

Dr Heila Pienaar

**Deputy Director:
Innovation & Technology
Department of Library Services
University of Pretoria
South Africa**



Content

- Work
- Contact
- Strategic responsibilities and projects
- Degrees
- Awards
- Papers
- Publications
- Membership

Work

- **Work group:** Library executive management
- **Previous experience at the University of Pretoria Library:**
 - Strategic innovation manager
 - Internal consultant
 - Researcher
- **Previous experience in other organisations:**
 - Lecturer, Department of Information Science, University of South Africa (1987-May1988)
 - Information Manager, Directorate of Information Services, SA Defence Force (1977-1986)

Contact

■ heila.pienaar@up.ac.za

■ **Phone:**

- 012 420 2020
- +27-12-420 2020

■ **Fax:**

- 012 362 5182
- +27-12-362 182

■ **Twitter:** <http://twitter.com/heila2009>

Strategic responsibilities & projects

- **Facilitate Library strategic management**
 - Library strategic plans
 - Library executive
- **Responsible for Library e-Information strategy**
 - Create strategy & keep it up to date
 - Influence UP IT strategy (member of several UP IT committees)
 - e-Service steering committee
- **Manage e-Service & IT units (line & matrix)**
 - UP Digitisation & long-term Preservation
 - UP Research Repository
 - Library Web
 - Web 2
 - UP Open Scholarship
 - Library Mobile Services
 - Library e-Learning
 - Library e-Resources
 - Library IT
- **Facilitate UP e-Research**
 - UP & CSIR+ VRE (virtual research environment) projects
 - SA & UP data curation / management
 - Advocacy (organise / initiate international conferences, workshops)

Degrees

- D Phil (Information Science): [The creative and innovative university library](#) (Afrikaans). Three theoretical variables were studied, namely organizational structure, organizational climate and culture, and the personality of individuals in organizations. The empirical study examines the possible relationship between the degree of creativity and innovation of university libraries and the organizational climate. (University of Pretoria - 1994)
- M Bibl: [The integrated personal academic information system - an exploratory study](#) (Afrikaans). (University of Pretoria - 1990)
- M.Ed (Computer-Assisted Education): [Modules](#) - evaluation of CAE programs; learning theory; modalities of technology; education essence; instructional design and development; systems and tools for CBT authors; instructional technology for adult learning; implementation and management of CAE; instructional television. [Thesis - Design of a web portal for academics](#) (Afrikaans) With distinction (Academic honorary colours) (University of Pretoria, 2001)
- B.Bibl (Hons) (University of Johannesburg - 1979)
- B.Bibl (Ed) (University of Johannesburg - 1976)

Awards

- P.C. Coetzee award for advanced research in Library and Information Science, University of Pretoria
- Literati Club Awards for Excellence 2000: Highly Commended Author Award for the article "Organisational transformation at an academic information service" Library Management, vol. 20, issue 5, 1999 ([MCB University Press](#))
- Chief of the Defence Force recommendation medal
- Best student of the Southern Transvaal branch of the South African Institute for Librarianship and Information Science

Papers (1)

- Pienaar, H. 2010. Survey of research data management practices at the University of Pretoria, South Africa: October 2009 – March 2010. 22nd International CODATA Conference, Cape Town, South Africa <http://www.codata2010.com/> 24-27 October 2010. <http://www.slideshare.net/heila1/survey-of-research-data-management-practices-up2010> <http://repository.up.ac.za/upspace/handle/2263/15154>; presented the paper also at the 2011 African Digital Scholarship Conference and at Unisa open access event, 2011.
- Penzhorn, C. & Pienaar, H. 2009. The Academic Library as Partner in Support of Scholarship. In I. Gibson et al. (Eds.), *Proceedings of Society for Information Technology & Teacher Education International Conference 2009* (pp. 2930-2935). Chesapeake, VA: AACE. <http://www.editlib.org/noaccess/31085>
- Pienaar, H., Van Deventer, M. 2009. *Using the Balanced Scorecard to formulate your library's e-Strategy*. SLIS workshop, Mintek, Johannesburg. 21 August 2009. <http://repository.up.ac.za/upspace/handle/2263/11260>; <http://www.slideshare.net/heila1/using-the-balanced-scorecard-to-formulate-your-libraris-estrategy>
- Van Deventer, M., Pienaar, H., Morris, J, Ngcete, Z. 2009. *Virtual research environments: learning gained from a situation and needs analysis for malaria researchers*. African Digital Scholarship and Curation Conference. Pretoria. 12-14 May 2009. <http://www.library.up.ac.za/digi/programme.htm>
- Pienaar, H., van Deventer, M. 2009. *Conceptual framework for a Malaria VRE in South Africa*. The Research Information Centre (RIC) Stakeholder Event, British Library, London, 23 March 2009 <https://www.up.ac.za/dspace/handle/2263/9734> ; <http://www.slideshare.net/heila1/conceptual-framework-for-a-malaria-vre-in-south-africa>
- Pienaar, H. *Libraries on the move - shifting barriers, going places, sharing spaces*. Stellenbosch University Library 10th annual symposium, 6-7 November 2008. Stellenbosch. <https://www.up.ac.za/dspace/handle/2263/7877> ; <http://www.slideshare.net/heila1/stellenbosch08social-presentation/>
- Van Deventer, M., Pienaar, H. *Advance & attack: technology demonstrator to the rescue ...and beyond*. International Internet Librarian 2008 conference. London. 16-17 October 2008. <https://www.up.ac.za/dspace/handle/2263/7878>

Papers (2)

- Pienaar, H. *Development and implementation of an e-Information Strategy for an academic library*. Libraries & Information Management Forum 2008, Hilton Hotel, Sandton, Johannesburg, South Africa. 21-22 August 2008. <http://hdl.handle.net/2263/6721>
- Pienaar, H. *Digital Scholarship and the role of the university library*. Ninth Southern African Online Information Meeting. CSIR Conference Centre, Pretoria. 3-5 June 2008. <http://hdl.handle.net/2263/5830>
- Van Deventer, M.J., Pienaar, H. *Getting Executive Buy-In: The Value of Technology Demonstrators*. Ninth Southern African Online Information Meeting. CSIR Conference Centre, Pretoria. 3-5 June 2008. <http://researchspace.csir.co.za/dspace/handle/10204/2263>
- Bothma, T., Pienaar, H., Hammes, M. *Towards open scholarship at the University of Pretoria*. 16th BOBCATSSS Symposium 2008 – Providing Access to Information for Everyone. Zadar, Croatia, 28-30 January 2008. <https://www.up.ac.za/dspace/handle/2263/4893>
- Pienaar, H. *Digital Scholarship and the role of the university library*. Digital Scholarship Conference on the Theme: "Cutting Edge Digital Scholarship in the New Millennium: Strategies, Prospects and Challenges for University of Botswana", Gaborone, Botswana, 12-13 December 2007 (keynote address). <https://www.up.ac.za/dspace/handle/2263/4133>
- Pienaar, H., van Deventer, M.J. *Investigating the need for a Virtual Research Environment (VRE) for Malaria research in the South African context*. South African Malaria Initiative (SAMI) workshop, Rustenburg, 3-5 December 2007.
- Pienaar, H. *Strategic issues of concern to libraries in Southern Africa & the future of integrated library systems: resources scenario*. Innovative Library Director's Symposium for Southern Africa, Pretoria, 14 November 2007. <https://www.up.ac.za/dspace/handle/2263/3965>
- Pienaar, H., Smith, I. *Development of a Library 2.0 service model for an African library*. World Library and Information Congress (WLIC): 73rd IFLA General Conference and Council, Durban, 21 August 2007. <https://www.up.ac.za/dspace/handle/2263/3335>
- Smith, I., Pienaar, H. *Adapt or die : energizing library staff and academics through the development of digital repositories*. World Library and Information Congress (WLIC): 73rd IFLA General Conference and Council, Durban, 21 August 2007. <https://www.up.ac.za/dspace/handle/2263/3325>

Papers (3)

- Pienaar, H., van Deventer, M.J. *Capturing knowledge in institutional repositories ... playing leapfrog with giraffes*. Knowledge Management pre-conference workshop at the World Library and Information Congress (WLIC): 73rd IFLA General Conference and Council, Durban, 17 August 2007. <https://www.up.ac.za/dspace/handle/2263/3441>
- Van Deventer, M.J., Pienaar, H. *Investigating the need for a virtual research environment (VRE) for malaria research in SA*. CODATA workshop for data sources for sustainable development in SADC, NRF, Pretoria, 14-15 May 2007.
- Pienaar, H., Smith, I. *Development and implementation of an e-information strategy for a university library*. Libraries and Information Management Africa 2006 & 2007 conference and workshop, Johannesburg, 25-26 Oktober 2006 & 7 February 2007. (<https://www.up.ac.za/dspace/handle/2263/999>
<https://www.up.ac.za/dspace/handle/2263/1681>)
- Pienaar, H., Hammes, M., Bothma, T. *Making UP research visible on the web*. Citte conference, Pretoria, 18-20 September 2006. <https://www.up.ac.za/dspace/handle/2263/822>
- Pienaar, H., Moropa, R. *Online journal subscriptions*. eR3SA workshop, Johannesburg, 19 Junie 2006. <https://www.up.ac.za/dspace/handle/2263/1345>
- Pienaar, H. *e-Information strategy of the Academic Information Service*. Ditcher IT conference & workshop, Port Elizabeth, 16-18 Mei 2006. <https://www.up.ac.za/dspace/handle/2263/1346>
- Pienaar, H., van Deventer, M.J. *Developing a research portal for South Africa*. Internet Librarian International 2005, London, UK, 10-11 Oktober 2005. <https://www.up.ac.za/dspace/handle/2263/1349>
- Pienaar, H., Pretorius, J. *What can a real research portal offer Research South Africa*. Gaelic Symposium 2005: The eServices environment: changing to a higher gear, Pretoria, Suid-Afrika, 9-10 Mei 2005. <https://www.up.ac.za/dspace/handle/2263/1350>

Papers (4)

- Pienaar, H., Conradie, F. *Design and development of a portal for academics*. 6th Southern African Online Information Meeting, Kempton Park, South Africa, 19-21 June 2001. ([PowerPoint version](#))
- Pienaar, H., Conradie, F. *Design and development of a portal for academics*. 6th Southern African Online Information Meeting, Kempton Park, South Africa, 19-21 June 2001. ([PowerPoint version](#))
- Pienaar, H., Penzhorn, C.E. *Innovative implementation of the Balanced Scorecard in an academic information service*. 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services, Northumberland, England, 27-31 August 1999. (Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services "Value and Impact", School of Information Studies, University of Northumbria at Newcastle: 235-238)
- Gerryts, E.D., Pienaar, H. *The key to the new library*. Conference of the International Association of Technological University Libraries (IATUL), Chania, Greece, 17-21 May, 1999.
- Pienaar, H., Russell, M.R., Roets, Y., Kriel, H. *Launching transformation at the Academic Information Service, University of Pretoria*. Conference of the International Association of Technological University Libraries (IATUL), Pretoria, South Africa, 1-5 June 1998.
- De Bruin, H., Roets, Y., Pienaar, H. *An holistic view of information management at South African universities*. CITTE conference, Cape Town, South Africa, April 1996.

Publications (1)

- Penzhorn, C., Pienaar, H. 2009. *The use of social networking tools for innovative service delivery at the University of Pretoria Library*. Innovation: journal of appropriate librarianship and information work in Southern Africa. 38, June 2009: 66-77.
<http://www.innovation.ukzn.ac.za/innovationbase.htm> ;
<https://repository.up.ac.za/upspace/handle/2263/14331>
- Van Deventer, M., Pienaar, H. 2009. *Report on the 2nd African Digital Scholarship and Curation Conference*. D-Lib Magazine, 15 (7/8), July / August 2009.
<http://www.dlib.org/dlib/july09/vandeventer/07vandeventer.html>
- Pienaar, H., Van Deventer, M. 2009. *To VRE or not to VRE? Do South African malaria researchers need a virtual research environment?* Ariadne, 59, April 2009.
<http://www.ariadne.ac.uk/issue59/pienaar-vandeventer/>
- Pienaar, H., Smith, I. 2008. *Development of a library 2.0 service model for an African library*. Library Hi Tech News, 25(5): 7-10.
<http://www.emeraldinsight.com/Insight/viewContainer.do;jsessionid=78A376CF81DB520E7A35DEC90D1DB231?containerType=Issue&containerId=6013282>
- Van Deventer, M.J., Pienaar, H. 2008. *South African repositories: bridging knowledge divides*. Ariadne, 55, April 2008. <http://www.ariadne.ac.uk/issue55/vandeventer-pienaar/>;
<https://www.up.ac.za/dspace/handle/2263/8615>
- Pienaar, H. *Librarians speak up: How is your library using 2.0 to reach users?* 2007. Library Connect Newsletter, October 2007, 5 (4): 8.
<http://libraryconnect.elsevier.com/lcn/0504/lcn050407.html>
- Page-Shipp, R.J., Hammes, M., Pienaar, H., Reagon, F., Thomas, G., van Deventer, M.J., Veldsman, V. 2005. *eResearch support services: responding to a challenge facing the South African research and information communities*. SA Journal of Information Management, December 2005, 7(4) <http://www.sajim.co.za/default.asp?to=peer4vol7nr4> ;
<https://www.up.ac.za/dspace/handle/2263/1806>

Publications (2)

- Pienaar, H. 2003. *Design and development of an academic portal*. Libri, June 2003, 53(2): 118-129. <http://librijournal.org/pdf/2003-2pp118-129.pdf>
- Pienaar, H., Penzhorn, C. 2000. *Using the Balanced Scorecard to facilitate strategic management at an academic information service*. Libri, September 2000, 50(3): 202-209. <http://www.librijournal.org/pdf/2000-3pp202-209.pdf>
- Pienaar, H., et al. 1999. *Organisational transformation at an academic information service*. Library Management, 1999, 20(5): 266-272. <http://www.emeraldinsight.com/Insight/ViewContentServlet.jsessionid=E7330D33FBBDC30063D8794964E932D?Filename=Published/EmeraldFullTextArticle/Pdf/0150200502.pdf>
- Pienaar, H., Boshoff, A.B. 1996. *Relationship between creativity and innovation in university libraries and the organizational climate*. South African Journal of Library and Information Science, June 1996, 64(2):67-75.
- Pienaar, H. 1996. *'n Raamwerk vir die meting van biblioteke en inligtingdienste*. Mousaion, 1996, 14(1):105-120.
- Pienaar, H. 1995. *Kreatiewe en innoverende universiteitsbiblioteke*. South African Journal of Library and Information Science, September 1995, 63(3):107-113.
- Pienaar, H., Nieuwoudt, B.A., van der Walt, A.J. 1993. *Akademiese werkstasie aan die Universiteit van Pretoria: bekendstelling van die konsep*. South African Journal of Library and Information Science, December 1993, 61(4):149-154.
- Boon, J.A., de Bruin, H., Pienaar, H. 1992. *Nasionale inligtingstelsel vir lopende navorsing in Suid-Afrika*. South African Journal of Library and Information Science, March 1992, 60(1):10-18.

Publications (3)

- Pienaar, H. 1991. *Geïntegreerde persoonlik akademiese inligtingstelsel: 'n verkennende studie*. South African Journal of Library and Information Science, March 1991, 59(1):109-128.
- Pienaar, H. 1991. *Inligtingkundigheid in 'n geïntegreerde akademiese inligtingstelsel*. Mousaion, 3(9):109-128.
- Boon, J.A., Pienaar, H. 1989. *Some ideas on the microcomputer and the information/knowledge workstation*. Microcomputers for Information Management, June 1989, 6(2):113-122

Internal papers & publications

- Pienaar, H. 2010. *Creating an e-Environment for scholarship: dream or reality?*
<http://repository.up.ac.za/upspace/handle/2263/14372> ;
<http://www.slideshare.net/heila1/creating-an-eenvironment-for-scholarship-dream-or-reality>
- Pienaar, H., Kriel, H., Satgoor, U. 2010. *Visit of the Principal to the Merensky library, 18 June 2010.* <http://www.slideshare.net/heila1/visit-of-the-principal-prof-c-de-la-rey-to-the-up-library-18-june-2010> ; <http://repository.up.ac.za/upspace/handle/2263/14314>

Membership

- South African Legal Deposit Committee (national government)
- NeDICC (Network of Digital Information and Curation Centres)
- SA Online User Group

Academic activities

- External examiner of Masters and Doctorate theses and dissertation from time to time
- Part-time lecturer: Carnegie MIT for Librarians, Department of Information Science, University of Pretoria
(http://web.up.ac.za/sitefiles/file/44/1066/Carnegie%20brochure%20low%20res_MIT.pdf)