



Visit to University Libraries in the US by Mr J van Wyk and Mr H Mphidi, 8 April 2003 to 3 May 2003



**(Made possible by a Voluntary Visitors Program Award from
the U.S. Government and funding from the Faculty of
Education of the University of Pretoria)**

A. Aims of the visit:

- To evaluate the most recent technological systems (e.g. Security systems, interactive websites) that regulate the organisation and planning of academic libraries in general, as well as specialised education libraries;
- To investigate the lists of current journals in Education of the foremost universities to determine if such lists correlate with South African lists and lists of the University of Pretoria;
- To investigate the possibility of long-term partnerships with heads of education libraries in the USA;

- To document innovative methods of supporting students;
- To investigate how specialised education libraries are organised in terms of book-sections, journal-sections, media and photocopying sections etc, with the purpose to determine the most effective methods in organising sources so that effectiveness of clients can be advanced;
- To ensure through observation and discussions that the Education Library of the University of Pretoria reflects best practices in the use and organisation of information sources for advanced research and learning.

B. Findings:

- The Telematics-, IT-, Research Coordination-, and Library departments of many of the US universities are merging e.g. The Learning and Research Center for the Digital Age at North Carolina State University
- Many libraries have centres where students can create and edit video- and web-projects
- Many libraries have video-conferencing facilities
- Wireless and mobile technologies are the order of the day in most of these libraries
- It is possible in many of these libraries to borrow laptops and digital cameras for the day at the circulation desk
- These libraries often have a technical department to help clients with technical problems with laptops and other IT
- Most US libraries have state of the art information literacy training labs
- Some of these libraries have automatic check-out systems but this is not widespread
- Quite a number of these libraries have digitization projects where different types of materials are digitized, e.g. microfiches, photographic slides, etc.
- One of the libraries visited had a special workstation for the disabled
- All of the libraries visited had a virtual reference service e.g. ASK 24/7, Questionpoint, etc.
- Washington State University had an interesting WEBLOG which could be of value
- Many of the libraries are working towards a universal search engine that can search over all platforms
- Most of these libraries had a reading room where researchers could browse through the most recent journals and books in the library and in many cases it was connected to a coffee shop
- The measurement of the quality of services to clients are very important to US libraries and many subscribe thus to LIBQUAL
- Knowledge management is something that plays a bigger role in Special libraries in the US than in academic libraries.
- Internet 2 are being developed which is restricted to research and education and will have greater bandwidth
- Some of the libraries have a business unit where services (document delivery, information searches etc) are done for the public at a cost. This provides the libraries with an extra stream of income.

C. The following institutions were visited:

1. University of North Carolina at Chapel Hill



1.1. Walter Royal Davis Library (Graduate library)



- Contact Person: Ms Paula Hinton
- Tel: 919-962-1151
- Fax: 919-962-5537
- URL: <http://www.lib.unc.edu/davis.html>
- Wireless connection to Internet and databases
- Reference librarians and collections on separate floors
- Two groups of librarians: Collection development librarians and reference librarians which is different from our library where the reference librarians also develop the collection
- Services to distance students: students search from home and material is then posted to them
- Library is funded by the state and alumni

1.2.R.B. House Undergraduate library



- Contact: Ms Sucharita Mohanty
- Tel: 919-962355
- Address: R.B. House Undergraduate Library
- CB#3942
- University of North Carolina
- Chapel Hill, North Carolina 27599
- URL: <http://www.lib.unc.edu/house/>
- Wireless connection to Internet
- Huge Media Resources Center where students can create and edit video and audio-projects in the new laboratory
- The ATN Computing lab has 60 workstations where students can do Internet searching
- The IT Response Center gives assistance to students and staff with personal laptops and campus technology
- Laptops can be borrowed for in-house use
- Open 24 hours
- Funded by State and Alumni

1.3.School of Information and Library Science (Manning Hall)



- Had a meeting with Prof Barbara Moran
- <http://ils.unc.edu/~moran/>
- Tel: 919-962-8067
- Fax:919-962-8071

- URL: <http://ils.unc.edu/>
- This library school was a pleasant surprise. The outstanding courses and library makes this one of the top library schools in the world. This school has been ranked number one for overall excellence in graduate education in the field of information and library science in **US News and World Report's "America's Best Graduate Schools, 2000**. The meeting with Prof Moran was very valuable and the possibility of forming a formal link between our Information Science Department and this library school will be investigated.

2. Duke University (Durham, North Carolina)

2.1. Medical Center Library



- Contact: Mr Rick Peterson (Deputy Director) and Ms Betsy Adams (Information Services Coordinator)
- Tel: 919-660-1131
- Fax: 919-684-5906
- URL: <http://www.mclibrary.duke.edu/about/vt/reserve.html>
- This library is very technologically advanced. They have the top of the range computers.
- The library has a wonderful multimedia studio where students can work on educational projects.
- Wireless connection to the Internet and databases
- 50 full-time employees, including 16 professional librarians
- Open 96 hours per week
- Information Services Department available 58 hours per week
- Collection: 301584 volumes
- Audiovisual items: 1369
- The special collection for the History of Medicine (Trent Collection) was really a highlight.

2.2. School of Law Library



- Contact: Prof Richard(Dick) Danner (Senior Associate Dean for Information Services) and Research Professor of Law
 - He teaches a course on legislation, which focuses on statutory interpretation and has taught legal research and writing
 - His primary interests are in legislation, legal research and bibliography and **legal education**. He has written recently on the impacts of information technology on legal education and the profession of law librarianship in the Journal of Legal Education, The Law Librarian, and Law Library
 - His most recent work focuses on the scholarly communication in law
 - Books by him:
 - + *Strategic Planning: a law library management tool for the '90's and beyond* (2nd ed. 1997)
 - + *Legal Research in Wisconsin* (1980)
 - + *Towards a Renaissance in law librarianship* (1997) - Editor
 - + *Introduction to foreign legal systems* (1994) - Co-Editor with Bernal
 - Served as editor of *Law Library Journal* from 1984-94
 - He sits presently on the International Association of Law Libraries (IALL) and on the Executive Committee of the American Association of Law Libraries(AALS)
 - E-mail: ZAD@law.duke.edu
 - Tel: 919-613-7115
- Address: Duke University School of Law Library
Box 90361
Durham, North Carolina 27708-0361
United States of America
- URL: <http://library.law.duke.edu>
- This library is one of the largest law libraries in the United States
- This library is aesthetically beautiful and very advanced technologically.
- There exist very close collaboration between library staff and faculty.
- Serves both the University and local legal communities
- Has a comprehensive literature collection that includes state and federal statutes, reports and regulations, legal periodicals and treatises, and foreign and international legal sources. The library is a selective depository for US government publications containing over 550 000 volumes that reflect a concentration on congressional and administrative law materials.
- The library has 105 computer workstations and 135 additional laptop connections and Wireless Connections that provide access to the Student Research Network.

- This library has an Educational Technologies Department, which bring together web, video and classroom technologies in support of the educational mission of the Law School. This includes video-conferencing, taping law school events, web-services, help on teaching with technology etc.
(This function is fulfilled to a great extent by Telematics Department at UP, but I think even closer cooperation between the AIS and Telematics are needed)

3. North Carolina Central University (Durham)

3.1. James Shepard Memorial Library



- Contact: Dr Floyd Hardy (Director)
- Address: 1801 Fayetteville Street
Durham, NC 27707
United States
- Tel: 919-530-5233
- Fax: 919-530-7612
- URL: <http://web.nccu.edu/library/>
- It was wonderful to visit a traditionally African-American University. Services though are very much organised on the traditional model of a university library.
- This library has a coffee shop in the foyer of the library
- The library has wireless connection
- The library has a video-conferencing facility



4. North Carolina State University (Raleigh)

4.1. D.H. Hill Library

- Contact: Mr. Kurt Cumiskey (Assistant to the Director)
- Address: NCSU Libraries
Box 7111
Raleigh, NC 27695-7111
United States of America
- Tel: 919-515-7188
- Fax: 919-515-3628
- URL: <http://www.lib.ncsu.edu>
- [This university was really one of the highlights of our visit to the US.](#)
- NCSU Libraries implemented a new **Integrated Library management System** (Unicorn Software)
- NCSU has **Music on their electronic reserve**. Students must have RealPlayer software on their computers to listen to it. RealPlayer streams the media to a computer, which means it cannot be stored or reproduced or disseminated. This ensures that it can just be used for educational purposes which are allowed by copyright law.
- Has "**Ask a Librarian Live Service**" at <http://www.lib.ncsu.edu/libref/> which is a virtual reference service, providing an interactive, real-time connection between students and reference librarians
- Has a newly enhanced tutorial called **LOBO** (Library Online Basic Orientation) **LOBO** uses several information technologies to help students learn the information literacy process. These features include keyword search strategy builders, citation builders, viewlets and wizards. Viewlets are extremely compact movie files, which can demonstrate how to use a technology, or how to do catalogue and database searches. **LOBO** has won the ALA/Information Today Library of the Future Award.
- **Peer Research Advisors Program:**
A programme whereby a few students from different fields are helped with their information literacy skills and research skills. These students help at the reference desk and help assist librarians with instruction sessions and outreach efforts.
- Assistive Technologies Center, <http://www.lib.ncsu.edu/risd/atc> which provides state-of-the-art equipment and software for library users with impaired vision, mobility, and/or hearing.
- Faculty Center for Teaching and Learning (FCTL) <http://www.ncsu.edu/fctl/> is located in the DH Hill Library and serves as a resource on pedagogy and instructional effectiveness for faculty and teaching assistants
- Laptop Lending Service <http://www.lib.ncsu.edu/ads/laptop.html> Windows PC, Macintosh and Linux laptops are available for in-library use.
- MyLibrary@NCState is a unique web-based portal that enables users to customize access to the NCSU Libraries' information resources on a personalised library web page.
- The library has an Express check-out service whereby a client can check-out his books automatically
- The library has a coffee shop which is run by an independent provider

4.2. The Learning and Research Center for the Digital Age (LRCDA)

- URL: <http://www.lib.ncsu.edu/administration/lrcda/index.html>
- LRCDA embodies important partnerships between the NCSU Libraries and other key campus units, primarily the university's Information Technology Division (ITD) and Distance Education and Learning Technology Applications (DELTA) organization.
- Staff from the Libraries, ITD and DELTA work together to provide technology, training, consultation, and guidance in the development of digital materials for teaching and learning
- Components of the LRCDA are:

- Digital Media Laboratory, <http://www.lib.ncsu.edu/dli/sdl/>



- Usability Research Laboratory, <http://www.lib.ncsu.edu/dli/usability/>



- Information Technologies Teaching Center
 - Scholarly Communication Center, <http://www.lib.ncsu.edu/scc/>
 - Learning Technology Service (LTS) <http://lts.ncsu.edu/>
 - Digital Library Initiatives Department
 - Special meeting rooms and facilities for LRCDA and library activities
- The Learning and Research Center for the Digital Age (LRCDA) links up with our own initiative to establish a Learning Center and Research Information Service as well as our Digital Library Initiative and Scholarly Communication Project. We could learn much from this library and closer networking and collaboration between our institution and North Carolina State University could be of great benefit.

5. University of Wisconsin in Madison



5.1. Information Literacy instruction Program

- This programme collaborates with faculty, instructional staff and campus administrators to ensure that students develop the information literacy skills, attitudes and knowledge base that they need in order to become efficient, effective users and producers of information.
- The following goals guide the design of all instructional modules developed:
 - Teach students to define their information needs to identify and select appropriate sources of information, and to evaluate these sources in terms of relevance, reliability and objectivity.
 - Teach students the strategies, as well as mechanical skills, for information seeking
 - Teach students information seeking as a process that involves critical thinking and decision making
 - Integrate hands-on learning techniques, including in-class exercises and database searching, using their computer-equipped classrooms
- The programme provides instruction in a variety of ways to meet the diverse needs and learning styles of those in the campus community. It provides for:
 - Course-related Instructional Sessions
 - Orientation Tours and Presentations
 - Drop-in Workshops
 - Instructional Handouts and Web Materials
 - Individual Instructional Consultations
- They work very closely with faculty to design an effective research assignment that introduces students to the most useful, logistically feasible resources
- They help them determine what would be the most appropriate type of library instruction: class session, part of class session, web page, handout, tutorial, WebCTlink.
- Very interesting is the list of characteristics and information literate person should have which they drew up. These can be summed up as follows:

An information-literate person has the ability to:

 - Determine the extent of information needed;
 - Access the needed information effectively and efficiently
 - Evaluate information and its sources critically;
 - Incorporate selected information into one's knowledge base;
 - Use information effectively to accomplish a specific purpose;
 - Understand the economic, legal and social issues surrounding the use of information, and access and use of information ethically and legally.
- Programme's website is at <http://www.library.wisc.edu/libraries/Instruction/>

- Information gained from this valuable programme will benefit us greatly in the planning of our own programme.

5.2. Library Express Service

This service functions independently, scans an article, put it on the web and e-mail it to clients at \$1.00 per article. [This is a service, which we can also implement with success](#)

5.3. Live Help Service

This reference service uses "push" technology software to help students with their information requests in real time. [This is a new development, which we can institute and which will be very popular.](#)

5.4. The Center for Instructional Materials and Computing (CIMC)



- This was another highlight of our visit to the US.
- They give assistance with the integration of technology into the curriculum, this entails the following:
 - Customised instruction, one-on one assistance (begin with their teaching and learning goals and help map technology tools to their curriculum)
 - Building technology skills: staff is available to provide course-related instruction in technology tools such as Blackboard, WebCT, Office XP, Claris Works, Dreamweaver, Imovie, and web based learning tools
 - They provide education-related workshops on information and technology for specific classes, departments, faculty meetings or groups
 - Week-end workshops focussing on technology skills, technology integration, and information literacy
- They give support for technology equipped state of the art teaching labs:
In these are computer lab staff, which gives support for teaching and instruction
Labs are equipped with technology equipment designed for programmes in the School of Education. They offer B&W, colour, and poster printing services



- They have the resources and give support for digital media production (video-editing, video-streaming, web-editing, scanning etc)



- They provide equipment used for instruction (teaching and learning)
Clients can check-out laptops, projectors, digital cameras and camcorders, handheld Pocket PCs. Workshops are presented to clients on how to operate digital cameras and camcorder equipment



- Students can design their own posters on computer and print it out on the special printer for this purpose.



- Students help themselves with laminating



- Games, instructional toys etc are available in plastic containers on the shelf



- They have different types of microfiche: ERIC, Kraus Curriculum Development Library and Educational Testing Services.
- This education library focuses more on undergraduates and we could learn so many things from them, which can be used with success in the building out of our education library.

5.5. National African Language Resource Center



- This centre is at present seeking a South African University with which to link up.
- Mr Hamilton Mphidi has undertaken to bring the African Languages Department at the University of Pretoria in contact with this Center. The University of Pretoria's library will also subscribe to the Center's journal and acquire sources published by this Center.

6. Washington D.C.



The programme in Washington D.C. was very packed and the time allocated to each institution was a bit too short. Each appointment nevertheless was very valuable.

6.1. Georgetown University:



6.1.1. Lauinger Memorial Library: Access Services



- Contact: Ms Deborah Cook (Department Head, Access Services)
- Ms Brenda Bickett (Bibliographer, African, Islamic and Middle East Studies)
- Tel: 202-687-7452
- Fax: 202-687-1215
- Address: Lauinger Memorial Library
37th and "N" Streets, NW
Washington, DC 20057
- URL: <http://www.library.georgetown.edu>
- It was good to have met with the access services' staff. The access services of this university are very similar to our own library. The time was very limited though and it would have been wonderful if we could have visited other departments in the library.

6.2. Howard University



6.2.1. Founders Library



- Contact: Dr Arthuree R. Wright (Associate Director)
- Tel: 202-806-7926
- Address: The Founders Library
Howard University
500 Howard Place, NW
Washington, DC 20059
- URL: <http://www.howard.edu>
- We met with their whole library committee. During the meeting we found that they have **wonderful training programme for their staff**, which is done by the **Leadership Academy**.
- The time for this meeting was very limited though and we will have to follow up on discussions via e-mail.

6.2.2. Moorland Spingarn Research Center

- Contact: Dr Thomas C. Battle (Director) and Ms Rosa Anthony
- Tel: 202-806-7240
- Fax: 202-806-6405
- Address: same as Founders Library
- URL: <http://www.howard.edu/library/moorland-spingarn>

- This Center is recognised as one of the world's largest and most comprehensive repositories for the documentation of the history and culture of people of African descent in Africa, the Americas, and other parts of the world. The Center collects, preserves, and makes available for research a wide range of resources chronicling the Black experience. The collection include more than 175 000 bound volumes and tens of thousands of journals, periodicals and newspapers; more than 17000 feet of manuscript and archival collections; nearly 1000 audio tapes; hundreds of artifacts; 100 000 prints, photographs, maps, and other archival collections, nearly 1000 audio tapes;

6.3. Special Libraries Association (SLA)



6.3.1. International Headquarters

- Contact: Mr John Latham (Director: Knowledge Exchange) and Ms Cathy Mahe (Information Specialist)
- E-mail: sla@sla.org
- Tel: 202-234-4700
- Fax: 202-265-9317
- Address: Special Libraries Association
International Headquarters
1700 Eighteenth Street
Washington, DC, 20009-2514
- URL: <http://www.sla.org>
- This association was the only institution, which has **knowledge management** and particularly **communities of practice** as one of their focus areas. As we are also venturing into this field, we found this appointment quite valuable.
- We will definitely arrange for membership to this association, and plan to participate in their activities.

6.4. Association of Research Libraries (ARL)



- Contact: Ms Mary Jackson (Director: Collections and Access Programs for Access Services)
- Contact: Ms Mary Case (Director: Office of Scholarly Communication)
- Tel: 202-296-2296
- Fax: 202-872-0884
- Address: Association of Research Libraries
21 Dupont Circle, Suit 800
Washington, DC 20036
- URL: <http://www.arl.org>
- This association is a not-for-profit membership organisation comprising the leading research libraries in North America.
- Its mission is to shape and influence forces affecting the future of research libraries in the process of scholarly communication.
- ARL programmes and services promote equitable access to and effective use of recorded knowledge in support of teaching, research, scholarship and community service.
- ARL articulates concerns of research libraries and their institutions, forges coalitions, influences information policy development, and supports innovation and improvements in research library operations. It is thus a forum for the exchange of ideas and an agent for collective action.
- ARL Membership is only open for North American libraries(They have currently more than 120 members)
- ARL Membership meetings are held twice a year, and proceedings are available online
- This association has wonderful programmes and courses to help academic libraries in their development, but unfortunately at present their focus are still too much on the USA and to a lesser extent international.
- [The meeting was very valuable though and there is the possibility for them to expand their courses internationally.](#) We will definitely keep in touch.

6.5. Africa-America Institute (AAI) and U.S. State Department

6.5.1. Africa America Institute



The Africa-America Institute arranged our programme in the US and we were really impressed with the efficiency of the programme. The places that were identified were excellent and addressed all the issues that we wanted to know about.

Contact: Ms Katherine Diop (Senior Program Officer Educational Outreach and Policy)

6.5.2. US Department of State

Contact: Ms Donna Griffith: Africa/Europe/Eurasia Branch, Voluntary Visitors Division
International Visitor Program

7. New York City



7.1. New York University (NYU)



- Contact: Prof Teboho Moja(Professor in Education)
- Prof Moja took us for a visit to the Elmer Holmes Bobst Library of the New York University
- URL: <http://library.nyu.edu/>
- The library was very impressive but we gained no valuable new information we could use

7.2. College of Staten Island



- Contact: Prof Wilma Jones(Chief Librarian)
- Tel: 718- 982-4001
- URL: <http://www.library.csi.cuny.edu/>
- Prof Moja also arranged for a visit to Staten Island College. This College is situated on a beautiful campus on Staten Island and we took a trip on the Staten Island ferry which gave us a fantastic view of the Manhattan skyline.
- Wilma Jones met us and took us for a tour through their library.
- The workstation for the disabled was really something that we realised could be of great value to the AIS. The table could be adjusted for wheel chairs and the computer workstation has a scanner that can scan the page and read it back to the client or can give the page in bigger letters for those clients that partially visually impaired.

Workstation for the disabled



8. Boston/Cambridge, Massachusetts



8.1. Harvard University



8.1.1. Digital Library Initiative

- Contact: Ms Amira Aaron (Manager for Projects and Analysis)
- Contact: Ms Sue Kriegsman (Digital Library Projects Manager)
- Tel: 617-4953724
- Address: Harvard Library Digital Initiative
1280 Massachusetts Avenue, Room 404
Cambridge, MA 02138
- URL: <http://hul.harvard.edu/ldi/>

- We found this meeting of great value, as we are at present involved in our own Digital Library Initiative, and we found that we could learn from their experience, and by linking with the staff in this project both institutions could benefit.

8.1.2. Department of Afro-American Studies Reading Room

- Contact: Ms Terri Oliver: (Graduate and Undergraduate Coordinator)
- Tel: 617-4954133/2120
- Address: Department of Afro-American Studies Reading Room
Baker Center for Humanities, 2nd Floor
12 Quincy Street
Cambridge, MA 02138
- URL: <http://www.fas.harvard.edu/~afroam/>
- This meeting was interesting but not of great value to our situation as the focus was only on the USA and not on Africa.

8.1.3. Monroe C Gutman Library



- Contact: Dr John W Collins III (Director)
- Tel: 617-495-4225
- Fax: 617-495-0540
- Address: Gutman Library
Harvard University
6 Appian Way
Cambridge, MA 02138

- This meeting was also one of the highlights of our visit to the US as their focus is on education, and one of the purposes of our visit was to see what services are rendered by Education libraries to clients and to see the lay out of such libraries.
- This library's focus is more on post-graduate students and it was wonderful to see their services and processes.
- We foresee link developing between our library and this library and that even more ideas will be exchanged in the future. Ideas gained from this library will help in the building out of our own library in the future.

8.2. Boston University

8.2.1. Mugar Memorial Library



- Contact: Mr Robert E Hudson (Director)
- Tel: 617-353-3710
- Fax: 617-353-2084
- Address: Mugar Memorial Library
771 Commonwealth Avenue
Boston, Massachusetts 02215
- URL: <http://www.bu.edu/library/mugar-hm.html>

8.2.2. Special Collections: Mugar Memorial Library

- Contact: Ms Vira Palidino (Associate Director)
- Address: Special Collections
Mugar Memorial Library, 5th Floor
771 Commonwealth Avenue
Boston, MA 02215
Tel: 617-3533696

9. Simmons College



9.1. Simmons College School of Management

- Contact: Ms Denise Davis (Librarian)
- Address: Simmons College School of Management
419 Commonwealth Avenue
Boston, MA 02215
- Tel: 617-5213851
- Fax: 617-5213885
- URL: <http://www.simmons.edu/gslis/index.html>

D. With Our US State Department Guide: Mrs Jackie O'Neil

