Annual
Report 2012

Biblioteek- en Inligtingsdiens

Library and Information Service

UNIVERSITEIT·STELLENBOSCH·UNIVERSITY

Contents

1. Introduction

"Because of the fundamental role that academic libraries have played in the past century, it is tremendously difficult to imagine a college or university without a library. Considering the extraordinary pace with which knowledge is moving to the Web, it is equally difficult to imagine what an academic library will be and do in another decade."

(Derek Law, 2009)

So, what does this mean for the core activities of academic libraries and how do libraries such as Stellenbosch University Library and Information Service respond to these changes and challenges? A scan of the literature based on the strategic initiatives of several major international academic libraries highlights some of the key changes, challenges and developments which will impact significantly on academic libraries in the future. It is abundantly clear that factors such as the changing nature of users, as well as the changing content and new forms of research will have major and continued impact on academic libraries. It is against this growth trajectory that the findings of CIBER (2007) are particularly noteworthy. CIBER points out that the most telling trait of present day students – the researchers of the future - is that digital natives are not information literate and that a huge gap of knowledge exists which needs to be addressed. For the academic library of the future its contribution towards the bridging of this knowledge gap therefore implicates different approaches and new roles for the library.

In this extraordinarily paced knowledge generating era, the major characteristics of the academic library of the future will be spearheaded by the development of a new service delivery model: a service model that will be personalised and customised and will include expanded roles for the library. A feature of the academic library of the future will be the provision of flexible, integrated physical and digital spaces, underpinned by the principle of *e-with everything*. Physical spaces will encourage social interaction and collaboration and will facilitate networking in support of contemporary higher education pedagogies. The use of social networking technologies will become the norm. The library will provide multi-modal support for the average researcher at their point of need, using IM, SMS, email, social networking and face-to-face methods to assist with locating information, managing data, and publishing in institutional repositories and open access journals.

The role of the library in disseminating scholarly output will also become the norm. Scholarly publishing will expand considerably to implement a diverse, media-rich, open-access archive and publishing network that will function as part of the global open access network, providing disseminated access to, and preservation of, research outputs in the form of data, pre-prints, post-prints, and creative and student works. Institutional repositories such as SunScholar at Stellenbosch University will play an increasingly important role in supporting and managing universities' intellectual capital. This means facilitating the creation and exchange of knowledge which will see the broadening of the library's dissemination role and an expansion beyond mostly text-based content to multi-media content.

As much as the future of the academic library looks vibrant and robust, challenges exist that need to be overcome. Some of these challenges include the exponential rates of the development of more affordable and robust broadband access, increased reliance on wi-fi and mobile access, cheaper and more capable online cloud storage and the maturing of cloud computing for creative collaboration. A further challenge is the creation of new ways of online interaction, using integrated, personalised cloud-based networks to blend e-mail, instant messaging, micro-blogging, social news, etc. - all of which will be available through providers such as Google, MSN, Yahoo—and in this way changing online presence and service offerings.

It is imperative for libraries to continuously take note of these changes and challenges and to vigorously adapt and develop services which are relevant to, and will assist this new cadre of users (students and new researchers). In view of this and against the backdrop of current international trends in higher education and academic libraries, our strategic actions for 2012 continued to build on our

successful actions and initiatives of 2011 to meet these challenges. As in the past, the underpinning purpose of the Library's strategic actions during 2012 was to contribute to the Institution's strategic plan. A review of these activities demonstrates that the Library and Information Service has made a significant contribution to the University's strategic objectives, and in particular to the five strategic goals in the environment of the Vice-Rector, Research and Innovation.

Library and Information Service theme for 2012: 'Matie Library on the move'.

2. Highlights of the year

During 2012 the Library made great strides in progressing with digitisation and digital services, in particular the digitisation of identified special and music collections. Staff successfully set up digitisation metadata and workflow processes to ensure the successful implementation and launch in 2013 of the Library's Digital Collections Online.

The Stellenbosch University/Elsevier Partnership, initially signed in 2009, was extended into 2012. The partnership has provided the University with increased access to online content, skills training and expertise around research performance management. Within the ambit of the partnership, the Library hosted several training workshops which were well-received with a large number of students and academics attending.

The Library successfully developed and launched the Open Access (OA) Fund to support authors at the University with publishing in open access journals. Consequently, Open Access article fees to the amount of approximately R484 655.00 were paid to researchers during the year under review. Stellenbosch University is the only institution on the African continent to successfully develop and implement such a fund and it is testament to the University's mandate to open access to research and knowledge in order to further develop the country and region and to facilitate research and encourage research collaboration.

The Library continued on its path of being a champion on the African continent for opening access to scholarly and academic publications. The number of items in the SUNScholar repository increased to over 49 000 items, and only approximately 30 other institutions worldwide currently have repositories of a similar size. In addition, SUNScholar has achieved 157th place in the Webometrics Ranking Web of World Repositories during 2012, which demonstrates greater visibility of SU research output.

Since the launch of SUNJournals in October 2011, the Library has increased the number of journals hosted on the platform to 16 titles, with an additional two journals in the pipeline. The Library has become a leader in developing such an open access journal platform and it has shared its experiences and successes with national and international audiences at conferences and in accredited publications such as the *South African Journal of Library and Information Science*.

The hosting of the Berlin 10 Open Access Conference was a significant event for the University. The Conference was held from 7 to 8 November, with five pre-conferences taking place on 6 November. Some of the leading experts speaking at the Conference were the Vice President of the World Bank (Mr Cyril Muller), the EU Commissioner for Research, Innovation and Science (Ms M Geoghegan-Quinn), Dean of the Faculty of Humanities and Social Sciences at the University of Namibia (Prof Kingo Mchombu) and Prof Adam Habib, Deputy Vice-Chancellor of Research, Innovation and Advancement at the University of Johannesburg. Speakers in the opening session included Prof Russel Botman, Rector and Vice-Chancellor at Stellenbosch University, and Dr Horst Freitag, the German ambassador to South Africa.

3. Our strategic priorities

3.1 Repurposing library spaces

One of the most significant trends in academic libraries, internationally, is the repurposing of library spaces, responding to the continuously changing higher education paradigm. The Library at Stellenbosch University responded positively to this trend with two recent flagship projects, namely the establishment of the Learning Commons and the Carnegie Research Commons in 2011.

Although both of these Commons are more than a year old, the services have grown concomitantly with the changes taking place in the Institution. Further to the creation of these Commons, in response to this international trend, was the building of the Engineering and Forestry Library in the

Engineering Knowledge Centre, which was opened in July 2012.

Learning Commons

The usage of the Learning Commons has grown significantly since its opening in January 2011. The careful creation of innovative and multi-purpose spaces within the Commons support both formal and informal collaboration as well as individual study. These innovative spaces and facilities, together with the associated services provided in the Learning Commons, all contribute to the higher education pedagogy of lifelong learning and to the advancement of the contemporary pedagogy of critical thinking. At the centre of the Commons is an electronic classroom designed with the transfer of knowledge in 21st century style in mind, where the Library provides training in support of these two critical pedagogies.

Given this outstanding training facility in the Learning Commons, the Library had been able, since the commissioning of the Commons, to increase its training sessions to support student success annually and subsequently, training statistics has grown significantly since 2011. In 2012, again, a total of almost 4 000 more students were trained as compared to the preceding year.

The unique mix of facilities and services offered by the Learning Commons has made it the preferred venue for study and work by students, particularly undergraduate students. The usage statistics accumulated during the course of 2012 again attest to the special appeal of the Learning Commons. On average, 1 574 students visited the Learning Commons daily during the year and 7 144 more

Graph 1: User gate count per month (Learning Commons), 2011-2012

students visited the Learning Commons during the period Jan-Aug 2012, compared to the same period in 2011.

The growth in the services emanating from the Learning Commons, the increase in the number of students trained and the continued increase in usage as indicated in Graph 1, fulfils the goal of the University to create dynamic, client-orientated facilities that will form an integral part of the academic life of Stellenbosch University students, and will substantially contribute to the development of information literacy and lifelong learning skills in students.

It is therefore believed that this facility has truly vindicated its inclusion into the HOPE Project of Stellenbosch University.
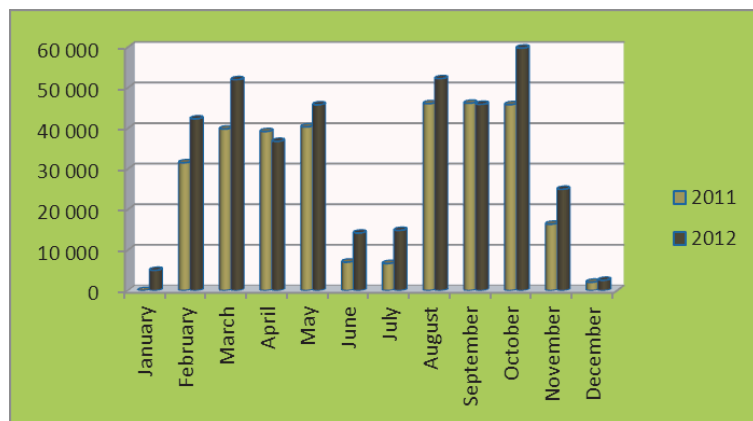
Carnegie Research Commons

The Research Commons has demonstrated great appeal for researchers and postgraduate students. Indeed, the exceeding demand from the user community has prompted plans to create more individual workspaces in the facility in the near future. The Research Commons is also starting to extract greater mileage from its video conference facility. This facility takes full advantage of global network infrastructure to facilitate scholarly dialogue and research support.

A set of workshops developed by Research Commons staff has added new dimensions to library training by exposing participants to, amongst others, the finding of statutory information, government statistics, exploiting virtual services, publishing in open access publications, storing and sharing large files and keeping abreast of new developments in a particular field. New workshops are continuously added to the workshop programme as skills needs become apparent.

The Research Commons continues to enjoy flagship status among the major research universities in the country, attracting significant numbers of visitors, adding to the advancement portfolio of the University and provoking dialogue on a national level regarding criteria for research support excellence.

Engineering and Forestry Library

An important characteristic of the new trend in academic

library design is that libraries are organised with a view to flexibility. This facilitates effortless adaptation to rapidly developing and changing technology and recreates a single space into a flexible, multi-functional space. Ultimately, the aim of new academic library design is to accommodate and facilitate new ways of learning and teaching in the higher education environment.

The new Engineering and Forestry Library is an ultramodern facility with architectural design elements that purposefully reflect the building's use by both prospective engineers and foresters. The library consists of ample study and leisure spaces, more than 30 computer stations, a modern, interactive classroom with a further 25 computer stations, two multi-purpose seminar rooms with flat-screen monitors and connection points for laptop computers and a number of other facilities.

This new, modern and functional library on campus joins a wave of examples worldwide which indicates that the 'library as place' is becoming increasingly important within a changing higher education environment.

3.2 Advancing information literacy

In an era of a surfeit of information, it is critical that students are instructed on retrieving the most relevant information to support their academic endeavours and on the ethical use of the information retrieved.

The Library and Information Service's information literacy programme is a contributor to student success and student through-put and to the expansion of a significant pool of potential postgraduate students at Stellenbosch University. Given the significance of a strong information literacy programme, the Library and Information Service continued to grow and strengthen its information literacy programme in 2012.
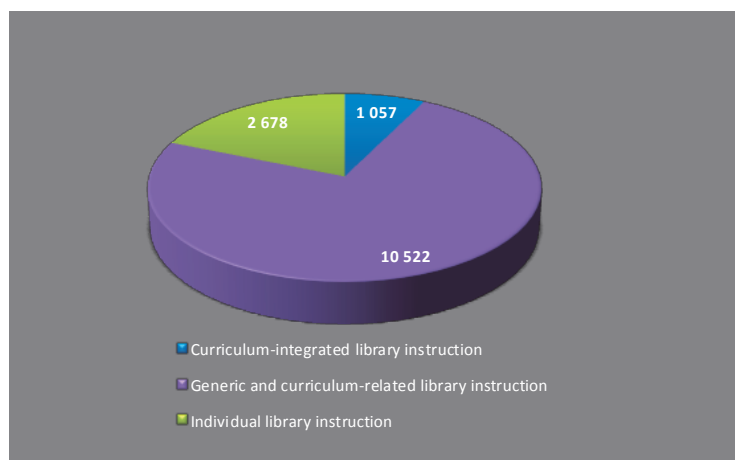
In delivering, growing and strengthening its information literacy programme during the period under review, the

Library and Information Service collaborated with a number of academic departments and support divisions, such as the Language Centre, the Division of Research Development and the Postgraduate and International Office. The Library also serves on the Academic Literacy Task Team, who, with other relevant role players, is mandated with the development of information literacy skills and a virtual training portal for generic training and self-study at Stellenbosch University.
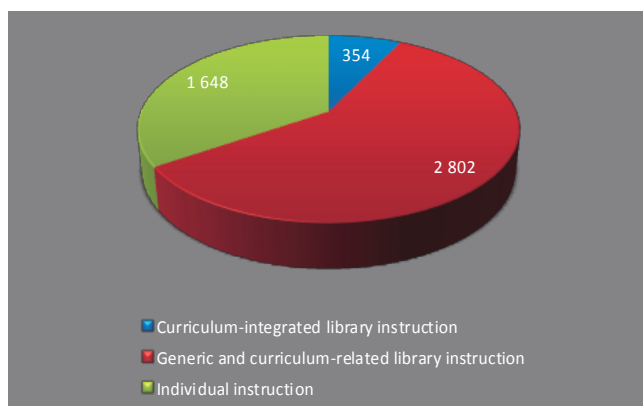
The Library invested significant resources in delivering a strong information literacy programme to 14 257 undergraduate students during 2012, either through individual or group information literacy sessions (see Graph 2). In view of the significance of information literacy to student success and student through-put, the incorporation of information literacy into undergraduate credit-bearing programmes augurs well for its growth. Faculty librarians lectured in information literacy or contributed to information literacy programmes in the following credit-bearing courses:

- Information Skills 172/174
- Language and Thinking Skills 114
- Introduction to Law 171
- Legal Skills 411
- Scientific Communication Skills 172
- Professional Communication 113
- Tools for Biologists 372
- Research methodology 312

The Library's unswerving commitment to information literacy development is also reflected in the offerings to postgraduate students. The number of postgraduate students that attended information literacy sessions was

Graph 2: Number of undergraduate students trained in 2012

Graph 3: Number of postgraduate students trained in 2012

4 804, which constitutes 49% of the postgraduate student population of 2012.

Training provided to postgraduate students during 2012 can be placed into three core categories, namely, assistance with finding information resources, assistance with documenting research, and assistance with improving the visibility of research output. In terms of all three, the Library delivered a number of instructional sessions, such as *Refworks: reference management*; *Scopus citation analysis and journals performance indicators; Making important decisions about publishing your research; How can open access increase the citation rate of my publications?*

In addition to the credit-bearing training delivered to undergraduate students, two credit-bearing curriculum-integrated information literacy skills programmes at the postgraduate level were delivered to all first-year MBA students on the Bellville Park Campus. The Library also successfully delivered the Legal Skills LLB (Postgraduate) module presented at the Faculty of Law.
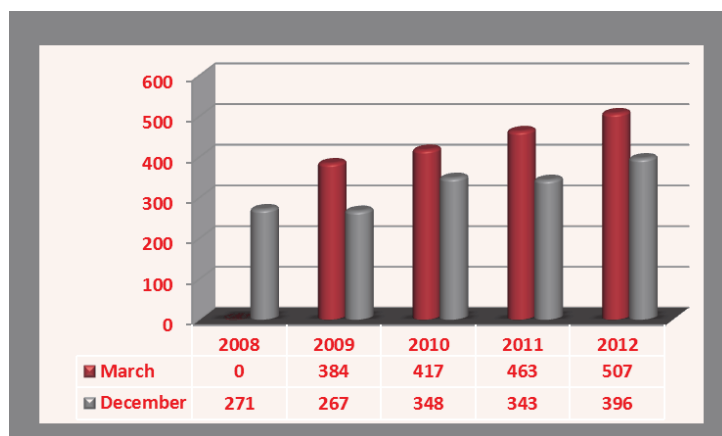
3.3 Supporting and sharing institutional, scholarly publication output

Stellenbosch University continued on its leadership path with regard to open access during 2012. This path is aligned with the Institution's strategic plans regarding the growth of its knowledge base as well as with international library trends with regard to alternative methods of distributing scholarly literature. This alternate mode provides researchers with a conduit to making their research findings available to the widest possible audience and to improving their research impact and visibility without compromising the integrity and
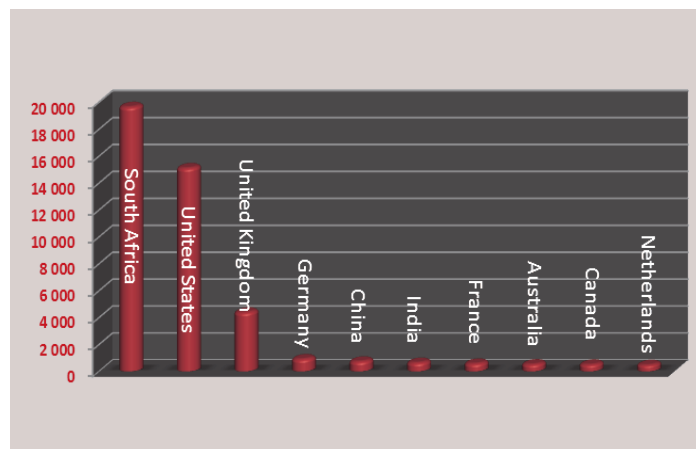
rigour associated with quality academic publishing.

SUNScholar

During the period under review the Library and Information Service continued to expand its suite of open access facilities and services. The number of items in its repository has grown significantly, but more importantly, there has been considerable improvement in the visibility of Stellenbosch University research output. The University's policy of accepting only electronic copies of completed theses and dissertations, again contributed significantly to the growth of the theses and dissertations collection in this repository during 2012, as indicated in Graph 4.

	2008	2009	2010	2011	2012
March	0	384	417	463	507
December	271	267	348	343	396

Graph 4: Growth of the theses and dissertations collection in SUNScholar, 2008-2012

The aggregate number of items in the repository has increased steadily since 2009 and this steady growth of the repository had the concomitant result of improved visibility of research content in SUNScholar during the past number

Graph 5: Top ten country downloads from SUNScholar, 2012

of years. Graph 5 shows the distribution of downloads from SUNScholar by leading countries, reiterating the increased visibility of research output from Stellenbosch University.

SUNJournals

The SUNJournals project which started in 2010 has been through a consolidation phase in 2012. The number of titles currently hosted by Stellenbosch University has grown to sixteen with the inclusion of four new titles, namely *South African Journal of Library and Information Science, Scriptura, Cardiovascular Journal of Africa* and *Missionalia.* During the consolidation phase, a number of titles have been retrospectively digitised and are now openly available. Stellenbosch University has taken the lead in formally offering its academic community a publishing service and serves as a point of reference for other institutions on the African continent requiring assistance and/or advice on open access publishing.

The success of the SUNJournals project served as the foundation for the development of the African Open Access Repository Initiative (AOARI). The Library and Information Service launched the AOARI platform (http://ar1.sun.ac.za/) in November 2012. AOARI is a 'hyper repository' for African academic and research institutions to share their scholarly literature with the widest possible audience. The primary purpose of the publishing platform is to create a forum to facilitate self-publishing without compromising academic publishing rigour, the preservation of content and the radical improvement of the distribution of scholarly content.

Berlin 10 Open Access Conference

Stellenbosch University had the privilege of being the first African institution to host the Berlin Open Access Conference in 2012. The theme of the Berlin 10 Open Access Conference was *Networked scholarship in a networked world: participation in Open Access.* The emphasis of the Conference was on drawing the developing world, particularly Africa, to the epicentre of the world's knowledge production with the sharing of scholarly content as the impetus for this transformation. The Conference received the greatest praise for the outstanding calibre of speakers and the quality of the discourse.

Ms Màire Geoghegan-Quinn, European commissioner for

Ms Máire Geoghegan-Quinn, the European Commissioner for Research, Innovation and Science, and Mr Robert-Jan Smits, Director-General of the European Commission, Research and Innovation

Research, Innovation and Science, when delivering the keynote address, stressed that Open Access is a way of maximising the economic value of publicly funded research. The Minister of Science and Technology, Minister Derek Hanekom, and speaker at the gala dinner, demonstrated South Africa's commitment to growing research production and the sharing of that production.
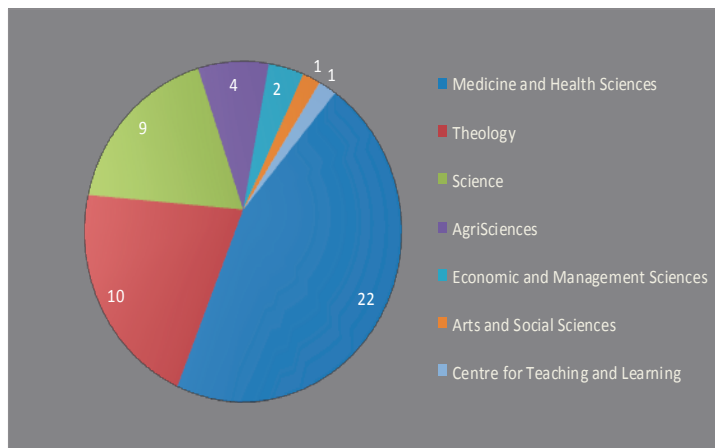
Given Africa's so-called marginalisation as a knowledge producer due to limited access to research and in view of the lack of skills and infrastructure to facilitate the sharing of research output, Stellenbosch University developed platforms (see SUNJournals above) as interventions to facilitate this sharing of output among African researchers. The hosting of the Conference, and the launch of the platforms, now places Stellenbosch University in the forefront of open access on the continent.

Open Access Publication Fund

In 2010 the Library applied for and was granted funding from the University's Strategic Fund, a proportion of which was assigned to develop a central Open Access Fund for the Institution in order to support Stellenbosch University researchers publishing in open access journals. The Library funded the first article from the Open Access Fund in June 2011.

In 2012 the Library allocated funds from its Materials Budget towards the further strengthening of the Open Access Fund. Academic departments were subsequently alerted to the purpose of the Fund and invited to apply for funding to publish in open access journals. In addition to this, the Open

Graph 6: Open Access Publication Fund: number of applications per faculty, 2012

Access Fund webpage and online application forms were developed to streamline the application process, as well as an Open Access Fund Policy and related procedures to guide the management and administration of the Fund and the processing of applications for funding. Seventy-five articles have been funded by the OA Fund since its inception. In 2012 the Library approved fifty OA funding applications and OA article fees to the amount of approximately R484 655.00 were paid to SU researchers.

Graph 6 shows the number of applications for funding per individual faculty. In cases of multiple authors, the faculty of the main corresponding author is indicated here. The majority of applications approved came from researchers within the Medicine and Health Sciences, Science and Theology faculties.

Digitisation programme

In 2011 the Library acquired funding from the Carnegie Research Library Consortium to digitise several of its special collections. The initiative to digitise these collections forms part of the Library and Information Service's strategic initiatives to support and develop high-level scholarly output and sharing of data and in turn, supporting the broader strategic aims of the University. In addition, these valuable University collections provide access to many unique materials that provide deep insight into the history and development of our country. By digitising these materials the Library ensures that, not only are valuable documents made available to inspire new areas of research and engagement, but that these precious, unique documents are preserved for perpetual access and use.

During 2012 the Library digitised all identified special and music collections for which funding had been approved and received:

- The Hugh Solomon Map Collection - This map collection forms part of the larger Hugh Solomon Collection which was donated to the Library in the 1960's. This outstanding and unique collection of historical maps, predominantly of Africa, dates back to pre-1860. The earliest map is dated ca. 1714.

- The *Vrye Weekblad* - The only existing Afrikaans, anti-apartheid newspaper dated 1988 to 1993. This weekly paper contains unique reporting on a watershed period in the history of South Africa.

- The Stellenbosch Discussion Forum Collection – This discussion forum, consisting of organisations across Stellenbosch, produced correspondence and meeting documents showing transformation efforts within the Stellenbosch community.

- The Municipality of Stellenbosch (IMS) Collection – This collection conveys important historical information about the town of Stellenbosch, specifically during the tumultuous period of the Group Areas Act.

- The *Zuid-Afrikaan* – This Cape Town daily newspaper, dated 1830 – 1910, is a fairly fragile microfilm collection. It is one of the first Dutch newspapers in South Africa and a very valuable source for historic information on South Africa.

- The Walton Collection – This is a collection of original drawings by James Walton, a doyen of vernacular architecture in South Africa.

- The André Pretorius Collection – A collection of unique photographs of historic South African architecture, documenting a significant part of the history of vernacular architecture in this country.

- The WJ Leyds Collection – This collection consists of important pamphlets and ephemera on the South African War.

- Music (DOMUS) Collections: The Albert Coates Collection and the Stefans Grové Collection. These two collections provide access to the complete musical oeuvre of, and ephemera pertaining to these two prominent composers respectively (Grové, one of South Africa's most eminent

composers and Coates, from Russian and British origin, who contributed significantly to the South African art music scene during his years in this country in the early 20th century).

3.4 Enhancing and enriching a full range of information resources

At the centre of the Library's strategic efforts is the goal to build a collection of resources that supports the strategic aims of the University, reinforces the high standard of teaching at the Institution, and facilitates student success and accelerates research output at the Institution.
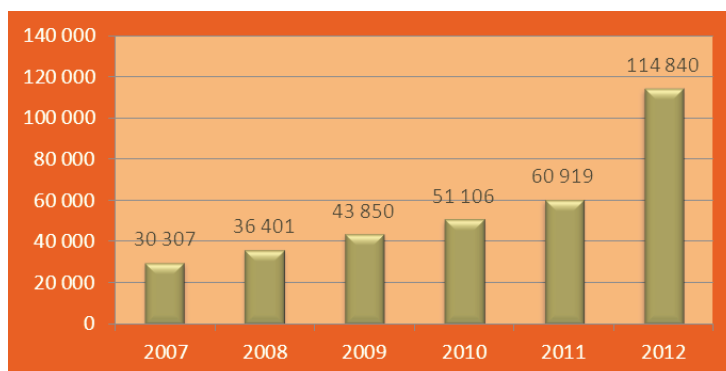
During 2012 the Library acquired many new and innovative resources to address gaps in the collection and to support innovative research and learning at the Institution. Faculty worked closely with librarians in order to choose and select key, esteemed and pertinent materials for the collection.

New databases and online journal packages

- American Physical Society (APS) All Journal Package
- Cambridge University Press (CUP) Journal Package
- Institute of Mechanical Engineers (IMechE) Journals
- JAMA Journals (publ.: American Medical Association)
- Association of Computing Machinery (ACM) Digital Library
- Book Citation Index
- Business Monitor Online
- Conference Proceedings Citation Index
- Elsevier Handbooks of Economics
- Evidence based medicine
- Institute of Civil Engineers (ICE) Virtual Library
- International Wine Marketing and Wine Tourism Database
- JutaStat Current Unreported Judgements
- JutaStat SA Statutes and Regulations
- Proquest Business Package
- Sage Research Methods Online (SRMO)
- SSRN Legal Scholarship Network
- World Bank eLibrary

Electronic journals

The number of electronic journals in the collection increased from 60 919 titles in 2011 to 114 840 in 2012. Graph 7
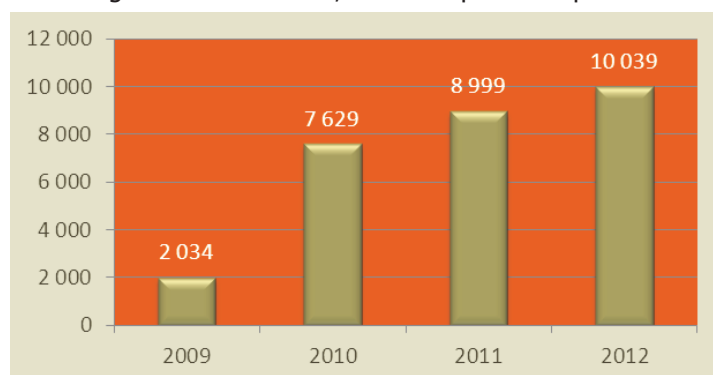

Graph 7: Full-text online journals available via the Library's AtoZ list, 2007-2012

shows the increase in the number of titles. This includes all online journals available via databases and journal packages. The huge increase in 2012 was due to the activation of journal titles in large databases such as World Bank eLibrary, OECD database, Hein Online and the LexisNexis database. A total of 91 journal titles were converted to electronic format during 2012. This is in line with collection management and usage trends in academic libraries.

Growth of the book collection

Electronic books

The Library continued to expand its electronic book collections on major e-books platforms including Ebrary, MyiLibrary, ScienceDirect, Wiley-Blackwell, Cambridge University Press, WoltersKluwer OVID and Palgrave. Stellenbosch University offers e-books on many different state-of-the-art platforms, as part of publisher packages and individual e-books on aggregator platforms. This versatility offers convenience to our users and exposes them to various technologies and interfaces, which is part and parcel of the
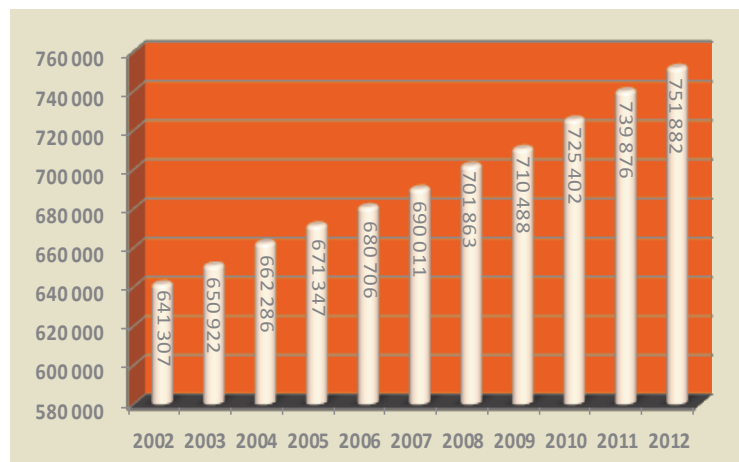

Graph 8: Growth of electronic book collection, 2009-2012

learning process at the University and within the Library itself. Our e-books are available to read online and via devices such as iPads and smartphones. Graph 8 shows the increase in the electronic book collection.

Print books

The print book collection has continued to grow over the years, demonstrating the Library's efficient and carefully managed selection process and its successful relationship with the faculties (see Graph 9). In 2012, faculty librarians again worked closely with faculty staff to select only the best and most relevant titles for the collection. When selecting books, many factors are taken into consideration, including the appropriate format for the title (print or electronic), the needs in terms of academic programmes on offer at the University and new research streams or projects within the respective faculties.

Graph 9: Size of the printed book collection, 2002-2012

Usage of electronic resources

The Library's online resources continued to be heavily utilised. Table 1 shows the number of full-text downloads for the Library's top 10 most highly used resources in 2012. The larger, multi-disciplinary databases and journal packages are most popular. This is most likely due to the ease-of-use of these platforms and the breadth of information available via these databases. Publisher journal packages are also heavily used, showing students' and researchers' preference for the most up-to-date articles only available directly from journal publishers, as opposed to aggregator databases.

Access to this online content is supported and backed up by continual training offered by the Library on how to use

Table 1: Top ten highly used resources: 2012 full-text downloads	
JSTOR	181 012
ScienceDirect	144 619
Wiley Online Library Full Collection	107 582
Academic Search Premier	96 689
McGregor BFA	70 622
Springer/Kluwer full-text journal package	62 440
Business Source Premier	49 709
South African Law Reports	46 773
Taylor and Francis SSH and S&T Journal Collection	43 363
PsycARTICLES	37 955

electronic resources, how to select the best resources for research and study and how to navigate the ever-expanding world of online resources. In addition, the Library continuously explores and implements new discovery and search tools, such as Primo, for example, in order to facilitate access to electronic resources.

Research performance management tools

The Library is a key role player in facilitating research output and supporting the University in managing its research performance and evaluation. During 2012 the Library forged ahead with the implementation of cutting edge research performance management tools. The University has, since the end of 2009, subscribed to SciVal Spotlight, a research management tool that assists the University with identifying research niche areas, research strengths and areas for research collaboration.

In 2012 the Library subscribed to, and implemented two additional research management tools within the SciVal Suite, namely, SciVal Experts and SciVal Strata. SciVal Experts is an innovative, pre-populated platform providing up-to-date researcher profiles for SU academic staff. These profiles provide excellent visual and graphical information on researchers' publication histories, research trends and current research partnerships and collaboration. SciVal Strata allows one to measure individual, team or departmental performance across a variety of measures such as citation benchmarks and document output.

These research management tools facilitate further collaboration within the Institution and with researchers not

affiliated to the University. They provide excellent networking tools that showcase individual and departmental expertise and allow University management to strategically benchmark and measure research performance.

3.5 Advancing a positive organisational culture of learning and innovation amongst staff

Academic libraries are on an unprecedented path and must engage in continuous development to meet new challenges in delivering enhanced services to respective user communities. The Library and Information Service has actively engaged in continuing education and professional development which is reflected not only in the services that it provides to its user communities but also to the library and information profession in general. Its proactive and creative approach and retooling of existing positions to meet new challenges has earned itself the reputation of being a leader on the African continent. Testimony to its leadership role is the number of papers delivered at conferences, the publications emanating from the Library and the international awards conferred on its staff.

International conferences attended

- Ellen Tise attended the SPARC (Scholarly Publishing and Academic Resources Coalition) Open Access Meeting in Kansas City, USA, 12-13 March 2013.
- Ina Smith attended the Sustainability of Open Access Publishing in Africa in London, UK, 17 May 2012.
- Ellen Tise and Reggie Raju attended the 78th IFLA General Conference and Assembly in Helsinki, Finland, 11-17 August 2012.
- Alvina Matthee attended Training of Trainers for librarians on evidence-based literature searching entitled Collaboration for Evidence Based Healthcare in Africa (CEBHA) in Addis Ababa, Ethiopia, 1-5 October 2012.

National and local conferences attended

- Ten staff members attended the 14th Annual LIASA (Library and Information Association of SA) Conference in Durban, 1-5 October 2012.
- Four staff members attended the 11th Southern African Online Information Meeting entitled Innovation in an Age of Limits in Johannesburg, 5-8 June 2012.

- Seven staff members attended the sixth Annual conference on the Scholarship of Teaching and Learning in Somerset West, 22-23 May 2012.
- Twenty-four staff members attended the Berlin 10 Open Access Conference at Stellenbosch University, 6-8 November 2012.

Staff presenting papers at workshops or conferences

- Ilse de Lange presented a workshop on e-books at the bi-annual SANLIC Roadshow entitled *E-book Purchasing Models, Collection Development and Similar Procurement Issues,* in six different regions, May 2012.
- Santie de Jongh presented a paper entitled *Anarchy in the archive again: A story of a South African punk rock music collection*, at the Annual International Association of Music Libraries, Archives and Documentation Centres (IAML) Conference in Montréal, Canada, 22-27 July 2012.
- Ina Smith and Naomi Visser presented a paper entitled *The 'economics' of research 'shares ': what is the return on our open access investments?* at the eleventh SAOIM Conference in Johannesburg, 5-8 June 2012.
- Ina Smith presented a paper entitled *Open Access at Stellenbosch University: the road travelled and the road ahead* at the VUT Open Access Seminar for 2012 in Johannesburg on 25 October 2012.
- Reggie Raju and Paulette Talliard presented a paper entitled *Taking the Lead : Stellenbosch University's venture into Open Access using Open Journal Systems* at the 14th LIASA Annual Conference in Durban, 1-5 October 2012.
- Reggie Raju presented a paper entitled *Africa's transition from the shadows into the open: with specific reference to Stellenbosch University's contribution to open access* at the 46th Zimbabwe Library Association Conference in Kadoma, Zimbabwe, 29-31 May 2012.
- Reggie Raju presented a paper entitled *Blazing new paths in open access for African librarianship* at the 78th IFLA General Conference and Assembly in Helsinki, Finland, 11-17 August 2012.
- Reggie Raju presented *Open access: strengthening African higher education through the dissemination of research content* at a seminar 'What does OE mean for

Higher Education in Africa?" at the University of Cape Town, 6 March 2012.

- Ellen Tise presented the following papers locally and internationally:

    African librarianship: a relic, a fallacy or an imperative?, Unisa/IFLA Regional Office for Africa Public Lecture Series: African Librarianship in the 21st Century, 25 May 2012, Unisa, Pretoria.

    A transforming landscape: academic libraries in the 21st century, 12th ANKOS (Anatolian University Libraries Consortium) Meeting, 26 April 2012, Firat University, Elazig, Turkey.

    Changing paradigms, changing imperatives and changing library services, Ex Library Annual Staff Meeting, 1 February 2012, Hamburg, Germany.

    *Global trends in library and information service*s, XX SCECSAL (Standing Conference of Eastern, Central and Southern Africa Library Associations) Conference, 4-8 June 2012, Nairobi, Kenya.

Publications

- Raju, R, Witbooi, S and Goosen, A. 2012. Now into big strides: report on statutory status for the South African Library and Information Services (LIS) sector. *South African Journal of Library and Information Science.*
- Raju, R, Smith, I, Talliard, P and Gibson, H. 2012. Open access: are we there yet? – the case of Stellenbosch University, South Africa. *South African Journal of Library and Information Science.*
- Tise, ER. 2012. Book chapter, Libraries driving access to knowledge (A2K) in Lau, J, Tammaro, A, Bothma, T. (eds.). *Libraries driving access to knowledge*. De Gruyter.

Achievements

The Library and Information Service acknowledges the conferring of prestigious awards to Ina Smith and Ellen Tise during 2012.

In 1996 the Electronic Publishing Trust for Development (EPT) was established to facilitate open access to the world's scholarly literature and to support the electronic publication of reviewed bioscience journals from countries experiencing difficulties with traditional publication. In 2012 the EPT

launched an annual award for individuals in developing and transitional countries that have made significant contributions to the advancement of the cause of open access and the free exchange of research findings. Ina Smith, the e-Repository Manager of the Library and Information Service, was a runner-up for this prestigious award.

The International Federation of Library Associations and Institutions (IFLA) bestow on its outstanding leaders the Honorary Fellow award. This Award is IFLA's highest and is awarded on the basis of merit only. The Governing Board deemed it therefore appropriate in 2012 to confer the Honorary Fellowship on its immediate past president, Ellen Tise.

The National Library of South Africa is a custodian and provider of the nation's key knowledge resources. In accordance with section 6(1) of the National Library of South Africa Act the Minister of Arts and Culture periodically reconstitutes the Board of the National Library of South Africa (NLSA). Given Ellen Tise's exemplary standing within the library and information sector, the Minister appointed her as Chair of the Board of the National Library for the period October 2012-September 2015.

3.6 Providing cutting edge information technology infrastructure to support the changing needs of our users

SUNSearch

The *SUNSearch* e-resource discovery service was launched at the start of the academic year in 2012 and was seamlessly integrated into the Library and Information Service web and mobile sites. By introducing this new federated search tool, the Library has equipped the student and researcher with new and contemporary Google-type instrumentation to access the rich array of information resources available at Stellenbosch University. The student is presented with a unified discovery service to access traditional book resources as well as online book, journal and database resources.

Integration of library resources and services into the University's e-learning and e-Research environments

With the *SUNSearch* discovery service embedded in the University's postgraduate student portal as well, both researcher and postgraduate student are able to search multiple information resources from one access point without having to leave the portal framework. This brings the Library and its resources closer to the student's or researcher's work environment, adding value in the spaces where students and researchers want it and need it. The Library also continued to integrate its library guides and information literacy content in the learning management systems (LMS) of the University during 2012. In doing so, students can now access Library services and information resources in the same spaces where they access their learning content.

A new website for improved access

At the start of the 2012 academic year the Library launched a new and improved website. The new website was developed after intensive consultation with researchers and faculty, in order to ensure a website architecture which can facilitate improved access to information resources and Library support and services.

Mobile access to resources

The commissioning of the new Library website was immediately followed by the launch of a mobile website to allow even greater ease of access to Library resources and services, using hand-held devices. The mobile site allows for quick access to the *SUNSearch* discovery service as well as to information guides, news events and a comprehensive list of information resources developed by publishers exclusively for mobile device access. This service enables students to access Library resources from any point on campus with 3G-cellphone or wireless (WiFi) reception. With this new development, the Library has delivered access to information directly into the hands of SU students and thus, made information as easily accessible to them as modern technology will allow.

4. Special Collections: contribution to research publication output

In 2012 223 new titles were purchased for Africana. Some of the noteworthy titles acquired during this period include the following:

- *The first of the African diamonds* (London, 1887). This novelette by Frances Browne, the 'Blind poetess of Donegal' (1816-1879) is a unique piece of juvenile fiction based on the story of the discovery of diamonds in South Africa, interwoven with moral lessons. The story is set in Hopetown where the first diamond was discovered.

- *Cartoons of the Boer War* by JM Staniforth (Cardiff, 1900) and *Bramcote ballads* by Smedley Norton (London, 1904). Two rare works augmenting the Anglo-Boer War collection in Africana.

- *Freedom! from below: the struggle for trade unions in South Africa* (Braamfontein, 1989). A rare replacement, augmenting the Struggle literature collection in Africana.

- *With mixed feelings* (Cape Town, 1976). Photographs by John Rubython and text by Elaine Durbach. This book portrays coloured life in South Africa with photographs by world renowned photo-journalist John Rubython. This book fills a gap in the Africana apartheid photography category of the Africana section.

- *Reading revolution: Shakespeare on Robben Island* by Ashwin Desai (Pretoria, 2012). An important work which received a lot of media attention in 2012. The book reveals how prisoners on Robben Island escaped many constraints through literature.

- *Ardmore: we are because of others* by Fée Halsted and Roger de la Harpe (Cape Town, 2012). This beautifully illustrated addition to our collection on South African art and artists tells the unique story of the Ardmore Ceramic Art Studio in KwaZulu-Natal, relating its development from poverty stricken roots to creator of world famous object's d'art.

- *War of words: Dutch pro-Boer propaganda and the South African War* by Vincent Kuitenbrouwer (Amsterdam, 2012). An important addition to our collection of works on the Anglo-Boer War.

The following is a list of tangible reports and research output emanating from the Africana section during 2012.

- *Francis Guthrie: a colourful life* by Pieter Maritz and Sonja Mouton in The Mathematical Intelligencer, 33(4).
- *The Underwood & Underwood stereographs of the Anglo -Boer War, 1899-1902* by HJ Erasmus in South African Journal of Cultural History, 26(2) 2012.
- *Kaap van slawe* by Marthinus van Bart. Tokai: Historical Media, 2012.
- *Altyd lig: Maggie Laubser, 1886-1973*: *retrospektiewe uitstalling*. Stellenbosch: Sasol Kunsmuseum, Universiteit Stellenbosch, 2012.
- *Out in the cold: science and the environment in South Africa's involvement in the sub-Antarctic and Antarctic in the twentieth century* by SME van der Watt. Thesis (DPhil), Stellenbosch University, 2012.
- *Portrait of a slave societ*y by Karel Schoeman. Pretoria: Protea Book House, 2012.
- *JM Coetzee: 'n geskryfde lewe* by JC Kannemeyer. Johannesburg: Jonathan Ball, 2012.
- *Brothers in arms: Hollanders in the Anglo-Boer War* by Chris Schoeman. Cape Town: Zebra House, 2012.

New acquisitions at the Documentation Centre for Music (DOMUS) in 2012 include the collections of musicians Anton Goosen and Nico Carstens and the South African punk and rock music collection of collector Ernesto Marques. Two doctoral studies, based on DOMUS collections, were also completed.
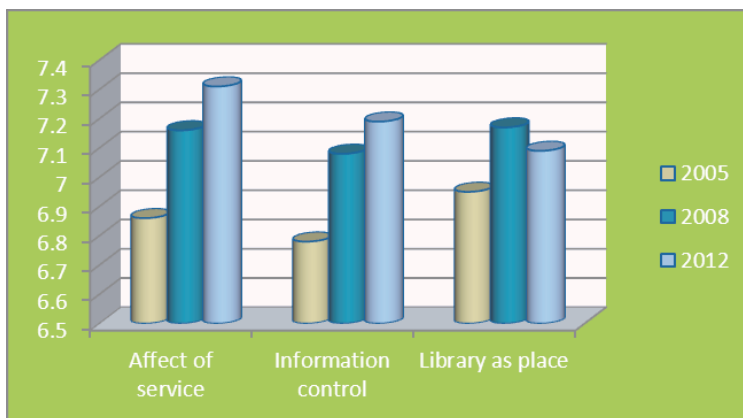
5. *LibQUAL Survey*

The Library and Information Service conducted another successful LibQUAL survey during August 2012. A total of 2 470 clients completed the survey and approximately 50% of respondents also took the opportunity to comment on services and to propose improvements. Valuable information concerning clients' requirements and expectations was collected.

The LibQUAL instrument is currently being used by more than 1 000 institutions worldwide (in 17 countries), measuring mainly service quality in terms of a client's expectations in relation to the quality of service rendered. The three core aspects of service quality that are being measured with this instrument are 'affect of service', 'information control' (the quality of the library collection and the provision of information) and 'library as place'.

Analysing the total score received by the Library in the recent survey, it is evident that there has been a steady growth in Library clients' overall satisfaction with library services from 2005, when the first LibQUAL survey was conducted, until this most recent survey. In 2005 the Library scored a total of 6.85, in 2008 a total of 7.14 and in 2012 a total of 7.18. The highest score increase occurred in the area of 'affect of service' which grew from 6.86 in 2005, to 7.16 in 2008 and again, to 7.31 in 2012. The score for the area of 'library as place', however, decreased somewhat, from 7.17 in 2008, to 7.09 in 2012. On closer examination of survey questions associated with 'library as place', the reasons for the overall decrease are related to some of the questions, such as 'q*uiet space for individual work'* and '*space for group learning and group study',* whereas questions such as '*library space that inspires study and learning'* and '*a haven for study, learning, or research'* have solicited higher ratings. The deduction from this is that the new facilities such as the Learning and Carnegie Research Commons in the JS Gericke Library increased expectations by user communities for an upgrade of all facilities in the JS Gericke Library and the branches: the Library in its entirety must be an inspiring space and a haven for learning and research.

Respondents' comments also conveyed valuable suggestions to further improve library services. Some examples of proposed improvements were: more printers in computer areas; improved management of noise levels; improvement

Graph 10: LibQUAL Survey: total scores for 2005, 2008, 2012

of the physical spaces at some branch libraries as well as in the main library; more and improved study space; improvements to facilitate the navigation of the Library website and improved search functions.

6. Marketing and Communication

Effective communication is central to the Library and Information Service. As a principal motive it aims to create on-going awareness of the resources, services and facilities which the Library provides. It is also very significant in explicating the Library's strategic goals and expressing the value it contributes to the University's overall reputation, success and appeal.

The Library participated in South African Library Week, which took place from 17-24 March 2012, with the theme 'Develop@YourLibrary'. The Library participated in exhibitions and other events for the HOPE Week celebrations which took place from 10 to 13 April 2012 and presented an event, *Hip Hope Jam*, on the Rooiplein as part of these celebrations.

In 2012, comprehensive publicity around the Berlin 10 Open Access Conference drew attention to the University's leading role in establishing Open Access as a viable scholarly publication model and the promotion of free flowing information on the African continent. The publicity around this major international event included all major media, ranging from print to radio, and provided extensive exposure for the University as a forerunner and active proponent for academic development on the continent.

The Manuscripts Section of the Library and Information Service presented its 3rd lecture, *Immergroen: Jan Rabie*, on Friday 2 March 2012 during the *Woordfees*. Abraham H de Vries and Dave Pepler discussed the life and work of Jan Rabie, one of our best-loved Afrikaans writers. Unique items in the Jan Rabie manuscript collection in the Manuscripts Section were showcased.

As communication is most successful when the target audience is reached using appropriate media and a succinct message, the Library increasingly makes use of social media. Various blogs as well as Facebook and Twitter are used to provide clients with information, but also solicits feedback and creates a virtual space where clients and librarians can meet and clients can interact amongst each other.

7. Closing remarks

Facing a future in which almost every fixed point has disappeared, it is difficult to imagine what an academic library will be, or what facilities and services will need to be provided in the next decade or so. The best we can do in our attempt to face this unknown and unpredictable future, is to continuously engage with our clients, to understand their needs and to develop our services according to their needs, in both a physical and virtual library space. We believe that our services will always need to be user-focused, personalised and flexible, while our facilities will need to be engaging and supportive of collaborative learning and, enriching for research and information creation.

The future may be unknown and unpredictable, but the Library and Information Service is committed to being at the forefront of developing a robust, dynamic, innovative and future-driven world-class library service and facilities. We will expand our e-research collections and contribute to a virtual research environment, nationally and internationally. The Library is also committed to managing the institutional digital assets, ensuring their bibliographic integrity and making value-added content available. Our commitment to facilitating and providing information literacy training will be unwavering in the quest to contributing to the 21st century digital citizen who possesses lifelong learning skills and is digital and information literate and, who will be a contributor to the knowledge economy. The Library will develop policies and standards that are analogous to that of the Institution, and we will align our objectives with the Institution's foci and new vision, mission and institutional plan.

Our agenda has been set to ensure that we deliver and contribute to increasing student success and improving research output and the visibility of Stellenbosch University.