RUL News

A new year is always welcomed as a time for new beginnings, new ideas, new considerations for continuity and sustainability - so too with the Rhodes University Library! In 2012 staff embraced wholeheartedly the exercise to identify the strategic focus areas for 2013-2015 and defining the organizational culture. I'm pleased to share the organizational plan and culture that will guide the RUL for the next three years.   Introducing new students to the RUL is an exciting process as it gives us the opportunity to become familiar with and understand the evolving learning needs of the young student. We also need to assure new and returning students of certain constants within the Library. To this end, we have introduced the Personal Librarian programme for 1st year students, who through this initiative will be able to work consistently with a librarian to learn about and use the library resources optimally. Regular training sessions, offered by the faculty library teams, on how to access information, the use of databases and other e-resources, Libguides, etc. are critical for a dynamic undergraduate learning experience.

The RUL is committed to its ongoing support for research and making the RU research output visible. Digitisation of research outputs and the creation & management of institutional repositories at academic institutions have become the key ways of ensuring this visibility. The retrospective digitization of theses and dissertations, going back to the 1930s, is moving along consistently. Proper harvesting and metadata protocols will ensure the optimal visibility and access of these items. We also need to seriously consider the physical environment for a digitization unit within the library. This team has been enhanced by the placement of an intern who is being taught and exposed to a new skills set.
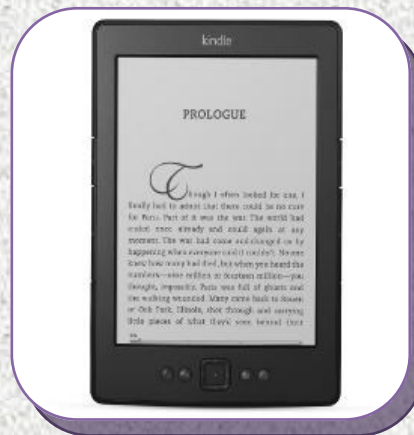
The SEALS Consortium is a very successful example of collegiality and institutional collaboration. Whilst its primary goal is to ensure a stable shared library management system in the region, discussions have also commenced on how we may use this platform to enhance staff skills and development. The importance of benchmarking, standardization of skills sets and workplace development is critical for ensuring a cohort of strong professionals for succession planning in the region. To date, two workshops on Systems Librarianship and Skills Development were held. The aim was to understand how each institution is addressing these issues, what is the role of SEALs, and what should be addressed going forward. Task teams have been identified to continue the conversation on Systems Librarianship and the 21st Century academic librarian.

I strongly believe that the success of an organization resides in the ability of its staff to give expression to their ideas, concerns and professional goals in alignment with the organisation's goals and strategies. I'm confident that the RUL staff will succeed in this and collectively strengthen this dynamic organization in 2013.

UJALA

LIBRARY O-WEEK COMPETITION

In order to encourage new first year students to attend the scheduled Orientation Week sessions in the Library, for the second time we held a competition, "The Amazing Place", during this busy week.

Students who obtained evidence of finding key points in the Library and listening to Librarians' brief explanations were rewarded with a "goody" bag as they submitted their completed entry forms. A record number of 1148 new students attended the library sessions in 2013.

The prize draw took place on Monday 11th February at 17h00 and 12 prize winners were identified in a random draw by the Library's Director, Ujala Satgoor.

The first prize, a Wi-Fi Kindle e-reader valued at R1500, purchased by the Library, was won by Noziqhamo Yumata, a BA student from Port Elizabeth.
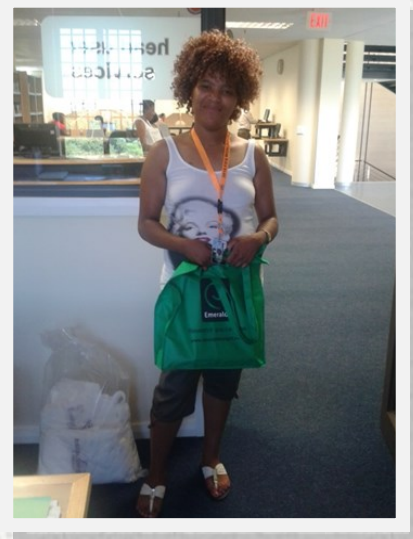Other prizes (all donated):
256 mb wrist flash drives
Dictionary (Van Schaik)
Book bags and teddy bears
Meal vouchers (Rat & Parrot, Spur)

The competition has proved a great success in drawing students to O-Week sessions in the Library and will definitely be repeated in 2014.

LIBRARY STRATEGIC PLAN

The following purpose statement, strategic focus areas and culture statement were determined collectively by the RUL staff emanating from discussions at the Strategic & Organisational Culture Workshop held on June 14-15 2012. 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.

Purpose Statement: *The Rhodes University Library is committed to the pursuit of knowledge by connecting people to resources that contribute to the intellectual development of future responsible citizens*

The overarching goal of the Library is:

> *To develop and maintain efficient, reliable and responsive library and scholarly communication services that promote, support and enhance the research, teaching and learning endeavours of Rhodes University"*

Library Culture:

> *Rhodes University Library aspires to a shared culture, 'a way of being both in mind and in action' in support of a positive academic outcome for the Rhodes University community, while also creating a positive work environment for all.*
>
> The library thus strives to promote human dignity, equality, non-racialism, and non-sexism in the library workplace and when providing information and research services to its users. It is committed to quality user-focused service, fairness, innovation, professional integrity and social responsibility.

The expanded statement clearly articulates the environmental, values, service, people and governance culture that the RUL aims to embrace. A series of discussions are being planned for the final adoption of the RUL culture statement by all staff members.

The following strategies have been identified, which will enable the library to realize the above goal. It will also enable the Library to consolidate current services and innovate for the future. These strategies are:
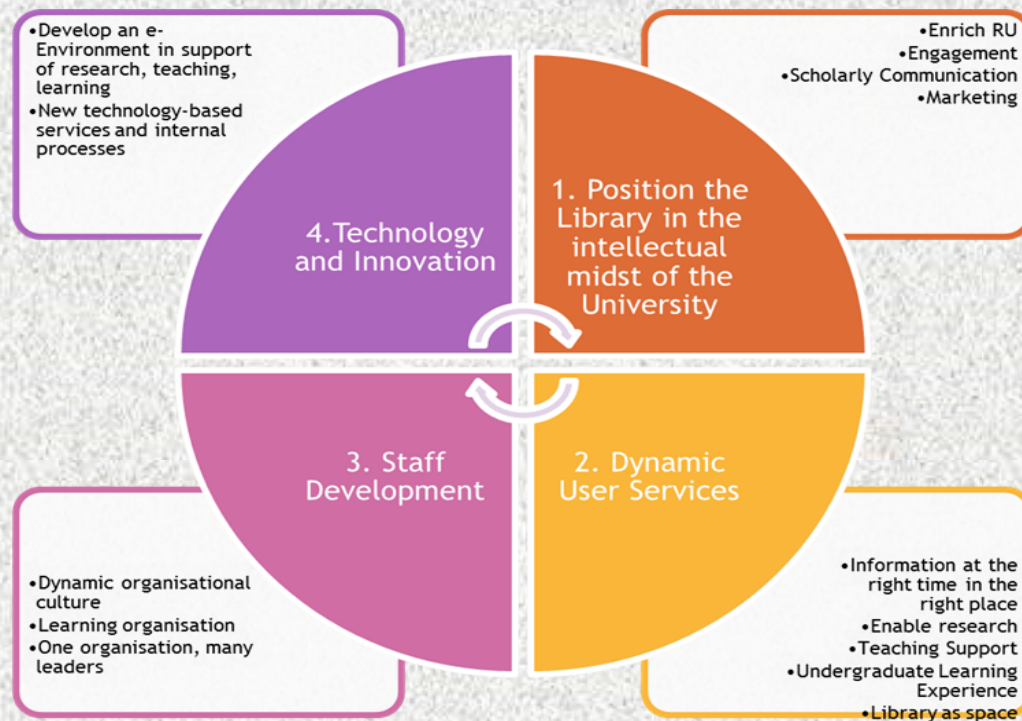
The final Strategic Plan, 2013-2015 was presented to the staff on 07 March 2013. This document was also submitted for elements to be included in the Institutional Development Plan (IDP) which is being facilitated by DVC Dr Sizwe Mabizela. This document has been circulated to all Library Committee.

CONTENTPRO IMPLEMENTATION

After a two-day training session held at NMMU (20-21 March), III released the SEALS' ContentPro instance (see http://contentpro.seals.ac.za/iii/cpro/app) for local configuration and the uploading of digital objects. The various project teams from the four SEALS partner institutions have been involved in numerous discussions, data migration tests, template configurations, and data cross-walk configurations since the release. The first template request (for theses) has been submitted to III for configuration on our ContentPro instance. Various staff members are involved in the template and standardisation processes and it is aimed that template requests be submitted to III by the end March.

In addition, SEALS is also still waiting for feedback regarding the integration of the persistent linking facility (handle.net).

What is disconcerting for RUL is that the data migration tests, which looked at exporting metadata records and objects from the ePrints repository, continually failed, due to both technical and data integrity issues. The staff is however committed to establishing a process which will expedite the data transfer, recognising that manual record editing will be required, considering:

♦ Data template requirements (as determined by a working group established by the CHELSA National ETD project team) is being implemented;

♦ Older records have not previously been updated retrospectively, hence missing data;

♦ The implementation of standards within the SEALS community;

♦ It is anticipated that the SEALS members and more specifically the Rhodes communities within ContentPro will be accessible to the public by the end of the second quarter of 2013.

Retrospective digitization of the Theses and Dissertation (Roelien Clarke)

In May 2011 the RUL embarked on a retrospective theses digitisation project. This priority project is aimed at creating a complete set of digital versions of Rhodes theses (submitted in completion of Masters and Doctoral degrees) for placement on the Rhodes eResearch Repository. Thus this project involves scanning, checking and creating digital transcripts of all theses dating back to 1932. This will result in a total of 4370 theses. The scanning of theses is done by a staff member who works a half day. The appointment of an intern in February 2013 will assist considerably in increasing the number of digitized these in 2013.

PROGRESS TO DATE

Decades	Target	Live ReRR	To be digitised
2011-	416	328	88
2001-2010	1630	1130	329
1991-2000	1102	990	150
1981-1990	632	26	680
1971-1980	354	11	395
1961-1970	175	2	180
1951-1960	131	2	129
1941-1950	11	0	11
1931-1940	1	1	0
Totals	4452	2490	1962

South African Library for the Blind

we are all on the same page

SOUTH AFRICAN LIBRARY FOR THE BLIND

The SALB has it's headquarters here in Grahamstown and was started in 1919 by a nurse, Josephine (Josie) Wood. It is the only blind library in South Africa and the whole of Africa.

It is funded by the national government (especially salaries) and receives a large amount of outside funding. Most of the up to date equipment is purchased from countries like the UK, Australia, USA, Norway etc. All the books and recordings (CD's) are given to the users free of charge.

Books are posted to individuals or given to public libraries throughout South Africa. Local newspapers like the Grocott's Daily Mail as well as magazines (transcribed into braille) are sent out to blind subscribers who will just throw them away when they have finished with them. Pages in magazines are ticked so that the transcriber will only transcribe certain pages which could include adverts. Braille is apparently extremely difficult to learn and master so it is better to learn at a young age. Computers do not come with Braille keyboards but rather a voice recording will instruct the user which letter they are pressing. The paper used for Braille books is a special type of paper which is also expensive and is therefore used on the double sided print option.

SALB is divided into various sections (like any library) and it relies heavily on each section doing their job diligently and accurately so that the overall procedure of getting the finished products out to the users is efficient and accurate – blind people apparently get very upset if they find a mistake and feel very insecure in case the mistake is theirs or a lack of understanding on their part. So transcripts, translations, recordings etc. have to be 100% accurate and there is a very thorough checking procedure. SALB have a volunteer programme whereby people can volunteer to type transcripts from books, magazines, newspapers etc. onto Word so that it can be converted into Braille. Volunteers also do voice recordings from books – two women were busy doing recordings in sound-proofed studios during our visit. They were both elderly women who were elderly (probably retired) and have time on their hands. They apparently get far more women volunteers than men. Ria stressed that if someone volunteers to do transcripts, recordings etc. they have to be reliable and need to get the job done quickly and accurately. So it is a genuine commitment. SALB don't just accept any volunteers – you have to undergo a test to see if you have the right sort of voice and are able to read in an interesting and animated manner – they are not going to choose someone with a deadpan, boring type of voice.

SALB also have a community programme where they get volunteers to make material books for young blind children. These books cover many simple themes like different types of foods (smells), getting dressed (the feel of a zip, button hole, tied shoelace etc.), insects the feel of a plastic spider, grasshopper etc.

ARCHIVES OF TAPED BOOKS/MAGAZINES

PROFESSIONAL INVOLVEMENT

♦ Ms. Eileen Shepherd: member of the Sabinet Advisory Board

♦ Ms. Pelisa Vanda: member of the EC SAOUG Committee

♦ Ms. Thandiwe Menze: Convener: Higher Education Libraries Interest Group (HELIG), EC LIASA

♦ Mr. Wynand van der Walt: Chair, SEALS Standards Committee

♦ Ms. Ujala Satgoor: President, Library and Information Association of South Africa (LIASA); Member, National Council for Library and Information Services (NCLIS)

MEMBERSHIP TO LIASA

HR approved the payment of membership fees to the Library and Information Association of South Africa (LIASA) for 24 professional staff members. As a professional association, LIASA includes continuing professional development and workplace learning (CPDWL) as a strategy and provides opportunities for librarians to learn and share their expertise and skills through hosting workshops, symposia and an annual conference.

As members, the staff will be able to:

♦ actively engage and strengthen the profession in the Eastern Cape through the EC branch of LIASA

♦ attend and present papers at the annual national conference at a discounted rate

♦ publish in the accredited journal, South African Journal for Library and Information Science (SAJLIS)

♦ be eligible for grants to attend donor funded training & development opportunities, as well as attend international conferences

♦ network with librarians from the higher education sector through the Higher Education Libraries Interest Group (HELIG)

♦ be exposed to best practices, current trends in librarianship and national issues that impact librarianship

CONFERENCE/WORKSHOP/SYMPOSIUM ATTENDANCE

♦ Roelien Clarke attended the 3-day Digital Libraries and Archives Workshop from 27 February to 01 March 2013, hosted by South African Digitisation Initiative at the University of the Witwatersrand

♦ Ujala Satgoor attended the Bill & Melinda Gates Foundation Global Libraries Peer Learning meeting held on 22-26 April 2013 at the Westin Hotel in Cape Town with 102 participants from 30 Countries. The theme was "Innovating Tomorrow's Library: Engaging Users, Serving Communities and Improving Resources". The PLM brings together representatives of Global Libraries funded projects around the world. The aim is to:

⇒ Strengthen a peer network among participants, for ongoing learning and support, and

⇒ Enhance participants' knowledge and skills, resulting in actionable ideas for their work or that of their organizations.

♦ SEALS Skills Development workshop

♦ SEALS Systems Librarian Workshop

SOUTH AFRICAN DIGITISATION INITIATIVE (SADI) WORKSHOP
27 February – 1 March 2013 at Wits University Wartenweiler Library

Representatives from various institutions based in Gauteng: The National Research Foundation: WITS University, University of Pretoria, Goethe-Institute in Johannesburg have formed the South African Digitisation Initiative with the aim of fostering exchange and co-operation in creating collections and providing online access to South African cultural and heritage resources in digital form.

Vision:
To establish a National Digitisation Initiative that will engage with all the core elements of digitisation, including long - term digital preservation.
South African Digitisation Initiative: Vision and Mission

The workshop focused on the exchange of knowledge and experiences and the establishment of sound strategies and policies needed for the sustainable development of digital libraries and archives and covered the following:

- Experiences, lessons learned and solutions from the international and the South African digitisation landscapes
- Technical infrastructure
- Collection development
- Standards and best practices
- Sustainability and preservation

Examining ways of building a national portal to South African digital cultural heritage content

WORKSHOP: DIGITISATION & DIGITAL LIBRARIES: STANDARDS, BEST PRACTICES, POLICIES AND TECHNICAL REQUIREMENTS
This workshop will serve as a forum for exchange of best practices (both from South Africa and abroad) and developing a roadmap for Libraries, Archives and museums (LAMs) in South Africa regarding digital collections and the building of a national portal to digital cultural heritage.

Marié Botha: Who Keeps the Joker: Collection Development's role in the digitisation of Archival Resources:
UNISA's experience.
She is currently managing the division of Collection Developers of the UNISA library consisting of 18 staff members. One of the areas that the Collection Developers specialises in, is the development of the Institutional repository. The repository is currently housing quite a number of research output documents as well as archival collections that were digitised and made available as part of the University's social mandate.
In 2011 the Collection Developers identified the need to expand on the collections on the repository and a joint decision between the collection developers and the UNISA Archives was to find archival resources that were highly in demand, for possible digitisation. The official process commenced in 2011 and was completed in December 2012.
Marie shared what they consider to be important aspects to address in the working relationship between the library and the archives in reaching the user at the point and exact time of needs. She touched on basic collaboration that was followed to digitise archival content and briefly shared some aspects that they had to consider in the outsourcing of digitisation of archival resources.

Douwe Drijfhout: Reprographic and Digital Services at the National Library of South Africa: an overview
In his capacity as Executive Librarian: Preservation Services he is responsible for preservation and conservation activities at the National Library of South Africa. Digitisation activities included the DISA Southern African Freedom Struggles 1950-1994 project, the UNESCO Memory of the World project and the World Digital Library. Research covered digitisation in Africa as well as a review of South African policy making with reference to the preservation of digital collections. Scanning services include ad hoc reprography and digital photography on request to library users. Policy development and the NLSA's digitisation vision is based on existing legislation and the draft National Policy for the Digitization of Heritage Resources as prepared by the Department of Arts and Culture. Future plans include the digitisation of historical newspapers representing the early years of the Black Press in South Africa.

Anne-Lise Fourie: South African National Biodiversity Institute (SANBI) and Biodiversity Heritage Library (BHL)-Africa: preserving biodiversity literature

Currently holds the post of Assistant Director: South African National Biodiversity Institute - SANBI Libraries, responsible for: Harry Molteno Library in Kirstenbosch, Cape Town and Mary Gunn Library, Pretoria, 3 herbaria libraries, 9 Botanical garden libraries and 3 Environmental Education Centres' libraries.

The Biodiversity Heritage Library (BHL) is a consortium of natural history and botanical libraries that digitise and make accessible the biodiversity literature held in collections and also literature available open access. Published literature on biological diversity has limited global distribution; much of it is available in only a few select libraries, yet literature about the biota existing in developing countries is often not available within their own borders. Access to published literature is one of the chief obstacles to research.

The BHL consortium works with the international taxonomic community to ensure that biodiversity heritage is made available to a global audience through open access. BHL members digitise public domain books and journals and obtain permission from publishers for materials still under copyright. In partnership with Internet Archive, taxonomic communities and local digitisation efforts, BHL has digitised almost 40 million pages of scientific literature.

BHL provides a range of services and APIs which allow users to harvest data files, species information and reuse content for research purposes.

Since 2009, BHL has expanded and gBHL (global biodiversity heritage library) is a network of autonomous members operating programs and projects to make biodiversity literature. They are:

    BHL-Europe
    Chinese Academy of Sciences
    Atlas of Living Australia
    Brazil (through SciELO)
    Bibliotheca Alexandrina
    Coming soon is BHL Africa

BHL Africa is an inclusive network of African libraries and institutions in Western, Eastern, Central and Southern Africa. BHL Africa's guiding principles and values are: Open Access, Collaboration and Transparency. SANBI is legally mandated to manage biodiversity information. The Biodiversity Information Management Directorate (BIM) is responsible for the effective management of information and such information can be accessed through the Biodiversity Advisor http://biodiversityadvisor.sanbi.org As the leading biodiversity institute in Africa, SANBI Libraries has been given the task to officially launch BHL Africa in April 2013.

Ria Groenewald: Digitisation with the aim to long-term preservation

Ria is well trained in digitisation and digital preservation, and has published an international award winning paper together with Amelia Breytenbach. She is the Digitisation Coordinator of the University of Pretoria Library Services (UPLS) and is responsible for driving the digitisation initiatives as well as for training and marketing thereof.

Ria also formed part of the World Digital Library's technical committee in 2009 and is involved in the National Research Foundation's Carnegie Digitisation project to enhance digitisation in South Africa.

South Africa has over the past 5 years seen different initiatives to raise awareness about digitisation especially in the cultural heritage and education sectors, however, a topic that has just recently started to get the necessary attention in our country is that of digital preservation and the long-term sustainability of the original scans.

Data curation forms part of the data created by researchers, gathered in offices and consulting rooms, but the original archival scan of a source is not always seen as something that needs to be preserved in its original file format because the physical paper copy is still available. The vulnerability of libraries was again emphasized by the vandalism of the Library in Mali where valuable manuscripts were stolen or burnt – a lost heritage.

Institutional repositories are mostly populated with material converted from the original to another format (i.e. PDF) or derivate from the original scan to a compressed and thereby smaller version of the original (i.e. TIFF to JPEG). Such formats must not be seen as the archival format but merely the format that is best suitable for web display at the time and period when submitted to the digital repository, and it will be preserved and archived by the repository software as such. We are entering a period where our users start to use their smart phones and/or tablets more often to access information. These devices, however, are coupled with data availability per month. Smaller data sizes do not necessarily mean poorer quality, as the dimensional size of a pixel is now much smaller than the original screen display. We no longer click but scroll, we use HTML5 and CSS3 to create formats such as EPUB, these technologies compel us to go back to the original drawing board.

Internal policies regarding digital collection building should clearly address the need to preserve and sustain the original digitised formats for long-term access. The responsibility of maintaining the on-going operation and enhancement of digital collection building should be defined as far as possible when starting a new digitisation project to prevent data from becoming obsolete because of newer advancing technologies.

Dr. Christian Keitel: Trusted Digital Archives. Experiences from the Landesarchiv Baden-Württemberg, nestor and DIN
Dr. Christian Keitel received his PhD in medieval history in Tübingen and a diploma in archival science at the archive school in Marburg. Since 2000, he is responsible for strategic issues on digital preservation within the Landesarchiv Baden-Württemberg (regional state archive). Between 2006 and 2009, he led a working group which developed a system for the long-term preservation of digital objects (DIMAG) and the open source software IngestList.
His fields of research cover problems of long-term preservation of digital and digitised material (e.g. significant properties or archival description) as well as questions on authenticity and certification (co-leader of the Nestor working group on certification and the DIN working group on trustworthy digital archives). Dr. Keitel teaches several courses on digital preservation at three German universities.

The most important factor for digital archives is their designated user. The user decides if he can trust the objects of the digital archive and with that he decides about the credibility of the entire archive. Hence, questions related to authenticity and trustworthiness are fundamental to the success or failure of the archive.
 We could distinguish two different user groups in this regard. Some users question the authenticity of individual archival objects (group 1), while most users look at the trustworthiness of the archive as a whole (group 2). The digital archive should serve both groups.

Nestor is the German competence network for digital preservation. It supports the cooperation between the main actors in the heritage sector (archives, libraries and museums). A nestor working group compiled a criteria catalogue on trustworthy digital archives between 2004 and 2008 (English version on http://nbn-resolving.de/urn:nbn:de:0008-2010030806).
Each of these standardization initiatives has developed its own certification procedure. These three certification procedures compose the European Framework for Audit and Certification of Digitial Repositories (http://www.trusteddigitalrepository.eu).

Dr. Jens Klump: From Ions to Bits – Managing Data in a National Research Centre
Dr. Jens Klump earned a degree in geology and in oceanography from the University of Cape Town (UCT) and received his PhD in marine geology from the University of Bremen, Germany.

Dr. Klump is a senior research scientist at the German Research Center for GeoSciences (GFZ) in Potsdam, Germany. His field of research is data driven science.
In the past the focus of attention has been on large volume research data. However, most research data is small and complex, already highly enriched with contextual information. Managing this "long tail" of research data is labour-intensive and requires new strategies and technological solutions to allow sustainable operation.
Eventually, the results of a project are published in the literature and should be accompanied by data publications. The data, now being part of the record of science, has to be citeable and has to be curated for a long period of time. Data publication and long-term preservation call for new services and for cooperation between infrastructure providers (computing centre) and memory institutions (library).

Roger Layton: Towards the Digital Institution
Roger Layton is the CEO of Roger Layton Associates, and also the founder of The ETHER Initiative, which has been created for the pursuit of an eternal heritage using digital technologies. He was the project leader of the National Policy on Digitisation for the Department of Arts and Culture in 2009-2011 and is the primary author of the Digital Heritage Body of Knowledge (DHBOK).
 Roger and The ETHER Initiative are part of the consortium for a major EU-funded project called EUROPEANA INSIDE, which is creating a best-practice network of digitisation organisations (including content owners, aggregators and software companies) with particular reference to the EUROPEANA digital library. The ETHER Initiative is the only Africa-based organisation among the 36 partners in this project and the goal is to help to use this experience to contribute to a similar best-practice network in Africa.

We are living at a unique point in history in which all memory institutions are being transformed from purely physical institutions towards the digital institution. This transformation could not occur in previous generations, since the technologies were not in place to support this change. This transformation should also be largely completed by the next generation in 20 years or so, with all institutions will have a digital structure which reflects and complements their physical structure. It is thus our generation's responsibility, and perhaps ours alone in the long history of memory recording, to ensure that this transformation occurs properly, so that it benefits all future generations.

This transformation is a one-off event and it encompasses the entire institutional operation and is not confined merely to the capturing digital images and the creation of repositories. Rather, this transformation requires a total re-engineering of the institution, and requires a rapid catch-up in knowledge, capacity and technology within a sector which is largely populated with older specialists within insufficient knowledge of the digital world.

Our experience has been that few institutions have started to make significant moves into this digital transformation, although everyone has accepted its necessity, and we are now at the start of the real work which is needed throughout the entire sector.

Michele Pickover (together with Charl Roberts): The Wits Digitisation Experience: Lessons Learned and Suggestions for National Collaboration

Michele Pickover is the Principal Archivist: Digital Archives and Library at the Wits Library. She is based in the Historical Papers Research Archive and has been involved in digitisation projects, both at an institutional and national level, since 1999. Charl Roberts is currently the Manager – Library Systems and Digital Initiatives at the Wits Library. His responsibilities include managing all ICT activities and projects in the Library. This includes projects associated with the Wits Digitisation Centre. Charl was a part of the Library team tasked to setup and support the Wits Digitisation Centre.

The Wits Digitisation Centre:
•Completed and went into production in 2011
•Housed in the William Cullen Library
•Houses equipment, conducts digitisation activities for online access and preservation
•Training Laboratory
•Technical Support

The Completed Digitisation Centre

Services of the Digitisation Centre:
•Providing quality digitisation and planning for access, research and preservation
•The use of specialised technologies and resources for increased access
•Custom digitisation projects for the university and community
•Project planning and co-ordination

Sustainability plan for the Centre and Digital Content:
•Supported by Wits at the highest level, support for:
  –Growth
  –Provision of capacity
•digitisation is a major part of the Wits Library Strategy and Business Plan
•As such it is an initiative which funding is allocated for annually (depending on the financial ability of the University)
•The Library continually reviews staffing structures to allow redeployment for digitisation efforts where needed
•In partnership with CNS – Storage requirements, long term preservation of digital masters

Historical Papers Collection:
 http://www.historicalpapers.wits.ac.za/

The NRF / Carnegie Digitisation Centre:
•Currently a SLA is under discussion
•centre to provide training, workflow and policy development and assist to build digitisation capacity building
•Will be hosted at the Wits digitisation centre

Mimi Seyffert: Here today… here tomorrow: sustainable digital collections – the Stellenbosch experience
Mimi Seyffert is currently Head of Special Collections at Stellenbosch University Library and Information Service. In this capacity she heads the Africana collection, the Rare Books Collection and the Manuscripts Section and is also responsible for managing digital projects and initiatives in the section.
The Library's strategic intervention of supporting, developing and contributing to high-level scholarly publication output includes the strategic goal of digitising unique collections within the Library and Information Service. This goal has recently been given new impetus with Stellenbosch University joining the Research Libraries Consortium and benefiting from a Carnegie Corporation of New York grant for the digitisation of heritage collections.
Her paper looked at the various processes they undertook to realise the aims of the project: from selecting and preparing collections for digitisation, liaising with external service providers, choosing a platform to host the content, making the content accessible and ultimately adding value to the collections. She also discussed the challenges in keeping the integrity of original heritage collections and not jeopardising their context when transforming hard copy to digital.
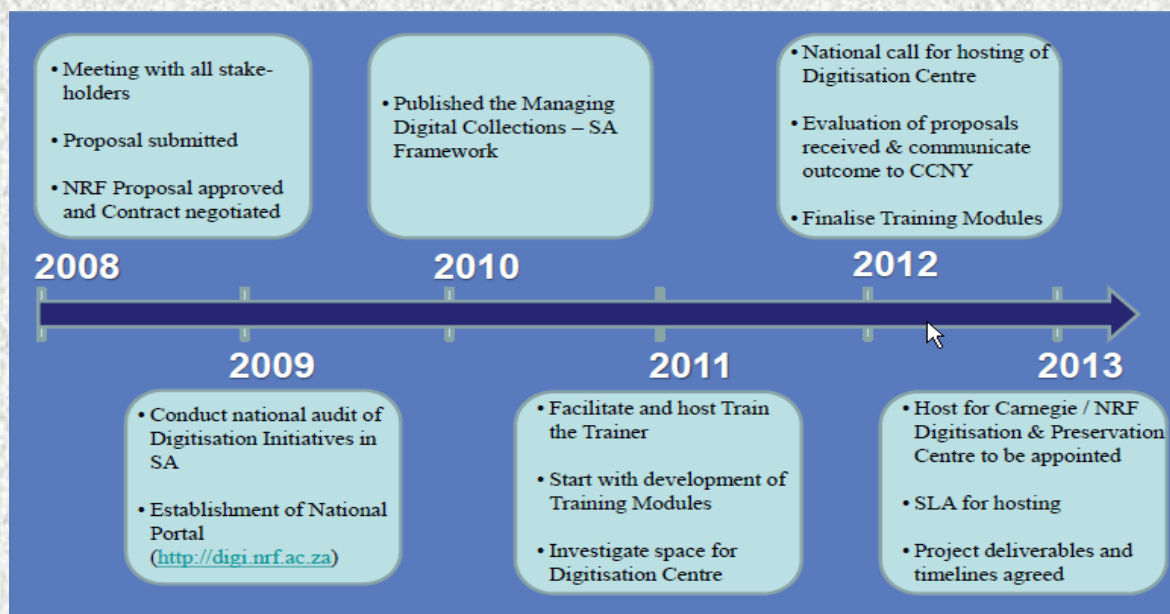
Heinrich Spingies: Overview of the Carnegie / NRF Digitisation Project
He is currently employed by the National Research Foundation where he heads up the Information Resources & Services unit.

In 2009, the Carnegie Corporation of New York provided the NRF with a grant for a digitisation project. The aim of the project would be to:

♦ Determine the state of digitisation in South Africa

♦ Identify digitisation initiatives nationwide

♦ Establishment of a national portal / database

♦ Production of a digitisation manual, templates, standards and policies

♦ Establish a Digitisation & Preservation Centre *(technical support, training and knowledge sharing*

Historical Overview and the way forward

2008
- Meeting with all stakeholders
- Proposal submitted
- NRF Proposal approved and Contract negotiated

2009
- Conduct national audit of Digitisation Initiatives in SA
- Establishment of National Portal (http://digi.nrf.ac.za)

2010
- Published the Managing Digital Collections – SA Framework

2011
- Facilitate and host Train the Trainer
- Start with development of Training Modules
- Investigate space for Digitisation Centre

2012
- National call for hosting of Digitisation Centre
- Evaluation of proposals received & communicate outcome to CCNY
- Finalise Training Modules

2013
- Host for Carnegie / NRF Digitisation & Preservation Centre to be appointed
- SLA for hosting
- Project deliverables and timelines agreed

National Portal established: http://digi.nrf.ac.za

Communities of Practice
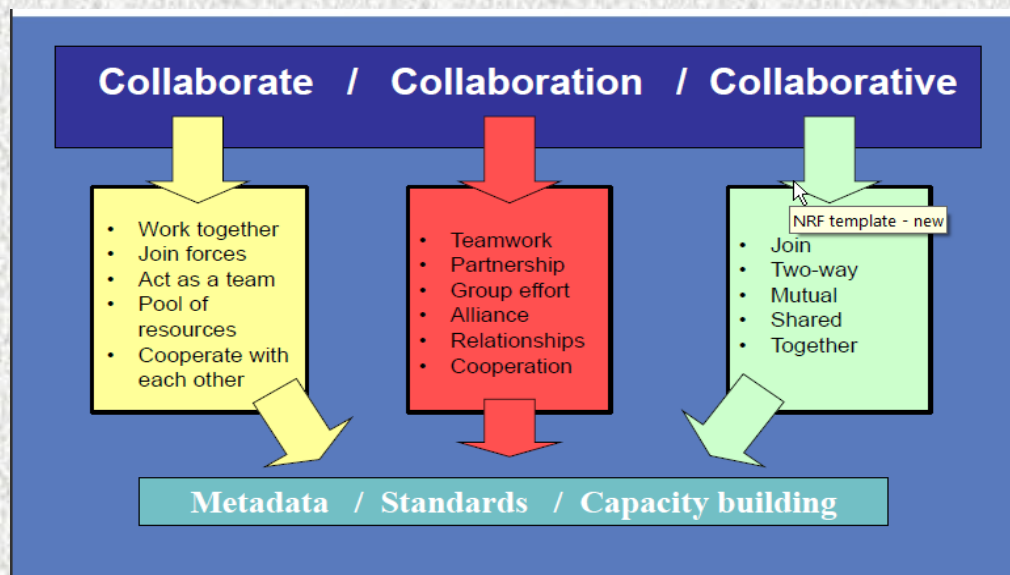
Next steps:

    Appoint a suitable hosting institution
    Agree on implementation and roll-out plan
    Project closure (December 2013)
    Sustainability post project – CoP to focus on the Metadata, Standards and Capacity building

Prof. Dr. Hussein Suleman: Simple Cultural Heritage Preservation

Hussein Suleman is an Associate Professor in Computer Science at the University of Cape Town, where he directs the research of the Digital Libraries Laboratory.

He currently manages the South African ETD portal as well as the international ETD Union Archive. He actively collaborates with the Centre for Curating the Archive at UCT, developing software tools for preservation, dissemination and discovery for the Bleek and Lloyd and related collections.

Software systems coupled with digitisation for the digital preservation of heritage have become the norm because of the opportunities for vastly better discovery and dissemination over traditional preservation techniques. However, these systems often are built on the premise that digitisation by itself will lead to preservation and little thought goes into the design of the software systems.

It is proposed that the design of these software systems should be principle-based, where the core of such principles can be extracted from an analysis of successful preservation systems. Systems built on these principles will arguably provide the best platforms for digital preservation of heritage. Among these principles, the notion of simplicity is key. Recent and ongoing work provide many operational examples of how simplicity and related ideas can be incorporated into the design of systems to maintain or increase the level of functionality and, arguably, improve the ability to preserve both content and services in the long term.

Felix Ubogu: A Policy Framework for the Digital Library

Felix Ubogu has been University Librarian at the University of the Witwatersrand, Johannesburg, South Africa since December 2000. He was also instrumental in the development of the South African Electronic Theses and Dissertations project for South African university libraries and has been a key player in the South African Digitisation Initiative.

He argued that it is essential that an institution has an appropriate policy framework in place in order to ensure the long-term success of its digital library programme and that institutions do not have to reinvent the wheel but can adapt policies already in use by other institutions. Information gathered on digital libraries and repositories shows that many repositories do not have appropriate policies with regard to Content, Preservation, Metadata Re-use and Data Re-use. A comparison of the policies also shows a wide degree of variation, particularly in terms of depth and breadth of coverage. In South Africa, most institutions confirmed that they either had no policy or were in the process of drafting one.

LibQUAL+® 2012 – Help Us Help You!! : an update

LibQUAL+® is an international web-based survey, developed and refined by the Association of Research Libraries (ARL), which measures library users' perceptions of service quality and identifies gaps between desired, perceived and minimum expectations of service. Rhodes University Library (RUL) conducted its first LibQUAL+® survey in 2005. In 2012, the library undertook to run a second survey to determine if the services being offered by a modernized and considerably restructured library were meeting the needs of the people that use the library so that appropriate service strategies could be developed.

The 2012 survey was a resounding success with an overwhelming response of 1447 valid surveys being completed by Rhodes Library users, far better than had been anticipated. The LibQUAL+® survey results were processed initially by the Association of Research Libraries in the United States and then returned to Rhodes Library so that they could be further analyzed by library staff.

The graph below shows both the 2005 and 2012 overall desired and perceived mean scores for each of the three dimensions of library service quality measured.
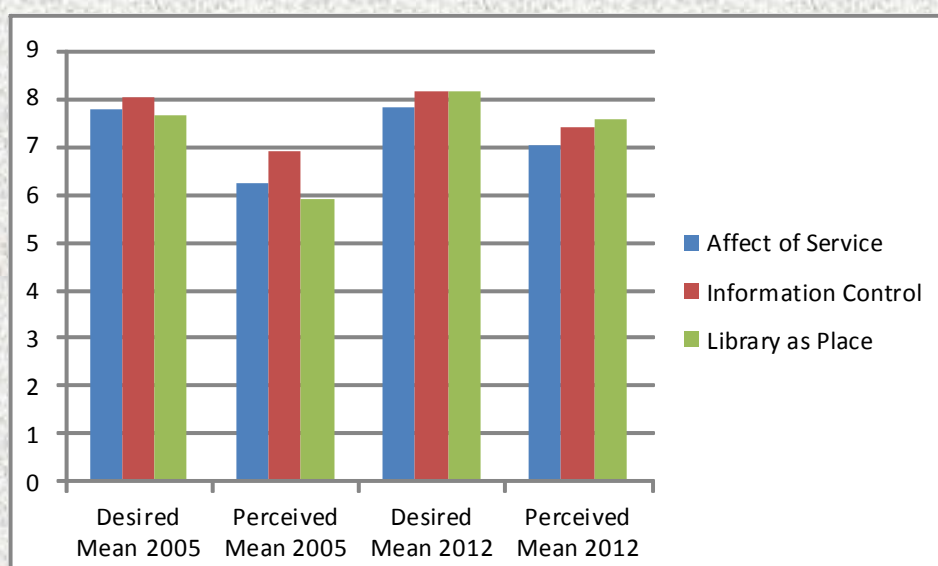
Library Service Quality

The 2005 survey results had indicated that the perceived level of services rendered was well below the desired minimum level. By comparison, the 2012 results showed that the perceptions of library service had improved significantly. From the results it is evident that the improvement is mainly the result of the new strategies, namely, the library extension and renewal building project and the user-centric faculty liaison services model, that have been implemented since 2005 which have brought about changes in the way that library services are offered to library users.

At the same time, however, the LibQUAL+® responses drew attention to a number of problem areas in the way services are offered in the library. These areas include professional services, study spaces, opening hours and off-campus access to the Library's information resources. As a result, the library staff has set about analyzing the three different dimensions in the survey (Affect of Service, Library as Place and Information Control) in detail so as to pinpoint those areas that are not meeting user expectations and to come up with solutions to the problems. Strategies are being developed to address the issues that were raised.   These strategies will be incorporated into library policy for 2013/14.

POPULAR READING

Last year, librarians identified the need for popular fiction in our collection. Popular fiction collections are unusual for an Academic Library. But then Rhodes Library is very often unusual in the way we do things.

We set up a mobile white board where we asked library users to suggest titles they would like to read. Within a day, the board was full. By the end of the week, both sides were really full! We knew then, that popular fiction was something our library users were desperate to see in the Library.

The library "popular fiction" team were delighted to be able to purchase most of these books. There was great excitement when the books were finally catalogued and set out in a display behind the hub in Humanities (Level 4). Students lingered more than usual on our floor. Library staff ventured up to our floor. And to see the number of academics find their way to our floor was the cherry on the cake.

Carpenters designed and set up the beautiful shelving within the alcove by Margaret Kenyon Reading Room. It was after we had moved these books to their new 'home' that we realised how many of the books were already out on loan, and that we must add to this collection annually. So, with budget constraints this year in mind, book clubs and library users are encouraged to donate popular fiction.

For a glimpse of the collection, which we now call Popular Reading, view our LibGuide at http://ru.za.libguides.com/content.php?pid=364874. Use the recommend function on the guide to suggest any title or author you would like to see in our collection. Popular reading was a successful introduction to Rhodes Library. and we wish you many hours of leisure reading

PERSONAL LIBRARIAN

ASK ME
PERSONAL LIBRARIAN

Rhodes University Library has just introduced the **Personal Librarian Programme** using the model developed by the Yale University Library in the United States. This programme aims to encourage Rhodes students to build relationships with Rhodes librarians who can provide personal learning support, and introduce the Library as a non-threatening environment that supports the students' learning. Initially, each Personal Librarian was assigned a group of students to ensure that each first year student had their "own" Personal Librarian when they arrived at Rhodes. However, it is hoped that after the programme has been in operation for a while, any Rhodes Student who has a library related problem will feel able to approach a Personal Librarian who will be identified by a Personal Librarian T-shirt and or a Personal Librarian badge.

The Library is excited to be launching this programme on the 19th of April between 1pm and 3pm.

Meet your Personal Librarians by clicking on the following link:

http://www.ru.ac.za/library/services/personallibrarian/

Our promise to all 1st year students!

We will:

♦ Be your study partner

♦ Keep you informed with periodic e-mail messages highlighting new resources and programs, as well as notices and timely reminders, such as extended Library hours during Swot week and exams

♦ Answer your questions about Library policies, procedures and services, such as RefWorks workshops etc

♦ Assist you with finding information for research assignments, by helping you articulate your research question, identify the best sources and formulate search strategy

♦ Provide you with information on how you can contact the RU IT Help Desk should you need assistance in setting up your computers on the RU network

♦ Help you when you don't know where to start, or can't think of what to do next

Vuyo Gontshi & Pelisa Vanda

DID YOU KNOW

The library has an impressively high occupancy rate (800 users at any given time), with an average of 1752 users per day.

Because of the high occupancy rates, safety and security issues are taken very seriously. Fire detection and fire protection systems are monitored and tested on a weekly basis and staff are encouraged to familiarize themselves with library emergency procedures.

To test the library's readiness in an emergency, a fire drill was held on 18 March 2013. This drill was observed by the Makana Fire Chief, four fire fighters and Ms. Nikki Kohly At the time of the drill there were approximately 820 users in the library and it took the Library Incident Officers approx. four minutes to evacuate the entire building. Needless to say, the library received high praise from the Fire Chief for this splendid effort.

SAFETY AND SECURITY: FIRE DRILL

STOCKTAKING

A long-terms stocktaking project, using the Circa programme, was embarked on 12 September 2012 with volunteers from the Library staffing component, stocktaking the Level 4 humanities section before commencement of a work-day. Although several problems were initially experienced, 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. This exercise will eventually give us a sense of the extent and size of the collection.

PUBLIC COMPUTER USAGE STATISTICS

The following information pertains to how the public computers (listed below) in the main library were used during the first term of the 2013 academic year.

COMPUTER REPLACEMENT PLAN

As part of the University wide roll down plan the library's IT staff replaced 170 student and staff computers in January and February. In mid-January the library's new hardware arrived, 170 computers and three multi-function Xerox printers. The technical staff then set about the daunting task of installing these machines. Their aim was to be finished with this replacement of computers before the start of the new term. The computers were systematically replaced and asset numbers recorded so as to create as little interruption as possible to students still using the computers in the library during this period. Being under strict time constraints this proved to be a greater challenge than initially anticipated.

The technical staff also installed the three multi-function Xerox machines. These machines will be used for public printing and scanning. The scanning function is unique in the sense that students will be allowed to scan-to-email. There is also a cost of 5 cents attached to the scanning facility.
Qualitative Data Analysis (QDA) Computer Software:

Over the last couple of years CHERTL has received an increasing number of requests from departments to make NVivo available to postgraduate students in their respective departments. At the same time library staff also received an increasing number of requests from students to make the software available in the Library. Funding was made available and with help from Markus Mostert NVivo 10 was installed on 74 computers in the Library. It is currently available in the Carnegie Research Commons (18 computers), the Postgraduate Commons (29 computers) and the Xstrata Training Room (27).

	Average Total Seat Hours (per machine)	Average Total Number of Visits (Log-in)	Average Session Time (in minutes)
Training Room – 27 PCs	147.04	193.41	48.78
Research Commons - 18 PCs	195.78	97.89	107.56
Post Graduate Commons - 29 PCs	243.24	245.38	61.66
Information Commons – 56 PCs	323.32	473.32	43.71
Carousels – 38 PCs	320.32	417.87	47.42

SEALS SOUTH EAST ACADEMIC LIBRARIES SYSTEM

SEALS STAFF DEVELOPMENT WORKSHOP

The SEALS (South East Academic Libraries System) Staff Development workshop was held on Wednesday 10 April at the Rhodes University Library and was attended by the following people who will form the SEALS Staff Development task team:

♦ RU: Ujala Satgoor (Session convenor); Jill Otto; Nabisa Mbali; Sindiswa Gule

♦ NMMU: Robert Pearce; Hester Kritzinger; Maretha Allwright; Deirdre Gerber

♦ UFH: Mathew Moyo; Thobela Buyana

♦ WSU: Wethu Danster; Nonthembiso Ntsiko; Qukeza Ndzingani

Ms Satgoor, RU Library Director, welcomed the group after which the workshop began with a discussion around perceptions and experiences of staff skills development. This was followed by a presentation from each of the four institutions on their respective staff development programmes.

An open discussion followed the presentations, guided by the following topics:

♦ What is the role of SEALS? (Equal partnership; Common purpose to develop professionals in the region; cost sharing; making use of expertise within the institutions).

♦ Focus areas and common needs. The following training needs were identified: 21st Century Librarian – needs & skills; Leadership & middle Management; Supervision; Library 2.0/3.0 + Librarian 2.0 – practice vs. theory; Information literacy for librarians; Librarians as Instructors; Research writing for librarians; Project Management; Digitisation & IP; Creative Commons Licence; Open Access; and other related topics.

♦ What should we address & do first? It was agreed that the first skills workshop should focus on the needs & skills of the 21st Century Librarian.

♦ Plan of Action…

   The Staff Development task team (as above) will look at the Terms of Reference, needs analysis, desired outcomes, and strategy for SEALS Staff Development. They will identify expertise within SEALS and trainers in the Eastern Cape. A "21st Century Librarian" Seminar will be planned by a task team - Jill Otto (coordinator), Nontembiso Ntsiko, Thobela Buyana, and Deirdre Gerber. Various other questions for consideration were identified, such as how staff will apply learning attained from course or conference attendance; how the impact of skills development can be measured; and these will be addressed in due course.

In November 2012 Anelisa Mente wrote 5 exams towards the BInf degree. She passed all 5 with 4 distinctions.

WELL DONE ANELISA!!

Staff on the Move….

CARNEGIE FUNDED M.IT (UP)

Wynand van der Walt

Thandiwe Menze

Nicolene Mkhathali

Bookworm Bombers Team 1

Ujala

Fiona

Debbie

Philip

Bookworm Bombers Team 2

Rina

Mbuleli

Chantel

Noelene

The Grahamstown Bowling Club held its yearly Business League night bowls over a period of 6 weeks. The library entered 2 teams called the "Bookworm Bombers". Although it was an extremely intense competition, there was great camaraderie and fun and drinks were enjoyed by all!

Birthday Corner….

January
Jill
Ujala
February
Siya
Ndileka
Jabu
Sindi

March
Amos
Vuyo
Wynand
Chantel
Fiona SD
April
Linda
Ilana
Brenda
Lucky
Erica
Mbuleli