



DEPARTMENT OF LIBRARY SERVICES

2010

ANNUAL REPORT

THE SPIRIT OF A STRATEGIC ORGANISATION



**UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA**

MANDATE, VISION, MISSION, VALUES

Mandate	The Library is responsible for the management of academic information and knowledge, and for leading the University in information and knowledge innovation
Vision	We strive to be a world-class 21 ST century academic research library enabling the University of Pretoria to be an internationally recognised research university
Mission	The vision will be achieved by: <ul style="list-style-type: none">• Developing a well balanced and relevant information collection• Providing access to information in all formats nationally and internationally• Taking responsibility for information literacy• Enabling research• Contributing to learning and teaching excellence• Developing and implementing e-services to enhance UP research, learning and teaching, and Library products• Contributing to community development
Values	We value: <ul style="list-style-type: none">• Positive energy for success• Professional and ethical behaviour• Diversity as an asset

Cover page: UPLS staff in full 2010 World Cup regalia.

This report has been compiled by Ms Ujala Satgoor, Deputy-Director, in consultation with the relevant library units and personnel.



The event that looms large in the minds of South Africans is the 2010 FIFA soccer world cup tournament that South Africa hosted so successfully. The build up to this world event was felt throughout the institution and we continued in likeminded spirit with our normal duties and services to the library users in an environment that reflected the festiveness of this world event.

As 2010 was the final year of the 2006-2010 Strategic Plan of the Library, we focused concertedly on the development of our new strategic plan for the period 2011 – 2016. We made good progress on this project and our efforts yielded, among others, a new vision for the Library

The University of Pretoria Library Services distinguishes itself as a global leader through redefining academic librarianship

We are indeed excited about this vision! It is already inspiring us to take the UPLS to newer heights than where we are currently.

The other major project that ran parallel with the strategic planning process was the self-review project. The purpose of this self-review, which lasted almost the entire year, was in preparation for the peer review that was scheduled for February 2011. This project, managed by Mrs Monica Hammes, produced an extensive report that was compiled in consultation and involvement of several staff members. It highlighted several successes, strengths, challenges and areas for further development. The new vision, strategic plan, self-review report and the peer review report all contribute to a framework for a solid foundation on which we aim to build the “next generation library” for the University.

Towards the end of the academic year, work on the construction of two new facilities in the Library commenced. These facilities, which are co-funded by the University and the Carnegie Corporation of New York, are both located in the Merensky 2 Library. They are the Research Commons and the Leadership & Training Centre, which we envisage as adding tremendous value to the UP community. Construction work on these facilities is scheduled to be completed at the end of March 2011.

A low light in 2010 was the demise of our beloved colleague, Mr Frans Mokoena.

Of all that has come to pass, the visit on June 18 2010 by the newly appointed Principal and Vice Chancellor of the University of Pretoria, Prof Cheryl de la Rey, remains a key highlight for 2010. We look forward to working with her in realising our new vision and contributing to the University’s new strategic goals.

R Moropa

Executive

Mr Robert Moropa, *Director*

Mrs Monica Hammes, *Deputy Director: Open Scholarship & Quality Assurance (retired March 2010)*

Ms Hilda Kriel, *Deputy Director: Client Services & Operations*

Dr Heila Pienaar, *Deputy Director: e-Information Strategy & e-Research Enablement*

Ms Ujala Satgoor, *Deputy Director: Marketing, Fundraising, Training and Quality Assurance*

The **Management Forum** is comprised of the above Executive and the following Heads of Faculty Libraries and Support Services:

Faculty Libraries

- Mr J van Wyk – Education
- Ms M Lee – Medical
- Mrs S Gilmore – OR Tambo Law Library
- Mrs S Marsh – Jotello F Soga Veterinary Science Library
- Mrs E Randall – Natural & Agricultural Sciences, Engineering, Built Environment & Information Technology
- Mrs M du Pisanie (*retired April 2010*) – Economics & Management Sciences (Acting Head)
- Ms J Vermeulen – Humanities & Theology (*Nov. 2010*)

Support Services

- Mrs S Swanepoel – Library Technical Services
- Mrs L Wydeman – Systems & Technology
- Mr L Leonard – Finances
- Mrs S Stolz – Human Resources & Facilities

Library Advisory Committee

Mandate

The Library Advisory Committee functions on the basis of the following mandate:

- Evaluate national and international trends that may affect the UPLS
- Advise on Government and University policy and strategic positioning
- Identify priority areas for the UPLS in supporting teaching, learning and research
- Advise the University on the strategy, long-term vision and overarching policies of the UPLS
- Create a channel for users of the UPLS to provide feedback on the functioning of the UPLS
- Advise on budgetary issues, as the budget is the financial articulation of strategic intent

The Committee has no line responsibilities and meets at least twice a year. In fulfilment of this mandate, the Committee met on 9 April 2010 and 30 August 2010.

Members

- Prof R M Crewe (Chair)
- Prof N A Ogude
- Prof A P Melck
- Prof A Boraine
- Prof T J D Bothma
- Dr J A Pretorius
- Prof W Kilfoil
- Prof M J Wingfield
- Prof G J Rossouw
- Prof J Nothling
- Mr D Naidoo
- Dr D Cloete
- Prof R S K Apatu
- Prof D P Veldsman
- Dr R Maritz
- Ms G Thomas (External)
- Dr B Mbambo-Thata (External)
- Ms B Muller (External)
- Mr R Moropa
- Mrs M Hammes
- Ms H Kriel
- Dr H Pienaar
- Ms U Satgoor

We thank this Committee for its inputs and support for the strategies and activities of the UPLS.

FACTS AND FIGURES

Budget	2009	2010
Capital	52.3m	56.96m
HR expenses	43.2m	52.3m
Operational	6.4m	6.97m
Total	101.9m	116.2m
IT budget*	0.55m	0.6m

Table 1: Library Budget - 2010

* UP IT allocation

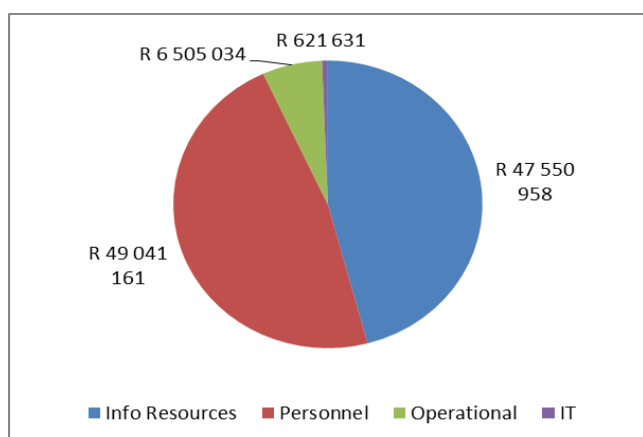


Fig 1: Library Expenditure - 2010

*It has been decided that from 2011 the difference between the allocated capital budget and the expenditure will be saved for future exchange rate fluctuations.

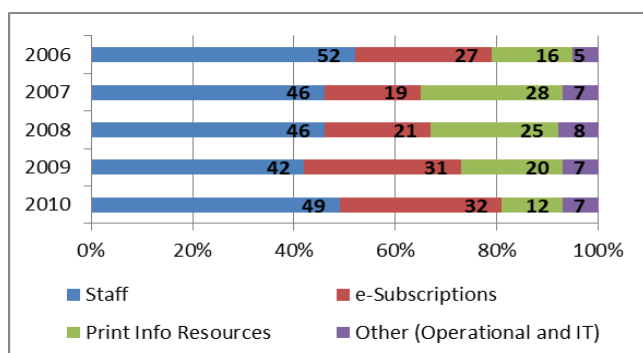


Fig 2: Percentage Library Expenditure 2006-2010

Source: Louis Leonard (Operational), Rolf Tönsing (IT), Soekie Swanepoel (Information Resources), Johan Prinsloo, UP HR (Staff). Compiled by Gerda Beukes

2009	2010	THE UPLS COLLECTION
983 360	1 002 020	Book titles
1 457 692	1 477 999	Book volumes (including multiple copies)
1 909	770	Current print journal subscriptions
62 701	63 036	Access to e-print journal subscriptions
275 668	285 938	Access to e-book titles
332	333	E-databases
4 214	6 062	UP electronic theses/dissertations
9 976	12 443	Institutional repository items

2009	2010	USAGE
24 469 254	18 854 192	Information retrieval searches (WAM)
3 326 002	3 759 089	Information retrieval searches (platforms)
1 463 152	1 526 733	E-articles dow nloaded
616 735	684 076	E-books dow nloaded
952 737	905 301	Google Scholar search
227 628	265 564	E-exam papers dow nloaded
4 453 201	6 423 315	Electronic theses/dissertations dow nloaded
782 905	886 815	UPSpace (institutional repository) pages view ed
7 504 901	6 467 364	Library w ebsite files downloaded
1 151 870	2 420 312	Library w ebsite visits
2 396 924	2 570 138	Library visits excluding OR Tambo Law Library
629 942	597 205	Information resources loaned
13 314	12 701	IL documents delivered to UP clients
10 800	9 130	IL documents delivered from UP to external clients
8 316 779	6 016 585	Photocopies
5 385 678	5 408 523	Print-outs

STRATEGIC THRUSTS AND OBJECTIVES

The UPLS is an integral part of the University and its strategic plan is designed to be in alignment with that of the University. The UPLS strategic plan furthermore informs the University of Pretoria's new initiatives in e-research and knowledge stewardship. 2010 was the final year of the UPLS's 2006-2010 Strategic Plan. This Plan guided its activities during the designated period and its success may be attributed to its annual review and identification of priorities for the year ahead. These key strategies during the course of 2010 increasingly highlighted the evolving role of the UPLS from a support role to that of a partner in teaching, learning, research and community and professional engagement.

The UPLS continues to follow the faculty library model, which enables customised services and products based on the needs of each faculty. This is enhanced by the strong relationships that have been developed by Faculty Library Heads and Information Specialists with the Deans and various departments in the faculties. Increasingly, Information Specialists are spending time in the departments and engaging with academics.

ENHANCING THE STUDENT EXPERIENCE

The quality of a library and its services is a crucial part of the student experience. The UPLS continues to offer study space, computers, wireless access, photocopiers, printers, access to the Reserved Collection and group study rooms. There are now 529 computers and 2 942 study seats available for students. The photocopying and printing facility continues to be managed by Xerox on a contract basis.

The Learning Centre, located on the 3rd floor of the Merensky Library, aims to offer a more integrated approach to assisting undergraduates with research, reference queries, writing, anti-plagiarism, information literacy, general learning skills and the use of the UP learning management system (clickUP). It serves as a "one-stop" facility where a student may study alone or collaborate with others while having access to relevant information resources and professional assistance. The online Assignment Support page (<http://www.library.up.ac.za/learning/index.htm>) directs students to relevant resources for research and writing of assignments. The Learning Centre also houses the Library's general reference desks and runs the online reference service, *Ask-a-Librarian*, based on OCLC's Question Point system. A chat-on-line service is available between 14:00-16:00 on weekdays. Twice a week, staff members also offer an information service at the Steers restaurant on campus.

The following facilities are available in the Learning Centre:

- 134 computer workstations (7 for e-mail only, 12 for ClickUP, 15 for quick catalogue searches)
- 10 network printers
- 14 photocopy machines
- 2 scanning workstations
- An electronic classroom with 20 computers and a variety of equipment
- 4 group discussion rooms with 12 seats each and equipment

Some of these facilities will be enhanced through the Library refurbishment project in 2011.

1. Information Literacy (IL)

The UPLS recognises the importance of information literacy and that it is indispensable for successful study and research. It concertedly, through the Learning Centre, engages in information literacy training throughout the year. This training complements the compulsory UP Computer and Information Literacy (CIL) course. Training includes in-depth database usage, navigating the Library website, referencing techniques, assignment support and general searches.

	2008	2009	2010
Group sessions	271	611	643
Attendees at group sessions	11 850	18 490	18 786
Individual training sessions	1 993	1 924	1 225

Table 2: Information literacy training 2008-2010

Through the use of innovative and attention grabbing methods, the Learning Centre staff have succeeded in gaining the trust of students. As part of her postgraduate programme, Mrs Bettie de Kock, the Emerging Technologies Specialist, refined the online game that is used to introduce the information literacy standards to undergraduates. She will be measuring the impact of the use of online gaming as a tool for information literacy. The 2010 Library Passport included the schedule of the 2010 FIFA World Cup matches that were held in Pretoria. The task team continued its exploration of the use of mobile technology for access to the Library catalogue and databases.

2. Anti-plagiarism

The UPLS has been tasked by the University to offer training programmes and campaigns to raise awareness of anti-plagiarism in collaboration with UP Corporate Communication and Marketing (CC&M). The anti-plagiarism website (www.library.up.ac.za/plagiarism/index.htm) includes the UP policy and provides guidance for students and academics. A campus-wide campaign was held in March 2010, and to generate interest a crossword competition was also held. Six students received prizes for correct entries. The anti-plagiarism training programme, based on an online game, was also launched. This was created to illustrate the main concepts of plagiarism. As this training is voluntary, only 400 students attended the training in 2010.

"I have been in this University for the past 5 years but today was the first time I experienced the real meaning of anti-plagiarism. It is a great pleasure indeed!" Student

LEARNING AND TEACHING EXCELLENCE

1. Information Collection

In fulfilment of its mandate to manage academic information, the UPLS is committed to maintaining a balanced and relevant information collection in all formats; providing access to online collections; providing the necessary equipment to use all types of information; and arranging for access to other libraries and their collections through inter-lending and reciprocal agreements. Apart from being necessary for study and research success, the Library's collections continue to be a national asset – all researchers and postgraduate students of SA tertiary institutions have access either via inter-lending or via the inter-university agreement to provide access to researchers and postgraduate students.

The UPLS uses the III Millennium library system to make the majority of information resources discoverable and for integrated management. The EBSCO A-Z system gives access to online journals and the UPLS website is an effective interface with everything on offer. Implementation of the discovery tool Primo and the search engine MetaLib in combination with the link resolver SFX – as part of the Carnegie Research Libraries Consortium initiative – will simplify the discovery and usability of relevant resources for researchers and students and diminish information overload. Google Scholar has been used in a similar fashion with SFX for several years. OpenWorldCat provides access to library holdings all over the world and leads our users and others to UP resources. UPSpace and UPeTD give access to UP research outputs.

The acquisition, use and popularity of e-books is still in its infancy but is gaining momentum in spite of the fact that licensing, ownership, archiving, reading devices and other aspects are not yet fully resolved. E-books are not cheaper than hard copies but offer distinct advantages. However, the bandwidth challenge still needs to be resolved.

- The UPLS currently subscribes to nine substantial packages: Safari, Pepweb, Knovel, Books@Ovid, MDConsult, McGrawHill, ScienceDirect Book Series, Access Medicine and Elsevier Evidence Based E-Book Offer.
- The following reference works are available online: Routledge Encyclopedia of Philosophy, McGrawHill Encyclopedia of Science and Technology, World of Learning, Grove Music Online, Oxford English Dictionary, Oxford Reference Online, Pharos dictionaries, Encyclopedia Britannica Online, and Encyclopedia of the Bible and its Reception Online (www.library.up.ac.za/ebooks/subref.htm).
- Many electronic books are available free on the internet, bringing the number of e-books available to our clients to 285 938 titles.

In line with the library's print-to-electronic strategy, the expenditure on electronic resources is now more than the expenditure on print. Electronic journals in general are cheaper than print journals when the



Table 3: Proportional expenditure on resource types 2007-2010

electronic-only option is chosen. Average subscription to a print journal is R4 830 and for an electronic journal licensed by the UPLS R459. The UPLS is a member of the SANLIC national purchasing consortium. This arrangement has made it possible to buy more full-text access to journals without significant increase in expenditure. Scholarly Stats provides valuable information on the use of electronic journals, which is used for evaluation and collection building. The UPLS subscribes to 8 534 online journals with access to over 55 000 more, including open access journals, via different platforms. There has been a significant decrease (of 770) in subscriptions to print journals while e-journal subscriptions have increased by 335.

The Reserved Study Collection continues to be an invaluable facility for access to prescribed study material. At least one copy of each prescribed or recommended book is purchased and made available in this collection. E-reserves is a collection of journal articles and book chapters which are made available in electronic format after the necessary copyright clearance has been acquired. In support of the correct use of print material for compulsory and recommended reading lists, the Library also serves as a copyright centre for the University to ensure that it adheres to the Copyright Act. In 2010, 131 700 items were borrowed from these collections and 26 608 items were checked out from the e-reserve collections. An initiative was also launched in 2010 to buy online books for the study collection.

Information specialists continuously add value to courses on the Learning Management System (ClickUp) by creating and maintaining reference pages for the courses. A total of 359 pages were produced/maintained in 2010. Online manuals, the training of groups at the request of lecturers, and participation in academic courses make the UPLS a valued partner in the promotion of learning and teaching excellence. Specific web pages highlighting services and products available to academics and postgraduate students are available at <http://www.library.up.ac.za/lecturer/index.htm> and <http://www.library.up.ac.za/research/index.htm> respectively.

ENABLING RESEARCH AND SCHOLARLY COMMUNICATION

The UPLS keeps abreast of international and national trends regarding academic libraries, librarianship, research and scholarly communication. It has focused on providing services that support postgraduate research, academics and researchers. The greatest portion of the UPLS Information Resources Budget is spent with the research enterprise in mind – R56.26m was spent in 2010 on journals and e-journals, and the majority of databases and books are purchased at the request of researchers.

Information Specialists are assigned to each academic department. Some of them have offices in these departments and spend part of the week there. Intensive training is given to postgraduate students on the proper use of the databases, research tools and searching. This continues to be offered on a one-on-one basis, to groups or as self-help online services.

Physical access to other libraries

Researchers and postgraduate students with a good track record may obtain a letter of introduction to another HE library for geographical reasons or for access to better collections. This arrangement is particularly beneficial for clients in the Humanities and Theology because the University of South Africa has a very strong collection in these fields. In 2010, 189 clients from other libraries applied for access to the UPLS whilst 215 UP clients applied for letters of introduction.

Research Libraries Consortium – Update: The UPLS joined the Research Library Consortium (RLC) on 1 August 2009. The RLC is comprised of the following academic libraries:

1. Rhodes University (RU)
2. Stellenbosch University (SU)
3. University of Cape Town (UCT)
4. University of Kwa-Zulu Natal (UKZN)
5. University of the Witwatersrand (Wits) and
6. University of Pretoria (UP)

Members of the RLC are beneficiaries of a Carnegie Corporation of New York (CCNY) grant of US\$2.5 million for a project running from 1 August 2009 to 31 July 2012 (Phase 2). (Phase 1 of this project commenced on 1 August 2006 and terminated on 31 July 2009. During the first phase, the RLC comprised UCT, UKZN and Wits Libraries.)

The current project (i.e. Phase 2) aims to build on and expand the success of Phase I of the Research Libraries Consortium's three-pronged model for enhancing research support in South Africa. This phase now includes the Libraries at UP, SU and RU.

The key objectives of this project are:

1. **Creation of Research Commons:** to create a dedicated space for postgraduates and researchers, called "Research Commons", in each of the RLC member libraries.

The new UPLS Research Commons site was identified and approved after much discussion. The criterion of a dedicated space was met when the space occupied by the Reserved Collection on Level 4 of the Merensky Library was identified as the ideal place for the Research Commons. Discussions with the UP Department of Facilities and subsequent approval from the UP Executive for the establishment of the Research Commons led to a broader Library refurbishment project. A task team comprising of Robert Moropa, Hilda Kriel and Ujala Satgoor drives this process. Mrs Monica Hammes was engaged as the Project Manager of this project.

2. **Development of Library Skills to Support Research:** to strengthen and upgrade the skills of the Information Specialists with a view to enabling them to provide top-class services to researchers efficiently and effectively. Between 2010 and 2011, 14 carefully selected Information Specialists from the UPLS will take part in three intensive 12-day residential Library Academies to be held in South Africa. Information Specialists selected from the 14 alumni of the Academies will spend six weeks in major US research libraries during 2011.

In 2010 two residential Research Academies were hosted at Mont Fleur, Stellenbosch. This programme enabled the participants to gain an understanding of the national research imperative as well as the different needs and research styles of academics and researchers. A precursor to the research academies is a road show presented by Karin de Jager and Colin Darch, who explain the scope of this Project and the research process, and meet with the successful participants regarding their individual research projects. Two road shows were held on 24 February 2010 and 19-20 August 2010.

1st Academy - Gerda Ehlers, Danie Malan, Tersia Coertse, Chrissie Boeyens, Refilwe Matatiele and Julene Vermeulen, accompanied by Hilda Kriel, participated in the first Research Academy from 11-24 April 2010.

2nd Academy - Liesl Stieger, Suzy Nyakale, Marguerite Nel and Sunette Steynberg participated in the second Research Academy from 3-15 October 2010.

The participants reported that it was an inspiring experience that motivated them to deliver an even better service. Everyone reported that all their expectations were met, namely

- *To learn more about the research environment*
- *To understand researchers' needs, expectations and work processes in different disciplines*
- *To understand the role of the library and librarian in the research process*
- *To better understand the research process*
- *To learn how to publish a research article*
- *To enhance critical and analytical thinking*
- *To develop professionally and personally*
- *To understand the research process better*
- *Networking*
- *To learn best practices from other libraries*
- *To have fun*

The team benefited from the enthusiasm of the presenters and other librarians and are determined to make a difference in the organization.

Thereafter, Marguerite Nel & Sunette Steynberg were selected to participate in a further study programme in the USA. This is funded by the Carnegie Research Libraries Consortium Project. They will represent the UP Library Services in a delegation of nine librarians from Stellenbosch University, Rhodes, UCT and UKZN on this study programme from 14 February to 29 April 2011. As part of the programme, they will

spend time at the Mortenson Center for International Programs, University of Illinois; be located at host institutions such as Purdue University and North Carolina State University; attend the Association of College and Research Libraries (ACRL) Conference; and visit libraries of interest.

3. **Implementation of the Research Portal:** to install PRIMO discovery software, SFX, Metalib and other related software in the libraries of the RLC. This is a research portal that will enhance the capacity to manage electronic journals, linking directly to full text and searching across multiple databases.

The PRIMO project kicked off in mid-October 2009. During 2010 training was received for SFX (Link Resolver), MetaLib (Search Engine) and PRIMO (the discovery and delivery portal). The customer database profiling as well as the configuration and setup of the portal that continued during 2010 as well as the fine-tuning within the RLC consortium took some considerable time.

The submitting of data extracts from the Millennium Library system to PRIMO as well as the harvesting of UPSpace data was streamlined and together with the e-resources from the SFX knowledgebase provides a one-stop search interface to our clients. Authentication to licensed e-resources is done via the LDAP services of the University.

The MetaLib Quicksets that provide simultaneous searches on databases were set up in consultation with the information specialists and made available via PRIMO.

Various PRIMO, SFX and MetaLib Service Packs (defect fixes and enhancements) were installed by ExLibris during 2010 to enhance certain functionalities. On-going maintenance and configurations for enhancements that come with Service Packs are required to benefit from PRIMO developments.

The PRIMO public access interface was developed and made available from the Library catalogue page during the last quarter of 2010.

This project will undoubtedly enable academic libraries and staff to provide the necessary and relevant research support to postgraduates, researchers and academics at these institutions.

E-STRATEGY

The UPLS has earned a reputation for being innovative, creative, a technology embracer, having inspirational leadership and outstanding people, financial viability, win-win partnerships and improving and proving one's impact and value. To a great extent this is enhanced by the inclusion of an e-Strategy, which is critical for organisational growth and sustainability especially in the face of information and communication technology (ICT) domination in development.

The UPLS e-Strategy formulated in 2006 continues to be relevant for the optimal use of new technologies to support the Library's client-centred approach. One of the key objectives of the e-strategy is the adjustment of the Library's structure, business processes, skills and facilities to support the development of e-products and e-services. The long-term objective of the e-strategy is to create an e-environment for scholarship at the University of Pretoria.

The e-strategy can be seen as a high-level innovation strategy, integrating e-information applications within a broad framework, helping to focus the organisation, keeping the organisation on the cutting edge of new developments in teaching, learning and research, and establishing a framework for capacity, e.g. staff and IT to implement the strategy.

The UPLS and the CSIR Information Service continue to collaborate on e-Research and report to the SERA (Southern African Education and Research Alliance) relationship managers. Three aspects are receiving attention at this stage, i.e. e-Research advocacy, Virtual Research Environment (VRE) projects and Research Data Management initiatives.

Objective: Creating an e-Environment for Scholarship



Registration to Webometrics resulted in ranking UPspace in position no. 269 among the top 400 of the world's IRs in terms of global visibility and impact. (http://repositories.webometrics.info/top400_rep.asp)

Digitization: Since its inception, the Digitisation Unit has continued to make good progress with several **digitization projects**, which include:

- The Hans Merensky Collection which was moved to the Digitisation Office on 1 December 2010. Work on this valuable collection will commence in 2011.
- The South African Journal of Geology outsourced by SABINET
- The inaugural addresses of the University of Pretoria
- The Pretoriana Journal (ongoing)
- The South African Journal of Art History
- The Prof Cheryl de la Rey Collection
- The Veterinary Science project (ongoing)



The Library plays an important role in raising awareness of digitization and its processes. To this end the Digitization Unit has been involved in the training of personnel from the NRF and the Lesotho Royal Archives (*left*). The Unit also hosted a visit by the delegates of the Nasionale Afrikaanse Letterkundige Museum en Navorsing Sentrum (NALN) on 11-12 November 2010.

- Number of scans: 99 575 pages (SABINET scans: 44 914)

- Several books from the Africana Collection were digitized



The **3rd African Digital Scholarship and Curation Conference** was held at the University of Botswana in Gaborone from 25-27 May 2010 with the theme - *Mapping and Demystifying Digital Scholarship: Trends, Challenges and Opportunities*. This continues to be a partnership initiative with the University of Pretoria and is led by Dr Heila Pienaar as the UP representative. Christelle Steyn and Janice de Wee co-presented a Web 2.0 Technologies & Services Workshop which was extremely well received. A paper entitled "*Combining 3D models with an Institutional Repository*" was co-presented by Leon Pienaar and Hettie Groenewald.

The **Open Scholarship Programme** continues to make a positive impact in granting open access to UP intellectual property. This programme comprises openUP (articles) and UPeTD (electronic theses and dissertations).

UPeTD currently houses 6 325 theses and dissertations. According to the January Ranking Web of Repositories, <http://repositories.webometrics.info/>, which consists of more than 1 200 repositories ranked according to a composite index that combines activity indicators (size, rich files and Scholar) and impact (link visibility), UPeTD is ranked first of all the South African and African institutional repositories at number 124.

OpenUP currently houses 6 012 full text research articles authored by UP authors. During the current research reporting cycle, the Open Scholarship Office was responsible for discovering and reporting 106 articles which amounted to 62.44 units. Each unit totals a sum of R117 144 for the University of Pretoria. This brings the total value of unreported article finds to a total of R19 977 3408 for the period 2007 - 2010.

The Open Scholarship Office continues its collaboration with the Department of Research and Innovation Support (DRIS) towards the annual Research Report audit.

- This year the total has increased to 73.79 units or 143 articles. Each unit equals R120 000 for the University of Pretoria!

"The collaboration between DRIS and the Library is an extremely valuable source of recording all UP's research outputs in journal articles. The audited total units were 1118.29 which show the importance of this collaboration. We have decided to change the way in which we work together this year and are

convinced that this method will improve the collection of data.” Dr Patricia Smit, Head: Research Support.

.....

UPLS INFORMATION TECHNOLOGY AND SYSTEMS (ITS)

Budget and Hardware:

- In December 2009 and January 2010, UPLS ITS was involved in the Library Services’ copying/ printing service switch-over from Minolta to Xerox.
- During April 2010, 76 PC towers in the Library Service were replaced with funds allocated by UP ITS.
- 87 old-type CRT screens in the open area (“lab-area”) on level 3 of the Merensky Library were replaced with LCD screens in November 2010: All PCs in this area now have LCD screens.
- The IT allocation of R601630, plus a reserve from 2009, was divided according to a formula based on the number of staff and clients (students) of each unit/team as well as the number of PCs already available to each of these groups. Identification of new hardware, software and subsequent installation was done accordingly.
- In September 2010 the tray with 16 Tb (gross) of extra hard disk space, acquired at the end of 2009, was finally included by UP ITS in the new Bibarchive server for E-Service’s archival activities. This provided much-needed extra disk space.
- Since June 2010 the refurbishment project demanded high input from UPLS ITS, which included the complicated relocation of the whole Xerox Copy Centre from Level 3 in the Library to its new locale in the Reserved Collection and Study Centre.
- UPSpace: In 2010 the purchase of a dedicated server for UPSpace (institutional repository) was approved. With assistance from UP ITS, the new server was installed and configured. It was also decided to upgrade the older version of Dspace (ver 1.4.2) to a later version 1.6.2. Towards the end of 2010, testing was started on UPSpace on the new server – copying the database, changing the look-and-feel and other features that are available in the new version.
- ZenWorks: During 2010 UPLS ITS successfully handled the switchover to ZenWorks version 10 within the Library. This entailed the rebuilding of various databases and application bundles. Prior to the rollout, testing was first done in a virtual and then the live environments. The first major rollout process commenced in the Law Library as this was the area that uses Zenworks the most.
- Windows 7 rollout process: During 2010 a project to switch over student and staff computers from Windows XP to Windows 7 was initiated (see FOG imaging solution). The project’s main strategic drive was to ensure that clients receive the latest versions of software to achieve their objectives. Taking into consideration locations, hardware specifications and faculty strategies, it was decided to commission three standard images throughout the library. These images were configured to suit the various areas in which the machines were located. As mentioned previously the images were configured to enable users to be more productive with fewer restrictions but still keeping in line with standardized UP guidelines. The three images are for:
 - o OPAC Machines
 - o LAB Machines
 - o CyberSpace

In March 2010 the number of PCs in the UPLS had increased from 758 in March 2009 to 802 (253 for staff, 378 for clients, 147 in UPLS labs and 24 in the Cyberspace)

To date the efficiency of students per level has increased and the volumes of students on all levels have evened out, alleviating the load previously experienced on Level 3. Staff machine images were upgraded to Windows 7 based on reloading erroneous versions of Windows XP and also with the replacement of staff machines. Currently all student machines have been upgraded to Windows 7.

- FOG Imaging Solution: UPLS ITS adopted an imaging solution called FOG. Currently there are two FOG servers on campus that address normal image rollout capabilities. These systems were

installed to alleviate the previous cumbersome image casting solutions. FOG enabled us to address image rollouts in bigger areas that would have been previously inefficient. This solution also aided the Windows 7 rollout project as FOG is very good at rolling out a standardized image to various areas and system configurations. FOG also aids in enabling us to roll out reconfigured images more quickly than the previous method. It is also an automated system, freeing up staff resources when rolling out an image.

- Web Test Platform: For testing purposes, UPLS ITS put into production a dedicated machine for test platforms. The machine can run various web platforms and database technologies. There are however dedicated platforms running on the system, but mainly for test purposes. Various systems were tested, e.g. Alfresco, HubZero, BuddyPress, Joomla, Streaming Media.
- Millennium: The PRIMO Discovery and Delivery Portal has been made available for researchers. With the PRIMO Central Index application, researchers may use federated searching of e-articles, e-databases, library catalogues and institutional repositories.
- Testing started with the mobile web that allows clients to do catalogue searches, renewals and placement of holds, and determine what items they have borrowed.

.....

Towards a Peer Review – February 2011

The UPLS together with the UP Quality Unit planned the process of an external Peer Review of the UPLS to be held from 21-24 February 2011. Mrs Monica Hammes commenced the process before her retirement in April 2010 and thereafter continued as the Project Manager hereof. The panel members are Jim Mullins (Dean of Libraries, Purdue University); Joan Rapp (Executive Director: UCT Libraries) and Prof. Tom Cochrane (Deputy Vice-Chancellor: Technology, Information and Learning Support).

Ms Hammes coordinated the development of a Self Review Report which involved several staff members who took the responsibility of various aspects of the UPLS. This internal process enabled staff to gain an insight into the strengths, challenges and operations of the institution. Bound copies of the Report were circulated to the panellists.

We are certain that this would be an opportunity to ascertain and/or confirm the strengths, challenges and potential risks for the UPLS. The results of this review will inform the 2011-2016 Strategic Plan of the UPLS.

STRATEGIC PLANNING 2011-2016

2010 was a year of intensive planning towards a new five-year strategic plan for the period 2011-2016. As a year-long process, it was participatory and consultative. The following timeline was embraced to allow the Executive to work through a process that would result in a dynamic and visionary Plan:

- **11 February** - Strategic Planning Workshop. This session with the entire Management Forum commenced with a presentation by Prof Wendy Kilfoil (Director: Education Innovation), who shared her thoughts on developments in the South African Higher Education landscape. There was also a review of what we were doing well; what we were not doing well; burning issues; and how we were positioned for the future.
- **30 March** - Strategic Planning Session. The Executive met with the intention of charting the process to be followed; reviewing the outcomes of the meeting held on 11 February; identifying the process to be followed and the way forward.
- **11 May** - Meeting with Prof de la Rey. The Executive met with the Principal to get a sense of her vision and expectations of the Library.
- **1 June** - Strategic Planning Session. The Executive decided to adopt the Thinking about the Future process, which involves the six foresight practices. The Horizon 2020 Report informed this exercise as follows:
 - Framing: What does it mean for us to enter a new decade? [Done on 30/03/2010.]
 - Scanning: What new landscapes could we face? [Several internal, national and international reports were identified and scanned.]
 - Forecasting: What are the best and worst case scenarios?
 - Visioning: What new dreams do we have?
 - Planning: How can we prioritize and align our actions?
 - Leading: How do we invite others to join us?
- **19 July** - Strategic Planning Session. The Executive identified the conditions shaping our future, the constants, driving forces outside the organisation (trends, events, issues), and driving forces that are highly important in their impact and highly uncertain in their outcome.
- **14 September** - Strategic Planning Session. The Executive presented scenarios based on High Technology/Low Partnership, Low Technology/Low Partnership, High Technology/High Partnership, Low Technology/High Partnership. The preferred scenario emerged as **High Technology/High Partnership**.

The vision should convey: change agent, strategically positioned, impact, value adding, relevant, dynamic, leadership, key partnerships, contributor to transformation, unique contribution.

- **18 October** - Strategic Planning Session. The Management Forum met and reviewed the progress made. A further SWOT analysis was conducted which would inform the final strategies.

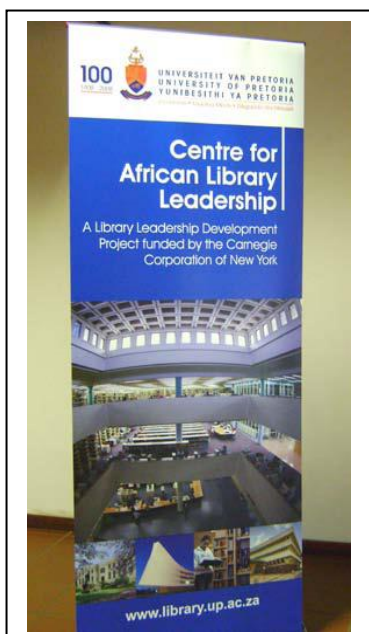
The 2011-2016 vision and mission was then adopted:

Vision	The University of Pretoria Library Services distinguishes itself as a global leader through redefining academic leadership.
Mission	To achieve the vision, the UP Library Services will adopt the "High Tech, High Touch" scenario by focusing on Leadership, Innovation & Technology, Partnerships & Client Services, and Staff Development.

The following Strategies will be implemented:

Leadership	Create/strengthen a climate & culture for innovation; Establish leadership for innovation; Adopt a project planning approach to optimise our resources & future planning; Transition to a conducive physical environment for innovation.
Innovation & Technology	Delivery of new technology-based services; Infusion of relevant technologies into client processes.
Staff Development	Continuing Professional Development & Workplace Learning (CPDWL) based on identified skills sets aligned to the strategies.
Partnerships and Client Services	High-level integration with research focus areas; Embedded Librarianship; Partnering with UP teaching & learning model; Client Training.

This is the first draft of the 2011-2016 Strategic Plan which will be aligned to the new UP Strategic Plan. We look forward to identifying the projects that will enhance the UPLS during this period.



LIBRARY LEADERSHIP DEVELOPMENT: A NATIONAL PROJECT – 2010 UPDATE

The Carnegie Centre for African Library Leadership is established at the University of Pretoria

In 2008 the University of Pretoria Library Services (UPLS) was awarded a three-year grant of R7,5 million, by the Carnegie Corporation of New York (CCNY), to address the leadership development needs of current and future middle and senior managers in academic, public/community and national library services in South Africa. The grant will enable the UPLS to establish a self-sustaining library leadership centre to facilitate skills-based leadership training to selected individuals and build a team of library leadership trainers who would be able to continue training after the termination of the grant.

Ms Martha de Waal was appointed as Project Co-ordinator of the Centre for African Library Leadership (CALL) from 1 April 2009, for a three-year term. By the end of 2010, two Academies and the first Train-the-Trainer programme were held.

	CLLA Mar 2010	CLLA Nov 2010
Applications	30	33
Participants	20	19
Academic sector	14	12
Public library sector	6	7
National library sector		1
Graduates	20 (10 distinctions)	15 (3 distinctions)
UPLS participants	David Mahlangu Tebogo Mogakane Jacob Mothutsi Suzy Nyakale	Danie Malan (distinction) Refilwe Matatiele Maggie Moropane Julene Vermeulen

Train-the-Trainer July 2010	
Applications	16
Participants	10
Academic sector	5
Public library sector	5
Certificates awarded	10

Attending the CLLA is one of the best decisions I made in my career. I'm still amazed at the amount of knowledge, skills, interactions and sound teaching I received while attending the Academy at the Leriba Lodge in March 2010. One of the key things I learned is the importance of having a vision and to look at the bigger picture. I have been selected for the PhD programme at the Information Studies Department, UKZN, starting in January 2011. I believe my participation in the academy contributed immensely in my selection.

*Nonhlanha Ngcobo
UKZN Medical Library*

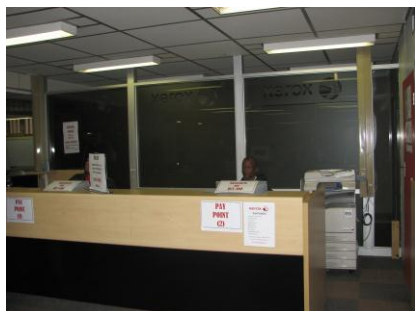


Train-the-Trainer participants July 2010

THE UPLS FACILITIES TO BE UPGRADED – 2010-2011

The two grants awarded to the University of Pretoria Library Services by the Carnegie Corporation of New York (CCNY) served as an impetus for some of the existing facilities within the Merensky Library to be reviewed, redesigned and refurbished.

1. The \$1m Leadership grant made provision for a modern training facility including a state-of-the-art computer training room, group discussion rooms and a mini-auditorium which would replace the existing computer training room (*right*) and locate an auditorium where the Xerox copy centre (*left*) was located on Level 3.
2. The Research Libraries Consortium grant made provision for the establishment of a Research Commons (RC), which would be a dedicated space for researchers, academics and postgraduates. This RC would be located on Level 4 where the Reserved Collection was located.
3. The Reserved Collection and the Xerox Copy Centre will be relocated to the Study Centre on Level 3. An additional five group-study rooms and general discussion areas are to be included.



This project was approved by the UP Executive and R17m was allocated. For these new facilities to be established, the Department of Facilities commenced with the designs and appointment of service providers. Mrs Monica Hammes was appointed as the UPLS Project Manager. The end of examinations on 28 November marked the commencement of the building project. It is hoped that this project will be completed by the end of April 2011. The dismantling of GV, the computer training room and Xerox Work will continue during the University summer recess. The UP community was informed via the Campus News, the UPLS website and prominent posters in the Library.



A graffiti wall was created on the wall erected to block off the site. Staff and students got into the spirit of the initiative and expressed themselves most creatively.

We look forward to these new facilities, which will certainly raise the profile of the UPLS.



PROFESSIONAL AND COMMUNITY ENGAGEMENT – A SPIRIT OF COOPERATION AND GOODWILL

Elsabé Olivier was invited as a speaker on 2 September 2010 at the Open Access and the Evolving Scholarly Communication Environment workshop hosted by eIFL.net at the University of Botswana, Gaborone, Botswana. The University is currently working on an open access policy and requested Iryna Kuchma, the Open Access programme manager of eIFL.net for a follow-up workshop. Attendees included Prof I. N. Mazonde (Director Research & Development), Prof Frank Youngman (Deputy Vice-Chancellor: Academic Affairs) and other senior administrators, researchers and librarians from the University of Botswana, University of Witwatersrand and Uganda as well as Susan Veldsman, who represented the ASSAf OA publishing project. Elsabé made the following two presentations:

University of Pretoria's electronic theses and dissertations programme (UPeTD)

<http://hdl.handle.net/2263/14788>

The University of Pretoria's Open Scholarship Programme & the first Africa Open Access mandate

<http://hdl.handle.net/2263/14789>

School Library Showcase: 15 April 2010 – Mamelodi

This showcase was a joint venture between the University of Pretoria and Gauteng Department of Education. All the schools in the D4 region (Mamelodi, Atteridgeville, Centurion and Pretoria) were invited to participate in a competition in which they had to showcase what their school libraries were doing to improve the academic achievement of learners in schools. The primary aim of the showcase was to highlight how schools were utilising their libraries to enhance and add value in their teaching and learning environment, and most importantly, to share best practices. All schools were therefore encouraged to attend so that they could learn from each other. 15 schools entered the competitions and all made presentations about their use of the library and how it impacts on their learners' achievements. Speakers included Dr Dan Thokoane (Campus Liaison Manager); Ms Anna Brown (Gauteng Department of Education); and Mr Isaiah Manele who represented Mr Edwin Smith (Campus Director).





"I am a Librarian, I just made a difference!" Mmakgoshi Reetseng, a member of the UP LIS Library Technical Services team took it upon herself to arrange for books and furniture for the Motheong Primary School Library in Atteridgeville. There was a need for books, shelves and computers. Mmakgoshi was able to obtain books from Room to Read and Biblionef; used furniture from the South African Institute of International Affairs; and books donated by the staff of the UPLS and UP students.

Well done Mmakgoshi – this is the spirit of leadership that we encourage at UPLS!

The universities in SA take responsibility for the Millennium training in our neighbour countries, and in 2005 UPLS was selected for the training of the University of Namibia (UNAM). Two staff members from UPLS went there for three days to train all the UNAM library staff on the Millennium Circulation and Systems modules. About 40 people were involved.

In 2010 UNAM requested the coordinator of UPLS Circulation, Marietjie van der Westhuizen, to do a follow-up on the previous Millennium Circulation training. In two days about 30 staff members were trained on the extensive use of all the Circulation Millennium functions. Attention was also given to their system problems with regards to Millennium.

OTHER HIGHLIGHTS OF 2010

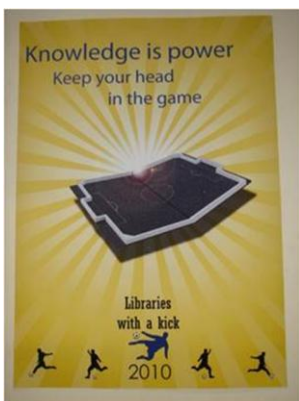


The build-up to the official kick-off of the FIFA World Cup on 11 June 2010 was unprecedented in South Africa. The outpouring of support for Bafana Bafana and the pride at being the World Cup host country resulted in never-seen-before levels of nation building and patriotism.

The UP Library Services joined in this campaign to celebrate and showcase this milestone event. We kicked off our campaign with our own branded shirts, which were designed, printed and distributed in April 2010. Football Friday was observed and colleagues came to work decked out in their football gear. It was a pleasure to see the enthusiasm and camaraderie that prevailed in being a part of this national campaign. The Merensky Library was decorated from the first week of May with soccer paraphernalia, which included soccer balls, copies of official FIFA banners, flags and other banners. The various Faculty Libraries mounted exhibitions on the impact of this world event on South African socio-economics. This included tourism, job creation, architecture and engineering. It felt wonderful walking into the Merensky Library and being confronted with these displays. The plasma screens added to the effect by screening presentations on the stadiums, fixtures and general World Cup information.



The Education Library on the Groenkloof campus participated in the "Proudly Groenkloof Day" on April 20 2010. This programme served to create awareness of the forthcoming World Cup. Supersport and FIFA representatives addressed the attendees. A display was also mounted and the Education Library was also decked out in soccer memorabilia.



The Digitization Unit kicked off the party spirit with their Football Friday party on 4 June 2010. The Unit was transformed with all sorts of football memorabilia and posters. Janine Loubser's poster, which won 3rd place in the Goethe Institute's continent-wide "Libraries with a Kick" competition, was on display. Face painting, bright costumes, colourful displays and posters all contributed to an amazing buzz and vibe. What a ball was had by all!

The staff room in the Merensky Library was transformed into a soccer fan zone on 11 June 2010. Staff were invited to come in their best fan gear and participate in the competition for the best dressed fan, vuvuzela blower and diski dancer. Burgers, chips and cold-drinks were on the menu. Winners of the competitions were Rolf Tonsing (best dressed fan), Josiah Lebelo (best vuvuzela blower) and David Mahlangu (best diski dancer). We were also very fortunate to have acquired our DSTV connection in time for this party, which added to the buzz during the month-long soccer fest. Staff were able to watch match replays and the games scheduled at 1330.

The 2010 Soccer World Cup will be an indelible memory for South Africa, and so too will the UP LS efforts to celebrate this milestone be remembered for a very long time!



VISIT BY THE NEW PRINCIPAL

Prof Cheryl de la Rey, the new Principal and Vice-Chancellor of the University, visited the Merensky Library on 18 June 2010. She met with the Library Executive, who made a formal presentation of the Library, its strategies, activities, challenges and successes. She also visited Special Collections and the Digitization Unit where she acknowledged the importance of e-learning and that digitization plays a huge role towards making material available in the e-environment for research.



Prof de la Rey (centre) with Elliot Matukane, Ria Groenewald, Robert Moropa and Kgomotso Ligari

VISIT BY THE GENEALOGICAL SOCIETY

Seventy members of the local branch of the Genealogical Society visited the Merensky Library on 14 August 2010. A tour was designed to showcase the special genealogical collections, the music collections and the digitized version of the journal Pretoriana. Together with a walkabout, formal presentations were also made on the Library and its Special Collections. Pieter van der Merwe, Katrien Malan, Faan Naude and Anja Roberts played host.

VISIT BY THE DUTCH EMBASSY

A delegation of the Dutch Embassy visited the Library on 16 September 2010 with the intention of funding a project to catalogue the Dutch Collection, which forms part of Special Collections and is housed in the Old Merensky Library. This collection is accessible only through a card catalogue and index registers which are inadequate for modern retrieval methods.

This was a first-round discussion and further discussions will have to be held to determine if the Dutch Embassy has a programme to match the Library's intent with this collection. Dr Peter

Thuynsma and Palesa Medupe of the Department of Institutional Advancement (DIA) were also present at the meeting.

OTHER VISITORS

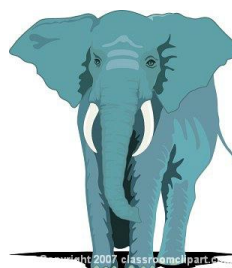
18 March – Ministry of National Heritage, Kenya. Delegation to benchmark LIS in South Africa

28 July - George Njoroge Gitau. University Librarian, Strathmore University, Nairobi, Kenya and Sylvia Ogola. Ag. Librarian, Maseno University, Kisumu, Kenya

29 October – Zanele Mathe. Cape Peninsula University of Technology. Library Quality Assurance

24 November – ITOCA. 14 delegates

09 December – Margaret Law. Associate University Librarian: International Relations, University of Alberta, Canada



HIGHLIGHTS FROM THE JOTELLO F SOGA VETERINARY SCIENCE LIBRARY

VETERINARY DIGITAL RESOURCES FORM PART OF UNIVERSITY OF UTRECHT' S IVY ACADEMIC SEARCH INITIATIVE

The veterinary collections of the Jotello F. Soga Veterinary Science Library on UPSpace and the veterinary-related information on UPeTD have been harvested and added to an open access subject repository of the University of Utrecht - Ivy Academic Search - Veterinary Science and Medicine (IvyAS). As stated on their webpage

http://www.ivyacademicsearch.org/about_ivy.php their mission is to:

“provide the local, national and international veterinary community with a high-quality academic information search and retrieval system for veterinary research.”

In August 2009 the Library applied to IvyAs to harvest our veterinary digital resources in UPSpace. To participate in this pilot project, the items in UPSpace have to be accessible

without restrictions and the metadata organized by OAI-PMH.

An advantage of using the University of Utrecht's Iy Academic Search facility is that a central point is provided to search the open access repositories of all participating veterinary institutions <http://www.iyacademicsearch.org/about.phpworldwide>. Search results can be printed, e-mailed, saved or exported to Refworks. The Iy Academic Search facility is accessible from the South African National Veterinary Repository homepage <http://www.library.up.ac.za/sanvr/index.htm>

We are proud to contribute to this initiative of the University of Utrecht, a highly respected international veterinary faculty, and to share this platform with prestigious institutions like Cornell University, University of Glasgow, University of Ghent, University of Zurich and University of Melbourne. This will contribute to the further exposure of the Faculty's research output, as well as all other valuable digital veterinary science collections, including high quality grey literature, currently part of UPspace.

WORLD VETERINARY DAY 2010

World Veterinary Day was founded by the World Veterinary Association (WVA) in 2001 to highlight the work of the veterinary profession around the world. It is celebrated annually on the last Saturday of April. It was held on 24 April 2010 with the theme *One World, One Health: more cooperation between veterinarians and physicians*. The concept of "One World, One Health" served to enhance the link between animal diseases and public health.

It has long been known that 60% of known infectious diseases are common to humans and animals (whether domestic or wild); 75% of recent emerging human diseases came from animals and 80% of the pathogens that could potentially be used in bioterrorism are zoonotic. It is also known that human populations need a regular diet of protein, particularly from milk, eggs or meat, and that a deficiency can also be a public health problem.

To celebrate this year's World Veterinary Day, the Jotello F. Soga Library hosted an exhibition on Veterinary Science as a career.

HANS HOHEISEN COLLECTION ON INNOPAC

The University's Centre for Veterinary Wildlife Studies in the Faculty of Veterinary Science is currently involved with the development and implementation of the Mnsi Community Programme in Mpumalanga. This programme is supported with funding from Tuks Rag and enables students in veterinary science to conduct

research in critical areas such as animal health, wildlife and domesticated animals, environmental health and sustainability, agricultural production, food safety and indigenous knowledge.

The Hans Hoheisen Research Centre (HHRC), which is situated close to the community research site, is used and managed by the University. The HHRC currently holds a collection of books and journals that have been incorporated into the UPEXplore catalogue. A separate location, Hoheisen Collection Orpen Gate, was created with the help of Amelia Breytenbach, Soekie Swanepoel, Anette Lessing and Annette Ingram. Antoinette Lourens leads this project. The items in this collection with the call number VHHO are all non-circulatory and not available for interlibrary loans.

NDLTD AWARDS FOR INNOVATIVE LEARNING AND LEADERSHIP

The Networked Digital Library of Theses and Dissertations (NDLTD) consortium recognizes students who have written exemplary electronic theses and dissertations (ETDs) as well as leaders who have helped to promote ETD programs. The University of Pretoria is exceptionally proud to have received recognition at the ETD 2010 International Symposium on Electronic Theses and Dissertations hosted by the University of Texas at Austin from 16 – 18 June 2010: <https://conferences.tdl.org/utlibraries/etd2010>



Jacques Orton is congratulated by Prof Karel Bakker

Jacques Orton's Master's dissertation in Architecture titled "Urban agriculture - a community development project" was one of the winners in the Innovative Learning through ETDs Award category. His

dissertation explored the possibilities in shifting ecological, environmental and economic trends towards long-term sustainability in post-apartheid South Africa. His plans to revitalize an aging urban centre on the outskirts of Pretoria are now the talk of scholars and urban planners who are advocating legislative policy change. His vision presents the tremendous potential to turn around the poverty ravaged areas of his home town and transform this region through micro-economic development and provide a model for others around the world including developers in far-away Detroit, Michigan and many other gentrified urban centres. Read Jacques Orton's dissertation here: <http://upetd.up.ac.za/thesis/available/etd-02022010-163309/>

Monica Hammes was awarded the ETD Leadership Award. She embraced digital archiving in 2000 when it was first introduced at the University of Pretoria and took responsibility for the implementation and management of UPeTD, the electronic repository for theses and dissertations. She played an important role in the advocacy of open scholarship by presenting nationally and internationally at conferences and by leading local workshops, thereby positioning herself as an important collaborator in the ETD community. It can rightly be said that she single-handedly paved the way for many of the current electronic theses and dissertations repositories/archives in Africa. She selflessly and effortlessly shared her knowledge with colleagues and co-workers and empowered others to follow suit. Monica Hammes was a participatory leader who had the creative ability to strategize and plan well ahead in innovative ways, but she was also always involved at an operational level and didn't mind rolling up her sleeves and pulling the cart with her team.

Her nomination was endorsed by several academics and national role players, and is an indication of the high esteem in which she is held.

"Monica has been instrumental in leading the move to ETDs at the University of Pretoria, going all the way from nothing to an institution-wide mandate and a department devoted to digital collections. The University of Pretoria has been a shining example of a successful ETD project in South Africa and, in fact, worldwide. Some students from the University of Pretoria have been recipients of NDLTD ETD awards, underscoring the innovation supported and encouraged by Monica and her team. Constant innovation coupled with a deep sense of contributing back to the broader community has been the trademark of Monica's work over the years, which has surely left its mark on the Southern African community of digital librarians and archivists. A more worthy recipient would indeed be difficult to find." Prof.

Hussein Suleman of the Department of Computer Science, University of Cape Town.

"Over the past thirteen years, Ms Hammes has become a respected specialist in digital information resources, promoting open access and scholarly publishing as well as the implementation of Institutional Repositories. This knowledge and expertise has been built up through her work at the University of Pretoria, as well as her participation in national and international consortiums e.g. eIFL, to strengthen OA, institutional repositories and improve skills in scholarly publishing. Ms Hammes has high levels of knowledge and exposure to best practice in open access initiatives as a result of having travelled in Africa and abroad to present training workshops and presentations in open access and institutional repositories. UPeTD is a direct result of her commitment, dedication, leadership, drive and her absolute belief in the role of open scholarly publication. This is also evidence of the growth and strength of the University of Pretoria's repository in the past ten years." Susan Veldsman, Director: Scholarly Publishing Programme, ASSAf: Academy of Science of South Africa.

During the past ten years UPeTD has grown to be the most successful institutional repository in Africa and celebrated its first decade with its best rating in January 2010.

Ranking of World Repositories: out of 400 best institutional repositories worldwide it is no. 95 in terms of content, size and visibility (<http://repositories.webometrics.info/index.html>).

Submitted by Elsabé Olivier

.....

Congratulations to Shirley Gilmore on the publication of her book entitled: *"Finding legal information in South Africa"*. This book, which is published by PULP (Pretoria University Law Press), will be useful to both legal professionals and those who know little about law.

.....



Open Access Week (18-22 October 2010) was celebrated with great aplomb by the Open Scholarship Office, led by Elsabé Olivier. The student graffiti wall was painted with the Open Access logo, and news articles appeared in both the Perdeby (18 October 2010) and Beeld Kampus (13 October 2010). Posters and bookmarks in support of the Open Access mandate were distributed on campus to raise awareness of open access and its importance for an academic environment.

Dr Tobias Schonwetter, legal head of Creative Commons South Africa, was the keynote speaker at an Open Access programme held on October 21 2010 in cooperation with the Department of Research and Innovation. Dr Schonwetter congratulated UP for being the first university in Africa to have adopted a mandate for its research publications. His lively and interactive presentation on the Creative Commons license and its uses was well received.

The Open Access team consisting of Carin Bisschof, Elsa Coertze, Sindy Hlabangwane, Mark Ingram, Anneline van der Gryp, Hendriette Jansen van Vuuren, Gloria Maripane, Susan Marsh, Una Mgwenya, Tebogo Mogakane, Carien Naude, Elna Randall and Mmakgoshi Reetseng, rounded the afternoon off, by showcasing their very important message printed on the back of their T-shirts, namely: ***What's good enough for Harvard, is good enough for UP!***



.....
YEAR END LUNCH, 26 November 2009

The UPLS rounded off the year with an elegant lunch at the Blue Crane Restaurant at the Austen Roberts Bird Park in Pretoria. The staff was acknowledged for their efforts and contributions to making 2010 a successful year.
.....



IN MEMORIAM

Frans Tshepo Mokoena

19 February 1970 – 20 September 2010

Frans Mokoena commenced his career at the University of Pretoria on 31 August 1993. His career at the University can be divided into two periods as follows: 31 August 1993 to 31 March 2005 and 1 May 2006 to 20 September 2010. In 1994 he registered for the BA degree in Library Sciences at the University of Pretoria. He successfully completed this degree and graduated on 6 September 2001.

In June 2003 Frans was promoted to the position of Information Specialist. In this capacity he rendered excellent services to various academic departments. While working in the UP Library and the Hatfield campus he worked on a temporary basis at the Mamelodi Library and the Gordon Institute of Business Science (GIBS) Library in Johannesburg. One of Frans's highlights during this time was the opportunity to meet President Nelson Mandela during his visit to the University of Pretoria Library Services.

He was a leader of various projects in the Library, and was highly appreciated by his colleagues in the Library and academic departments. We received many messages of condolence from members of the departments that he served. The following was received from the Department of Sociology. "Our department has a long history with Frans from his days as a sociology student until he became our information specialist. We will definitely miss his polite, respectful and quiet manner. Our hearts go out to his wife and children and his family at large in this time of need."
.....

STAFF

The UPLS has a staff complement of 240, comprising of 79 LIS professional staff, 75 support staff and 86 hourly staff members.

We welcome the following members of staff who joined us during the course of 2010:

- N de Kock - Circulation
- M Gouws – Circulation
- I van der Walt – Information Systems
- S Silinda – Health Sciences Library
- M C Mashaba – Learning Centre
- H T Mathonsi – EBIT
- F Buthelezi – Humanities
- E M Sefolo – Technical Services
- M M Gomba – Inter-Library Loans
- S Naidoo – Health Sciences Library

We also bade farewell to the following members of staff who retired in 2010:

- M Brassel
- M du Pisanie
- M Hammes

DEGREES/DIPLOMAS/CERTIFICATES were awarded to the following members of staff:

Una Mgwenya – Advanced Programme in Event Management (Distinction)

LONG SERVICE AWARDS

We acknowledge the following staff members who received services awards for 20, 15 and 10 years respectively:

20 Years – Heleen Steyn, Hanneljie Boshoff and Marie Swanepoel

15 Years – Refilwe Matatiele, Lita Ferguson and Bettie de Kock

10 Years – Robert Moropa, Samuel Hobyane and Liesl Stieger

LIS PROFESSIONAL INVOLVEMENT/ ENGAGEMENT

Robert Moropa serves as Deputy Chairperson of the South African National Library and Information Consortium (SANLIC).

Ujala Satgoor serves as a member of the Board of the National Library of South Africa (NLSA), an appointment by the Minister of Arts and Culture for a 3-year term (2009-2012).

Hilda Kriel represents the UPLS on the Research Academy Committee of the Carnegie-funded Research Libraries Consortium Project.

Dr Heila Pienaar was appointed by the Minister of Arts and Culture to serve on the Legal Deposit Committee for the term 01 July 2010 to 30 June 2013.

Ujala Satgoor was elected as the President-Elect of LIASA (2010-2012)

Martha de Waal was elected National Secretary of LIASA (2010-2012)

David Mahlangu serves as the Chairperson of LIASA Inter-lending Interest Group national executive committee (2010-2012)

Mmakgoshi Reetseng was elected PRO: LIASA Gauteng North

Elsabé Olivier serves as an Additional Member on the LIASA Gauteng North Executive

Elsabé Olivier was elected to the Networked Digital Library of Theses and Dissertations (NDLTD) Board for a 3-year term (2010-2013). The NDLTD is an international organization dedicated to promoting the adoption, creation, use, dissemination and preservation of electronic theses and dissertations (ETDs) <http://www.ndltd.org/>

Dr Heila Pienaar continues her association with Dr Martie van Deventer of the CSIR in the investigation of Virtual Research Environments and the promotion of an e-Strategy in libraries.