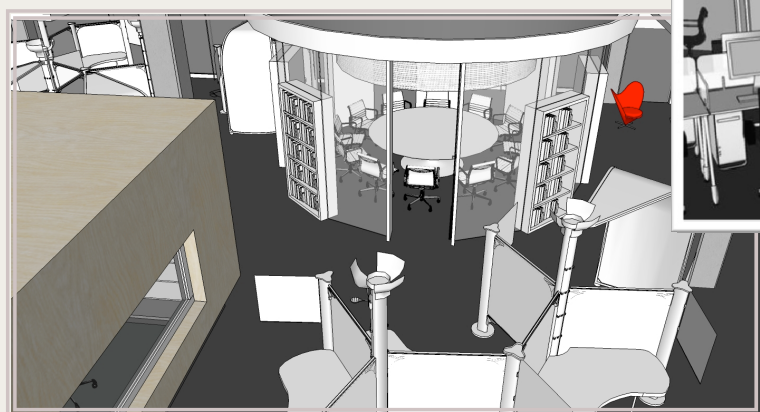




Annual Report

2009



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Message from the Senior Director

As in previous years, if not more, 2009 was an exciting and stimulating year for the Library and Information Service - full of new happenings and many firsts for Stellenbosch University. This augurs well for the Library and Information Service as it is in alignment with international trends reflecting the dynamic paradigms and changing environments in which libraries in general, but particularly academic libraries, function today. Academic libraries are at a critical juncture. Trends and emerging issues, influenced in the main by rapid advances in technology, point to the fact that libraries are evolving along a new continuum. The engagement of these new technologies, including the conversion of print content into electronic format demands a revisit of the roles and functionalities of libraries and librarians in the digital era.

The new continuum that libraries are currently traversing is built on saving the client time and ensuring that libraries continue to grow with the changing influences that technology brings. This change in paradigm provides the space for the profession to move away from the traditional focus of organising collections of books and related materials in libraries and of making those resources available to clients and others.

In the current digital era, information seekers can satisfy their information needs, day or night, from anywhere in the world, including not going in a building that has traditionally been called a library. The Internet, library portals, and full-text electronic resources provide the users with a degree of access and utility that was impossible until the last decade of the 20th century.

The circulation of books, serials, and other materials has been one of the major yardsticks to measure the use of a library. Research at the international arena confirms a growing trend in the decline in circulation statistics and Stellenbosch University is no exception. However, in contradiction to this is the fact that gate count has increased significantly. Therefore, if one redefines the library as any point where users can access organised and trusted information, then library use, including access within the physical building and the myriad of access points outside of the physical entity, has effectively shot through the roof in the last decade or so. Modern information seekers, especially the time-constrained researchers, want easy, seamless access to collections and federated search services.

The Library and Information Service at Stellenbosch University will therefore continue to fulfil a crucial role in the academic life of students, researchers and staff - our commitment is to continue to support, and seek innovative ways in supporting academic excellence and contribute to the University fulfilling its mandate.

We are encouraged by the positive feedback we receive on a regular basis from our clients - commenting on the outstanding service we provide and acknowledgement of the contribution we make to the University's high-level research outputs.

Our journey continues on the road to a 21st century academic library - engaging in a fast forward mode in a race to achieve

the institutional strategic goals and to make a significant contribution to the University's vision of a "Pedagogy of Hope".

Lastly, I would like to express my sincere thanks to my outstanding management team, excellent and committed library staff, the Vice-Rector (Research) for his support and other colleagues for their contribution without which we would not have been able to achieve as much as we did in 2009.

Ellen R. Tise

Senior Director: Library and Information Services

Overview

The 2009 Annual Report of the Library and Information Service provides an overview of the various activities embarked upon and progress made with regard to strategic actions of the year.

The Library's contribution to the University fulfilling its mandate through the acceleration of strategies, via its Overarching Strategic Plan (OSP), was substantial and continued to be so as the need for the Library becomes more acute in the age of exponential and ubiquitous growth of information. The Library's Strategic Plan 2007-2009 provided the framework for the Library's contribution.

The critical elements within the three-year plan were:

- to make the most effective and efficient use of the staffing complement to deliver an excellent and proactive client-centred service;
- to apply appropriate technology and available resources to its fullest potential; and
- to grow the information resources to meet the teaching, learning and research needs of the academic community

To achieve these critical elements, the Library generated action plans for each year. An analysis of the actions plans, for self-evaluation purposes and for the development of Strategic Directions 2010-2015, indicates that the Library has successfully completed most of the action plans. The development of Strategic Directions 2010-2015, which began in the middle of 2009, is underpinned by changing philosophies influencing the way academic libraries provide a service to its core user communities.

In pursuit of our aim to provide vibrant learning spaces, excellent progress was made with the OSP project of the Library and Information Service, *Access to electronic resources; student success and support for research*. This project aims to establish an electronic resources centre and training facility (a Learning Commons) in the JS Gericke Library, with interactive learning spaces, equipment and facilities to expedite information literacy development amongst undergraduate students. Construction of the Learning Commons will commence early in 2010 and will be completed by October 2010.

In terms of the strategic goal to provide better support for post-graduate students and researchers, the Library and Information Service was fortunate to be accepted into a new South African Research Library Consortium (funded by the Carnegie Corporation of New York (CCNY)) in June 2009. The accompanying financial support from the CCNY will enable the Library and Information Service to establish a state of the art Research Commons in

the JS Gericke Library to provide specialised and focused support to postgraduate students and researchers of the University. The establishment of this facility will significantly increase the contribution of the Library and Information Service towards the University's aim to be a world-class research-intensive higher education institution.

One of the University's strategic priorities is to significantly increase postgraduate and research output by 2015. There is synergy between the increase in postgraduate output and research output. An increase in both of these outputs, through improved visibility and accessibility, impacts positively on the Institution's capacity to attract high profile collaboration, research funding and a high calibre of postgraduate students. An important development to achieving this goal was the further development of an institutional e-Research repository. The primary purpose of the e-Research repository is to capture and make available to the international audience the research output of the Institution via SUNScholar, using the open source software, DSpace. In the last year, the Library has streamlined the submission procedures of electronic theses and dissertations and has also developed its capacity to digitise the Library's unique collections and make these collections accessible to the international research audience. Attention to good organisation of information will ensure that SUNScholar will be easily and efficiently harvested by all major search engines.

Proactive service delivery to our clients

In an endeavour to contribute significantly to the realisation of the 2009 strategic objectives of the Library and Information Service in particular, and the University in general, within the client services environment, i.e. the divisions in the Library and Information Service responsible for, inter alia, providing information and document supply services, research support and training to clients, the following matters received special attention during the year under review.

The information services environments (i.e. within the portfolios of the faculty librarians, Information Services Division, JS Gericke Library; the branch librarians (heads of the five branch libraries) of the Library and Information Service; and the information literacy librarian) particularly focused on improved service delivery to clients; building and refining new skills for the staff members concerned to continue optimising the support provided to our primary clients; an enhanced focus on developing clients' information literacy skills; and the development of spaces within the libraries for providing optimal support for the learning, studying and research activities of primary clients.

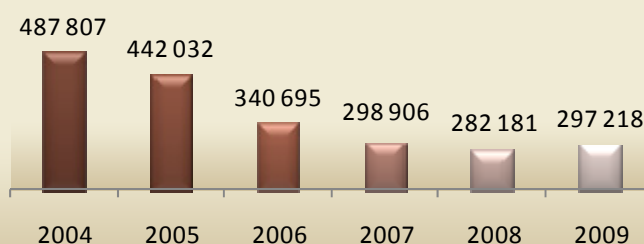
In the year under review, these divisions aimed to give effect to the University's vision and objectives to achieve an optimal improvement in the throughput rate of students at the University, and to be a world-class research institution.

1. Circulation and document supply services

In 2009, the Circulation Division (lending, short loans and interlibrary loans) of the JS Gericke Library paid particular attention to the improved application of technology to give further effect to the pursuit of excellent client service, and to contribute to a more positive client experience. Consequently, an intensive investigation was launched and completed on the implementa-

tion of an electronic reserve system for clients, and it was envisaged that the new system would be implemented by the end of 2009. However, the upgrade to the 20th version of the Aleph library system at the end of 2009 delayed the process, as a considerable number of applications in the new version had to be added to the module in order for the electronic reserve system to function optimally. All teething problems should however be sorted out early in 2010, and the system is therefore expected to be implemented in the course of 2010.

Graph 1: Total number of loans
2004-2009



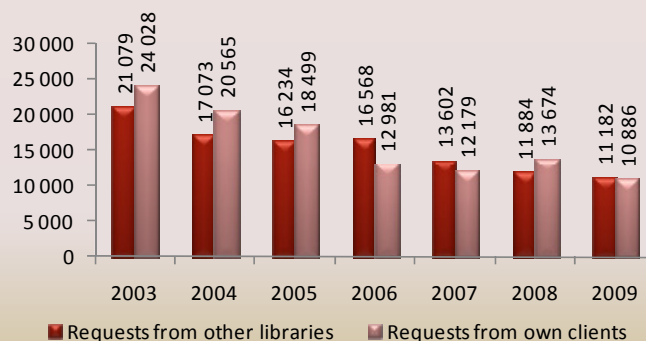
At the same time, a project was launched with regard to the electronic supply of documents to clients within the interlending service. All investigations and documentation with regard to the project were finalised during the year under review. It was however decided to hold back on the implementation of the project until after the electronic reserve system has been implemented. Consequently this project should be completed in the course of 2010 as well.

Work on the above two projects during the year under review therefore represented a significant step forward in pursuit of the ideal outcome of improved technology applications to the benefit of the library client.

Following a constant decrease in the total number of loans since 2004, the number of loans in 2009 showed an upward trend, which brought the total to just below the levels reached in 2007. This could indicate a stabilisation in the downward trend, but it will become clearer only in the next year or two.

After a slight upswing in 2008, the total number of interlending transactions processed (including requests from other libraries and from our own clients) dropped again in 2009. It remains challenging to try and determine the interlending trend, as the

Graph 2: Total interlending loans 2003-2009



Library and Information Service has not yet started to show any signs of reaching the plateau that many overseas libraries seem to have reached following a lengthy downward trend over many years. However, these statistics continue to be monitored closely.

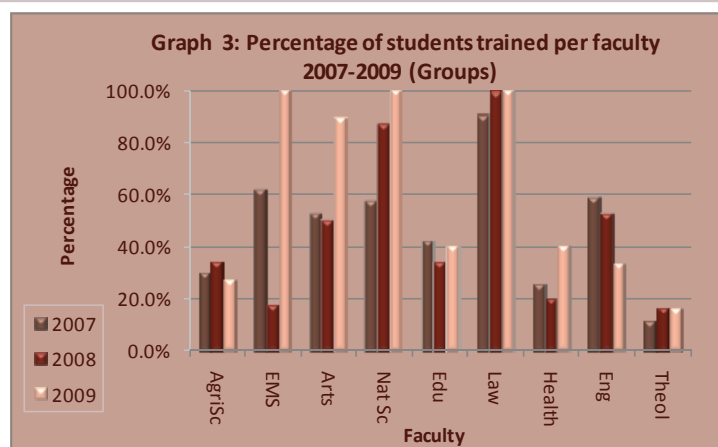
2. Information literacy development

With the approval of the Library and Information Service's submission on its Overarching Strategic Plan (OSP) project, *Access to electronic resources: student success and support for research*, towards the end of 2008, it was all systems go to give effect to the Library and Information Service's strategic vision of providing a dynamic, client-centred facility that would constitute an integral part of the academic life of students at Stellenbosch University, and that would significantly contribute to the development of information literacy and lifelong learning skills of students. The year under review was therefore devoted to the planning of this exciting and groundbreaking project of the Library and Information Service - securing funding, developing architect's plans, planning the eventual functioning of the centre, and lastly, dealing with tender applications and scheduling construction for the project, which is set to commence in February 2010.

Further to the enhanced focus on the information literacy development of the campus community, the former position of information literacy librarian was upgraded to senior librarian in the course of 2009, and the additional responsibility of managing the envisaged Learning Commons was added to the job description. This upgraded position was filled late in 2009, and the duties with regard to information literacy development across all information services environments of the Library and Information Service commenced. The development of this post, and the concomitant redrafting of the job description, is a considerable breakthrough in the information environment, and it is expected to contribute significantly to the even stronger focus on information literacy development planned for 2010.

One of the most important focus areas of the information literacy librarian in 2009 was to participate in the activities of a committee appointed by the Committee of Higher Education Libraries of South Africa (CHELSA), which entailed the compilation of a set of training guidelines for information literacy development in South Africa. A countrywide survey was conducted at South African academic libraries; a report was compiled, and the project was completed by the end of 2009, with the American training standards having been adopted as the benchmark standard for South Africa.

In addition, a full audit commenced of all curriculum-integrated as well as curriculum-related training programmes presented to students by the information services staff, with a view to enhancing the focus on information literacy development even further in 2010. The information literacy librarian was widely involved on campus, inter alia in the activities of the University's plagiarism policy task team, the development of the *Make sense of referencing* publication of the Language Centre, planning for the postgraduate portal on campus, as well as the Science Skills 172 programme for the Faculty of Science, with further meetings aimed at rolling out this programme in the faculties of Health Sciences, and Economic and Management Sciences as well. The involvement of the Library and Information Service in



developing this programme is seen as an exceptional breakthrough, and undoubtedly lays the foundation for improved cooperation between the library and academic and other environments on campus with regard to the information literacy development of the campus community.

The number of primary clients whom information services staff reached by way of training in 2009, has increased exponentially since 2008, and can mainly be ascribed to the increased utilisation of WebStudies to reach more primary clients. At faculties such as Economic and Management Sciences and Health Sciences in particular, the utilisation of WebStudies as alternative training mechanism showed a significant increase. Although the sharp increase in training statistics is not a true reflection of the extent to which the total campus community has been reached through the development of information literacy skills, due to the inevitability of using head counts for statistical purposes, it does point to an excellent achievement by the information services environment with regard to their commitment to information literacy development on campus.

As the graphs above indicate, three faculties reached the 100% mark with regard to group training of students in 2009. Another positive aspect of the training results for 2009 is that, apart from two faculties, the individual training of clients has decreased, and the percentage of clients reached via group training has risen. This is what the Library and Information Service has been striving for the past couple of years, and it seems as if the envisaged turnaround is finally taking place.

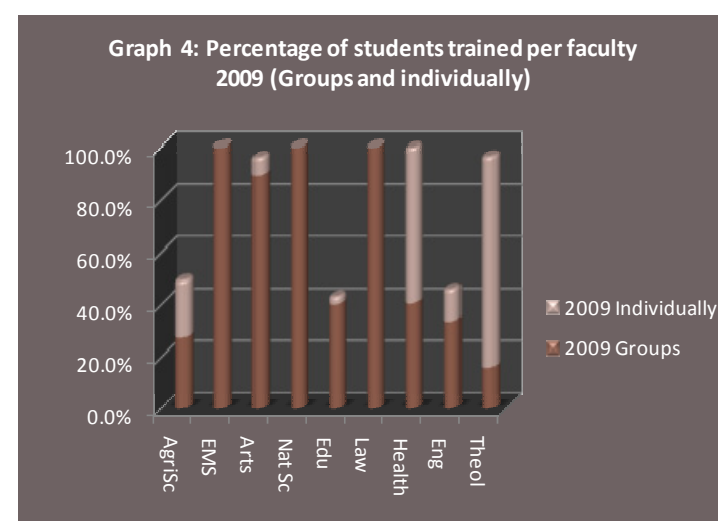


Table 1: Number of persons trained according to type of client 2007-2009

	Groups			Individual			Totals		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Undergraduate	9 947	8 727	17 174	4 423	3 840	3 372	14 370	12 567	20 547
Postgraduate	2 333	1 570	2 745	3 204	2 273	1 595	5 537	3 843	4 340
Lecturers	32	24	50	485	451	485	517	475	535
Off-campus students	80	252	0	29	5	26	109	257	26
Non-university clients	794	452	355	1 547	127	825	2 341	579	1 180
TOTAL:	13 186	11 025	20 324	9 688	6 696	6 303	22 874	17 721	26 628

3. Research support

In 2009, the Library and Information Service was fortunate enough to be one of the beneficiaries of a \$2 500 000 grant from the Carnegie Corporation in New York for the implementation of the second phase of a project in South Africa through which academic libraries will be establishing a new model of research support for their respective academic communities. In the first phase of the project in 2006, a South African Research Libraries Consortium was formed with the aim of integrating the skills, scholarship and technology of the library services at the universities of Cape Town, Witwatersrand and KwaZulu-Natal in support of research promotion at these institutions. In February 2009, a proposal for the expansion of the project also to include Stellenbosch, Pretoria and Rhodes universities was submitted to the Carnegie Corporation, and was approved in June 2009. The Corporation agreed to extend the grant by another three years to allow for the implementation of the second phase of the project.

The project includes three interrelated components. These are the setting up of a research commons to be used by postgraduate students, academics and researchers at each of the participating academic libraries; the provision of a research portal with a suite of search and discovery tools that would be accessible to postgraduate students, academics and researchers from all participating institutions; and the development of the skills of staff at the participating libraries in order to establish a new cadre of competent and expert research librarians in the aforementioned library services, who would be properly equipped to work closely with academics, and to deliver a new standard of service to researchers in optimal support of research development at their respective mother institutions.

Planning for the establishment of the research commons in the JS Gericke Library, which will be equipped with the latest technology to support research and is planned as a centre for knowledge generation, started in 2009 already, and will continue in 2010 with the aim of completing the centre by the end of 2010. Work on the implementation of the Ex Libris Primo Discovery Tool for the research portal also started in 2009, which included Metalib/SFX training for key staff members in December 2009. The partial implementation of Primo is planned for April 2010, with final implementation to follow in September/October 2010. With a view to the retraining of professional staff members of the respective library services, who were selected in 2009 by means of an official application and selection procedure, several library academics will be presented in 2010 and 2011, including an intensive residential research training programme in South Africa, as well as further training of the top

achievers of the local academies at the Mortenson Centre (University of Illinois, Urbana-Champaign) and other large research libraries in the United States of America. The first residential training programme is scheduled for 12-23 April 2010 at Mont Fleur, Stellenbosch.

The privilege of being part of this special project will have a significant impact on the Library and Information Service's aim of making a considerable professional contribution to the University's vision of being a world-class research institution.

4. Contributions to research outputs

In 2009, the Library and Information Service divisions concerned with the collection and processing of special collections material, as well as information service delivery and research support, specifically focused on acquiring, either by way of purchases or donations, as well as preparing collections and items that could add value to research, and positively contribute to research outputs.

Special Collections Division, JS Gericke Library

The Manuscripts section received a number of new collections as well as additions to existing collections in the year under review. Some of the most important additions include the collections of André Pretorius (photographer and conservationist), Peter Snyders (author, composer and song-writer), Rykie van Reenen (journalist), Johan Degenaar (philosopher), Hennie Aucamp (author), Karel Schoeman (author), DK Kotzé (historian), Daniel Hugo (author), Hermann Giliomee (academic and author) and Barry Roelou (businessman).

In 2009, 220 new titles were bought for the Africana section. Two purchases that need special mention are number 233 of a limited edition of 500 of *Forces of nature: the sculpture of Dylan Lewis* in a unique cover (Lewis is a well-known Stellenbosch sculptor), as well as volume 5 of the *Grote Atlas van de Verenigde Oost-Indische Compagnie*, a de luxe publication with excellent, high-quality depictions of maps of Africa from the time of the Dutch East India Company. Rare second-hand titles that were acquired for the section include *In search of Breaker Morant: balladist and bushveldt carbineer* by Margaret Carnegie, 1979, and *The political economy of South Africa* by Ralph Horwitz, 1967.

Two significant purchases were made for the Rare Books section in 2009 at the recommendation of the Visual Arts Department, namely *The baby brick: Karl Fritsch, 2007*, bound in 11 x 13 cm block format, as well as *The compendium finale of contemporary jewellers, 2008*, compiled by Andy Lim. This book showcases

the work of four lecturers and students of the Visual Arts Department.

As in previous years, the year under review saw many examples of tangible outcomes of the information provision and research support rendered to clients by the Division's staff, with several publications and other activities flowing directly from research done in the Division:

- *Briewe van Peter Blum* / edited and prefaced by JC Kanemeyer, with the collaboration of Amanda Botha ... [et al.]. Hermanus: Hemel & See Boeke, 2008.
- *Steeds op die parlementêre kolfblad* / Japie Basson. Cape Town: Politika, 2008. The Manuscripts section holds the Japie Basson collection.
- *Draer van 'n droom: die geskiedenis van die Suid-Afrikaanse Akademie vir Wetenskap en Kuns, 1909-2009* / Pieter Kapp. Hermanus: Hemel & See Boeke, 2009. Research for this publication was done over a number of years. Some of the research was done in the Manuscripts section, whilst the section provided illustrative material as well.
- *Versamelde Boesmanstories* / compiled by GR von Wierlich; preface by Hennie Aucamp. Pretoria: Protea Boekhuis, c2009. The publishers used the original editions of *Boesmanstories* held by the Africana section, whilst Hennie Aucamp conducted parts of his research for the preface in the Manuscripts section.
- *Knowledge and colonialism: eighteenth-century travellers in South Africa* / by Siegfried Huigen. Leiden: Brill, 2009. The illustrations for this publication mostly came from the Division.
- *Preserving a house* / Jos Baker. Cape Town, 2009. The publication contains information and a depiction of a unique Boonzaier painting of Klein Zoar, which is held by the Library and Information Service.
- *Stellenbosch and the Muslim communities, 1896-1966* / Chet James Paul Fransch. MA in History, 2009.
- *The story of a disease: a social history of African horse-sickness c.1850-1920* / Stefanie Josepha Emilie Vandenbergh. MA in History, 2009.
- Article on Robey Leibbrandt by Barnie Louw in *WegRy*, number 14, August 2009.

Documentation Centre for Music (DOMUS), Music Library

New collections that were obtained in the course of 2009 include the collections of Christopher James, the University choir (moved from the Special Collections Division, JS Gericke Library, to DOMUS), G Cillié junior, the Southern African Church Organists' Society (SACOV), Bouwer van Rooyen, Lionel Bowman, and the International Society for Contemporary Music (ISCM): NewMusicSA.

In 2009, articles that resulted from research in the DOMUS collections included the publication by Stephanus Muller and Stephé Oosthuysen on the Anton Hartman-Arnold van Wyk correspondence; a festschrift in honour of Prof Izak Grové by Stephanus Muller and Sharon de Kock; a DOMUS edition of Hennie Aucamp's Afrikaans texts on cabaret; and "The creation of an electronic database of South African music collections", *Musicus*, 2009.

Also, a number of lectures based on DOMUS material were delivered at several occasions in the course of 2009, including Hilde Roos on the EOAN group, Santie de Jongh on the database of music collections in South Africa (based on her master's studies), and Mathildie Thom-Wium on works by Arnold van Wyk (all delivered during the International Association of Music Libraries, Archives and Documentation Centres (IAML) Conference, which coincided with the International Music Society Conference in Amsterdam, The Netherlands, in July 2009). The former two persons also presented lectures on the aforesaid subjects during the South African Society for Research in Music (SASRIM) Congress in Durban in July 2009.

Postgraduate studies in 2009 that were mainly based on DOMUS collection material are as follows:

- *Die ontstaangeskiedenis van Die Oranjeklub, met spesiale verwysing na die bevordering van die Afrikaanse toonkuns* / Yolanda Botha
- *Exploring Authenticity in Performance: A Comparative Performance Analysis of Arnold van Wyk's Night Music for Piano* / Pinto Ribeiro, Bruno Alfredo
- *The Influence of early Apartheid Intellectualisation on Twentieth-Century Afrikaans Music Historiography* / Carina Venter
- *Exploring Displacement as a Theoretical paradigm for Understanding John Joubert's Opera 'Silas Marner'* / Stephanie Vos
- The completed doctorate by Hilde Roos on opera in South Africa includes a chapter on the EOAN group.
- Magdalena Oosthuizen's doctorate on the solo vocal works by Arnold van Wyk is under way.
- Mathildie Thom-Wium's doctorate on the piano works by Arnold van Wyk is under way.
- Elzahn Johnson's master's study on Lona Antoniadis, former lecturer at the Conservatory, and conductor of the Stellenbosch Youth Orchestra, is under way.

With all the above developments in 2009, the client services environment again succeeded to contribute further to the vision of the Library and Information Service, namely to transform from a traditional academic library to a highly interactive learning space that adds value to a changing pedagogy, which places foremost critical thought and lifelong learning.

Building and enriching a full range of information resources

Building a rich, vibrant information resources collection which has academic depth and relevance for the university is one of the key strategic aims of the library. The library's resources collection is at the heart of its information service. It is vital in ensuring effective throughput, research output and student success. The Library also works hard to ensure that its collection is managed and maintained effectively. Constant energy and thought goes into how best to select and license materials to ensure that only the most relevant materials are purchased, that we negotiate the best access at the best cost and that our clients are provided with seamless access to these resources.

1. New Resources

During 2009 Acquisitions staff worked closely with client services staff to ensure that only the most relevant journal, book and database titles were secured for the library. Many core resources, with subject specialisms that cater specifically for the newly-approved OSP priorities, were purchased and subscribed to, namely:

- **AccessMedicine:** Online access to key medical textbooks that support medical education and research
- **CSA Illustrata Technology:** CSA Illustrata is an innovative research tool that allows researchers to find figures, graphs and other data deeply embedded within research documents
- **Scopus:** The largest indexing and abstracting database that covers key scientific, technical, medical and social science journals
- **Henry Stewart Talks/Biomedical Collection:** Online seminars by the world's leading scientists
- **DieselNet:** An information service on diesel engines and diesel emissions
- **UptoDate:** Provides the University access to the world's largest clinical community and medical peer-reviewed information source

2. Open Access: an increasing priority

The Library and Information Service took up institutional membership of Biomed Central (BMC). BMC is an online publisher that specialises in biological and medical research. The membership provides researchers with the opportunity to publish free of charge and also provides free and open access to the peer-reviewed journals that they publish. Facilitating open access research will help showcase the university's research and build research capacity within the region.

3. Electronic Books as key learning and teaching tools

In 2009 the library bought 585 ebooks. Each year the Library adds to its valuable scholarly ebooks collection. By acquiring ebooks for our clients we expose them to the latest teaching and learning technologies which offer numerous advantages over their print counterparts.

Major purchases include the Springer Biomedical and Life Sciences eBook series and Sage eHandbooks. The Springer collection contains core ebooks in the field of medicine, food biology, environmental science and plant science. The Sage eBooks cover key research areas such as communication and mass media studies, area and ethnic studies, family studies and theology. All of these subject areas have been identified as pertinent to various OSP projects.

4. Print book collection

Over the past few years, due to various challenging factors such as unfavourable exchange rates and the ever increasing costs of resources, the Library has had to utilise a portion of its book allocation to purchase electronic resources. This has become a common trend within larger academic libraries that experience a sharp increase in the need for online, instant access to peer-

Table 2: Top-twenty databases (Full-text downloaded)

1 ScienceDirect	390 761	11 ProQuest Medical Library	17 824
2 JSTOR	123 580	12 Westlaw International	15 903
3 Academic Search Premier	100 266	13 PsycARTICLES	15 312
4 Academic OneFile	67130	14 Oxford English Dictionary	12 807
5 Wiley InterScience	63 387	15 Academic Search Complete	8 952
6 Business Source Premier	50 468	16 Biomed Central	7 420
7 SpringerLink	42 364	17 Royal Society of Chemistry Journals	6 101
8 American Chemical Society Journal	22 451	18 ATLA Religion database with ATLA Serials	5 680
9 Emerald	21 897	19 CINAHL (Cumulative Index to Nursing and Allied Health)	5 132
10 Journals@Ovid (Lippincott Williams & Wilkins)	19 395	20 ProQuest Education Journals	5 090
TOTAL			998 353

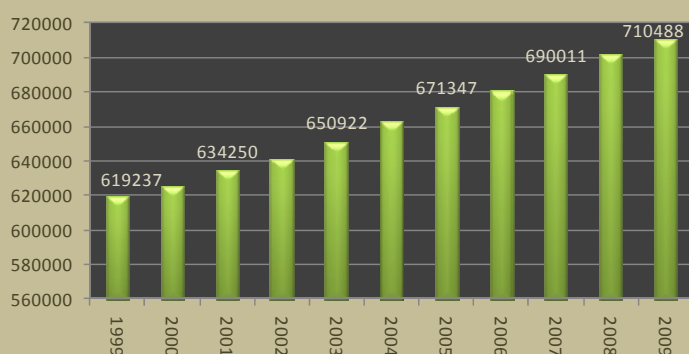
reviewed academic journals. Even under these circumstances the Library has been able to steadily grow its printed collection with relevant scholarly book titles.

5. Electronic journals

The majority of our individual journal subscriptions are paper-based, including print + electronic. Over many years there has been a major shift from print-only journals to subscriptions combining both print and electronic access. The management of these combinations of formats has become increasingly complex and resource-intensive. In many cases, where previously publishers offered free online access together with print, online access is now charged for by publishers. In addition, many publishers are splitting the print and electronic versions of journals and in order to subscribe to both print and electronic versions the Library has two separate subscriptions for each format. The online versions offer valuable backfile and archive access. However these are usually very highly priced in comparison to the print.

As one can see from the usage statistics below, electronic journals are widely used on campus and instant access to peer-reviewed, full-text articles is automatically expected on campus. The Library is steadily converting print journals (including print + e) to purely electronic-only formats to satisfy this increasing need for online content. During 2010 one of the Acquisition Division's key focus areas will be to evaluate the current print journal collection and to solicit information from faculty

Graph 5: Size of the print book collection 1999-2009



librarians and faculties about format changes and online journal requirements.

In addition to individual journal subscriptions we have access to over 43 000 online journals via our electronic databases and larger journal portals. Our electronic journal webpage (the Library's A-to-Z list of online journals) is accessed and searched extensively by clients.

As indicated above, there is an ever-growing need for high quality, peer-reviewed, online full-text journal content. Access to backfile journal content is particularly requested by academic staff and researchers and it is crucial in supporting high-level research within the institution. As indicated below (Table 2), Elsevier journals are very popular with clients and over 390 000 articles were downloaded from the Elsevier ScienceDirect interface during 2009. At the end of 2009 the full ScienceDirect backfiles collection was acquired by the Library.

Optimal utilisation of our financial resources

The total allocated budget and other income of the Library and Information Service for 2009, compared to 2008, were as follows:

Table 3: Budget and other income

Budget	2008	2009
Institutional (material)	R 33 605 627	R 38 424 263
Operational	R 4 534 798	R 4 999 236
Furniture and equipment	R 640 161	R 688 173
Salaries	R 17 674 892	R 20 365 009
Other income	R 3 378 131	R 2 912 345
Total	R 59 833 609	R 67 389 026

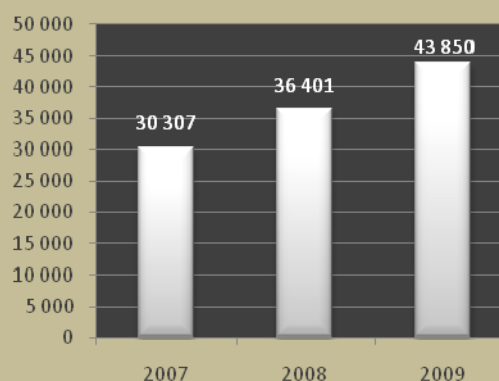
The total amount spent in 2009 on the institutional budget of R38 424 263, was R36 122 718 (94%). The unspent amount of R2 301 545 (6%) was the result of a more favourable exchange rate in the last couple of months of 2009, as well as the scheduling of invoice payments for 2010 items for January 2010 rather than the end of 2009.

The 2009 institutional (material) budget was 14,3% higher than in 2008. The total allocation of R38 424 263 included an additional allocation of R1 116 263, which was required to offset deficits that had occurred due to the unfavourable exchange rate at the beginning of 2009.

In accordance with the Senate resolution of 10 October 2008, surplus amounts on faculty budgets were transferred to the balance fund (B account) of the Library at the end of 2009, to be utilised for material procurement as the Library deems fit.

New resources were selectively chosen, and the budget was closely monitored to ensure that all funds are optimally utilised. Where required, more expensive resources were purchased through the South African National Library and Information Consortium (SANLiC). Involvement in this higher-education library

Graph 6: Electronic journals available via the AtoZ list



consortium allows the Library to negotiate with publishers on cost-effective prices for key resources.

Our staff and staff development

1. Our staff

By the end of 2009, the permanent staff component of the Library and Information Service comprised 110 posts.

Ms Ellen Tise, Senior Director: Library and Information Service, was inaugurated as President of IFLA (International Federation of Library Associations and Institutions) during the closing session of IFLA's World Library and Information Congress in Milan, Italy, on 27 August 2009. Ms Tise is the first South African incumbent of this position.

In 2009, Messrs JJ George and WK Klapwijk received the Rector's Award for excellent service, and Mmes M Minnaar and J Swartz and Ms C Truter each received a long-service award for 25 years' service to the University.

Ms LA Adams successfully completed the degree M Bibl (UWC) in 2009, and will officially graduate at the first UWC graduation ceremony in 2010. Four staff members of the Library and Information Service were busy with formal graduate studies in 2009 - i.e. one postgraduate student and three undergraduates. One staff member started with the University's PLUS programme, whilst Mrs H Swart, Mr DG Mostert and Ms R Faasen acted as mentors for staff members who followed the PLUS programme.

Apart from the many internal committees of the Library and Information Service, several staff members contributed significantly through their membership of committees and councils on campus and beyond in the year under review, including the board of Sabinet Online (Senior Director: Ms ER Tise), the Advisory Committee for Library Products of Sabinet (Ms AS Schoeman, Ms M Bergh and Mrs D Pretorius), the Representative Council of the Library Association of South Africa (LIASA) (Dr R Raju and Ms M Roux), the Technical Committee of the National Research Council (Mr W Klapwijk), the board of the Centre for Comic, Illustrative and Book Arts (CCIB) of Stellenbosch University (Ms M Seyffert), the Steering Committee for Theology Stellenbosch 150+ of the University (Ms B Gericke), and others.

2. Staff training and development

The year under review again saw a complete training and development programme being compiled (and the required trainers identified) for staff in all divisions of the Library and Information Service, in order to address all the training needs of individuals. This is based on the required competencies for the respective job descriptions.

The very successful internal staff training and development sessions, which have since 2007 been presented approximately twice a month to refine and prepare Library and Information Service staff for the strategic demands of the working environment, continued in 2009. Some 11 events were arranged, with presentations ranging from information training sessions and formal presentations by invited speakers, to presentations by members of the library staff. Considering that attendance of all of these events was voluntary, the average attendance rate per session was generally satisfactory.

As part of the aforementioned staff training plan for 2009, various staff members in the year under review participated in a wide range of further training and development events, mainly aimed at the development of skills required from staff members to fulfil their respective daily tasks to the best of their abilities. However, these training and development events, which were funded through the library budget, also took into account the broader development of staff members, namely that which is required to turn them into well-rounded and productive individuals and University employees, and promote their well-being.

3. Professional contributions: presentations/lectures/speeches/articles

In the course of the year under review, Ms ER Tise, Senior Director: Library and Information Service, made several presentations at conferences and other events, including the following:

- *Access to Knowledge through Libraries: Information Services and Information Literacy Today*. IFLA Presidential meeting, Berlin, Germany, 15-20 February 2009.
- *Libraries Driving Access to Knowledge*. Danish Library Association's annual conference, Aalborg, Denmark, 11-13 March 2009.
- *Challenges for academic libraries in Africa and resolutions sought*. Annual conference of the American Library Association, Chicago, United States, 9-15 July 2009.
- *Challenges and successes of libraries and library associations in Sub-Saharan Africa*. Annual conference of the American Library Association, Chicago, United States, 9-15 July 2009.
- *Convergence and libraries meeting the needs of people with print disabilities*. P3 IFLA preconference, Mechelen, Belgium, 17-20 August 2009.
- *IFLA on the move*. LIASA conference, Bloemfontein, 28 September-2 October 2009.
- *Change, Transformation, Partnerships: The Future of Academic Libraries*. University of Delhi, India, 5-8 October 2009.
- *Isolation and Information famine stifling Africa's growth*. 2009 Mortenson Distinguished Lecture, University of Illinois, Urbana-Champaign, United States, 26 October 2009.

- *Public Libraries contributing to societal change*. International Leaders' Summit on Public Libraries, Shenzhen, China, 16-20 November 2009.
- *Open Access: An imperative for growth and development*. Berlin7 Open Access conference, Paris, France, 2-4 December 2009.
- *Access to electronic resources: student success and support for research*. Boschfest, Stellenbosch University, 9-10 December 2009.

In addition, Dr R Raju, Director: Information Technology and Communication, delivered the following lectures at the indicated events during 2009:

- *Statutory status: is NOW the right time?* Winter conference of the Centre for Information Career Development, Pretoria, 29 June-1 July 2009.
- *The progression from repositories to institutional repositories: a comparative examination of repositories at the Durban University of Technology and Stellenbosch University* (with Roy Raju). Addis Ababa, Ethiopia, 1-3 July 2009.
- *Report on the issue of the quest for the acquisition of statutory status for LIASA*. LIASA conference, Bloemfontein, 28 September-2 October 2009.
- *Whither to or wither to LIASA?* Annual general meeting, LIASA Free State, 19 August 2009.

Also in 2009, Dr Raju co-authored a chapter in the following publication: Raju, R and Raju, J. 2009. Current status of academic libraries in Africa. In Abdullahi, I.H. (Editor-in-Chief). *Global Library and Information Science*. Munich: K.G. Saur Verlag. pp 45-67.

Ms M Seyffert, Head: Special Collections Division, presented a lecture and exhibition to the Strand Reading Club on Afrikaans literature in the Manuscripts section. Also, Ms Seyffert published various articles on valuable and interesting collections of the Library and Information Service's Manuscripts section in the *By* supplement to *Die Burger* in the course of 2009.

Mrs A Schaafsma of Special Collections delivered a presentation and exhibition on botanical illustrations to the Cape Bibliophile Association.

Effective application of information technology

The provision of an excellent Library service to support the achievement of the Institution's objective of increasing student throughput and research output is underpinned by its efficient and effective application of contemporary information technology. The Library, in its quest to achieve such efficiency and effectiveness, added to its current operational activities two strategic actions.

The first action was to engage in further development and population of an eRepository for the University's publication and digital collections. The theses and dissertations repository, SUNeTD, has grown and contains almost 3 000 items. A total of 649 theses and dissertations were submitted to the SUNeTD ar-

chive for graduation purposes (383 for the March 2009 graduation, and a further 266 for the December 2009 graduation). SUNeTD is a full-text database and is one of three South African repositories that are listed as the top 300 repositories most frequently visited. However, more significant is the fact that the Library, as of 2009, no longer adds to its collection printed copies of theses and dissertations. Theses and dissertations are now submitted by the students and/or academics in electronic format only. This augurs well for the repository's exponential growth in the years to come.

Further, the repository itself has grown significantly to include the Institution's other intellectual output including, amongst others, research articles and conference proceedings. The eRepository has grown to such an extent that it warranted a new identity to reflect its broader ambitions, hence the new title of SUNScholar using newer versions of the open source DSpace software.

Allied to the growth of SUNScholar is the growth of the skills of the staff in the Library's Information Technology Division. The Library has successfully co-hosted a DSpace workshop inviting experts from Belgium to present expert training to all of the participants, including the hosts.

The second strategic action was to explore avenues to enhance access to the Library's information resources. One of the activities related to this action was the successful upgrade of the Aleph integrated library management system from version 18 to version 20. This was a major upgrade process since the CALICO implementation was two versions behind in its production cycle, due to the Systems Review process that was undertaken from 2007 to 2009. The version upgrade of Aleph was one of the outcomes of the Systems Review process and was successfully completed. The latest version of Aleph allows for easier integration into newer versions of discovery-to-delivery systems. There is great anticipation by the Library that the newer versions of discovery-to-delivery systems will significantly add value to the virtual access of the Library.

Communication and Marketing

Academic libraries, like commercial enterprises, are reliant on marketing strategies to keep their client base continuously aware of their products and services. In an era of changing pedagogies and rapid advancement of concomitant technologies, academic libraries need to be active in ensuring that their user communities are constantly made aware of its services and products. For the first time in its history, libraries have 'competition' and that is from the major search engines. It will be at the peril of the library not to engage the Google phenomenon despite the fact that information not organised adequately, is tantamount to no access to information.

The Library had engaged in a number of activities during 2009 to foster a closer relationship between itself and its user communities and to increase visibility and improve awareness of the scope and variety of the Library's services, facilities and resources. Some of the activities included were the following:

- National Library Week, celebrated in March, was a highlight and utilised various events to emphasise the value and role

of the Library and Information Service on campus:

- Photo Competition - The Library @ a Different Angle, 9-20 March
 - Darwin 200 Years: Exhibition, JS Gericke Library
The exhibition featured a 1st edition of *The origin of species* from our Rare Books Collection, as well as biographies on Darwin, works on the voyage of *The Beagle* and publications on his theories.
 - Book talk: Willemien Brümmer and Loftus Marais
 - Training: RefWorks (Reference and bibliographic tool) - Introduction and overview
 - A coffee lounge
- The library newsletter, *Bibnuus*, appeared three times and was sent not only to the usual library clients, but also to a broader public, including international libraries.
 - The first Manuscripts section lecture was very successfully presented on *Audrey Blignault: om 'n lewe lank kaal onder die volmaan te dans* during March. The event elicited a very positive response. The lecture series itself is an exceptional marketing instrument for the Manuscripts section, and the run-up to the lecture also included a newspaper article in the *By* supplement to *Die Burger*. The article entitled "Mense lewe op papier" by Mimi Seyffert appeared on 28 February 2009, and led to various enquiries on and expressions of interest in the Manuscripts section. For example, following the publication of the article, the poet Peter Snyders approached the Manuscripts section with regard to the donation of a portion of his documentary estate.
 - News items to promote new resources, events, training opportunities and to convey general information about the Library were created for *CampusNews*, *Die Matie*, Matie FM, and Boschtelegram with regard to, amongst others, the Research Support Portal, RefWorks, Scopus, BioMed Central and the IFLA Conference 2009.
 - The Library co-operated with the SRC 2009 Creative Quill Writing Competition and sponsored the first prizes that were awarded to the winners of the respective categories: English poetry, English short stories, Afrikaans poetry and Afrikaans short stories.
 - A variety of topical displays, which mainly presented material from the JS Gericke Library collection, were presented in the JS Gericke Library, at the Special Collections Section and at branch libraries, e.g. SA Academy for Science and Art, Darwin 200 years, Breyten Breytenbach 70 years.
 - The Library, in collaboration with the Western Cape Branch of LIASA, hosted a delegation of library and information services professionals from the USA on 27 October 2009. The purpose of the seminar was to exchange knowledge and best practices on specific issues relating to the profession. Approximately 80 colleagues from the library and information sector in the Western Cape attended the seminar.

Strategic Directions 2010-2015

Towards the end of 2009, the Library and Information Service's Strategic Plan 2007-2009 was reviewed and a new plan developed for 2010-2015. The development of the Plan was influenced by critical imperatives such as the changing pedagogical paradigm and rapidly advancing technology. Other factors contributing to the development of the Plan include, amongst others, an extensive self evaluation and the concomitant external verification and SWOT analyses. The external evaluators recommended an investigation into the robust nature of the Library's vision and mission. As per the recommendation of the external panellists, the Library's vision, mission and values were regenerated. The new vision is 'Your dynamic partner in academic excellence' and the mission is to provide a world-class and innovative information service and learning space to the Stellenbosch University community. The strategic goals were revised and brought into closer alignment with the University's Research Strategic Plan 2010-2015 and the Overarching Strategic Plan. These are:

1. Develop the Library as a vibrant and inviting physical and virtual space that will promote collaboration, social networking, as well as private study and reflection.
2. Provide a cutting edge information technology infrastructure to support technology-rich learning spaces and the needs of the user communities.
3. Enhance and enrich a full range of information resources.
4. Advance a positive organisational culture of learning and innovation amongst staff.
5. Support, develop and contribute to high-level scholarly publication output.
6. Partner with faculties in the development of information literacy skills.

Key focus areas for 2010 include the completion of the Learning and Research Commons, increased collaboration and contribution from the Library to the development of information literacy, and the growth of SUNScholar to capture and preserve the research output of the University, ensuring trustworthiness and the most efficient harvesting via the leading search engines.

April 2010