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AKADEMIESE INLIGTINGSDIENS

16 March 2006

Mrs CC Smith

**Re Permission to use data from the AIS Libqual+™ Survey from 2005**

We hereby grant you the necessary permission to use data and results obtained through the data survey referred to above, as applied to the needs of postgraduate students at the Academic Information Service, University of Pretoria. You have the necessary permission to integrate the data related to postgraduate students in your mini-dissertation titled "An analysis of the e-research needs of postgraduate students at higher education institutions".

A handwritten signature in black ink, appearing to read "R. Moropa", written over a horizontal line.

Mr Robert Moropa

Director AIS