ANNUAL REPORT 2014

Contents

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1

Introduction

The Library and Information Service (LIS) strives to provide a world-class and innovative information service and learning space for the University community. Faced with a changing communication environment, we are finding new, creative ways of meeting the challenges facing academic libraries.

The scholarly communication environment is ever changing and academic libraries need to adapt. We see the need for the physical distribution of materials diminishing and electronic resources consuming the largest part of the materials budget. Even so, libraries face a shortage of collection space, especially when it comes to special collections. According to Lavoie, Childress, Erway, Faniel, Malpas, Schaffner and Van der Werf (2014),

> [t]he boundaries of the scholarly record are both expanding and blurring, driven by changes in research practices, as well as changing perceptions of the long-term value of certain forms of scholarly materials. Understanding the nature, scope, and evolutionary trends of the scholarly record is an important concern in many quarters – for libraries, for publishers, for funders, and of course for scholars themselves. Many issues are intrinsic to the scholarly record, such as preservation, citation, replicability, provenance, and data curation.

Other challenges include cataloguing backlogs and concerns about the visibility of resources in the digital environment.

In order to meet users' needs, academic libraries are reconfiguring their systems and collections according to how faculty and students organise their research and learning workflows, participating in shared approaches to data curation, adopting patron-driven acquisitions models, advocating for open access on their campuses and providing advice to researchers about the research process, outcomes, expertise and so on.

Furthermore, it is important for libraries to identify and develop new services. According to the Online Computer Library Centre (OCLC) website,

> libraries are increasingly leveraging the raw materials of scholarship and knowledge formation by emphasizing the creation and curation of institutional research assets and outputs, including digitized special collections, research data, and researcher profiles … We are encouraging the development of new ways for libraries to build and provide these types of collections and deliver distinctive services (Lavoie et al., 2014).

At the Stellenbosch University Library and Information Service we have aligned our strategic objectives with those of the University in general, and specifically those of the Vice-Rector: Research and Innovation. We are well positioned to respond to these challenges – ensuring that our services, collections and expertise continue to make a significant contribution to the success of our students and the academic excellence of our institution.

Lavoie, B., Childress, E., Erway, R., Faniel, I., Malpas, C., Schaffner, J. & Van der Werf, T. 2014. *The Evolving Scholarly Record.* Dublin, Ohio: OCLC Research.

2 Highlights of the year

In 2014 we introduced a range of new products and services to expand our research performance management services to researchers and to measure their research impact.

In 2014 we introduced a range of new products and services to expand our research performance management services to researchers and to measure their research impact. These services include:

- a customised workshop on research performance tools,
- a comprehensive brochure to promote research support services, and
- a decision to implement a suitable unique author identifier system in 2015.

Furthermore, we completed an information literacy framework. The framework describes the development of different levels of information literacy competency and articulates principles and ways of integrating information skills into teaching and learning.

SUNScholar RANKING

The institutional repository, SUNScholar, continued to grow in 2014. It was ranked 2nd in Africa and 146th globally (out of 1 983 repositories) in the July 2014 biannual ranking of open access institutional repositories performed by The Ranking Web of World Repositories.

SPECIAL EVENTS

The Library and Information Service's first Digital Fair was hosted in July. The aim was to introduce students and staff to the cutting-edge electronic resources that the Library makes available to them, both on and off campus. The fair included presentations on a variety of electronic sources and services, as well as exhibitions showcasing access to databases, electronic journals and electronic books. The event was well received and we hope to present it again in 2015.

The second Library Research Week, with the theme "Get Research SMART @ your Library", took place in August 2014. With an eye to develop the skills and knowledge of emerging researchers, the programme was developed to focus on four key areas:

- reference and citation management,
- academic writing,
- finding relevant information, and
- managing research.

One of our strategic objectives is to support, promote and enhance research output and postgraduate throughput. The Library Research Week is one of the initiatives through which we aim to meet this objective. This event, now an established event on our annual Library calendar, drew more participants than it did in 2013 and we feel that we have succeeded in making it an event that grabs the attention of our target audience. Attendance of specific sessions, feedback received and levels of engagement from attendees indicate that we have addressed topics relevant to our students and researchers.

The Research Commons Social Hours is an initiative to create and foster a community of researchers and provide an opportunity for emerging researchers to find inspiration, exchange ideas, support each other and socialise, thus encouraging a new generation of academics.

The Library also presented its fifth successful Manuscript Lecture as part of the annual Stellenbosch Wordfest ("Woordfees"), sharing our unique heritage collections with the wider Stellenbosch community.

THE FREDERICK VAN ZYL SLABBERT MANUSCRIPT COLLECTION

In April, the Library and Information Service officially became the custodian of the Frederick Van Zyl Slabbert manuscript collection. The good news was announced at the third Van Zyl Slabbert Honorary Lecture, which is held annually by the Frederick Van Zyl Slabbert Institute for Student Leadership Development.

ELECTRONIC RESOURCES

In December 2014, the University Council adopted a mandatory self-archiving (green open access) policy for the institution. This policy will be implemented in 2015 and will increase the visibility of the University's research output.

In order to enhance, expand and improve the e-resources collection and access to collections in general, we investigated new purchasing and licensing models to maximise the limited financial resources for optimal research impact. To this end the Library successfully implemented a system of patron-driven acquisition in 2014, where patron usage and recommendation influences the selection and acquisition of electronic resources.

ENHANCING OUR WEBSITE

We have undertaken a web usability study to obtain recommendations that will help to inform new information architecture, the look and feel and the functional design of the Library website, our mobile site and the SUNSearch integrated discovery service. In this way, we hope to enhance access to collections even further.

3

Our strategic priorities

Repurposing library spaces

In 2014 the Library and Information Service continued to improve spaces to provide an innovative and stimulating environment to support learning, teaching and research. In the **JS Gericke Library** the re-carpeting of the lower level provided an opportunity to re-arrange shelves and faculty librarian work stations to introduce an additional open study and laptop area. This area and the study cubicles were furnished with 80 new ergonomically friendly chairs, and we added 53 armchairs to the two levels of the Library. On the upper level the Circulation Section was re-organised to include Interlibrary Loan Services, while Digitisation and Digital Services moved into the vacated space. This improved efficiency, visibility and accessibility.

The gate count for students visiting the Learning Commons in the JS Gericke Library during 2014 was 384 243. This is a clear indication that it is still the preferred place to study among undergraduate as well as postgraduate students. The Learning Commons will continue to support the University's strategic goal to create a dynamic, client-orientated facility that contributes substantially to the successful throughput of undergraduate as well as postgraduate students.

Learning Commons: Gate count 2014
384 243 Total student visits
2 520   Average number of unique visitors per day
69 513   Busiest month: October

As in previous years, the Carnegie Research Commons was used to its full capacity, which indicates that providing a dedicated space for master's and doctoral students fulfils a great need. The busiest month in the Research Commons was October, with 7 797 visits. The total gate count during 2014 was 64 152 visits.

We continued to plan for the upgrading and repurposing of library spaces in two branch libraries to develop inviting and vibrant library spaces that support student success. At the Faculty of Medicine and Health Sciences we met with the various stakeholders about upgrading the library. The architectural plans were presented and we reached consensus on the new design. This initiative will continue in 2015.

The remodelling of the Theology Library started in 2014 as part of the Faculty of Theology's master plan. Remodelling will continue in 2015 as more funds become available.

Advancing information literacy

Stellenbosch University is committed to continued academic excellence and social relevance, and we have aligned our strategic goals to support learning and teaching, research and innovation, and community interaction.

In 2014 we accepted a framework for Information Literacy to provide the structure for an effective information literacy skills training programme. The framework articulates broad principles and ways of integrating information skills into teaching and learning. To ensure that information literacy is included in curricula to cater for the change in user behaviour towards self-paced, interactive, online learning at the point of need, the Library and Information Service developed and enhanced library guides. The fruits of our labours can be seen in the increased number of views per year. The views nearly doubled from 2013 to 2014, with 168 055 views in 2014 compared with 87 865 in 2013. The impact of the usage of these guides could not be determined, however, because it is not clear how much time is spent viewing them.

In March 2014 Library guides received 32 645 views (Fig. 1a). This coincides with the time of the year most students from all faculties are busy with research for their written assignments. From the list of most popular library guides below, it is interesting to note that the newly developed The research process and Where to publish your research article guides are listed among the top 15 popular library guides for 2014 (Fig. 1b). The enhanced How do I find, access and use information effectively: A step-by-step guide was again the most popular guide, with 53 295 views for the year alone (Fig. 1b). The most popular subject-specific library guides for the year were Law and government publications and the Psychology library guide (Fig. 1b). The increase in the use of library guides and the decrease in individual training may indicate that the increased use of library guides caused a decline in the need for individual training (Fig. 2a and 2b).

According to Rodriquez (2011), the assessment of information literacy outcomes is the most fully developed approach to demonstrate library contributions to undergraduate achievement. Therefore academic partnering and buy-in are critical, especially with credit-bearing information literacy programmes in which information literacy outcomes are assessed. Despite the challenges we almost doubled our reach, with 4 799 undergraduate students attending curriculum-integrated training sessions in 2014 (Fig. 2b). First-year undergraduate students in all faculties now have the opportunity to be enrolled in a module in which information literacy is integrated and assessed. This is a major breakthrough, but the best outcome would be for these modules to be compulsory and repeated in the final year on a more advanced level of information literacy. The Faculties of Arts and Social Sciences and Medicine and Health Sciences are champions in that they have curriculum-integrated courses in a final-year module. These second-level modules are Psychology (Module 18414-348 in the Arts and Social Science Faculty) and three third-year courses in Medicine and Health Sciences.

In support of the University's pursuit of research excellence and the improvement of postgraduate throughput, various training opportunities were presented for researchers and postgraduate students. The Research Commons presented 25 specialised workshops for postgraduate students, which were attended by 233 students and staff.
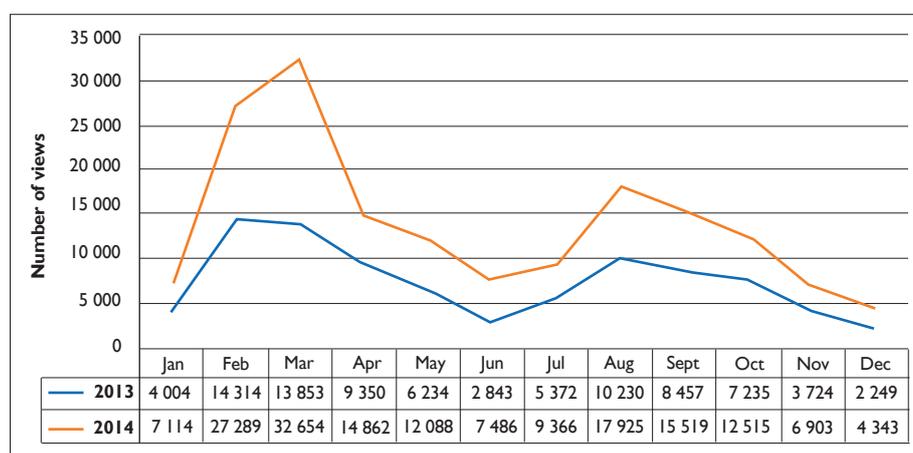

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2013	4 004	14 314	13 853	9 350	6 234	2 843	5 372	10 230	8 457	7 235	3 724	2 249
2014	7 114	27 289	32 654	14 862	12 088	7 486	9 366	17 925	15 519	12 515	6 903	4 343

Figure 1(a) Library guides: total monthly views (2013–2014)

Rodriguez, D.A. 2011. The 'Understanding Library Impacts' protocol: Demonstrating academic library contributions to student learning outcomes in the age of accountability. Paper presented at the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, 23 August.

Library guide	Total views
How do I find, access and use information effectively: A step-by-step guide	53 292
Law and government publications	10 959
Psychology	10 122
User guide for postgraduates and researchers	8 559
Directory of South African music collections	8 377
Google and Google Scholar	7 425
Afrikaans and Dutch	6 836
Political Science	5 945
Education	5 809
The research process	4 868
Theology	4 272
RefWorks	4 198
Bibliometrics and citation analysis	2 468
Business management	2 342
Where to publish your research article	2 247

Figure 1(b) Library guides: most popular in 2014

Figure 2(a) Postgraduate students trained according to training type

Figure 2(b) Undergraduate students trained according to training type

The most popular workshop in this series, *Mendeley for reference management and academic networking*, was held twice and attracted not only master's and doctoral students, but also honours students from several departments. This workshop was also presented at the Faculty of Medicine and Health Sciences.

A further 297 students took part in the rest of our generic training programmes for postgraduate students during 2014. The workshop *Improving your search strategy* was a great success and will be repeated in 2015. The focus of the workshops is on supporting researchers throughout the research process and on helping to increase scholarly output. Researchers and postgraduate students who did not attend the contact workshops in the e-classroom or in the Research Commons could access the online library guides that had been developed for most workshops.

Supporting and sharing institutional, scholarly publication output

The Library and Information Service proactively supports the sharing of institutional scholarly output by enhancing existing research support services and initiating new ones.
The collections of theses and dissertations, research articles and other research output in SUNScholar continued to grow, allowing us to promote and enhance research output. We received 1 009 theses and dissertations during the April and December graduation periods, with approximately 280 000 web visits and approximately 102 000 downloads during the course of the year. As confirmation of the heightened visibility and promotion of Stellenbosch University's research output by means of a repository, SUNScholar was ranked 2nd in

Africa and 146th globally (out of 1 983 repositories) in the July biannual ranking of open access institutional repositories performed by The Ranking Web of World Repositories. In addition, 21 journals were hosted on the SUNJournals platform and five conferences were hosted on the SUNConferences platform, further enhancing access to Stellenbosch University's research output.

The Library and Information Service further improved the accuracy of the Elsevier SciVal Experts database with regular data updates from the Researcher Administrator and SUNScholar databases in cooperation with other research
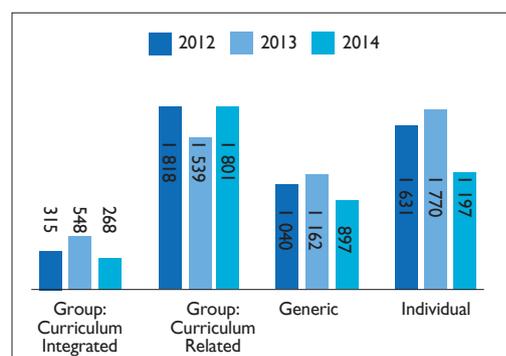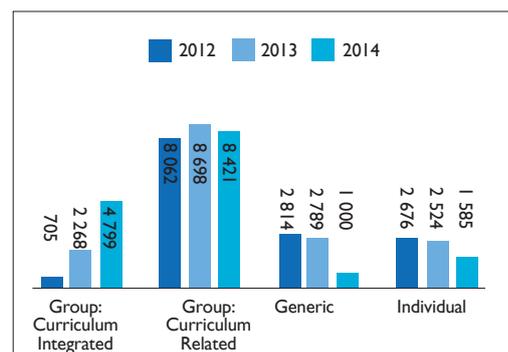
support divisions on campus. These actions enhance the visibility and networking opportunities of top researchers at Stellenbosch University who publish regularly in accredited peer-reviewed journals.

Over the past two years we have embarked on yet another initiative that will promote even wider access to the high-quality, full-text peer-reviewed research output of Stellenbosch University researchers, namely a policy on self-archiving of research articles. This policy was adopted by the Stellenbosch University Council in December 2014. In adopting this policy, Stellenbosch University will be following in the footsteps of international universities such as Harvard, and local universities like the University of Pretoria, which implemented such policies in 2008 and 2009 respectively.

We also embarked on a Research Data Management (RDM) fact-finding exercise in an attempt to establish clarity on its possible role and responsibility within the institutional obligation of managing and preserving research data. By doing so we formalised our participation in the institutional survey for RDM needs, thereby opening dialogue with other research support divisions on campus, such as the divisions of Research Development and Information Technology. In addition, we hosted a regional meeting with the UK Digital Curation Centre to discuss possible future participation in training programmes to equip librarians with contemporary research data-curation skills.

Enhancing and enriching a full range of information resources

The Library continues to consolidate relationships and align services with faculties and the broader University community in the provision of information resources. The constant upgrading of the collection is designed to improve the quality of students' study experience. The Library continues to acquire new material and broaden existing collections to support new faculty members and emerging areas of teaching and research. The collection is also being assessed constantly for the value of the materials held, and items are withdrawn for reasons such as dated contents and the availability of periodicals in electronic format.

Library acquisitions and expenditure have shifted dramatically in recent years to take advantage of the expansion of electronic research resources. In the past, a large proportion of the library materials budget was spent on print. The Library now spends 70% of its materials budget (information resources) on

electronic content, primarily research databases and online journals. The materials budget covers all the costs a library incurs when purchasing content for the library, including journal subscriptions, book costs, databases and value-added tax (VAT) on these resources.

The 2014 materials budget was increased by 20,9%, from R50 659 906 in 2013 to R61 241 088. However, financial constraints, mainly due to the severe decline in the value of the rand against foreign currencies, as well as the enforcement of the law for the payment of VAT on imported electronic resources since 1 June 2014, meant that only the most essential resources could be added to the collection in 2014.

Despite these challenges, the Library continued to develop and manage the collection to meet the research, teaching and learning needs of the University.

PRINTED BOOKS
In 2014, 11 272 new printed books were added to the collection. Of these, 6 511 were purchased, coming to a total value of R4 670 539.

ELECTRONIC RESOURCES
Electronic material is available, mainly through databases. Even though these larger, multidisciplinary databases and journal packages are well used, every effort is made to ensure that the Library patrons are also aware of the smaller databases and packages to which we subscribe.

Purchases of electronic journals continued to exceed those of print journals. We provide access to an estimated 170 681 current serial titles, almost all of which are available to our clients electronically.

Figure 4 shows the increase in the number of titles. This includes all online journals available via databases and journal packages.

A total of 898 titles were added to the Library's e-book collection in 2014. Following the Library's strategic plan for 2013 to 2014 and the recommendations of the 2013 External Evaluation Panel, we have made substantial progress improving the quality of our core collections in support of the curriculum. One of the more exciting developments in library acquisitions is the shift from "just-in-case" purchasing to "just-in-time" access to library resources, so-called patron-driven acquisitions (PDA). PDA is a business model that makes pre-selected e-books available for use, which may not only trigger short-term loans at a percentage of a book's price, but which may also result in perpetual access to a book being purchased. A system of mediation allows the Library to intervene where required.

Adopting the PDA business model has allowed us to provide SU clients with short-term access to approximately 25 000

books on ProQuest's EBL platform. The use of these titles triggered potential purchases, mediated by the Library. The model allowed the acquisition of titles based on the immediate needs of clients and provided a cost-effective mechanism for taking the guesswork out of selection. A total of 357 titles to the value of $42 325 (R509 007.67) were purchased under the PDA model.

New information resources acquired in 2014 included eight new databases:
ClinicalKey, a search engine and database of peer-reviewed and evidence-based clinical information covering 52 specialities, with content from Elsevier's online medical portfolio.
Literary Encyclopedia, a scholarly online literary reference work for English-language readers, publishes biographies of major and minor writers, scholarly descriptions of texts written by these authors, and a variety of descriptive and critical essays on literary, cultural and historical matters.
The IBFD Tax Research Platform offers high-quality information and education on international tax. IBFD is the world's foremost authority on cross-border taxation.
PSYCTests, produced by the American Psychological Association, serves as a repository of psychological tests and measures. It is also a source of structured information about tests of relevance to psychologists and professionals in related fields such as psychiatry, management, business, education, social science, neuroscience, law, medicine and social work.
Case Law of Zimbabwe was added to our existing suite of JUTA law databases.
EasyData, the most comprehensive collection of South African macro-economic, industry, trade and regional indicators.
Sports Medicine and Exercise Science in Video is an extensive video collection in the areas of fitness and health assessment, disease management, injury treatment, medical fitness, sport science and much more. It features internationally renowned experts who share information, ideas and insights on the principles, techniques and modalities of modern exercise science and sports medicine.
JoVE, the Journal of Visualized Experiments, is the world's first peer-reviewed scientific
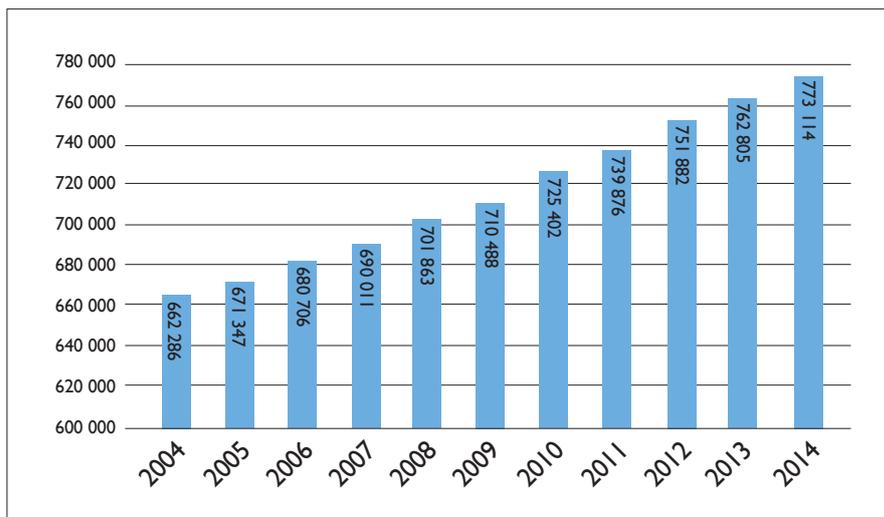

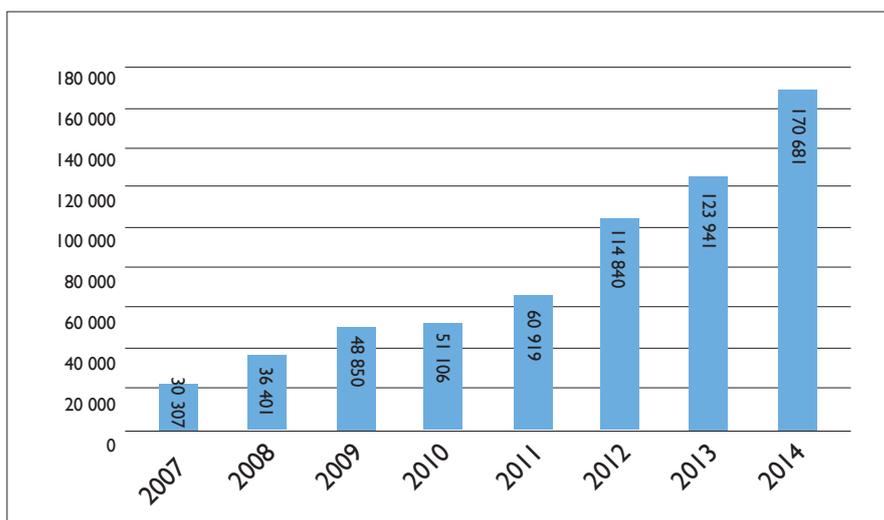Figure 3: Size of print collection 2004–2014

Figure 4: Full-text journals available via the library's A–Z list, 2007–2014

video journal. JoVE publishes scientific research in a visual format to help researchers overcome two of the biggest challenges facing the scientific research community today: poor reproducibility and the time- and labour-intensive nature of learning new experimental techniques.

USE OF ELECTRONIC RESOURCES

The trend towards increased usage of e-resources continued during the year. As in previous years, the Library did not only provide access to a large variety of online resources, but also organised regular training sessions on how to select the best resources and use these efficiently. Various tools are used to bring all the Library's e-resources to the attention of our users. Apart from the slides that are displayed on the Library's website and the plasma screens in the main and branch libraries on a weekly basis, the Library also hosted a Digital Fair to introduce students and staff to the cutting-edge electronic resources that are available through the Library.

We anticipate that the latest trend of increased electronic-resource usage in 2014 (with a total number of full-text downloads of 1 442 342 compared with a total number of full-text downloads of 964 901 in 2013) will continue in the years to

come. We continue to expand our resources to include physical and digital formats; discoverability and access are both physical and virtual. The statistics below are based on the number of full-text articles accessed per database.

OPEN ACCESS PUBLICATION FUND

The Open Access Publication Fund was established to support Stellenbosch University researchers publishing in open access journals. The Fund underpins the Library and the institution's larger mandate to support open access initiatives, to broaden access to knowledge, to support research output at all levels within the institution, and to assist in managing the high cost of library subscriptions. In 2014 an initial amount of R600 000 was allocated from the materials budget to the Open Access Publication Fund in order to continue supporting the Fund. In order to meet the demand for funding from SU researchers in 2014 the Library had to supplement the Fund with other library funds. The Library approved 91 open access funding applications. Open access article fees to the amount of R1 128 612 were approved. The journals were published on 14 different platforms.

Since the inception of the Open Access Publication Fund in 2009 the Library has funded 297 articles in total, amounting to approximately R3 348 400. Of these, 277 articles were published in accredited journals and 20 articles were published in non-accredited journals.

Figure 6 shows the number of articles funded per year, per faculty since the inception of the Open Access Publication Fund in 2009.

Database	Number of full-text downloads in 2014
ScienceDirect	509 863
LexisNexis Law Database South Africa	203 483
JSTOR	163 129
Wiley Online Library Full Collection	130 784
Taylor and Francis SSH and S&T Journals	100 107
McGregor BFA	83 910
Springer/Kluwer full-text journal package	75 403
EBSCOhost: Academic Search Premier	73 594
SA ePublications	56 229
EBSCOhost Business Source Premier	45 840
TOTAL	1 442 342

Figure 5: Top 10 databases: Full-text downloads in 2014

ENHANCE DISCOVERY OF AND IMPROVE ACCESS TO RESOURCES

As part of the efforts to improve the accessibility of the SU Library records, the Library took advantage of a Resource Description and Access Training opportunity for staff in order to enhance the understanding of this new cataloguing standard. Simultaneously, the reclamation project was launched to enhance the quality of the library database, allowing the library catalogue to be displayed in the Online Computer Library Centre (OCLC) WorldCat, a union catalogue that itemises the collections of libraries across the globe. More than 9 000 items were catalogued in the Library catalogue in 2014, while adding its holdings to OCLC WorldCat.

Environment	Year						
	2009	2010	2011	2012	2013	2014	Total
AgriSciences	0	2	7	5	9	8	31
Arts and Social Sciences	2	0	1	2	3	5	13
Centre for Teaching and Learning	0	0	1	1	0	0	2
Office for students with special learning needs	0	0	0	0	1	0	1
Economic and Management Sciences	0	0	0	2	12	6	20
Education	0	0	0	0	0	1	1
Engineering	0	0	0	0	3	3	6
Medicine and Health Sciences	1	9	20	26	36	40	132
Science	0	3	2	10	15	8	38
Theology	0	0	0	10	23	20	53
TOTAL	**3**	**14**	**31**	**56**	**102**	**91**	**297**

Figure 6: Environments' use of the Open Access Fund: Number of articles

Advancing a positive organisational culture of learning and innovation amongst staff

We regard staff as our biggest asset and key to support the University's core activities of teaching and learning, research and community interaction, with student success, knowledge base, diversity and systematic sustainability as focus areas.

The main goal of the Library Staff Training and Development plan is to strengthen and upgrade the skills of the staff to enable them to provide top-class services to clients efficiently and effectively.

Various training opportunities were identified and attended to ensure that staff are on par with international practices in the library profession. We encourage creative thinking, innovation and an active engagement in professional societies.

Some of the highlights of the year include:
- The OCLC Europe, Middle East and Africa (EMEA) Regional Council Meeting was hosted by South Africa in Cape Town in February 2014 and 22 staff members had the opportunity to attend this excellent and informative meeting.
- Ellen Tise was elected to the Board of Trustees of OCLC, a feather in the cap of the Library and Information Service.
- Mimi Seyffert attended the IFLA 2014 Conference in Lyon, France, to receive the third prize for the 12th IFLA International Marketing Award won by the Library and Information Service team.
- The Library and Information Service was also present at the 12th South African Online Information Meeting (SAOIM), held in Johannesburg in June, as well as the annual LIASA conference held in October 2014.
- One of the Library's strategic objectives is to provide research support and enhance research output and postgraduate throughput. To ensure that staff are well equipped for this challenge, staff were encouraged to attend the Research Evaluation and Performance Measurement (REPM) Conference in May 2014.
- Various staff members took up formal studies, both at undergraduate and postgraduate level.
- The internal Staff Development Committee's brief was to organise various sessions throughout the year to foster the personal growth and wellness of the LIS staff, and to enhance their workplace skills. These sessions consisted of Happy Hours, fun events, conference feedback and wellness activities.
  - Nine Happy Hour sessions were organised in 2014. The programme consisted of sessions by invited speakers, conference feedback, and information sessions devoted to new skills as identified by the Staff Competency Survey in 2013.
- The Library also collaborated with the SU Wellness Office to encourage the staff to participate in fitness and outreach activities, such as the monthly Wellness lunch-hour talks, the Fun Walk in April 2014, the Toasties for Tummies initiative, Casual Day activities, the SU Staff Sports Day held on 24 October 2014, and the bread tags for wheelchairs initiative. With these outreach activities, the LIS aimed at supporting Stellenbosch University's strategy to reach out to communities in and around Stellenbosch.

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

SUNDigital Collections, the Library's digital heritage repository that was launched in 2013, now hosts 22 collections and a total of 4 293 items.

In 2014 the Library and Information Service continued to improve its existing physically and virtual support infrastructure for students and researchers incrementally. The Wi-Fi network in the JS Gericke library received an infrastructure upgrade through the implementation of 22 new wireless access points. The net result of this implementation is that 80% of all study and computer usage areas in the building now have stable wireless access. A further 11 wireless access points will be implemented to ensure that we maintain 100% coverage of the building.

In order to improve our virtual services we undertook a web usability study, which investigated possible deficiencies in the information architecture, content and discovery components of our website. The web usability study relied heavily on the direct participation of our clients, through focus group discussions and user experience exercises. The recommendations of the study will inform the design of a modernised website and information portal to help improve accessibility to critical information resources used for research and teaching and learning.

During 2014 a new discovery service application from OCLC was implemented to supersede the existing discovery service from the library software vendor, Ex Libris. This new service integrates fully with the OCLC WorldCat database and knowledge base, thereby enabling access to a complete range of bibliographic records and holdings from institutions participating in the OCLC WorldCat union catalogue. The implementation of this discovery service also serves as a precursor to the eventual adoption of a complete next-generation library systems suite.

The Digitisation and Digital Services Division was restructured in 2014 to incorporate the management of the digital repositories and the open journals and conference management platforms of the Library. Two new positions, namely Digital Services Librarian and Digital Services Officer, form part of the Division. A project begun in 2013 to digitise 2 961 SU theses and dissertations produced between the years 2000 and 2005 continued within the new Division in 2014. All items have been digitised and the full text has been attached to the bibliographic records in SUNScholar. The final editing of these bibliographic records is set to be completed in 2015.

SUNDigital Collections, the Library's digital heritage repository that was launched in 2013, now hosts 22 collections and a total of 4 293 items. Three new collections were added during the course of 2014 and the editing of existing collections continued throughout the year. The initiative continues to contribute to the goal of enhancing and expanding a complete range of information sources.

4 Special collections: contribution to research publication output

The Special Collections Division of the library continued to acquire original source materials to support research, teaching and learning.

Among the notable book and non-book collections acquired was that of Dr F van Zyl Slabbert, the leading white anti-apartheid politician and businessman who had close ties with Stellenbosch University as a student and lecturer in the 1960s, and later as chancellor of the university. His collection consists of books as well as documents pertaining to his career. The collection also contains a wealth of information on broader social and political issues. With funding from the Deputy Vice-Chancellor: Research and Innovation, the Library began a project to prepare the records for digitisation and public access. A contract librarian specialising in special collections was subsequently appointed in May 2014 to assist with the preparation of the Van Zyl Slabbert collection.

The unique collections and materials of the Special Collections Division were drawn upon by researchers throughout 2014. Below are some of the tangible outcomes of research done within the section:

- *D.F. Malan en die opkoms van Afrikaner-nasionalisme*, and the equivalent English title, *DF Malan and the rise of Afrikaner nationalism*, both by Lindie Koorts. Cape Town: Tafelberg, 2014. Lindie Koorts made extensive use of the DF Malan collection, housed at the Document Centre, in writing her book. She also consulted the AC Cilliers, GC Cillié, HB Thom, MER, PA Weber, and PJ Cillié collections, all of which are housed in the Document Centre.
- *The Somme chronicles: South Africans on the Western Front* by Chris Schoeman. Cape Town: Zebra Press, 2014. Chris Schoeman made use of material in Africana and acknowledges the help of Special Collections staff during his research in writing the book.
- *Hoogty: die opbloei van 'n koloniale kultuur aan die Kaap, 1751-1779* by Karel Schoeman. Pretoria: Protea Boekhuis, 2014. Karel Schoeman made use of material in Special Collections and acknowledges the assistance of Special Collections staff in researching his book.
- *Buys: 'n grensroman* by Willem Anker. Cape Town: Kwela, 2014. Willem Anker made use of maps in Africana, as well as information on Coenraad de Buys.
- *Nagmusiek* by Stephanus Muller. Johannesburg: Fourthwall Books, 2014. Stephanus Muller made use mainly of the Arnold van Wyk collection. He also consulted the Audrey Blignault collection. Both collections were located in the Document Centre; however, the Arnold van Wyk collection is now housed at DOMUS.
- *About the Thoms, for the Thoms, and by the Thoms* by Jackie Thom and Craig Thom. Privately published, 2014. Jackie and Craig Thom consulted the George Thom and HB Thom collections, both housed in the Document Centre.
- *Die troebel toekoms van Afrikaans en Afrikaners,* by Hermann Giliomee. *Tydskrif vir Geesteswetenskappe*, Des. 2014. Hermann Giliomee made use of material in Africana and in the Document Centre in writing his journal article.
- *Writing and contextualising local history: a historical narrative of the Wellington Horticultural Society (Coloured)*, by Francois J Cleophas. *Yesterday and Today*, No. 11, July 2014. Francois Cleophas made use of material in Africana in writing his journal article.
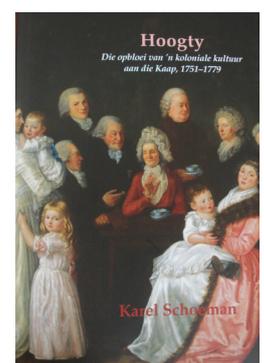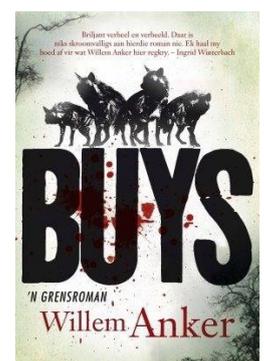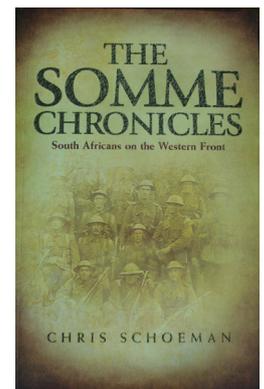
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Marketing and communication

The University community was kept up to date with noteworthy activities and happenings on an on-going basis throughout 2014.

The Library's electronic newsletter, BibNews, was published in April, July and December, and was distributed through the Library and the University's news blogs. News covered in this letter included new staff appointments; events such as the Research Commons Social Hours, South African Library Week, Library Digital Fair and Library Research Week; new services; new and noteworthy electronic resources; and our digital collections.

The Library also continued to employ social media such as Twitter and Facebook to communicate with its clients. The Facebook page of the Library and Information Service now has 521 likes (compared with 437 last year this time) and the Twitter account has 232 followers.

Highlights of 2014

LIBRARY DIGITAL FAIR

The Library and Information Service's first Library Digital Fair took place on Friday 25 July. The aim was to introduce Stellenbosch University students and staff to the cutting-edge electronic resources that are available to them via the Library, whether on or off campus.

The Digital Fair had three components. Firstly, the Library did short introductory presentations about a variety of electronic sources and services in the electronic classroom of the JS Gericke Library. An example of these is JoVE, the world's first peer-reviewed video journal. Secondly there was the "fair" itself, which consisted of kiosks and displays that students and staff could visit throughout the day. Vendors such as Elsevier (ScienceDirect, Scopus), Thomson Reuters (Web of Science), InetBFA, Ebsco, LexisNexis and Juta had stalls where they showcased access to and the use of their databases, e-journals and e-books on mobile devices. Thirdly, the Library undertook a mobile website survey as part of a web usability study, which also took place during the Digital Fair. The survey had a high response rate, with 149 respondents who completed the survey. Students and staff who visited the kiosks received a voucher for free coffee and a doughnut from DCM in the Neelsie Student Centre. A lucky draw also took place with a number of prizes.

Prof Eugene Cloete, Vice Rector Research and Innvation and Ms Ellen Tise, Senior Diretor of the Library and Information Service at the first Library Digital Fair

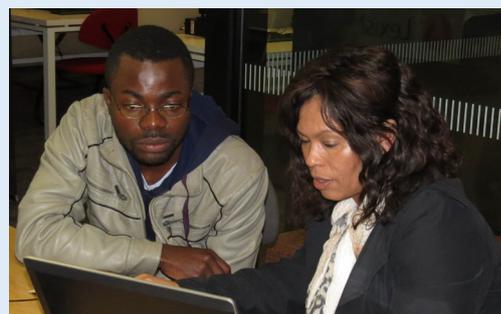One of the stands at the Digital Fair

LIBRARY RESEARCH WEEK

The Library and Information Service hosted its second Library Research Week this year, from 4 to 8 August. The overall theme of the week was the same as in 2013: "Get Research SMART @ your Library".
A programme was developed with four focus areas, namely reference and citation management (Manage it!), academic writing (Write it!), finding relevant information (Find it!) and managing research (Control it!).

Library Research Week is now an established event on our annual Library calendar. More users were reached in 2014 than with our first attempt in 2013. The attendance of specific sessions, as well as feedback received and

Prof Jannie Hofmeyer presents a lecture at the Library Research Week

levels of engagement of attendees, indicate that we have succeeded in addressing topics relevant to our students and researchers.

RESEARCH COMMONS SOCIAL HOURS

Three Research Commons Social Hours were held during 2014. The following three guests were invited to share their expertise in building a research career with upcoming young researchers. All three events were well attended; there was time for discussion and social interaction, which are considered a valued outcome of the Research Commons Social Hours.

- Dr Nox Makunga, Plant and Animal Studies, held the first talk of the year on Friday 16 May with the title *From rural lands to wine lands ... a personal account of a medicinal plant scientist.*
- Prof Linus Opara, Horticultural Science, held a talk on Friday 8 August, as part of Library Research Week with the title *Building a multi-disciplinary career: experiences of an engineer among agriculturist.*
- Prof Jacques du Plessis, Private Law, held a talk on Friday 17 October with the title *The roads of research.*

Exhibits at the Library Research Week

6 Closing remarks

The Library's year under review was once again characterised by innovation and achievements. The aim was to position the Library to contribute to the realisation of the University's three overarching strategic priorities, namely broadening access, sustaining momentum on excellence and enhancing societal impact. In terms of teaching and learning, the Library is committed to continue the development of all our libraries into vibrant and attractive physical and virtual spaces, to partner with faculties to develop information literacy skills and to enhance and expand a complete range of information resources. With regard to the University's strategic priorities for research, the Library also made good progress with providing support to promote and enhance research output and postgraduate throughput through a range of

new services, which was well received and used by users. The role of the academic library continues to evolve rapidly. With this in mind, the Library will develop a new strategic plan in 2015 to expand and build on past initiatives and go forward to help build Stellenbosch University as an inclusive, innovative and future-focused institution.

The Library would like to express appreciation to the Executive Management of the University, the deans and the members of the Senate Library Committee for their interest in the Library and for supporting and contributing to the efficient functioning of all our libraries.

A special thank you to all the library staff for their excellent and hard work during 2014 and their continued contribution to the Library and Information Service's outstanding and innovative services.