

2008

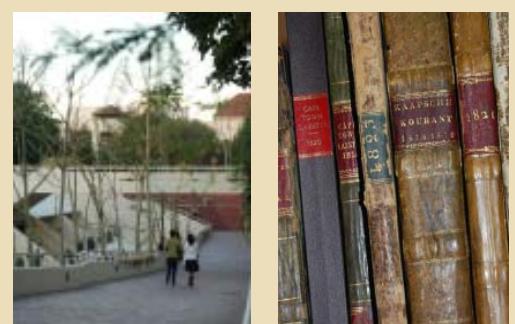
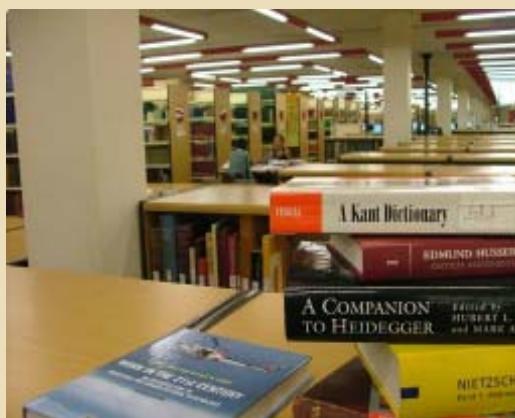


Stellenbosch University
LIBRARY AND INFORMATION SERVICE



Photo: Isadon Duncan

Annual Report



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Photo's: Isadon Duncan, Christiene Laatz en Cameron Cupido

Message from the Senior Director

Are libraries still libraries? This is one of the questions in a report on academic libraries at Commonwealth universities that was recently compiled by the Association of Commonwealth Universities. The conclusion they reached in the report was that quality can only be achieved in higher education and research through strong partnerships between libraries, academics and university leadership. The report indicates further that the challenge facing institutions, academics and university leadership is to acknowledge the critical and essential role played by libraries, to support them in achieving their objectives, and to work together to define strategies for the future that will support teaching and research needs.

At the global level, the trend is still for the development of information technology, scientific publishing, new research practices, virtual learning environments and so forth to play a big role in the development and functioning of libraries. Furthermore, libraries increasingly have to adapt and change their services in order to be able to forge stronger partnerships, and integration with the broader institutional structures is becoming increasingly important.

As Stellenbosch University repositions and redefines itself, the Library and Information Service (LIS) has to remain up to date with national and international developments so as to provide optimal academic support and to ensure that the staff corps has the necessary skills – specifically with regard to developments in the digital world – to continuously improve their access to information to the benefit of the academic community and in fulfilment of the strategic priorities of the University.

The findings of the external panel that verified the self-evaluation of the Library and Information Service in August 2008 pointed out the following: "LIS delivers a high quality library and information service to the University and beyond, within resources constraints, and provides crucial support to the core academic enterprise activities of research, teaching and learning. LIS is well positioned to extend the contribution it makes to the stated goals of the University as well as to the overall quality of the teaching, learning and research programmes."

For the SU Library and Information Service, it as an opportunity to fulfil a more strategic role and, in this regard, the library remains a library but is also more than a library. We would like to ensure that the library is characterised as a "creative, social and learning community knowledge space – a physical environment that meets the requirements and provides 21st-century fit-for-purpose study and research facilities for students and researchers at Stellenbosch University".

The SU Library and Information Service is ready to position itself as a 21st-century academic library that can make a meaningful contribution to the achievement of the University's objectives.

Lastly, thank you for the special support and cooperation from the Library Committee of Senate, Prof Leopoldt van Huysssteen (Acting Vice-Rector: Research until the end of March 2008), Prof Arnold van Zyl (Vice-Rector: Research from April 2008), the

deans, library management and library staff during 2008. This made it possible for the Library and Information Service to continue to provide an excellent service and to make a big contribution to the University's academic and research programmes, as well as to the broader development of library and information services both nationally and internationally, despite the challenges posed by limited resources.

Ellen R. Tise, Senior Director: Library and Information Service

Executive summary

2008 was another busy and significant year for the Stellenbosch University Library and Information Service.

The permanent staff component of the Library and Information Service consisted of 101 posts at the end of 2008, with four vacancies. Staff training and development were again given considerable attention. Successful internal staff training and development sessions to sharpen skills and to prepare for the strategic demands of the work environment were continued in 2008. The staff also attended a number of conferences, workshops and other opportunities for development that took place locally, nationally and internationally in order to remain at the cutting edge of library and information developments worldwide.

The alarming state of affairs that led to the Library and Information Service not being able to provide optimally for the information needs of the University community with regard to providing material continued in 2008 and a task team under the chairpersonship of Prof JU de Villiers (Dean: Economic and Management Sciences) was appointed by the Library Committee of Senate to launch an investigation into the library budget model. The findings, which were based on factors such as the real decrease in the capital budget over the past few years, the increase in student numbers and comparative figures of other comparable institutions in the country, confirmed that the material budget was insufficient. The recommendations of the task team with regard to the allocation of library funds were accepted by Senate in October 2008 and will be implemented in 2009.

Regarding the collections, the monographic material (books and audiovisual material) grew by 11 852 items in 2008. Access to 744 individual electronic books was purchased in 2008. A total of 99% of the budget allocated for books and other monographic material was used for new purchases in 2008. Inflation and the weakening of the value of the Rand in relation to foreign currencies meant that 8% fewer individual book titles could be purchased in 2008.

Journal articles in paper format decreased by 20 titles, while electronic titles increased by 210 titles. With financial support from the Vice-Rector: Research and the deans of the Faculties of Science and Agrisciences, it was possible for the library to purchase the following backfiles from ScienceDirect: Agricultural and Biological Sciences (99 titles); Immunology and Microbiology (53 titles); Inorganic Chemistry (9 titles) and Physical and Analytical Chemistry (39 titles).

Service to clients was again a priority in 2008, and a number of

new services were implemented and investigations were launched to improve the services provided to clients. The introduction of an electronic interlibrary loan request form in April 2008, which eliminated tedious procedures that had to be followed by the clients previously, was very popular among the clients and approximately 40% of the interlibrary loan requests between April and December 2008 were made in this manner. The user-friendly system means that clients no longer have to come to the Interlibrary Loan Division personally to fill out the forms, but can direct their requests to the section from their homes or offices.

According to the interlibrary loan list of Sabinet Online regarding the five main requesters and providers in South Africa, the Stellenbosch University Library and Information Service was the biggest requester out of 259 libraries in 2008 and the third largest provider out of 314 libraries.

Information literacy, together with the training of clients, remains a strategic priority for the Library and Information Service, and training consequently comprised a considerable portion of the service-rendering task performed by the faculty librarians for its clients in 2008. The integrated electronic library training module, which was developed with the assistance of WebStudies about three years ago to reach more primary clients for whom it is not practically feasible to attend a scheduled contact session, meant that a further 3 059 primary clients received curriculum-related training in 2008. In most of the faculties, the number of clients who were trained in 2008 continued to grow from 2007 and, in spite of a slight decrease in numbers in 2007, the total number of primary clients trained in 2008 was 12.18% more than in 2006.

As in previous years, resources that are housed in the Documentation Centre for Music (DOMUS) in the JS Gericke Library led to various publications, papers and postgraduate studies. The DOMUS collections led to five academic articles in 2008, by Dr Stephanus Muller (in: *The Musical Times*, Winter 2008; *LitNet Akademies* 5(1), Augustus 2008; *Composing Apartheid*, ed. Grant Olwage, Wits University Press, 2008); Prof Izak Grové (in: *Tydskrif vir Geesteswetenskappe* 48(1), March 2008); and Ms Matildie Thom-Wium (in: *LitNet Akademies* 5(2), October 2008), all of which depended heavily on the Arnold van Wyk Collection.

The following were among the publications that arose from the Document Centre: *Songs of the veld and other poems: Engelse gedigte oor die Anglo-Boereoorlog* / with an introduction by Marthinus van Bart. Kenilworth: Cederberg, 2008; *An eloquent picture gallery: the South African portrait photographs of Gustav Theodor Fritsch* / edited by Keith Dietrich and Andrew Bank. Auckland Park: Jacana, 2008; *State of the nation: as viewed from a front bench in parliament 1969-1981* / Japie Basson. Camps Bay: Politika, 2008; *Wenus Hotentotka* / Jerzy Koch. Warszawa: Wydawnicto Akademickie Dialog, 2008. (This is a Polish publication on Afrikaans literary history), and *Vere Bosman di Ravelli: loopbaan, kwartierstaat en musikale genealogie* / Gerhard Gedenhuys. 2008.

Feedback from clients, which forms an important part of the quality management framework of the Library and Information Service, was received by using the well-known international

library opinion poll, LibQUAL+™, which is used worldwide and was carried out again in April 2008. In comparison with the survey in 2005, the library fared better in all respects in 2008. The minimum and expected marks from the respondents were also higher than previously, which could mean that the clients' expectations of the service have also increased in the mean time.

An intensive self-evaluation process was undertaken in 2008 to comply with the University's policy and procedure with regard to departmental evaluation. There was synergy between the recommendations of the panellist responsible for the external evaluation and the problem areas that were identified by the library through the self-evaluation process. The external panelists were impressed with the emphasis placed by the library on client focus, as well as with its IT strategy. In the current national and international library and information environment (although to different degrees) the combination of a strong client focus and an IT strategy is regarded as the cornerstone of appropriate and efficient library and information provision in the 21st century.

Broadly speaking, the recommendations of the external panel refer to a library and information service of the future. These recommendations provide opportunities for the SU Library and Information Service to pave the way for the 21st century and to play a significant role in the achievement of the University's pedagogic objectives by means of improved information services, partnerships and appropriate integration with closely related environments on campus.

In the mean time, the University has made a considerable investment in the Library and Information Service by approving the project of the *Overarching Strategic Plan* as the first step in providing libraries and information in the 21st century. The rest of the recommendations of the external panel will be attended to during 2009.

Highlights of the Library and Information Service's overarching marketing strategy included an orientation programme for newcomer students at the beginning of the year, which was presented at the JS Gericke Library with great success and showed a considerable increase in the number of students attending the programme. The library newsletter, *Bibnuus*, was given a new cover and format, appeared three times and was sent not only to the usual library clients, but also to a broader public, including international libraries.

The year was concluded in a special way with the celebration of the library's tenth anniversary of the presentation of its annual symposium. The theme for the symposium, "Shall the twain ever meet?: supplying the demand in an academic library and information service environment", used a business-sector paradigm to interpret the dynamics of the library and information sector. The event was very successful and again confirmed itself as an important date on the national library calendar.

Staff and staff development

1. Staff

During the year under review, good progress was made with the general staff planning for the Library and Information Service. With a view to proactive staff planning for the future, a staff plan for 2009-2011 was put in place and will be worked on continuously over the following three years.

Nine people retired during the year under review and 12 people were appointed in permanent positions at the Library and Information Service.

Once again, good progress was made in 2008 with regard to the achievement of diversity targets, and nine of the 12 permanent appointments that were made were people from the designated groups. Four people from the designated groups left the employment of the Library and Information Service in the course of the year under review.

By the end of 2008, the permanent staff component of the Library and Information Service comprised 101 posts, with four vacancies.

In 2008, Messrs DG Mostert and P du Plessis received the Rector's award for excellence in service, and Mrs M Heese and Ms T Basson each received a long-service award for 25 years' service to the University.

Mr Y Ras successfully completed a BInf honours degree (UNISA) in 2008 and the degree will be conferred on him during the UNISA graduation ceremony early in 2009. Five staff members of the Library and Information Service were busy with formal study in 2008. Two are undertaking postgraduate studies and the rest undergraduate.

2. Staff training and development

In fulfilment of the Strategic Directions 2007-2009 of the Library and Information Service and the actions plans that were put in place with regard to staff development, as one of these strategic directions for 2008, the following matters received attention:

A staff development committee for the Library and Information Service was created with a view to ensuring that staff receive the necessary training to continuously prepare them for the strategic demands of the work environment; that training programmes will be drawn up for the staff on an annual basis (and the necessary trainers found) so that attention can be paid to all the training needs of the individual; that ways can be found to acknowledge and celebrate the achievements of the staff; and that a generic orientation and in-house training plan is compiled for newly appointed staff and the implementation thereof monitored.

A complete training and development plan for 2008, based on the competencies required for the respective post descriptions, was drawn up for staff in all divisions of the Library and Information Service. In this plan, service providers for the presentation of programmes were decided on, costing was done and the attendance of the planned programmes by the staff members

2008 Statistical snapshot

COLLECTIONS

1 100 901	Books, other monographic items and journal volumes
701 863	Books (volumes)
39 706	Microforms, maps, audiovisual material, etc.
359 332	Bound journal volumes
41 684	Electronic resources (access to)
1 481	Electronic books
38 420	Electronic journals
106	Databases
1677	E-theses and -dissertations
17 391	Volumes added
R 31 367 490	Amount spent on collections

STAFF

101	Permanent staff members
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SERVICES TO CLIENTS

IN PERSON

8 284	Visitors to the JS Gericke Library
282 181	Items checked out (renewals included)

VIRTUAL

2 039 526	Searches in top twenty databases
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TRAINING

11 025	Number of clients who received group training
6 696	Number of clients who received individual training

concerned was monitored.

A great deal of time and attention was paid by the Staff Development Committee to the development of a comprehensive, generic orientation programme that can be used by line managers with only a few changes to develop tailor-made orientation programmes for newly appointed staff in their unique environments. By the end of the year under review, the development of the generic programme was just about done and it will therefore be possible to implement it early in 2009.

The internal staff training and development sessions to sharpen skills and prepare for the strategic demands of the work environment, which were presented to staff of the Library and Information Service with great success about twice a month in 2007, were continued in 2008. About 12 sessions were organised, with presentations that varied from informal training sessions and formal presentations by invited speakers to presentations by

members of the library staff. With due consideration for the fact that the attendance of these sessions was not compulsory for any member of staff, the average attendance figure of more than 40 staff members per session is again viewed as being a great success.

As part of the abovementioned staff development plan for 2008, approximately 65 staff members took part in a wide variety of opportunities for further training and development in the year under review (in most cases these staff members took part in more than one opportunity), based primarily on the development of the skills that are required for staff members to carry out their respective daily tasks optimally. Through these training and development opportunities, for which funding was provided from the library's budget, the broader development of the staff members were also taken into consideration, namely to make them rounded and productive individuals and employees of the University and to promote their wellness.

The CHEC programmes were again attended well and courses in leadership, team-building, project management, effective communication and internet searches in particular were supported well.

The computer courses presented by the Information Technology Division remain popular and a number of staff members received training in MS Excel, MS Word, MS PowerPoint and MS Publisher. Staff of the USBI attended a series of training programmes for the Microsoft package that was presented by APSOL and funded by the University's Business School. These included MS Word and MS Excel (beginners and intermediate), MS PowerPoint, MS Outlook and MS Navigation. Ms L Schoombie received training in Photoshop and a number of staff received training in Adobe Captivate. With the latter expertise it is hoped to create a new, virtual training programme about library use for clients on the Library and Information Service's website.

About 16 staff members involved in information provision and the training of clients received training during a WebStudies Assessment Workshop presented by the Centre for Teaching and Learning.

A number of staff members also received advanced training in aspects such as components of the ORACLE database, Peromnes, competency-based interviewing, Dublin Core metadata, and training the trainer.

The skills of a number of staff members regarding client service and stress management were improved through the attendance of training sessions. A training programme in client service skills that was presented by VETTA Communications in collaboration with the Human Resources Division was made compulsory for all staff members in the Circulation and Access Control Divisions.

Courses presented by the Language Centre of the University were also attended by a number of staff members. These courses included: Afrikaans for beginners; Effective minutes for successful meetings; and Harvard reference methods.

A number of staff members received first-aid training for the first time or for skills refreshment, and Ms C Hendrickse was

nominated by the Wellness Division of the Division for Human Resources to undergo HIV Peer Training so as to be able to act as a peer educator on campus.

A large variety of demonstrations and training sessions were presented during the year under review by providers of library products and were attended in large numbers by the library staff. The attendance of these sessions plays a very important role in the sharpening of the expertise of the staff with regard to the products, and they in turn implement this in their continuous training and support of the clients of the Library and Information Service, who use the products for study and research.

A number of wide-ranging conferences, workshops and other opportunities for development that took place locally, nationally and internationally were also attended by staff of the Library and Information Service in 2008 in order for them to remain at the forefront of library and information developments worldwide.

3. Professional contributions: Presentations/ Papers/Speeches/Articles

Ms M van Wyk (Information Services Division) delivered a paper with the title Referencing, E-learning and the Faculty Librarian at the Reference Renaissance Conference in Denver, Colorado, USA in August 2008 and a group of staff members delivered a paper titled Academic libraries in transition: the paradox implicit in the quest for a SU Library of the future during the annual symposium of the Library and Information Service in November 2008.

Ms ER Tise, Senior Director: Library and Information Service, made a variety of presentations at conferences and on other occasions. These include:

- Reinventing libraries worldwide: libraries for knowledge societies, Ontario Library Association Super Conference. Toronto, Canada, February 2008.
- Reflections from South Africa: Libraries and Social Change, Library of Congress. Washington DC, USA, February 2008.
- Change, Connect, Converge, Colloquium, School of Library and Information Science, Catholic University of America. Washington DC, USA, February 2008.
- The role of IFLA in advocating for libraries, International Conference on Advocacy and Marketing. Helsinki, Finland, April 2008.
- Libraries on the move – Role of IFLA – Libraries for Access to Knowledge, Annual conference of the Swedish Library Association. Sweden, May 2008.
- Reinventing libraries worldwide: libraries for knowledge societies, Sabinet Conference. Wild Coast, Eastern Cape, September 2008.
- HERS-SA Conference Declaration, Women in Higher Education: Power and Privilege Hierarchies Workshop. Stellen-

bosch University, 17 September 2008.

- Information Resources: University Trends, HERS-SA Academy 2008. Cape Town, 24 September 2008.
- Libraries Driving Access to Knowledge, Library and Information Association of South Africa (LIASA) Conference. Cape Town, October 2008.
- The role of IFLA in supporting and promoting reading, Second All Russia Conference - The National Programme for Reading Support and Development. Moscow, Russia, November 2008.

Mrs A Schaafsma of the Special Collections Division presented a lecture about Commander Michael Scott for the Bibliophile Society of the Cape.

Ms M Seyffert, head of the Special Collections Division, presented a lecture on the division, with specific reference to the Stellenbosch cultural heritage that it houses, to the Stellenbosch Heemkring.

Ms ER Tise, Senior Director: Library and Information Service, and Dr R Raju, Director: Information Technology and Communication, together with Prof C Masango of the University of Cape Town, published an article, *Libraries Driving Access to Knowledge: a discussion paper*, in the *IFLA Journal* 34(4), December 2008.

Ms B Gericke, head of the Music Library and a member of the Music Library Interest Group of Southern Africa, was responsible for the compilation of the programme for the annual workshop of this interest group in 2008. The workshop coincided with the annual conference of the South African Society for Research in Music, which took place in Port Elizabeth.

Finance

The total amount of the institutional budget of R33 605 627 spent in 2008 was R31 367 490 (93.3%). The unspent amount of R2 238 137 (6.7%) was primarily due to 2008 invoices that had not yet been received by the end of 2008.

The institutional (material) budget was increased by 24.3% in 2008 compared to 2007. Although provisional cover was obtained to cover a portion of the foreign expenses, a significant increase was still necessary as a result of unfavourable changes in the exchange rate.

Despite the increase in the institutional budget, the foreign buying power of the budget nevertheless decreased, since only the fixed obligations in terms of journals, continuations and databases could be covered by the budget and no new titles could be afforded. A further weakening in the Rand meant that the initial allocation of R32 871 000 had to be supplemented later in the year with a further amount of R734 627 to make provision for potential overspending. This situation, which has been experienced at the University for the past four years already, has serious consequences and

leads to backlogs, which will be very difficult to recover. It also has negative implications for the achievement of the University's academic and research objectives. It is cause for concern, since the library is not able to make optimal provision for the information needs of the University community. This state of affairs will require serious attention in the future.

The findings of a task team – with Prof JU de Villiers, Dean: Economic and Management Sciences, as chairperson – that was appointed by the Library Committee of Senate in 2008 and tasked with an investigation of the library budget model, confirmed that the material budget was insufficient. These findings were based on the real decrease in the capital budget over the past few years, the increase in student numbers, comparative figures regarding the total capital budget and the spending of other institutions, comparative figures with regard to the capital budget of the library in comparison to the total budget of the institution, and indications of unfulfilled needs.

The recommendations of the task team with regard to the allocation of library funds were accepted by Senate in October 2008 and will be implemented in 2009.

In the light of the recommendations of the task team, the strategic priorities of the University and the increasing pressure to comply with the demands that are made, it is essential that the future determination of the capital budget be considered seriously in order to prevent a further deterioration in the library collection.

These findings were also confirmed by the panel involved in the external evaluation of the Library and Information Service and feedback received from clients by means of the LibQUAL opinion poll carried out during 2008.

Table 1: Budget and other income

Budget	2007	2008
Institutional (material)	R 27 045 000	* R 33 605 627
Operational	R 4 302 465	R 4 534 798
Furniture and equipment	R 607 364	R 640 161
Salaries	R 16 518 590	R 17 674 892
Total	R 48 473 419	R 56 455 478
Other income		
Donations	R 36 100	** R 374 125
Sponsorships	R 23 684	R 37 280
Distance-learning students	R 265 400	R 303 000
Fines	R 95 904	R 92 871
Internal income (locally)	R 110 763R	R 145 999
Diverse income	R 636 691	R 649 150
Interest	R 124 484	*** R 1 164 112
Printing (Students)	R 436 353	R 557 139
Attendance of courses	R0	R 54 450
Total	R 2 288 755	R 3 378 131

* Including additional allocation of R734 627.

** Including donation of R300 000 from the HB Thom Trust.

*** Including all interest earned on Faculties' B-accounts.

Information resources and collections

The collection of monographic material (books and audiovisual material) grew by 11 852 items in 2008. To supplement the printed books, access to 744 individual electronic books was purchased in 2008. The majority of these were 255 titles in the African Writers Series and 420 titles in the Referex package on the Engineering Village platform.

In 2008, 99% of the budget that was allocated to books and other monographic material was used for new purchases. This budget was supplemented by orders to the value of R154 934, which were placed against special funds that were available for the purchase of library material, as well as orders valued at R 244 641 placed against external departmental funds.

Inflation and the weakening of the Rand against overseas currencies meant that 8% fewer individual book titles could be purchased in 2008. It is expected that this figure will weaken even further in 2009.

The Cataloguing Division is continuously faced by great challenges to remain at the forefront of the rapidly changing information environment. New and changing work methods, which comply with traditional organisational information principles, are continuously implemented in order to provide the library clients with an excellent and effective service. The endeavour to enlarge the library's online preservation of electronic resources requires a greater deal of attention and inputs from the staff of the Cataloguing Division.

The division included 14 794 new books (paper or electronic) and other material in the computer catalogue, made 6 290 conversions from the card catalogue to the computer catalogue, upgraded 1 481 existing records and removed 2 367 books from the stock as part of the weeding policy of the Library and Information Service.

Furthermore, the division was also intensely involved in the placement of SU dissertations and theses in electronic format in the new Electronic Theses and Dissertations (ETD) database of the University so as to make these research outputs available worldwide via the internet.

The Cataloguing Division also continues to make a contribution to the extension of the national as well as international computer catalogues through participation in SACat of Sabinet Online and WorldCat of the Online Computer Library Centre (OCLC) in Dublin, Ohio, USA, and also is one of the cataloguing divisions of South African libraries that contributes internationally to the creation of authoritative records of names, namely NACO (Name Authority Co-Operative).

With regard to the serials collection, the journal

Table 2: Growth and scope of collection

	2004	2005	2006	2007	2008
Books	662 286	671 347	680 706	690 011	701 863
Other material	35 670	35 694	36 382	36 849	39 706
Journal volumes (bound)	349 961	353 382	354 738	356 650	359 332
Total	1 047 917	1 060 423	1 071 826	1 083 510	1 100 901

titles in paper format were reduced by 20 titles in 2008, while the electronic titles increased by 210 titles.

One hundred and two database subscriptions could be renewed in 2008. Four new databases could be purchased, namely CSA Engineering Research Database, CSA High Technology Research Database with Aerospace, Juta's Review of South African Law and Financial Risk Service.

The library could also purchase the following backfiles from ScienceDirect: Agricultural and Biological Sciences (99 titles); Immunology and Microbiology (53 titles); Inorganic Chemistry (nine titles) and Physical and Analytical Chemistry (39 titles).

Inflation and the weakening value of the Rand in relation to foreign currencies led to additional expenditure on journals and electronic sources in 2008.

Please see in Table 3 below the top twenty databases for 2008 from the 106 databases of the Library and Information Service.

Proactive client-centered service

1. Circulation

Service to clients was again emphasised in 2008 and a number of new services were implemented and investigations launched so as to improve services to clients.

The introduction of an electronic interlibrary loan request form in April 2008, which eliminated the lengthy procedures that previously had to be followed by clients, was very popular among the clients and about 40% of all interlibrary loan requests between April and December 2008 were made in this manner. The user-friendly system means that the clients no longer have to

Table 3: Top twenty databases (number of searches)

1 Business Source Premier	870 436	11 ProQuest Medical Library	34 123
2 Web of Science	298 488	12 Dissertations and Theses	34 086
3 Academic Search Premier	201 957	13 ABI/Inform Trade & Industry	32 535
4 ScienceDirect	118 306	14 ProQuest Agriculture Journals	31 449
5 SA Media	50 956	15 Career and Technical Education	31 286
6 SACat	46 564	16 ProQuest Telecommunications	31 221
7 Emerald	45 612	17 ProQuest Computing	31 183
8 ProQuest Science Journals	39 981	18 Academic OneFile	28 256
9 ProQuest Education Journals	38 633	19 SA ePublications	21 127
10 ProQuest Social Science Journals	35 195	20 Index to SA Periodicals	18 132

come to the Interlibrary Loan Division personally to complete the forms, but can direct their requests to the division from home or the office.

The requisition forms used for the internal payment of the interlibrary loan costs incurred by the staff of the University to the Library and Information Service were also converted into electronic format and placed on the web page of the Interlibrary Loan Division, from where they can be downloaded and used by the clients directly.

When the abovementioned services were implemented, it was found that about 54.5% of all requests dealt with by the Interlibrary Loan Division in 2008 were done electronically. The belief is that a significant contribution is hereby made to improving the services offered to clients.

The Interlibrary Loan Division also started to optimally utilise the Online Computer Library Centre (OCLC) First Search System in 2008, together with the use of the free libraries that form part of the system, which means that more articles could be requested from overseas providers at national request costs. This led to a very big increase (70.8%) in international article requests in particular. This service is regarded as one that definitely adds value to the general model of service provision to clients.

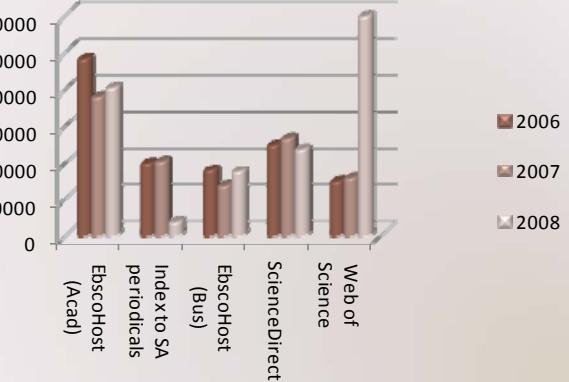
It would appear that the downward trend in interlibrary loan statistics of the past few years has stabilised and, as shown in Graph 2 below, there was only a nominal decrease of 223 transactions in the total number of interlibrary loan transactions dealt with by the Library and Information Service in 2008. The interlibrary loan landscape is definitely starting to change and worldwide trends in this environment are monitored by the Library and Information Service on a continuous basis.

According to the interlibrary loan list of Sabinet Online regarding the five main requesters and providers in South Africa, the Library and Information Service of Stellenbosch University was the biggest requester out of 259 libraries in 2008, as well as being the third largest provider out of 314 libraries.

Although the total number of issues by the Library and Information Service decreased further in 2008 (see Graph 3 below), issues by the JS Gericke Library in 2008 did in fact increase by 3.46% after a marginal decrease of 0.67% in 2007. This increase in issues at the main library is probably linked to the decrease in renewals, as described below.

The experience of all the libraries of the Library and Information Service is that the renewal of library material again decreased in 2008 – at the JS Gericke Library, for example, by 9.3% – and the steady decrease in the total number of issues (including renewals) by the Library and Information Service during the past few years can still largely be ascribed to the restriction on the unlimited number of permissible renewals in 2006, but also to other measures, such as improved management of outstanding library material, prior notifications that are continuously sent to clients, the electronic issuance of three reminders to clients, and so forth, and to factors such as improved access to electronic information resources for clients.

Graph 1: Usage of databases 2006-2008

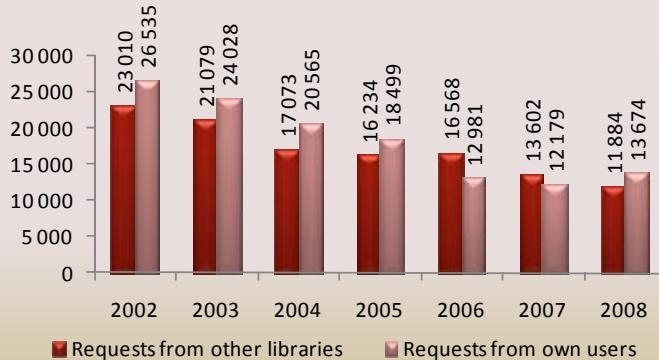


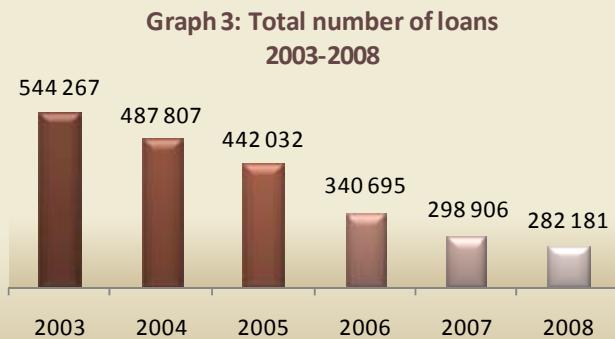
The number of short loan issues by the JS Gericke Library decreased further in 2008, by about 5.2%, and this naturally also had an influence on the decrease in the total number of issues by the Library and Information Service. Although the decrease was not as big as in previous years (for example 13.9% in 2007), it is again an expected decrease that is linked to the implementation of the covering copyright licence in 2006, with the associated procedures and conditions applicable to short loan items. The smaller decrease could possibly indicate a flattening-off in the trend. This decrease remains in line with the strategic objective to scale down the activities of the short loan section of the JS Gericke Library to what constitutes the core business of a short loan section.

2. Information Services

The biennial evaluation of the library collections of the various academic departments took place again in 2008, after it was implemented for the first time on campus in 2006. The purpose of this was to update the subject profiles that were compiled for all subject disciplines during the evaluation action in 2006 with regard to the current level of the collection in relation to the required level (for example general-introductory; for undergraduate or postgraduate study; for research; etc.), and to identify shortcomings that prevent the collections from reaching the required level. From 2009 up to 2010, when the next evaluation action will take place, faculty and branch librarians will contribute to the filling of gaps in collaboration with the academic departments to bring the collection up to the required level in order to optimally support learning, teaching and research at the University.

Graph 2: Total Interlibrary loans 2002-2008





As in 2006, the evaluation of 2008 progressed very satisfactorily, with good cooperation between the faculty and branch librarians and the academic departments that they serve. A new subject profile was compiled for each department and made available to the relevant department to sort out gaps that were pointed out, in collaboration with the faculty or branch librarian. In order to provide the deans with appropriate management information in this regard, summaries of the subject profiles of all the relevant departments in the faculty concerned were also provided to each dean at the end of 2008.

Regarding the virtual information service, the capturing of information requests and answers was continued on the Question-Point KnowledgeBase and there was a small increase in the total number of records that were captured in the course of the year under review, from 1 105 records in January 2008 to 1 124 records in February 2009. The use of AskALibrarian also increased among library clients, with an average of 58.8 queries per month.

3. Services to non-university clients

Services in the form of lending library material, as well as limited training and information provision services, were again provided to a host of non-university clients in 2008, including members of the public (visitors or members of the public who join the library as individuals), Cape Library Consortium (CALICO) clients (including CALICO visitors and those who join as CALICO clients), alumni of Stellenbosch University, learners from schools, institutional members and other groups.

Four institutions joined the library as institutional members in 2008, namely the Stellenbosch Academy of Design and Photography, the Stellenbosch Academy for Health and Skin Care, Boland College (Stellenbosch) and the Hotel School (Lanzerac).

4. Information literacy

Information literacy, together with the training of clients, remains a strategic priority for the Library and Information Service and, as a result, training again constituted a large portion of the service-rendering task of the faculty and branch librarians to primary clients of the Library and Information Service in 2008. The training statistics provided here include those of both the Information Services Division (JS Gericke Library) and the branch libraries.

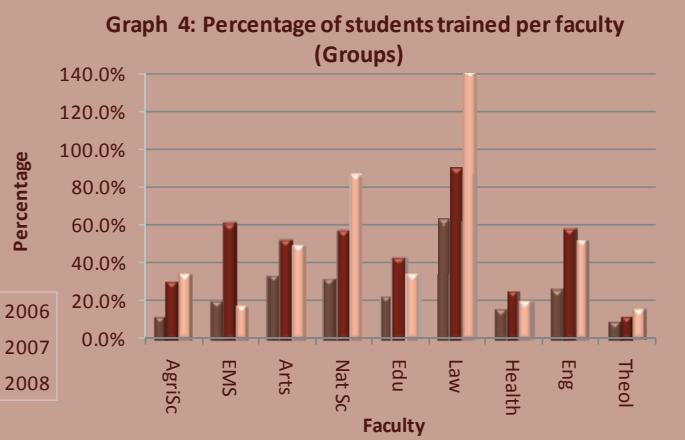
The integrated electronic library training module that was developed with the assistance of WebStudies about three years ago in order to reach more primary clients for whom, for example, it is not practically feasible to attend a scheduled contact session, meant that a further 3 059 primary clients received curriculum-related training in 2008. These clients are in addition to the total number of clients who received group or individual training by means of contact sessions. This method of presentation therefore supplements the contact sessions significantly and it is trusted that the training method will gradually gain acceptance in all faculties over time. Individual training that takes place by means of electronic manuals via e-mail has also been included in the training statistics since 2008, since this is a method of training that is being used increasingly and therefore should be included in the statistics.

Although there was a decrease of 20.2% in the total number of primary clients trained in 2008 in contrast to 2007, the only significant decrease was in the Faculty of Economic and Management Sciences. This is due to a decrease in the number of undergraduate students of this faculty who were reached through the WebStudies group-training method. The faculty librarian of this faculty, as well as that of the Faculty of Science, also approached their gathering of statistics on individual training undertaken in 2008 differently from the way it was done in previous years and this led to a further decrease in statistics. In most of the other faculties, the number of clients trained in 2008 still grew from 2007 to 2008 and, although the total number of primary clients trained in 2008 was considerably less than in 2007, it was still 12.18% more than in 2006.

The largest percentage of clients reached through curriculum-integrated group training was again in the Faculty of Law, namely 143.8%, in contrast to the expected smaller percentage of 2.7% reached through individual training. The faculty in which the largest percentage of clients was reached through individual training in 2008 was Theology, with 119.53%, although only 16.05% received group training.

Table 4: Number of persons trained according to type of client

	Groups			Individual			Totals		
	2006	2007	2008	2006	2007	2008	2006	2007	2008
Undergraduates	3 927	9 947	8 727	4 527	4 423	3 840	8 454	14 370	12 567
Postgraduates	1 762	2 333	1 570	1 800	3 204	2 273	3 562	5 537	3 843
Lecturers	6	32	24	540	485	451	546	517	475
Distance learning students	76	80	252	83	29	5	159	109	257
Non-University clients	890	794	452	1 234	1 547	127	2 124	2 341	579
TOTAL:	6 661	13 186	11 025	8 184	9 688	6 696	14 845	22 874	17 721



The number of non-university clients who were trained in groups in 2008 dropped by 342 in relation to the total in 2007. In addition to the group training, a further 818 non-university clients received individual training.

5. Branch libraries

5.1 Engineering and Forestry Library

Service provision to the clients of the Engineering and Forestry Library benefited particularly from the funding made available in 2008 for electronic access to the CSA Illumina: Engineering Research Database, as well as the CSA Illumina: High Technology Research Database with Aerospace.

From the electronic book offering of Referex that runs on the Engineering Village platform, 368 titles were purchased on the Mechanical Materials backlist, 10 titles on the Civil & Environmental backlist and 38 on the Electronics list. In the future, these titles, together with the use of Compendex, will make a big contribution to greater access to articles, books, conference reports, standards and so forth.

The provision of the abovementioned resources means that the Engineering and Forestry Library is now closer to its objective, in relation to access to information resources, to optimally align itself with comparable libraries in Europe and the USA.

To supplement the Library and Information Service's strategic objective of promoting information literacy, good progress was also made with the preparations for the furnishing of a functional electronic classroom in the library. This will be used to

give clients practical training in the development of information skills with regard to the resources relevant to their subject disciplines and with the aid of the latest equipment. The aim is to take this venue into use early in 2009.

5.2 Music and Theology Libraries

Wireless access was installed in the Music Library and the Theology Library in 2008, which considerably facilitated the use of laptop computers by the clients of these libraries.

During the biennial collection evaluation that took place in 2008, it was found that very good progress had been made to supplement the deficiencies in the collection of the Music Library that were pointed out during the 2006 evaluation. In most of the cases, for example in the Music Education, Music Science and Music Technology disciplines, the deficiencies were eliminated completely, although new deficiencies were pointed out in the 2008 evaluation. Good progress was made with regard to eliminating the deficiencies in Practical Music Studies and related fields in particular, including organ compositions (solo and chamber music works), piano compositions (duets and compositions for two pianos) and choral conducting. The collection evaluation indicated that shortcomings in the collection of the Theology Library have largely been eliminated since the 2006 evaluation process. The annual contribution of the Curatorium to strengthen the library's material funds also made a considerable contribution to the timeous updating of these shortcomings.

Documentation Centre for Music (DOMUS) – Music Library

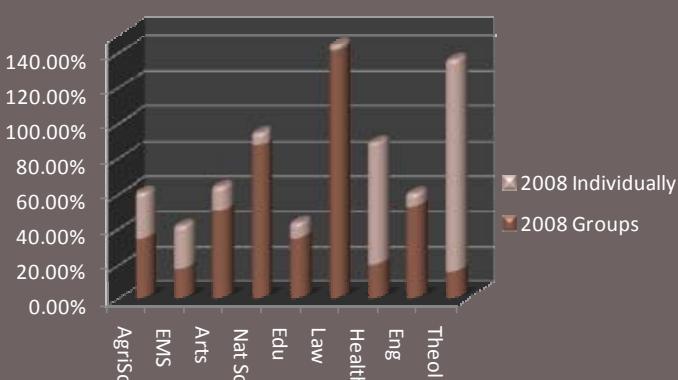
With funding provided by the Vice-Rector: Research, it was possible to continue the activities of the Documentation Centre for Music (DOMUS) and good progress was again made in various fields.

Important acquisitions for 2008 were the purchase of the Obelisk Music Collection, which consists of sheet music, sound recordings and documents. This collection was purchased for DOMUS with library funds. Other collections that were obtained in the course of the year include: the collections of the EOAN Group, Stefans Grové, the Cape Town Philharmonic Orchestra, John Simon, George van der Spuy, the South African Church Organists' Society (SAKOV) and the International Society for Contemporary Music (ISCM): NewMusicSA.

The processing of the EOAN collection was made possible with funding from the strategic fund of the University and the provisional pre-sorting has been completed. Consequently, the proposed EOAN book project (which depends on community inputs, among others) could be started and the first meetings with former members of the group, interested parties and the public could already take place in 2008.

The completed Jannasch and Coates catalogues were loaded onto the DOMUS website in 2008 and are now available to potential clients worldwide. A database of special music collections in South Africa was created as part of a masters thesis, with the assistance of the Information Technology Division of the Library and Information Service and is also available on the DOMUS website. For the past two years, DOMUS has been the seat of RILM South Africa and the activities of the latter are also housed

Graph 5: Percentage of students trained per faculty 2008 (Groups and individually)





Gerald Samaai during an EOAN rehearsal of Donizetti's *L'elisir d'amore* [1965].

Photo: Cloete Breytenbach

on the DOMUS website.

A variety of publications, papers and postgraduate studies again flowed from research done in the DOMUS collections in 2008. Five academic articles from the pens of Dr Stephanus Muller (in: *The Musical Times*, Winter 2008; *LitNet Akademies* 5(1), August 2008; *Composing Apartheid*, ed. Grant Olwage, Wits University Press, 2008); Prof Izak Grové (in: *Tydskrif vir Geesteswetenskappe* 48(1), March 2008); and Ms Matildie Thom-Wium (in: *LitNet Akademies* 5(2), October 2008), which depended heavily on the Arnold van Wyk Collection, appeared in 2008. Two papers based on material from the DOMUS collections were presented at the conference of the South African Society for Research in Music (SASRIM), which was held in Port Elizabeth in August 2008, and two doctoral dissertations, two master's the-



A page from Albert Coates' opera *Asshurbanipal*

ses and one honours thesis that arose from this material were either completed in 2008 or are under way.

5.3 Health Sciences Library

The furnishing in 2007 of a venue in the Health Sciences Library where training sessions for groups of clients could take place led to the first group training sessions being presented in this venue from January 2008. The thorough explanations and demonstrations that could be presented by way of a PowerPoint programme to groups of about 20 students at a time, which were followed by guided tours of the library, were experienced in a very positive light by the students and the opinion of the library staff was that these students showed a much better understanding of access to the library catalogue and electronic resources.

In 2008, the Division for Research Development and Support of the Faculty of Health Sciences involved the library in their training sessions for postgraduate students. Database training, training in the use of the A-Z list of electronic journals and so forth were presented by the library staff. The feedback from the students was particularly positive and the cooperation with the mentioned division will therefore be continued in 2009.

The increasing acquisition of electronic books during 2008 had a positive impact on the provision of access to information resources for distance students, as well as to students who are doing their practical training at the satellite training centres (Ukwanda) of the faculty at Hermanus and Worcester. The intention is to focus strongly on the acquisition of books in this format in 2009.

5.4 USBI

In 2008, Ms H Swart of the USBI, together with a lecturer of the University's Business School, was again involved in the presentation of the Research Methodology programme for MBA students. The training for these students was extended and intensified further in 2008, in that part of the training entailed the completion of a group task in which the students had to show that they had mastered the basic outcome of information literacy. The process that was followed to recover the information had to be set out and the eventual results had to meet the requirements of the initial research objective. This extension of the training programme was viewed as being very successful. The students achieved very good results and benefited greatly from carrying out the task.

A start was made at the USBI in 2008 to compile an integrated service-delivery profile of the academics and researchers at the Business School. The aim of the profile is to collate the following information relating to all the lecturers and researchers in table format: contact details of all permanent and visiting lecturers, as well as researchers; the areas of expertise/fields of research/fields of interest of the lecturers and researchers; journal publications for which TOC (Table of Contents) alerts were created and which they received regularly; copies of tables of contents of books and journal articles that are sent to them as part of an actuality service; and notes of all contact (telephonic, by e-mail, etc.) between the library and the client. These profiles enable the library staff to extend and refine their service delivery to

and support of this group of clients.

6. Special Collections

The compilation of the catalogue and index for the comprehensive HB Thom Collection in the Document Centre was completed in 2008 and a special occasion for the introduction of the catalogue will be arranged early in 2009. Other collections on which work was done during the year under review include those of Hennie Aucamp, PJ Cillié, WA de Clerk, Freda Linde, PJ Philander, Lina Spies, JC Kannemeyer, Hans Herre, Hans Ester and others.

A number of new collections, as well as additions to existing collections – in total about 945 cm of linear shelf space – were added to the collections in the Document Centre during the year under review and include the collections of Barry Roelou (businessman), Rudolph WJ Opperman (President: South African National Olympic Committee), Petronella van Heerden (author/medical doctor), ELP Stals (historian), and others.

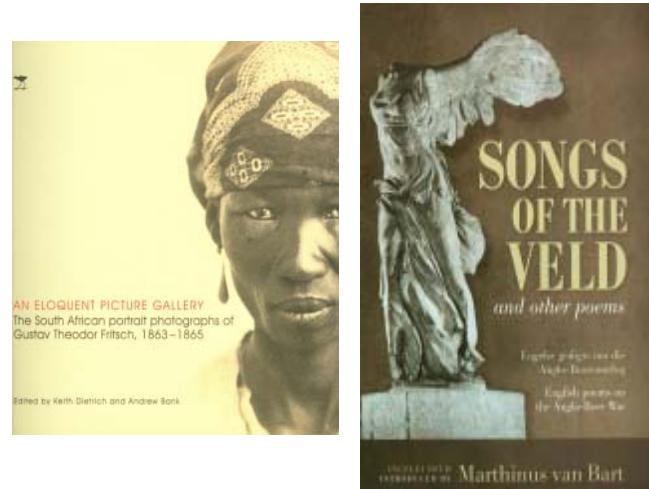
In 2008, 371 new titles were purchased for the Africana Collection. Among the most significant acquisitions are:

- *Lifetimes under Apartheid* / David Goldblatt, Nadine Gordimer. 1986. (A missing photographic book in the David Goldblatt series.)
- *The trial of Andrew Zondo* / Fatima Meer. 1987. (A rare paperback publication on the 1985 Amanzimtoti bombing.)
- *Africa's first Olympians: the story of the Olympic movement in South Africa, 1907-1987* / Rudolph WJ Opperman, Lappe Laubscher. 1987.
- *Historical approaches*, vol. 1-5. (A series that has been published by the History Department of the University of Cape Town since 2002 and that contains research by top students in the department on very interesting local topics.)
- *Changing hands: a calendar of bondage in southern Africa* / Robert Shell. 2007. (A useful CD-Rom database of information on slavery at the Cape, installed on the computer in the Africana room.)
- *Primitive man and the enlightened observer: Peter Kolb among the Khoikhoi* / Anne Maria Good. 2005. Doctoral dissertation, University of Michigan.
- *Narrative of the circumnavigation of the globe by the Austrian frigate Novara ... in the years 1857, 1858 & 1859* / Karl Scherzer. 2007. (A facsimile edition of a very important travel account. According to experts, this book contains the first references to a Moslem shrine in a European travel story. The grave of Sheikh Yusuf at Faure is depicted and described in detail in this resource.)
- *The Cape Malays: an essay by a Cape Colonist* / Erik G Aspeling. 1883. (A rare and valuable pamphlet.)
- *Claudius watercolours in the Africana Museum* / with notes by Anna H Smith. 1952. (25 plates with reproductions of artworks by Heinrich Claudius, a famous illustrator of travel journals in the 17th century.)

A number of interesting books were also donated to the Special Collections Division in 2008, including *The Islamic da'wah from the Auwal Mashid in the Bo-Kaap to Mosterd Bay (Strand), 1729 -1838* / Ebrahim Rhoda; *Logan's golden age: cricket, politics and*

empire, South Africa, 1888-1910 / Dean Allen; *Adamastor: spirit of the Cape of Storms* / Schalk le Roux; *The postmarks of Rhodesia 1880-1980* / Philatelic Federation of South Africa; *Democratic vistas: exploring the Raymond Danowski Poetry Library* / Emory Libraries, and others.

As in previous years, there were again many examples of tangible outcomes of the information that is provided by the staff of the division to clients, with many publications and other activities that were the direct result of research done in the division:



- *Songs of the veld and other poems: Engelse gedigte oor die Anglo-Boereoorlog* / with an introduction by Marthinus van Bart. Kenilworth: Cederberg, 2008.
- *An eloquent picture gallery: the South African portrait photographs of Gustav Theodor Fritsch* / edited by Keith Dietrich and Andrew Bank. Auckland Park: Jacana, 2008.
- *State of the nation: as viewed from a front bench in parliament 1969-1981* / Japie Basson. Camps Bay: Politika, 2008
- *Wenus Hotentocka* / Jerzy Koch. Warszawa: Wydawnictwo Akademickie Dialog, 2008. (This is a Polish publication on Afrikaans literary history.)
- *I luften 2009: Flygets Årsbok*. Stockholm: Allt om Hobby, 2008. (Thorsten Fridlizius wrote a chapter in this book on gliders in South Africa. He largely made use of the H von Michaelis Collection for the chapter. Various original photographs from the collection were also used in the book.)
- *Vere Bosman di Ravelli: loopbaan, kwartierstaat en musikale genealogie* / Gerhard Geldenhuys. 2008.
- *Symposium on slavery*. Stellenbosch, 1 December 2008. Two of the speakers, Marthinus van Bart and Ebrahim Rhoda, did a lot of the preparation for their papers with assistance from the Africana Division.

Improved implementation of Information Technology

The Library and Information Service aims to create a institutional repository (IR) where the intellectual outputs of the University can be preserved better and be made accessible. These intellectual outputs entail, among others, electronic theses and dissertations, research outputs, digitalised material and articles that have been published or are earmarked for publishing. In the course of 2008, the Library and Information Service, in col-

laboration with the Registrar and the University's Division for Information Technology, created an electronic theses and dissertations database according to which theses and dissertations for graduation purposes are loaded into the database in electronic format. The system was launched successfully and, by the end of 2008, about 350 theses and dissertations had been loaded onto the system.

An effort is also being made to digitalise a greater number of unique resources that are only available in paper format and also to make these available in the IR for better accessibility and in order to better preserve them. The relevant collections have already been identified and will gradually be converted into digital format with the appropriate digitalisation equipment.

Quality Assurance

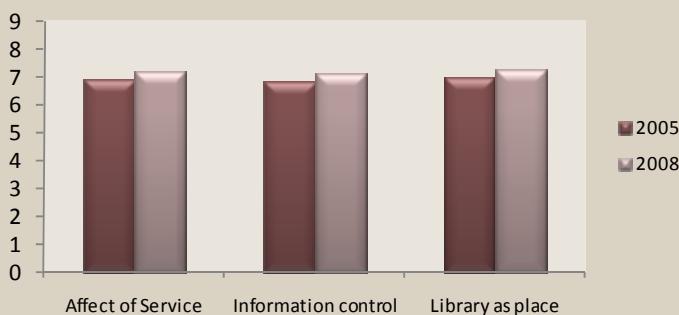
Two important objectives for 2008 in terms of quality assurance were the execution of a second LibQUAL opinion poll and the compilation of a self-evaluation report in order to undergo an external evaluation. Both objectives were completed successfully during the year.

The Library and Information Service again carried out the well-known international library opinion poll, LibQUAL+ TM, in April 2008. This survey was developed in North America and is used worldwide. About 10% of the total number of students and staff members of the University (2 612 people) completed the survey and valuable information on their perceptions of the library and its services was collected. In comparison with the survey of 2005, the 2008 survey showed that the library fared better in all aspects. However, the minimum as well as expected marks of the respondents were higher than previously, which could mean that the clients' expectations of the service are also higher. Aspects that were indicated as problem areas are being addressed and in some cases have already been included in the strategic action plans of the Library and Information Service for 2009.

The Library and Information Service undertook an intensive self-evaluation process in order to comply with the University's policy and procedure with regard to departmental evaluation (2004-2009 cycle). The self-evaluation process was integrated with the Library and Information Service's internal quality assurance framework, which is aligned with the University's Quality Assurance Policy.

The criteria that were used for the self-evaluation process were

Graph 6: Overview of LibQUAL results 2005/2008



based on national guidelines for the self-evaluation of academic libraries in South Africa. These guidelines were developed by the Committee for Higher Education Librarians of South Africa (CHELSA). The internal self-evaluation was ratified by two external panellists, namely Ms Anne Bell (Warwick University, United Kingdom) and Mrs Monica Hammes (University of Pretoria).

There was synergy between the recommendations of the external panellists and the problem areas that were identified by the library as part of its self-evaluation process. The panellists were impressed with the emphasis placed by the library on client focus, as well as with its IT strategy. In the current national and international library and information environment (although to different degrees) the combination of a strong client focus and an IT strategy is regarded as the cornerstone of appropriate and efficient library and information provision in the 21st century.

The recommendations of the external panel refer, broadly speaking, to a library and information service of the future. These recommendations provide opportunities for the SU Library and Information Service to pave the way for the 21st century and to play a significant role in the achievement of the University's pedagogic objectives by means of improved information services, partnerships and appropriate integration with closely related environments on campus.

In the mean time, the University has made a considerable investment in the Library and Information Service by approving the project of the Overarching Strategic Plan as the first step towards library and information provision in the 21st century.

Communication / Marketing

The overarching marketing strategy of the Library and Information Service is to improve its visibility and to create awareness of its services, facilities and resources. This objective was pursued and carried out successfully in various ways during the year. A variety of actions were undertaken to promote the marketing strategy, producing a few highlights.

An orientation programme for newcomer students was presented with great success at the JS Gericke Library at the beginning of the year and there was a considerable increase in the number of students attending the programme. Among the highlights were the 100% attendance figure for the Faculty of Law and the Faculty of Economic and Management Sciences joining the programme for the first time.

National Library Week, which was celebrated in March, was another highlight and utilised various events to emphasise the value and role of the Library and Information Service on campus. A talk on the life and work of the famous author Etienne Leroux, "Die verrassende Etienne Leroux" (The surprising Etienne Leroux), by the well-known South African biographer and author of literary history, Prof John Kannemeyer, was attended well.

The library newsletter, *Bibnuus*, was given a new cover and format, appeared three times and was sent not only to the usual library clients, but also to a broader public, including interna-

tional libraries.

From a strategic point of view, the challenges are to develop a comprehensive marketing plan for the library; to establish a clearly recognisable trade mark; to establish a differentiated communication policy; and to increasingly and innovatively use new technology to improve communication. These were investigated provisionally during 2008 and will receive further attention in 2009.

Tenth Annual Library Symposium

During 2008, the Library and Information Service celebrated the tenth anniversary of the presentation of its annual symposium. The theme of the symposium, "Shall the twain ever meet?: supplying the demand in an academic library and information service environment", used a business-sector paradigm to interpret the dynamics of the library and information sector. Various international speakers presented papers, including Mr Chip Nilges, Vice-president: Business development at the Online Computer Library Centre (OCLC) in the USA. The event was very successful and was again confirmed as a very important date on the national library calendar.



Regional, national and international collaboration

As in previous years, regional, national and international collaboration was continued at various levels and in different forums in 2008.

At regional level, the comprehensive investigation into the library system of the Cape Library Consortium (CALICO) was carried further. Staff of the participating CALICO institutions attended demonstrations and information sessions presented by two providers to be up to date on the latest developments in the field of library systems, and the Council and Committee of Directors of CALICO held in-depth follow-up talks with representatives of the providers. It is disappointing that the investigation could not be completed in 2008, with the consequence that a decision was taken to continue with the current Aleph system in 2009.

Involvement in national and international forums was also continued in 2008, which was in the broad interest and to the benefit of the University. Among others, the Senior Director, Ms E Tise, attended two meetings of the Committee for Higher Education Librarians of South Africa (CHELSA) in May and October in East London and Cape Town respectively. The directors of the higher education libraries serve in this committee. Ms E Nolte, Director: Client Services and Human Resource Administration, attended the Annual General Meeting of the South African National Licensing Consortium (SANLiC) in Durban in October.

Ms Tise also attended the General Meeting of the International

Council for Science (ICSU) in Maputo as a representative of the International Federation of Library Associations and Institutions (IFLA) and as part of the delegation of the South African National Research Foundation. She was also re-elected for a further two-year term as a member of the Council of Directors of Sabinet.

International liaison was continued by way of Ms Tise's membership of the Council of Members of the Online Computer Library Centre (OCLC) in Dublin, Ohio in the USA. Her three-year term of office ended in May 2008. She also attended the IFLA World Library and Information Congress in Quebec City, Canada in August 2008, where she represented the University and, as the president elect of IFLA, took part in various discussions, made presentations and addressed meetings, and acted as chairperson of the UNESCO Open Forum and the OCLC Industry Update, among others.

The Library and Information Service was honoured by visits from the current IFLA President, Ms Claudia Lux, and from Prof Barbara I Dewey, Dean of Libraries of the University of Tennessee, Knoxville. Both women are inspirational ambassadors for the library profession and a real benefit was gained from their views on developments in the profession and of libraries of world quality.

April 2009