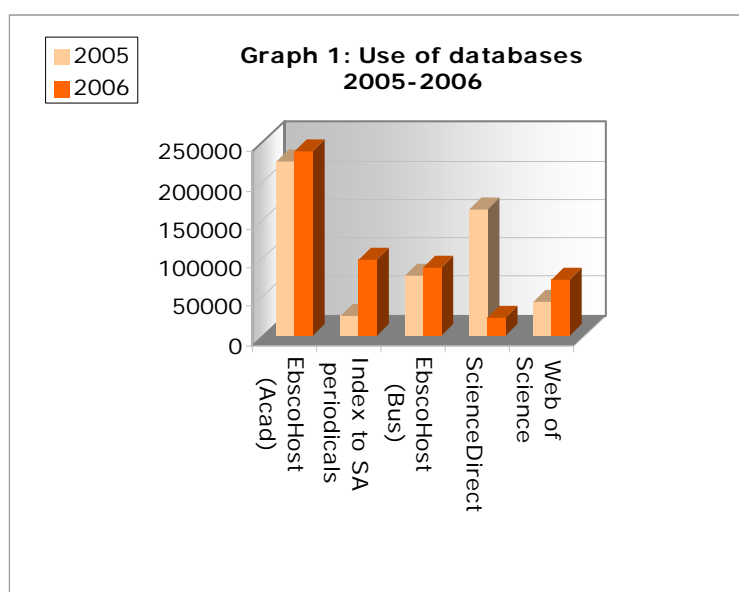
	Paper	Electronic
Journal titles (subscriptions)	2470	882
Access to full-text journals (A-Z)		30 307
Number of searches in full-text journals (A-Z)		266 399

### 4.3 Electronic resources

During 2006, the acquisition of electronic resources entered a consolidation phase. This results from the fact that the available resources currently fulfil most of the needs of the academic community. Also, most subject fields are now covered. First steps have been taken to purchasing more books in electronic format, especially reference works. An example of such works is the electronic version of the popular *Encyclopaedia of Science and Technology*, *AccesScience*.

More open-access, or free, resources have appeared on the Internet. However, the Library and Information Service maintains a policy of stringent screening of such resources before they are offered to the academic community on the library's website. For example, South Africa has received free access to JSTOR, an archive that offers access to 794 journal titles.

The use of electronic resources demonstrated a significant increase in 2006, compared with 2005. This increase was achieved despite the fact that few additional resources were acquired during 2006. The greater awareness on campus of the resources offered by the Library and Information Service, largely as a result of the work of subject librarians, branch librarians and lecturers, and the implementation of the student portal and other applications such as SFX, Metalib and EZProxy, may have contributed to this increase.



The ten most popular databases are:

1	Academic Search Premier	240 866
2	SAePublications	157 062
4	Index to SA Periodicals	99 176
5	Business Source Premier	88 983
6	Web of Science	72 952
7	SA Media	45 720
8	SACat – Sabinet	38 178
9	ERIC (EbscoHost)	27 856
3	ScienceDirect	23 738
10	Emerald	20 710

The number of full-text articles requested during 2006 totalled 613 975.

#### **4.4 Cataloguing**

The Cataloguing division added 14 533 new books (paper format or electronic), DVDs and other types of material to the library catalogue. In addition, first-time bibliographical and item records were created in the online catalogue for 6 415 books, to replace their card-catalogue records. Changes had to be made to the bibliographic records of 1 361 books, because of, for example, stock relocation.

As a result of the library's policy on the weeding of the collection, 8 334 books were withdrawn from the collection, and the necessary changes were made to the bibliographic records concerned. The departmental collection of the Department of Geology was incorporated in the central library, and the necessary changes were made to the online catalogue. There are a number of books in this collection that have card catalogue records only. These are in the process of being supplied with computer catalogue records, as part of a project launched by the division.

The Cataloguing division continues to contribute to the expansion of national as well as international online catalogues, by its participation in SACat and WorldCat of the Online Computer Library Center (OCLC).

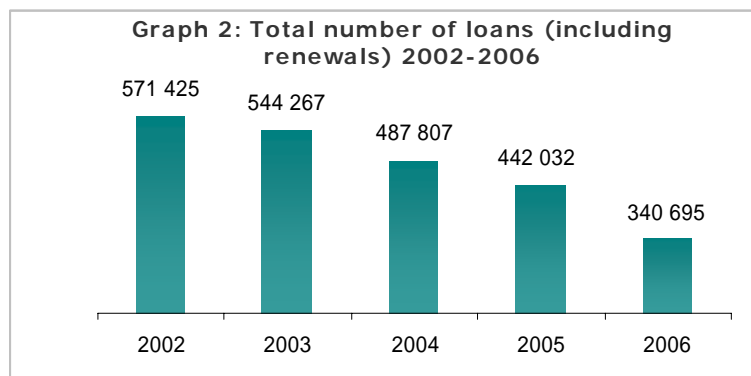
### **5. Client services**

#### **5.1 Circulation division**

During the year, renewals at the JS Gericke Library decreased by 39%, while the number of loans increased by 7,7%, compared with an increase of only 2% in 2005. The Lending section believes that this is the direct result of the curtailment of renewal privileges, since significantly more books were available to clients for lending.

In contrast with 2005, the self-checkout unit was in full operation during the year under review, and useful statistics regarding the use of the unit could be generated. Approximately 26% of the Lending section's total loans for 2006 were checked out by the unit. This demonstrates that the self-checkout unit plays an important role in the Lending section.

The year under review was the first year during which the procedures and conditions regarding the blanket copyright licence were valid for the entire duration of the year.





As far as interlibrary loans are concerned, the total number of transactions continues to decrease, since the availability of information in electronic format continues to grow. Copyright (as determined by licensing conditions) on electronic resources prohibits institutions from mutually sharing and making available the resources to which they have access. Despite estimations in 2005 that the downward trend had stabilised, based on the 1,6% increase in the total number of transactions processed that year, it appears that the downward trend continues, since a decrease of 6,4% was evident in 2006.

The role of the interlibrary loan personnel continues to evolve, from the simple management of requests for material, to checking what resources the library holds and training clients in the use of electronic resources. In 2006, 1 810 out of 13 949 requests were referred back to clients, since the resources were available in electronic format from the Library and Information Service.

On Sabinet's 2006 list of the top requesters/providers,

Stellenbosch University is listed as the third largest provider and the second largest requester. In addition, the number of articles supplied to other institutions by the Library and Information Service has also increased.

Staff members are still actively involved in empowering library clients to submit their own requests by means of Sabinet's Pre-Request system. Staff members continually provide guidelines for the use of Pre-Request, and also issue Sabinet passwords.

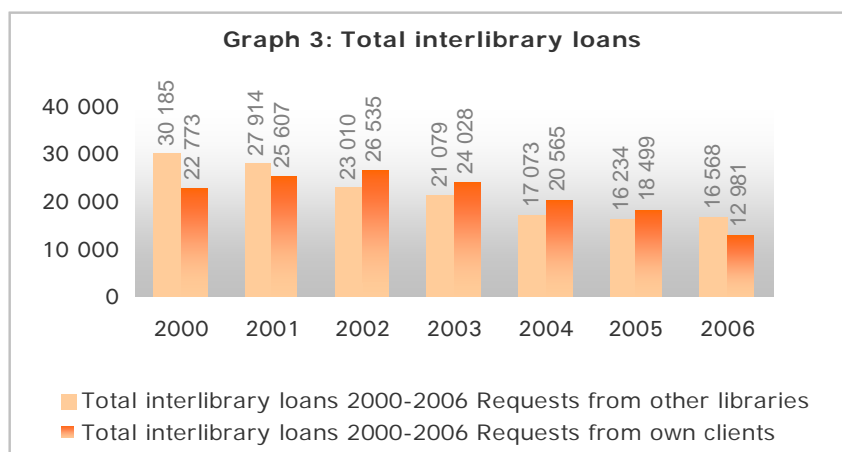
During the year under review 60 letters were issued to Stellenbosch University clients who required lending privileges from other Cape Library Consortium (CALICO) libraries, and 46 letters were received from CALICO clients for lending privileges at the Stellenbosch University Library and Information Service. At the JS Gericke Library 1 653 visitors from CALICO libraries were received, and 1 196 items were loaned to CALICO members.

## 5.2 Information services

The Subject Librarians division regards proactive information service delivery (for example current awareness services) and proactive liaison with faculties and academic departments as value-adding activities. In 2005 consistent and comprehensive reporting on these matters in the quarterly reports of the subject librarians was initiated, which was continued in 2006. The success of activities related to these matters is also assessed in the annual performance agreements of the subject librarians.

The provision of information is the definitive function of the subject librarians. Records of the types of queries and responses with potential for re-use are stored on the QuestionPoint KnowledgeBase. This does not provide a quantitative indication of the queries received; rather, it is a movement in the direction of a qualitative measurement of information provision. As such it does not reflect the full scope of all queries handled by the subject librarians. The Library and Information Service is currently contributing to the content of the South African National KnowledgeBase.

During 2006, a collection evaluation was undertaken by the subject and branch librarians, in cooperation with their respective academic departments. The evaluation was completed in September, and will in future be undertaken every two years. An evaluation instrument (based on the Conspectus model), consisting of a questionnaire that yields results that are converted into a subject profile, was developed in 2004-2005, and was used for this measurement. After the measurement, subject profiles were compiled for and made available to all academic departments. Until the next evaluation is done, subject and branch librarians, and their departments, will be working to correct collection levels, shortcomings and other insufficiencies highlighted by the measurements. In general, this evaluation was experienced very positively by all departments, and feedback

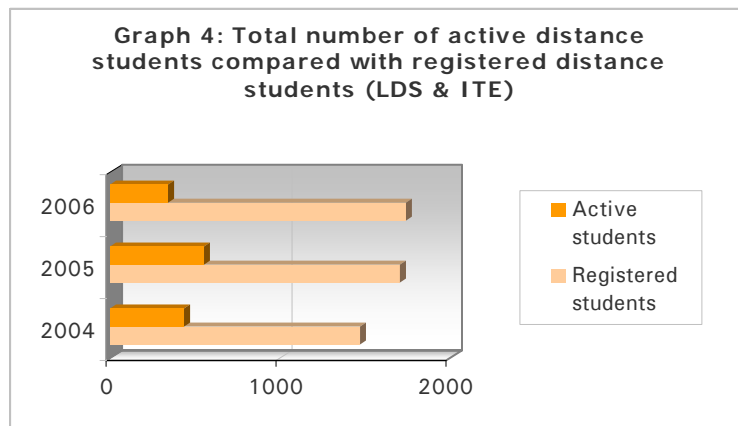


indicated that departments felt they had received meaningful and insightful management information regarding their library collections.

### 5.3 Distance students

The development work done at the service point for distance students in the JS Gericke Library over the past few years has resulted in the very smooth operation of this service point in 2006.

The number of students who made use of the service point for distance students in the JS Gericke Library (*Graph 4*), decreased by 18 students from 124 in 2003 to 106 in 2004. In 2005 the number increased by 37 students to a total of 143, and in 2006 the number of students stabilised on 139.



The total number of distance students reached a relative plateau in 2005 with an increase of 240 students to a total of 1 698. In 2006 this total increased by only 30 students, to a total of 1 728 students. However, the number of active distance students decreased from 184 students to 160 students.

### 5.4 Services to non-university clients

During 2006, services such as library material loans and limited training and information provision services were once again offered to a wide variety of non-university clients at all the libraries of the Library and Information Service. These clients include members of the public (visitors or members of the public who join the library in their individual capacity), Cape Library Consortium (CALICO) clients (CALICO visitors, as well as those joining as CALICO members), alumni of Stellenbosch University, school learners, institutional members, and various other groups.

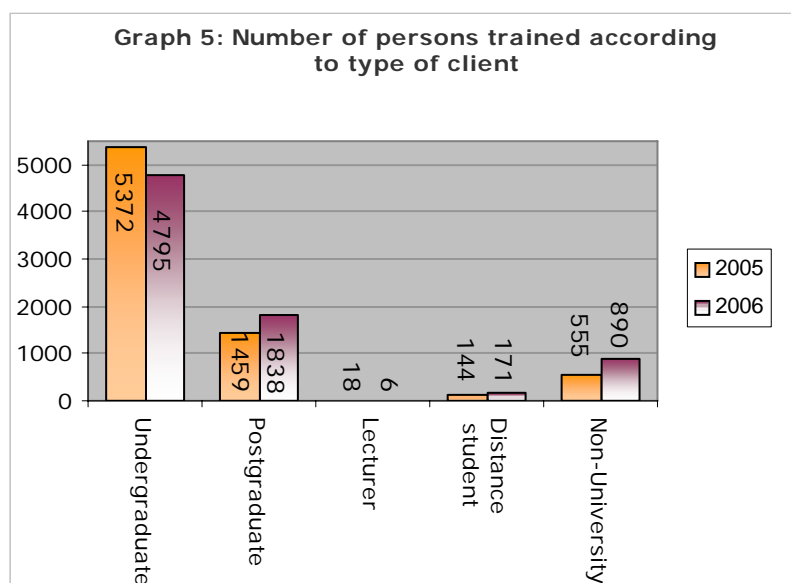
In 2006 four institutions joined the library as institutional members: the Stellenbosch Academy of Design and Photography, the Stellenbosch Academy for Health and Skin Care, the Private Hotel School and the Boland College (Stellenbosch). Services to these members were provided by the staff member responsible for distance students and institutional members.

### 5.5 Information literacy

As in previous years, information literacy and the concomitant training of clients remain a strategic priority of the Library and Information Service. Consequently, in 2006 training once again comprised a significant part of the service delivery task of the subject and branch librarians. The statistics on training provided here include statistics from the Subject Librarians division as well as the branch libraries.

#### Primary clients

The number of primary clients trained in groups linked to faculties remained constant in 2006, after the decrease that was evident in 2005. The decrease in the Faculty of Arts and Social Sciences can probably be ascribed to the credit bearing library training offered in the Information Skills 172 module (see *Formal training* below), which involves all first-year students in the faculty and has replaced generic group training for the different



subject disciplines. However, numbers increased in the Faculty of Economic and Management Sciences, and the Faculty of Natural Sciences, with the result that the total numbers for group training remain more or less the same as in 2005.

[ *Graph 5* shows a decrease in group training for undergraduate students, but an increase for postgraduate students. This is an interesting new trend, which warrants careful observation.

The largest percentage of clients reached by means of group training was in the Faculty of Law (*Graph 6*), where training was integrated with the curriculum. As was expected, a smaller percentage of clients (8,87%) therefore required individual training. The largest percentage of clients reached by means of individual training was in the Faculty of Arts and Social Sciences (40,7%). The group training for this faculty was second highest (33,18%). This suggests the heavy work load of the subject librarians serving this faculty. The aim should be to increase the amount of group training and to decrease the amount of time-intensive individual training.

#### Non-university clients

Of the 1 234 non-university clients who received training in 2006, 890 clients (72,12%) were trained in groups, while 344 clients (27,88%) were trained individually. The individual training took 110 lecture hours, compared to the 39 lecture hours needed to train 890 clients in groups.

#### Formal training

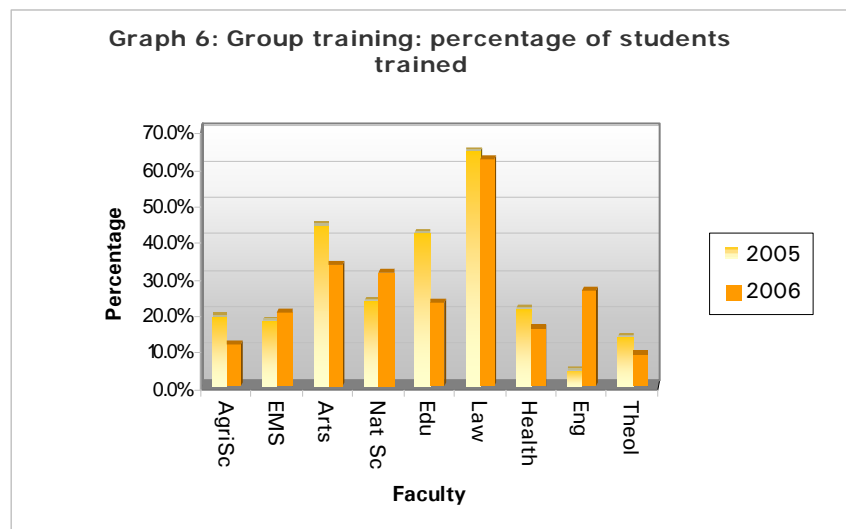
The Library and Information Service was involved in the development of the module Information Skills 172, presented in the Department of Socio-Informatics at Stellenbosch University. During the first term, subject librarians for Arts and Social Sciences offered credit-bearing library training as part of the module.

An integrated electronic library training module was developed in collaboration with WebCT Vista staff. The library was asked to demonstrate this method (by means of which students' information needs can be met within the departmental module) at the e-learning mini-conference hosted by the Centre for Teaching and Learning on 31 May 2006. Pieter du Plessis, subject librarian for Economic and Management Sciences, was responsible for the presentation. After this, arrangements were made for a tailor-made WebCT Vista training session for a number of subject librarians at the training centre of the Centre for Teaching and Learning. During 2007 similar sessions will be held for the remainder of the subject librarians as well as the branch librarians. The aim is to implement this training module with as many subject disciplines as possible and feasible.

Basic, generic training was once again successfully offered under the auspices of *Getwise@URLibrary* from 6-10 February, directly after the welcoming week for new students. A total of 157 students were trained (mostly first-year students), and it appears that the marketing of the training during the welcoming week contributed to the improved participation in the training sessions.

A new version of the *Guide to the library catalogue* was completed by means of the Viewlets program. The new version has been published on the homepage of the Library and Information Service.

A webpage dealing with plagiarism was developed and completed, and has been published as part of the webpage for information literacy.



### 5.6 Welcoming of new students

During 2006, welcoming programmes for new students were offered at the JS Gericke Library as well as at the branch libraries. However, as in the past, the branch libraries presented their programmes in the format and at the times suited to the particular library and its clients .

In 2006, a total of 838 students attended the walk-throughs, compared to 769 students in 2005. According to the Institutional Planning division, 3 901 students registered on 30 and 31 January 2006. However, students in the Faculty of Economic and Management Sciences do not participate in the walk-through programme, and therefore only 1 868 registered students would potentially have been involved in the programme. Of this potential number, 838 students attended the programme, and the attendance of the walk-through sessions was therefore at 45%. The Faculty of Natural Sciences had the highest attendance, with 60% of registered first-year students attending the walk-throughs, while the Faculty of Arts and Social Sciences had the lowest attendance, with only 30% of registered first-year students attending. From 2005 to 2006 there was an overall improvement of 7% in the attendance of the welcoming programme.

<b>Department</b>	<b>Number of registered students</b>	<b>Number at walk-through sessions</b>	<b>Percentage</b>
Agrisciences	276	88	32%
Arts and Social Sciences	924	352	30%
Science	535	320	60%
Education	112	57	51%
Theology	21	21	100%
<b>Total:</b>	<b>1868</b>	<b>838</b>	<b>45%</b>

## 6. Branch libraries

### 6.1 Engineering and Forestry Library

After the completion of the extensions to the Engineering Library in December 2005, the collections of the Forestry Library were moved to the new wing of the Engineering Library in January 2006. The two libraries now function as one combined library, under a new name, the Engineering and Forestry Library. The general reference section and the Forestry book and pamphlet collections were accommodated in the new wing, while the journal collection has, in the interim, been added to the Engineering journal collection. During the opening of the new combined library on 17 March 2006, appreciation was expressed for the efforts that were made to retain the character of the former Forestry Library.

### 6.2 Music Library

During the year under review good progress was made with the acquisition of core materials for the Choir Direction section. Over the past few decades large gaps have developed in this collection. The task of filling these gaps will be continued in 2007.

Good progress was made in various areas relating to the activities of the Documentation Centre for Music (DOMUS). The cataloguing staff of the Music Library processed and catalogued a further 248 titles (543 items) from the sheet music collection of the Arnold van Wyk book collection. As a result of the extension of the ad hoc appointment of Santie de Jongh (with financial support from the Department of Music) for performing tasks relating to DOMUS, various projects were completed. With the assistance of an Honours student in Music, the Jannasch estate was sorted and catalogued. The processing of the Coates collection, the largest single collection currently accommodated in the centre, was completed, and a catalogue was compiled. A start was made on sorting the Rosa Nepgen estate, and the programmes and ephemera in the Frits Stegmann collection were moved from the Molteno donation room to DOMUS, where preliminary sorting is underway.

It is pleasing that the work that has been done in this section of the Music Library over the past two years has resulted in an increased impetus for research in the Department of Music. In 2006 several publications based on research material in DOMUS appeared in authoritative and accredited music journals. In addition, seven papers

based on research material in DOMUS were presented at the conference of the Musicological Society of Southern Africa, which was held in Potchefstroom in September 2006. At least six Honours mini-dissertations and Masters dissertations based on this material are currently in progress or were completed in 2006.

### **6.3 Theology Library**

The reorganisation of the Theology Library was completed during 2006. A project to weed the journal collection, specifically regarding the synod reports held in the library, was launched and completed in 2006. In future, only synod reports of the General Synod and Cape synods of the Dutch Reformed Church (DRC) and the United Reformed Church (URC) will be held in the Theology Library. The rest of the collection was donated to the DRC Archive in order to complete their collection. Because of the accessibility of the archive and its location on the premises of the seminary, these sources will remain completely accessible to clients of the Theology Library.

### **6.4 Health Sciences Library**

Dissatisfaction with the hours of the Health Sciences Library was evident in the LibQual survey done by the Library and Information Service in 2005. In addition to the survey, various complaints and letters about this matter were also received from students in the faculty. The matter was also raised in the audit of the Higher Education Quality Committee (HEQC) of the Council on Higher Education.

It was consequently decided to determine the actual needs of staff and students of the faculty by means of a survey, and to adjust the current hours to make the library more accessible to clients, insofar as possible and feasible considering the existing personnel component. In August 2006 an electronic questionnaire was sent to all students and staff of the Tygerberg campus, in which they were asked to indicate a preferred closing time from Mondays to Thursdays, as well as for Fridays and Saturdays. The vast majority of respondents indicated a preference for extended hours. Approximately 30% of the respondents also indicated that they wished to use the library as a study venue.

Based on the results of the survey, it was decided to extend the hours of the library from February 2007, for a trial period of five months.

### **6.5 USBI**

Because of the postgraduate focus of the Stellenbosch University Business School, the training of library clients is regarded as being of the utmost importance. During 2006 approximately 350 clients received group training. A new development in this regard is a programme for training in research methodology, which was developed in collaboration with the academic staff of the Business School. The programme was offered for the first time in 2006. This comprehensive training programme is presented in an electronic classroom, in sessions lasting two to three hours. The broad aims of the programme outcomes are, among others: to foster an understanding of the importance of information for study and research; to foster a positive view of the supporting role that the library plays in study and research; to improve knowledge and understanding of the information resources that are available for a particular subject discipline; to develop a set degree of competence in the use of search strategies and methods for finding information that is relevant to study and research; to develop expertise regarding issues surrounding plagiarism, copyright and the documentation of bibliographical references for academic reports. The programme and its presentation were evaluated positively by the students who attended it, which suggests that the outcomes of the programme were successfully attained. During 2007 the programme will undergo further refinement and enhancement.

## **7. Special collections**

Work on the HB Thom and the J du P Basson collections, which have been planned for the Document Centre, progressed well during the year under review. Seven new collections were added to the Document Centre, and additions were made to a number of existing donations, including those of Audrey Bignaut, Japie Basson and HB Giliomee. Three paintings from the estate of Marjorie Wallace were also donated to the Document Centre in 2006. The most noteworthy acquisitions of Africana were the replacement copy for the stolen *Gerard Sekoto* by Barbara Lindop, which was bought for R4 500, as well as the ordering of out-of-print copies of the important journal series *Bantu Studies*. In terms of donations a few notable finds were acquired from the DJ Opperman, Barend Toerien, Dian Joubert and Tommie Beckley book donations, for both Africana and the Rare Books section. Mr CHB Gersbach, chairperson of the Louis Hiemstra Trust, also donated a number of recent

publications to the library, of which a few were added to the special collections.

The cataloguing and indexing of 17 document collections were completed. This includes the important SP Cilliers collection, which was finally completed. The release of the catalogue for this collection also took place in 2006. The successful and timeous completion of smaller collections, the work done with regard to the organisation and cataloguing of the Africana pamphlets, and the uploading and indexing of approximately 209 images in the DSpace database are also worthy of mention.

Research done in the Special Collections division, which was largely or even exclusively dependent on resources and information provision within the division, yielded important results, including the following:

- The book *Hannes van der Merwe: Argitek en skrywersvriend* by John Kannemeyer appeared during the year under review. Kannemeyer's research was based on the Van der Merwe document collection, which is held in the Document Centre.
- The second autobiographical publication by Japie Basson, *Politieke kaarte op die tafel*, also appeared in 2006. The sorting of his documents in the Document Centre to a large degree facilitated the writing of this book.
- Karen Stewart, a postgraduate art student, completed her MA research, entitled *Opening the curiosity box: Botanical images as sites of transformation for the scientific practices of annotation and display in the seventeenth and eighteenth century* during 2006. Stewart relied heavily on original Africana resources that are not available elsewhere. She has already received her degree, and a publication based on her research is in the offing.

## 8. Information Technology (IT)

The IT division of the Library and Information Service launched a number of projects in 2006. The aim of these projects was to address various applications of information technology within the library and information environment. Some projects were initiated in 2005 and finalised in 2006. The projects addressed applications such as electronic theses, a database for research outputs, a proxy server for off-campus access to the library's electronic resources, a federated search tool and linking tool for electronic resources, a fault-reporting system for library applications, and various digital preservation and digitisation initiatives.

During 2006 good systems administration procedures received more attention. One full-time IT staff member has started dedicating more time to this matter. The results have been positive, and this practice will be continued in 2007, also because this matter had previously been identified as a shortcoming within the division.

The continued administration of the integrated library management system, Aleph, received the necessary attention, and various service packs were installed to eliminate errors in the system software. In 2007 the Aleph Reporting Centre (ARC) module will be implemented to ensure improved reporting.

The IT staff attended the Developing Information Technology Capacity in Higher Education (DITCHE) symposium which was organised by TENET, and gained valuable insights from the symposium.

## 9. Quality assurance

The final report of the HEQC regarding the audit which took place at the University during October 2005 was received in 2006. The report contains 21 recommendations and 9 commendations for the university. Commendation 4 reads as follows: "*The HEQC commends Stellenbosch University on its Library Services which hold impressive collections of books and journals, are efficient and well run, and serve the needs of the academic community well.*"

During 2006 the Quality Assurance Committee made further progress towards finalising the Balanced Scorecard on which the quality assurance system of the Library and Information Service is based. In June Mr J Engelbrecht, with the assistance of Ms M Roux and Ms L Schoombe, presented a paper on the quality assurance process based on the Balanced Scorecard at a symposium on quality assurance which was hosted in Pretoria by the Foundation of Tertiary Institutions of the Northern Metropolis (FOTIM).



## 10. National and international cooperation

As in the past, national and international cooperation continued on various levels and in various forums. At the regional level the activities of the Cape Library Consortium (CALICO) were a priority. The board of CALICO approved a comprehensive investigation of the CALICO systems, to be undertaken in 2007. At national level members of senior management were involved in and made contributions to the Committee for Higher Education Librarians of South Africa (CHELSA), the Coalition of South African Library Consortia (COSALC), the South African Bibliographic and Information Network (SABINET), the Library and Information Association of South Africa (LIASA), and the Developing Information Technology Capacity in Higher Education (DITCHE) symposium. They also participated in other activities of the regional consortium.

The Senior Director, Ms E Tise, attended and addressed various national and international forums. Mr J Engelbrecht, the Deputy Director, presented a paper at a CHELSA conference entitled *Quality assurance in higher education: Mission (im)possible?* and also attended the IATUL conference in Oporto, Portugal. Ms M Seyffert presented a paper at the South African Preservation and Conservation group (SAPCON) conference in Kimberley. Mr W Klapwijk was one of the speakers at the annual symposium of the Library and Information Service, which took place in November. The Senior Director serves as director on the councils of SABINET and Sabinet Online.

The internationally acclaimed American librarian, Prof. Robert Stueart, presented a lecture entitled *Trends and issues in preparing librarians and related information/knowledge professionals for the future* in the auditorium. The lecture was open to all librarians in the Western Cape.

International liaison continued, in particular with the Online Computer Library Center (OCLC). The Senior Director is the only member from Africa who serves on the Members' Council. Three meetings of the OCLC Members' Council were attended in Dublin, Ohio in February, May and October. On two occasions presentations about South African library services were delivered. In May the Senior Director also visited Cornell University and Columbia University to forge links and to collect information about new services, etc. These visits resulted in new ideas and insights.

Involvement in Africa took the form of the Senior Director's participation in the Standing Committee of the Africa Section of the International Federation of Library Associations (IFLA), of which she is a member. Mr S Fredericks of the Health Sciences Library represented the Stellenbosch University Library and Information Service at the Standing Conference of Eastern, Central and Southern African Library and Information Associations (SCECSAL) in Dar-es-Salaam, Tanzania.

The IFLA World Library and Information Congress will for the first time be hosted in southern Africa in August 2007, in Durban. As chairperson of the local organising committee, the Senior Director has been actively involved in arrangements for the congress since 2003.

## 11. Planning and marketing

As usual, the Planning and Marketing division made an important contribution during 2006 in terms of improving communication with clients, increasing the visibility of the Library and Information Service, and maintaining a professional corporate identity.

Opportunities for communication and public relations included: the Library Week programme offered from 13-17 March; participation in the University's open day; and continual inputs and contributions to *KampusNuus*, *Die Matie*, *Maties FM*, *Eikestadnuus*, *Mymaties.com*, *Maties.com*, and other general campus media. The general brochures for the Library and Information Service as well as a number of subject specific brochures were also updated. Three editions of the electronic newsletter *Bibnuus*, and four editions of *Subnuus*, the staff newsletter, were published and distributed to clients and staff, respectively. Other important marketing/communication activities undertaken in 2006 include the following:

- The development of a staff portal and document management system for the Library and Information Service was completed. Staff members received comprehensive training in the use of the system, and documentation was transferred from the general network space to the portal. The staff portal has been operational since November 2006.

- A national comparative analysis of the LibQual survey that was done in 2005, as well as a compilation of the results, was published and distributed to members of the Library Committee and to the deans.
- An internal fundraiser in aid of the Watergarden community project for the children of Klapmuts was launched. Staff members made a total contribution of R1 172. The library donated an additional R1 000 to bring the total to R2 000. The money was used to buy ten gazebos, which will be used to facilitate outdoor groupwork with the children. A number of other items were also donated: steel shelves for the library, old dictionaries, compact disks and a second-hand digital camera. Magazines and second-hand computers will be donated on a continual basis, when available.
- An electronic questionnaire was developed using the Oracle system, and was used to do a survey among staff and students of the Faculty of Health Sciences, which resulted in changes to the hours of the Health Sciences Library.



## 12. Symposium

The successful symposium series was continued in 2006 with the ninth annual symposium, entitled *Academic libraries: Proactive partners in learning and research*.

The international speakers who presented papers were Dr Tony Hey of the Microsoft Corporation in the USA, Mr Richard Wallis of Talis in England, and Ms Jenny Walker of Xrefer, also in England.

The symposium was attended by 128 delegates, mostly from tertiary institutions in South Africa.

## 13. New initiatives

### 13.1 Electronic Resources Centre

Three years ago, the need for the establishment of an Electronic Resources Centre in the JS Gericke Library was identified as a matter of priority. A proposal and cost estimates were completed in 2006, together with a fundraising proposal for the project. In July 2006 the total cost of the project was estimated at R6 million.

In the *Strategy for the Millennium 2000*, the provision of information services (including training) to our clients was identified as the core function of the Library and Information Service. This strategy is based on international trends that also have local impacts, such as the growth of electronic resources and an associated growing need for information skills. Related aspects include the enormous annual cost of electronic resources (approximately R12 million per year) and the changing role of the librarian within the knowledge economy. In practical terms, this means that the ten-seater training venue in the JS Gericke Library is wholly insufficient. Also, the other computer user areas on the campus are often not at the disposal of the library. In order to fulfil the above-mentioned core function, a larger training venue is urgently needed.

This initiative is aligned with the strategic objectives and priorities of the University, and will contribute to the realisation of the five-point vision statement, since the development of information skills among students will inevitably support better student throughput rates. The library regards itself as a key partner in the knowledge process, supporting the knowledge cycle/model (creation, distribution and integration of knowledge) by means of training in information literacy. By helping students to acquire information skills in an integrated way while they are studying, a lifelong skill (which is a cornerstone of the South African society) is developed. The centre will consist of an electronic classroom, an open area (100 work stations), groupwork/discussion rooms, a service point and various multimedia work stations.

### 13.2 Metalib search system

Simultaneous searches on multiple databases (or federated searches) allow users to search more than one database at the same time. This facility has been implemented for at least 20% of the databases for which the Library and Information Service has an active subscription, and which are compatible with the search system.

### 13.3 SFX article-level linker



The SFX programme is used to link entries in databases that contain only bibliographical information to the full-text articles in databases/packages to which the library subscribes. The databases that can be used in this way are limited to those made available by the publisher. The SFX programme has also been integrated with the Google Scholar search engine, the DSpace package and the Metalib search system, for seamless access to the full-text of article references.

### 13.4 LOCKSS pilot project for the digital preservation of electronic content

During 2006 a number of milestones were attained in the Lots of Copies Keep Stuff Safe (LOCKSS)-SA project. Highlights included a two-day workshop, attended by 19 colleagues from the 7 participating university libraries, as well as permission from publishers to upload the first four South African journal titles to the system. The project was successfully completed, and all project requirements were met. Some aspects of the project still need to be finalised during 2007.

As a consequence of the project, it has been suggested to the National Research Foundation – National Electronic Thesis and Dissertation (NETD) project - that LOCKSS be investigated as a possible system for archiving theses and dissertations in national possession. It is a strategic objective to utilise expertise regarding LOCKSS, where possible, to benefit South Africa, and to market it within the wider African context.

### 13.5 Proxy server for off-campus access to electronic resources

The limited off-campus access of 2005 (by means of the student portal) was extended in 2006 to include most of the electronic resources accessible through the Internet. The program EZProxy was purchased and separate webpages were created, which enabled off-campus access. In collaboration with the University's Information Technology division the login process was simplified by implementing the same login codes used by students and staff across the campus.

Off-campus access is only available to registered students and staff of Stellenbosch University.

### 13.6 Electronic theses project

An electronic thesis database, constructed using DSpace software, has been created. The database was put into service for a trial period to test the uploading of open access theses and dissertations. Several theses were uploaded, indexed and made searchable by search engines such as Google and Yahoo!. The procedures for the correct submission of theses and dissertations (taking into account embargoes subject to publishing agreements) at the University are currently being investigated, before the database can become fully operational.

### 13.7 Database for the storage of scientific research outputs

DSpace software was also successfully configured to index and store the research outputs of a centre of excellence at the University, the Centre of Excellence for Invasion Biology. This not only ensures that these research outputs are preserved for the long term, but also ensures that research is easily retrievable. This project has provided useful guidelines for the improved management of other institutional research outputs in the future.

### 13.8 Digital preservation practices

In 2006 the IT division began giving careful consideration to digital preservation practices, such as format migration and digitisation. Digital preservation is a growing trend in the academic information environment, with international standards that are being developed for digital preservation applications. A format migration project, which aimed to convert training material in magnetic-tape format to digital format, was successfully

launched in 2006. At the moment investigations are underway to identify suitable digitisation projects.

#### **14. Strategic directions 2007-2009**

During the second half of 2006 task groups were established to formulate a new strategic plan for the Library and Information Service. The strategic directions identified were largely based on the strategic analysis that was undertaken in 2003, the quality assurance audit in 2005, as well as the institutional and internal planning of 2005 and 2006. Seven strategic directions were identified for the activities of the Library and Information Service during the period 2007-2009. These strategic directions serve as guidelines for our planning and focus areas over the next three years. Complete action plans with target dates and outcomes were developed for each of the strategic directions. The seven strategic directions are:

- Personnel development
- Information resources and collections
- Quality assurance
- Marketing
- Proactive client-centred service delivery
- Improved utilisation of information technology
- Financial sustainability

#### **15. Acknowledgements**

On behalf of the library management I would like to thank all staff members for their cooperation and dedication during the year. A further word of thanks is due to the rectorship, the Student Council, the Library Committee, as well as the deans and all the other support services for their continued support, cooperation and valuable contributions to the successful management of the Library and Information Service during 2006.

Ellen R. Tise  
Senior Director  
Library and Information Service