ANNUAL REPORT 2012
RHODES UNIVERSITY LIBRARY SERVICES
LIBRARY DIRECTOR’S MESSAGE

It gives me great pleasure to present the 2012 annual report of the Rhodes University Library Services. Since 2010 the staff have experienced a variety of impactful changes which included a new building, a new organisational structure, a new practice model and a change of leadership. Change refers to altering one's approach or attitude; a process which enables transformation, becoming different or doing things differently. Peter Drucker defines innovation as “change that creates a new dimension of performance.” Therefore 2012 can be described as a year of engagement, conversations, consultations, reviews, participation, collaboration and redefinition. In addition to ensuring the delivery of professional services to the Rhodes community, strategy development, quality of service, continuing professional development, human resources management and national professional engagement defines this period.

Therefore an effective organization must be prepared to grasp the opportunities, alongside the threats, by responding to the challenge of change to continue adding value to its defined audience. An innovative organization focuses on the following four significant areas:

- Alignment of internal strategies to corporate/institutional goals and strategies
- People, skills and roles
- Defined workflows or processes
- Cultural engagement and support

The process towards crafting a new strategic directions and articulating an organizational culture commenced with a 2-day intervention on June 14-15 2012 which was facilitated by Dr Noel Pearse. This exercise proved to be an invaluable experience for the staff, who by taking ownership of the subsequent development of the strategic focus areas and the organisational culture statement, were able to articulate their thoughts, concerns, aspirations and expectations of their organisation. The four strategies identified will go a long way to strengthening and consolidating the RUL:

- Positioning the RUL in the intellectual midst of the University community
- Dynamic user services to advance the RU research, teaching and learning endeavours
- Staff development
- Technology and innovation

The LibQual online library quality survey conducted during 13-31 August 2012 was a success, which surpassed our expectations. The comparison between the 2005 and 2012 results show a significant improvement in the perceptions of the RU community towards the quality of service, information resources and the library as place. This affirmed that the new Library building and Faculty Library liaison model are serving to locate the library positively in the academic endeavor. However while we savour these results, concerns have been raised about the lack of awareness and proper use of the wide array of electronic resources available. Therefore we will be focusing on a concerted marketing and training campaign to ensure that the subscription-based electronic resources are optimally used by the RU community, especially the academics. I wish to acknowledge the sterling and creative work of the team that led this project.

We also bade farewell to Ms Jeanne Berger, who was the former Deputy Director and Acting Director in April 2012. Together with the former Director, Gwenda Thomas, Jeanne drove the reconstruction and renewal project of the RUL. I acknowledge both Gwenda and Jeanne, the University Management and all those who contributed to the realisation of the vision of a modern 21st century academic library.

Ujala Satgoor
GOVERNANCE

Ms Ujala Satgoor, Director
Ms Viv Botha, Head: User Services
Mr Wynand van der Walt, Head: Technical Services

The Library Management Committee (LMC) includes the above and the following Principal Librarians:

User & Faculty Library Services
- Ms Ndileka Mtshizana – User & Access Services
- Ms Linda Cartwright – Humanities
- Ms Jill Otto – Commerce & Law
- Ms Eileen Shepherd – Science & Pharmacy
- Ms Fiona Still-Drewett – Education & Humanities

Technical Services
- Ms Michelle Boysen – Acquisitions (Monographs & Print Subscriptions)
- Ms Roelien Clarke – Digital Library Services
- Ms Carol Perold – Cataloguing & Metadata
- Ms Irene Vermaak – ICT & Systems Management

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

- Advise on Government and University policy and strategic positioning
- Identify priority areas for the RUL in supporting teaching, learning and research

- Advise the University on the strategy, long-term vision and overarching policies of the RUL
- Advise on budgetary issues, as the budget is the financial articulation of strategic intent

The Committee has no line responsibilities and meets at least thrice a year. In fulfilment of its responsibilities, the Committee met on 25 May 2012, 28 August 2012 and 30 October 2012.

Members:
- Dr P Clayton (Chair) DVC: Research & Development
- Mr F Jacot-Guillarmod Director: IT (ex officio or nominee)
- Dr C Thomas Head: Cory Library (ex officio or nominee)
- Dr C Peter Senate
- Ms P Boshoff Senate
- Mr T Huisamen Humanities (2013)
- Dr D Seddon Humanities (2015)
- Professor B Irwin Science (2015)
- Mr G Barker Law (2013)
- Dr C Grant Education (2015)
- Professor M Bunting Commerce (2015)
- Dr R Tandlich Pharmacy (2015)
- Mr T Mapuranga SRC: Residence Councillor
- Mr T Seshoka SRC: Community Engagement
- Ms M Awu NTEU
- Ms S Patel PGLSC
- Dr J-A Vorster CHERTL representative

We thank the Committee for its inputs and support for the strategies and activities of the RUL.
LIBRARY AS PLACE AND SPACE

The new library building has emerged as a desired space for many students. Despite the wide availability of and accessibility to online resources from a variety of locales, students still choose to use the physical library as their preferred learning space. It is a space that is defined by its central location; various Commons’ catering for different user groups; excellent individual and group study spaces; training & meeting facilities; abundance of natural light and ventilation according to green principles; access to print and digital collections; and comfortable furniture that have all resulted in a communal, social, contemplative and scholarly atmosphere. This is strongly affirmed by a student in response to the 2012 LibQual survey, "The library has proven to be a wonderful place where learning, reading and thinking are encouraged in its friendly and welcoming atmosphere."

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>USERS</th>
<th>NUMBER OF COMPUTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Commons</td>
<td>Undergraduates</td>
<td>56</td>
</tr>
<tr>
<td>Research Commons</td>
<td>Masters &amp; PhDs</td>
<td>18</td>
</tr>
<tr>
<td>Post-Graduate Commons</td>
<td>Honours, Masters &amp; PhDs</td>
<td>29</td>
</tr>
<tr>
<td>Xstrata Training Room</td>
<td>Staff &amp; Students</td>
<td>27</td>
</tr>
<tr>
<td>Carousels</td>
<td>Students</td>
<td>38</td>
</tr>
</tbody>
</table>

ENHANCING THE PHYSICAL INFRASTRUCTURE - POST GRADUATE COMMONS (PGC)

After much debate in university committees about what was to be done with the vacant space on level 0 of the new Library, the Library’s proposal was accepted and work began in 2011 on its second postgraduate facility.

The official opening of the Post Graduate Commons (PGC) took place on 22 March, with Rhodes University Vice-Chancellor, Dr Saleem Badat, commenting on the Library’s excellent facilities and services to postgraduates in support of the university’s goal to increase its enrolment of these students.

This facility opened to postgraduate students on 02 April, 2012, the first day of the vacation, and was soon busy with activity—students at the computers, in the study booths and group study rooms.

The Postgraduate Commons is staffed by postgraduate student assistants, and is open for the same hours as the Library. This popular space is available for use by postgraduate students from Honours level, with limited access granted to 4th year students doing collaborative projects with Honours students.
1. COLLECTION DEVELOPMENT & MANAGEMENT

Various projects were implemented in 2012 aimed at increasing the levels of data integrity on the various access platforms.

**Stock-taking project**

A long-term stocktaking project was embarked on 12 September 2012 with volunteers from the Library staffing component, stocktaking the Level 4 humanities section before work, using the Circa programme. Although several problems were initially experienced, slowing down progress, these have been resolved. In total, to date, 12 122 books have been inventoried. Approximately 745 problems have been encountered and resolved, e.g. unlinked books, incorrect spine labels, etc.

**RAPS-project**

In addition to the stock-taking project, Technical Services also embarked on a project aimed at correcting the item information (bibliographic, item and checkin records) of periodicals held in the Rhodes Periodical Store on Level 1. Since the move into the new building, the Library has received numerous complaints of items listed as being held on level 1 but seem to be missing, journals being incorrectly shelved, and the items being difficult to find on the stacks. The RAPS-project is scheduled for completion in the 2nd quarter of 2013.

**Collection Development & Management Workshop**

A Collection Development & Management (CDM) Workshop was held on September 17, 2012. The aim of the workshop was to establish an understanding of what collection development & management entails in general, the RUL CDM policy, the Information Resources grant and budget cycle. In addition, the RUL staff participated in an environmental scan and trend analysis, and how these impact on the RUL CDM processes and policies.

Specific outcomes of the workshop were submitted to the Library Committee: Collection Development Sub-committee’s agenda for further discussions. As an immediate result of the discussions at the workshop, the following was implemented:

- TS investigated the extent of circulation/non-circulation of items bought over a period of five years (including and up to the end of 2012), and submitted these statistics for consideration to various entities. The results hereof showed the need for a serious review of the allocations of grants, existing collections as well as ordering patterns and processes undertaken by departments and academics
- In-house circulation would be implemented at the start of 2013
- The acquisitions process (including the review of orders submitted by academic staff members) would be investigated in terms of how well it supports teaching, learning and research endeavours at Rhodes.

**Popular Reading Collection**

In 2012 a very small portion of the Library General Information Resources grant was used to start a popular reading collection. This collection consists mostly of works of fiction and is intended to serve the general leisure reading needs of the Rhodes community. It has proven to be extremely popular, and since the availability thereof in September 2012, up to and including March 2013, circulation of
these items was taken out in excess of 470 times. Based on the success of this collection, RUL is committed to continue to grow this collection.

2. CATALOGUING

The cataloguing section within Technical Services is responsible for data record creation and integrity, culminating in discoverability of Library-held materials. The following table indicates an area of responsibility that focus on the addition of new items. In addition to this more than 30 000 bibliographic records have been corrected in order to ensure standards compliance.

<table>
<thead>
<tr>
<th>New books catalogued</th>
<th>5825</th>
<th>Including gifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recon</td>
<td>3101</td>
<td>Including books identified as a result of the stocktaking project</td>
</tr>
<tr>
<td>Reclassification</td>
<td>1335</td>
<td>Records created on OCLC and exported to SIERRA</td>
</tr>
<tr>
<td>Electronic theses records created</td>
<td>1968</td>
<td>Includes metadata attached to each record</td>
</tr>
<tr>
<td>Overall print collection</td>
<td>284 593</td>
<td></td>
</tr>
</tbody>
</table>

3. ACQUISITIONS

BOOKS & MONOGRAPHS
Ordered and fully paid 4132
Cancelled orders 177
TOTAL PROCESSED: 4309

JOURNAL SUBSCRIPTIONS
Print 297
Individual Online Journals 230
Cancelled titles (print) 2
Databases 63
Full-text journals 35 730

Electronic Resources Management
Rhodes Library Services' ERM section manages 63 subscribed to databases and 48 free resources, as well as the 230 individual online journals. In terms of full-text journals, these databases comprise of 35 730 unique journal titles, enabling the availability of a broad scope of content.

During 2012, RUL increased it e-book holdings to 8721 titles. The e-book collection is viewed as a strategic initiative, enhancing access to resources. However, experiences thus far indicated that there is still a lack of cohesiveness in terms of business models as presented by vendors, which is a challenge and hampers exponential growth in the acquisitions of and access to e-books.

Usage of journal content is consistently tracked for collection development purposes, and Rhodes users have downloaded in excess of 610 000 journal articles in 2012. The following diagram illustrates a comparative analysis of online journal use over a three-year period:
The top 10 journals most downloaded in 2012 were:

<table>
<thead>
<tr>
<th>Journal Title</th>
<th>ISSN</th>
<th>2010 to date article downloads</th>
<th>2012 article downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Science</td>
<td>0036-8075</td>
<td>13 759</td>
<td>7 180</td>
</tr>
<tr>
<td>American Journal of Sociology</td>
<td>0002-9602</td>
<td>19 297</td>
<td>5 481</td>
</tr>
<tr>
<td>Advertising Age</td>
<td>0001-8899</td>
<td>5 216</td>
<td>4 153</td>
</tr>
<tr>
<td>USA Today</td>
<td>0734-7456</td>
<td>5 233</td>
<td>4 132</td>
</tr>
<tr>
<td>Journal of Southern African Studies</td>
<td>0305-7070</td>
<td>9 515</td>
<td>3 658</td>
</tr>
<tr>
<td>PNAS</td>
<td>0027-8424</td>
<td>5 225</td>
<td>3 327</td>
</tr>
<tr>
<td>American Anthropologist</td>
<td>0002-7294</td>
<td>12 689</td>
<td>3 078</td>
</tr>
<tr>
<td>Ecology</td>
<td>0012-9658</td>
<td>7 407</td>
<td>2 935</td>
</tr>
<tr>
<td>Nature</td>
<td>0028-0836</td>
<td>3 273</td>
<td>2 857</td>
</tr>
<tr>
<td>Journal of Biological Chemistry</td>
<td>0021-9258</td>
<td>7 602</td>
<td>2 716</td>
</tr>
</tbody>
</table>

**Retrospective digitisation of theses project:**

The retrospective digitisation of theses is currently the main priority within the digitisation unit. The project targets are grouped by decade. It is difficult to establish exactly how many Masters and Doctoral degrees were allocated in the early years of Rhodes University’s history, the target figures may change when we reach the 1960’s and older dates.

A single half-day staff member was doing the scanning of theses since the commencement of the project in 2011, but it is hoped that there will be an increase in the number of theses digitised in 2013 due to the appointment of an intern who will join the Digitisation Unit in February 2013.
<table>
<thead>
<tr>
<th>Decades</th>
<th>Target</th>
<th>Live ReRR</th>
<th>To be digitised</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-</td>
<td>416</td>
<td>328</td>
<td>88</td>
</tr>
<tr>
<td>2001-2010</td>
<td>1630</td>
<td>1130</td>
<td>329</td>
</tr>
<tr>
<td>1991-2000</td>
<td>1102</td>
<td>990</td>
<td>150</td>
</tr>
<tr>
<td>1981-1990</td>
<td>632</td>
<td>26</td>
<td>680</td>
</tr>
<tr>
<td>1961-1970</td>
<td>175</td>
<td>2</td>
<td>180</td>
</tr>
<tr>
<td>1951-1960</td>
<td>131</td>
<td>2</td>
<td>129</td>
</tr>
<tr>
<td>1941-1950</td>
<td>11</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>1931-1940</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>4452</td>
<td>2490</td>
<td>1962</td>
</tr>
</tbody>
</table>

### Use of the Rhodes Repository:

The number of downloads have increased over the last 2 years, with the increase in number of items added to the ReRR.

Full text downloads from January 2011 – January 2013 (last 2 years compared):

![Graph showing full text downloads over months]

### RUL Digitisation Mandate

As per approval of the Library Committee on August 28 2012,

- The Library is mandated to identify, prioritise, lead and coordinate digitisation efforts centrally across the institution (with consideration for national and possibly international strategic partnerships and initiatives), and where required partner with units in terms of project facilitation, including possibly project management, assistance with funding proposals, skilling of staff etc.;
- The Library together with stakeholders is mandated to design and effect supporting institutionally-wide adopted policies. These policies include (but may not be limited to)
digitisation standards, metadata standards, author-archiving policies, digital preservation, rights management and access policies;
• The Library together with input from relevant stakeholders is mandated to manage and customize the delivery platform for digital collections.

Library Systems Developments: Sierra upgrade:

Modern academic libraries need to move beyond the traditional integrated library system (ILS) functionality to deal with electronic information and make their system interoperate well within the broader computing environment. With significant improvements in software architecture, the release of Sierra marks a milestone in the evolution of library systems.

The SEALS Consortium implemented the next-generation services platform, Sierra, in the second semester. With this new system, Innovative Interfaces provides the depth of functionality equivalent to their current Millennium ILS (Integrated Library System), with the power and scale of modern software architecture. Sierra is built on an open-systems architecture that provides libraries access to their data through an open relational database and a suite of documented application interface extensions.

What is different? Amongst the many new features that Sierra offers, are
• A state-of-the-art public catalogue with powerful search algorithm
• Web and mobile versions of the public interface
• Multi-device support for client, web, tablet and mobile devices
• **Sierra Desktop** is a single unified client application for library staff, avoiding the need to switch between modules. Logins are no longer module specific and functions can be tailored to the roles/needs of staff.
• **Sierra Dashboard** is a one-stop shop for library staff. In addition to the Desktop, staff can include other library industry gadgets and social/personal interest gadgets.
• **Sierra Database** enables staff to query data about records and transactions
• **Sierra Administration** consolidates most administrative tasks into one web-based application
• The Sierra design offers a modern **Services-Oriented Architecture (SOA)** approach that provides
  o increased opportunities for open development with Innovative’s customer libraries and partners
  o flexibility in deployment methods (local, cloud-based, Software-as-a-Service)
  o a documented, flexible application programming interface (API) extension
• **Sierra** uses PostgreSQL as the transactional database engine and the Lucene™ indexing engine to support search and retrieval opera-tions. Both are open source components, which is in distinct contrast with Millennium which uses proprietary database and indexing technologies. Third party tools can be used to create reports or other data extraction or manipulation operations.

A phased implementation schedule for Sierra will be followed, starting in July/August with the migration of data to a separate data server. Millennium will continue to be supported until all the modules have been implemented on Sierra. During the implementation phase both systems will access the same database, keeping data current for access from both systems. Sierra should enable Rhodes Library to have the flexi-bility to deliver services beyond the constraints of traditional ILS products and to meet the changing needs of libraries and their users in to-day’s technological environment.
Rhodes Library, along with other SEALS member Libraries, went live on staff workstations with the new Sierra Services Platform on 3 October. Prior to the go-live date the libraries had access to the Sierra Admin Application so that Library staff could be set up with applications, workflows, and permissions. Systems staff also had access to the beta-site, a test server and a listserv for early implementers.

USER SERVICES

1. SUPPORT FOR LEARNING, TEACHING AND RESEARCH

RUL & THE NUFFIC PROJECT: STRENGTHENING PHD SUPERVISORY CAPACITY IN SOUTH AFRICA

Eileen Shepherd (Principal Faculty Librarian, Sciences & Pharmacy) and Fiona Still-Drewett (Principal Faculty Librarian Humanities & Education) were invited by Prof Chrissie Boughey, RU’s Dean of Teaching and Learning, to join the team of a NUFFIC funded project aimed at developing an accredited short course for supervisors. The course is being collaboratively developed by Rhodes University and Vrije University (Netherlands) with participation from other South African partners. The course is to be piloted in February 2013 at Rhodes University, the University of Fort Hare and the Durban University of Technology. Thereafter it will be rolled out to other South African Universities.

The course comprises two periods, of four and three day contact teaching time, together with online material and assignments. The development team spent four and a half days hard at work in Chintsa and by the end of the week had accomplished a great deal with regard to the conceptualisation and content of the course, future project planning and implementation strategies. The librarians gave input to the working group on ‘Supervisory Processes’ which comprised: intended learning outcomes; assessment criteria; content; resources; with particular emphasis on the library component of the course. Fiona and Eileen both commented that it was a wonderful experience to work with such a group of committed individuals who were all experts in their individual areas of lecturing and supervision, teaching and learning support, educational development and administration, and ICT teaching and learning. The librarians’ participation also helped raise awareness of the critical role academic libraries can play in supporting research and the so-called ‘triangle of research support’ between student, supervisor and the librarian.

RESEARCH LIBRARIES CONSORTIUM PROJECT

The entire RLC Project came to an end in 2012 with an evaluation of the success of the project for Rhodes University with visits to the Library by Arnold Hirshon and by Susan Veldsman who represented the Carnegie Corporation of New York as an independent evaluator of the Project. The Rhodes Library Management Team in its turn was also required to submit a report on this important intervention enhancing research support in six South African Academic Libraries.
2. SERVING OUR USERS

Faculty Services staff presented 78 training sessions attended by 1297 undergraduate students. 44 training sessions were attended by 772 postgraduate students. 16 academic staff attended the 2 training sessions organised for them. During Orientation Week, staff presented 16 introductory workshops to 464 new first year students. 53 postgraduate students attended the 2 Library workshops as part of the Postgraduate Orientation Programme. For the Library’s contribution to the Extended Studies Programme, 127 students attended the 31 sessions that were presented to them weekly over a term. During the year, the Principal Librarians presented 18 RefWorks sessions which were attended by 180 undergraduates, postgraduates and staff members.

Inter-Library Loan transactions were lower both for items sent to other Libraries and for items requested for Rhodes University staff and postgraduate students from other Libraries. Staff in the ILL unit report that requests from other Libraries fluctuate from time to time.

![Inter-Library Loan Transactions](Image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Items sent to other libraries</th>
<th>Items requested for RUL users</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1322</td>
<td>833</td>
</tr>
<tr>
<td>2012</td>
<td>1086</td>
<td>826</td>
</tr>
</tbody>
</table>

It is a worldwide trend that the loan of academic libraries’ physical collections, especially of print periodicals and books, is dropping. The Library has moved most periodicals from print to online subscriptions and has also been purchasing e-books, creating access to more online information resources than ever before. This has a significant effect on the Library’s circulation statistics, which are decreasing annually. In addition, books are used in the Library, and not necessarily checked out, and the Library has begun to count this in-house use.

![Print/multimedia items - check-out on the Millennium/Sierra system](Image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Students</th>
<th>Staff</th>
<th>Alumni</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>131507</td>
<td>11925</td>
<td>1142</td>
<td>1344</td>
</tr>
<tr>
<td>2012</td>
<td>119385</td>
<td>11191</td>
<td>1168</td>
<td>3359</td>
</tr>
</tbody>
</table>

The use of electronic books purchased by the Library is significant. Of the estimated 5153 we have access to as individually purchased titles or as parts of subscribed collections (such as Oxford
Scholarship Online), 12,980 section requests were made in 2012. For the books included in our Access Pharmacy and African Writers Series collections, statistics are counted differently, and numbered a total of 9,267 searches and sessions in 2012.

3. KNOWLEDGE EXCHANGE

The Library hosted several displays during the year:

- 20 February: World Day of Social Justice display in conjunction with the International Office
- 2 March: Israeli Apartheid Week – Students for Social Justice/Muslim Students Association
- 12 March: Environmental Week – South East Africa Climate Consortium Students Forum
- 19-30 March: Study Exchange Programme promotion – The International Office
- 26-30 March: Community Engagement Week
- 7-17 May: Animal Rights/Rhino Poaching – RAW & SRC
- 18 May – 1 June: International Office
- 6 June – 23 July: TEDxRhodesU
- 19-24 August: HIV/AIDS Awareness Week - SHARC
- 26-31 August: World Water Week – SRC
- 13-31 August LibQUAL - Library
- 15-17 October: Association Internationale des Étudiants en Sciences Économiques et Commerciales (AIESEC)
- 29 October – 30 November: Photojournalism III exhibition

Rhodes University

- The Library Director represents the Library on Council, Senate, SAM, IPC, ITSC, the Research Committee, ILAM Advisory Board & Cory Library Advisory Board
- Ms Irene Vermaak, member of the Academic Technologies Roundtable
- Mr Wynand van der Walt, member ITSC
- The Principal Faculty Librarians all attend the Faculty Board meetings where library reports are tabled

Regional Consortium activities

The Eastern Cape based SEALS Consortium is a highly successful and well respected academic library consortium in academic library circles. The four members are Nelson Mandela Metropolitan University, Rhodes University, University of Fort Hare and Walter Sisulu University. The SEALS mission is to foster improvement in access to information resources, to support and enhance high standards of teaching, research and scholarship in member institutions by promoting resource sharing of human, material and information resources between academic institutions within the region. The consortium office, based on the NMMU Summerstrand campus, is managed by Ms Maretha Allwright who reports to the RUL Director. Ms Allwright has succeeded in developing excellent relations between the participating institutions and the service providers. Rhodes University plays a vital role in the management of the SEALS finances and IT infrastructure. This is an excellent example of regional collaboration. Several staff members are involved in the SEALS task teams.

National and Professional Involvement

Several staff members are involved in national professional activities:

- Ms Eileen Shepherd is a member of the Sabinet Advisory Board
- Ms Pelisa Vanda is a member of the EC SAOUG Committee
Ms Thandiwe Menze is the Convener: Higher Education Libraries Interest Group (HELIG), EC LIASA

Mr Wynand van der Walt is the Chair, SEALS Standards Committee

Ms Ujala Satgoor represents Rhodes University on the Committee for Higher Education Libraries in South Africa (CHELSA) and the South Africa National Licensing Consortium (SANLiC)

Ms Satgoor completed her 3-year term in September 2012 as a member of the Board of the National Library of South Africa (NLSA)

Ms Satgoor assumed the position of President, Library and Information Association of South Africa (LIASA) on 04 October 2012 for a 2-year term (2012-2014)

- This position also entitles Ms Satgoor to sit on the National Council for Library and Information Services (NCLIS) which is an advisory body to the Ministers of Arts & Culture, Basic Education; and Higher Education & Training, whose portfolios include public & community, school and academic libraries respectively.

LibQUAL+® 2012 – Help Us Help You!

Rhodes University Library (RUL) conducted its first LibQUAL+® survey in 2005. Since that time, not only has the Library and its services changed significantly, but the community's needs have also changed. During August 2012 the Library embarked on its 2nd LibQUAL+® survey in order to assess and better understand the needs of our users.

LibQUAL+® is a suite of services that libraries use to solicit, track, understand, and act upon users’ opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place.

A dynamic marketing campaign resulted in a high response rate. The Rhodes community responded well to the call for participation, to such an extent that the anticipated minimal response rates for each of the broader population groups were exceeded, and as such is viewed as being sufficiently representative of the larger Rhodes community. The following is a summary of the response rates (the complete LibQUAL+® report contains an in-depth analysis of the response rates):

<table>
<thead>
<tr>
<th>Population Group</th>
<th>Responses</th>
<th>2012 % of total respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2005</td>
<td>2012</td>
</tr>
<tr>
<td>Undergraduates</td>
<td>440</td>
<td>1079</td>
</tr>
<tr>
<td>Postgraduates</td>
<td>133</td>
<td>251</td>
</tr>
<tr>
<td>Academic Staff</td>
<td>98</td>
<td>85</td>
</tr>
<tr>
<td>Support Staff</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>Library Staff</td>
<td>21</td>
<td>25</td>
</tr>
</tbody>
</table>

The following table displays both the 2005 and 2012 overall desired and perceived mean scores for each of the three dimensions of library service quality measured.
<table>
<thead>
<tr>
<th>Dimension</th>
<th>Minimum Mean</th>
<th>Desired Mean</th>
<th>Perceived Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affect of Service</td>
<td>6.30</td>
<td>6.65</td>
<td>7.74</td>
</tr>
<tr>
<td>Information Control</td>
<td>6.65</td>
<td>7.01</td>
<td>8.02</td>
</tr>
<tr>
<td>Library as Place</td>
<td>6.20</td>
<td>7.01</td>
<td>7.63</td>
</tr>
<tr>
<td>Overall</td>
<td>6.41</td>
<td>6.87</td>
<td>7.82</td>
</tr>
</tbody>
</table>

An in-depth analysis of the respective population groups in relation to the responses is still underway. It is however evident that all of the population groups find various aspects of access to information (Information Control dimension) problematic and this dimension will have to receive extensive attention. The Library Service faces various challenges in this regard, ranging from user’s ability to independently source relevant information sources as provided for by the Library Services, to the required finances to make provision for adequate quality resources in support of teaching, learning and research at Rhodes.

It is, however, encouraging to note the increased confidence levels that the community expressed through this survey in the Library’s ability to meet their needs. In addition it is greatly encouraging to see the extent to which various strategies implemented over the past 7 years have contributed to the increased levels of perceived quality services as rendered by the Library Services. It is also most noticeable that the increase in desired levels of quality of services expected by the Rhodes community from the Library, speaks to the recognition of the Library as indisputably central and essential in responding to the institution’s vision as an institution of excellence.

**STAFF DEVELOPMENT**

The RUL has a full-time staff complement of 39, comprising of 24 professional staff, 15 support staff and 67 hourly staff members. Staff Development, or continuing professional development (CPD) as it is otherwise known, is important for staff to keep abreast of developments in academic librarianship or improve their skills sets so that the quality and standard of service is influenced by best practices. To this end several staff are identified and encouraged to attend conferences, workshops, seminars, etc. The Department of Human Resources has been extremely supportive of these opportunities. CPD also includes involvement in the broader local, regional and national LIS structures. This enables professionals to engage herein as representatives of the University thereby influencing thought leadership within and beyond the institution.

**International Conference attendance**

Wynand van der Walt attended the four day 2012 Innovative Users Group (IUG) annual conference held in Chicago, Illinois in April. The IUG conference is a forum to meet with Innovative Interfaces (the developers of our integrated library management system and associated applications) in order to influence and direct developments pertaining to a variety of systems used by libraries internationally.

Wynand also enjoyed a two day visit to both the Mortenson Center and the University of Illinois at Urbana-Champaign while in the USA.
Carnegie funded development opportunities

RLC Executive Management Academy, 04-17 March 2012.

Fiona Still-Drewett and Wynand van der Walt represented the Rhodes University Library at a two week Executive Management Academy (EMA) held at the scenic Mont Fleur Conference venue (Western Cape). The EMA was aimed at developing high-level executive management capacity within the libraries of the six research-intensive Research Library Consortium (RLC) member institutions in order to ensure continuance of the drive to increase research support in these institutions. The academy opened with an address by Rhodes University VC, Dr Saleem Badat, on the national higher education context.

The exceptionally challenging programme focused on leadership development and strategic management within the context of South African higher education and of the participating university institutional environments. The academy programme was developed by world-renowned Stephen Town (Director of Information and University Librarian, University of York, UK), supported by Lorraine Haricombe (Dean of Libraries, University of Kansas, USA) and Joan Rapp (retired Executive Director, UCT Library Services).

RLC USA Study Programme, 20 February -30 April 2012

Rhodes University Library's participation in the prestigious Research Libraries Consortium (RLC) Project (2009-2012), funded by the Carnegie Corporation of New York afforded three of our Faculty Services Librarians, Vuyo Gontshi, Debbie Martindale and Lucky Mosia-Xaba, the career-enhancing opportunity to spend over two months (20 February to 30 April 2012) in the United States on a study visit programme. They spent the first two weeks of their visit at the Mortenson Center (University of Illinois at Urbana-Champaign) which promotes international librarianship. The rest of their programme was hosted by Yale University (Vuyo) the University of Arizona (Lucky) and the University of Washington at St Louis, Missouri (Debbie). This opportunity enabled them to experience best practices, share and exchange ideas with seasoned practitioners and engage with library leaders.

They also gathered in San Francisco for a mid-internship meeting with their mentors, with staff of the Carnegie Corporation of New York (the project funders), and with the Research Libraries Consortium (RLC) Project Director and Manager.

Carnegie Library Leadership Academy, 13-27 April 2012

In 2008 the University of Pretoria Library Services was awarded a $1m grant by the Carnegie Corporation of New York (CCNY) to establish the Centre for African Library Leadership (CALL), 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 Centre hosted its 6th and final 2 week Library Leadership Academy at the Villas Conference Centre, in Hatfield, Pretoria and this was attended by librarians from academic and public libraries throughout South Africa. Ms Nicolene Mkhatthali, Ms Thandiwe Menze and Ms Jill Otto from the Rhodes Library Services, and Ms Vathiswa Nhanha from the Cory Library were selected for participation in this Academy. They were accompanied by the Library Director, Ms Ujala Satgoor, who was in attendance as the Project Director, a presenter and facilitator.
The Academy programme focused on best practices in library management, personal leadership and styles, advocacy and communication skills, organisational leadership, reconciliation and cultural integration in the workplace, introduction to Web 2.0 technologies, knowledge management, marketing and branding, etc. Participants attended presentations daily from 08h30 – 17h00 and the evenings were spent working on group and individual assignments, which were assessed at the close of the Academy. The final assignment for participants was an individual research project, which was due for submission on 27 July. The Rhodes Library participants feel privileged to have attended this Academy and found it an enormously rewarding experience, both professionally and personally.

**Carnegie Emerging Library Leaders Symposium, 28-29 October 2012**

Thandiwe Menze, Jill Otto and Nicoline Mkhathali attended the Carnegie Emerging Library Leaders Symposium held on 28-29 October 2012 at the Leriba Lodge, Centurion, Pretoria. All three completed the 6th Library Leadership Academy with distinction. Ujala Satgoor, as the Project Director, also attended this Symposium which served as the last formal event of this dynamic project. Guest speakers included Ian Mann and Arthur Goldstuck.

**Conference/workshop/symposium/meeting attendance**

**The Heritage Digital Campus by Africa Media Online**, University of Fort Hare's National Heritage and Cultural Studies Centre (NAHECS), 12-16 March (Roelien Clarke)

**IGBIS (Interest Group for Bibliographic Standards)** 2012, Pretoria, 15-16 May (Chantel Clack and Carol Perold)

**11th Southern African Online Information Meeting (SAOIM)**, Sandton Convention Centre, Johannesburg, 5-8 June 2012 (Roelien Clarke, Thandiwe Menze, Brenda Stoltz, Ujala Satgoor and Wynand van der Walt.). Ujala Satgoor was invited to speak at the SAOIM on 06 June 2012 on the topic “Change and Innovation: the need to push the limits”

**The Library and Information Association of SA (LIASA) EC AGM**, King William’s Town, 23 August 2012 (Sindi Gule, Nicoline Mkhathali, Anelisa Mente, Thandiwe Menze and Ujala Satgoor)

**“Out of the e-Box Symposium: e-Strategy Marketing and Training Event”**, Carnegie Centre for Library Leadership and Training at the Merensky II Library, Univesity of Pretoria, 19-20 September (Thandiwe Menze)

**14th Library and Information Association of South Africa (LIASA) Conference**, the International Convention Centre, Durban, 1-5 October 2012 (Vuyo Gontshi, Sindi Gule, Anelisa Mente and Ujala Satgoor)

**SA Online Users Group (SAOUG) regional meeting**, Port Elizabeth, 12 October (Thandiwe Menze, Anelisa Mente and Pelisa Vanda)

**Sabinet Library Products Advisory Board** meeting, Centurion, 17 October (Eileen Shepherd)

**Berlin 10 Open Access Conference**, Stellenbosch University, 06-08 November 2012 (Roelien Clarke, Debbie Martindale, Ujala Satgoor and Eileen Shepherd)
Innovative Users Group (IUG-SA), Bloemfontein, 11-14 November (Linda Cartwright, Nicolene Mkhathali, Jabu Nene, Carol Perold, Brenda Stoltz, Wynand van der Walt and Irene Vermaak). An individual presentation was made by Wynand on *The Circa experience at Rhodes* and a joint presentation by Wynand and Maretha Allwright on *Loading Oxford E-books with a locally-created load profile*.

**FORMAL STUDY**

- Nabisa Mbali completed the RU Certificate Course in Supervision in 2012.
- Noelene Pillay completed the RU Office Administration Course.
- Gareth Dampies registered with UNISA in the second semester of 2012 and completed 4 modules towards the Diploma in Information Technology.
- Anelisa Mente registered for the Bachelor of Information Science degree through UNISA and completed 5 modules, 4 with distinction.
- Mbuleli Mpokela completed another 10 modules of the Bachelor of Information Science degree through UNISA.
- Brenda Stoltz completed her undergraduate studies at UNISA and graduated with a Bachelors degree in Information Science.
- Nicolene Mkhathali, Thandiwe Menze and Wynand van der Walt graduated from UNISA with Honours degrees in Information Science.
- Vuyo Gontshi obtained her Honours Degree in Library & Information Science from UCT.
- Nicolene Mkhathali, Thandiwe Menze and Wynand van der Walt were accepted for the 3rd intake (2013-2014) of the Carnegie-funded M.IT programme offered by the Department of Information Science at the University of Pretoria. This 2-year course-work Masters programme aims to expose academic librarians to the theory behind the current IT-related trends and issues that impact on the practice of academic librarianship.

**NEW APPOINTMENTS**

Ms Ujala Satgoor – Director: Library Services, 01 February
Mr Philip Clarke – Librarian: Cataloguing, 01 May
Ms Pelisa Vanda - Librarian: Undergraduate Services, 01 September
Ms Ndileka Mtshizana – Principal Librarian: User and Access Services, 01 December

**LONG-SERVICE AWARDS**

25 years – Vivien Botha, Linda Cartwright, Ann Stockwell, Irene Vermaak

**FAREWELL**

Jeanne Berger – Deputy Director, 31 May