Newsletter of the Jotello F Soga Library
Faculty of Veterinary Science, University of Pretoria

InfoMania

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FROM THE DESK OF THE EDITOR :

Welcome to our last edition of Infomania for 2013. In this issue we give feedback on LibQUAL+® 2013

Read more about the importance of proper identification in reseach with ResearcherID. Also for the researcher, tips to boost UP's Webometrics ranking

See the latest UPSpace Statistics, and how the Jotello F Soga Library celebrated Open Access and Heritage Day.

Newly acquisitioned resources are always useful, in this Infomania we announce new bilingual African dictionaries and full-text Veterinary Science books on the Science Direct platform.

We hope you will enjoy this issue of Infomania, keeping you up to date with the latest happenings in your information world.

Tertia Coetsee (Editor)

This newsletter is also available on the web at   http://www.library.up.ac.za/vet/infomania.htm

Feedback on LibQUAL+® 2013
(Written by Marguerite Nel)

During August 2013 all University of Pretoria Library Service (UPLS) users were invited to participate in a LibQUAL+® survey. LibQUAL+® is a standardised international online survey taken by many libraries worldwide and consists of 22 questions plus general comments.

The response rate of the 2013 survey was the best yet for the University of Pretoria with a rate of 10.91%. The response rate of the 2005 survey was 7.56% and in 2009 only 6.82%.

Internationally 122 institutions have already participated in LibQUAL+. When comparing the response rates of these institutions, did the University of Pretoria very good, with 6,075 valid surveys and an overall second position. The Université de Montréal is in the first position with 6,907 surveys and respectively in the third and fourth positions are Utah State University (5,562 surveys) and Kennesaw State University (4,799 surveys).

Users of the Faculty of Veterinary Science participated the best with a response rate of 18.64%, followed by Law (14.44%) and Natural Sciences and Engineering (13.57%).

In the survey, users were asked to rate the library according to the affect of service (interactions, helpfulness and competency of library staff); information control (finding the required information in the library) and library as a place (physical environment for individual or group work). The library then analysed the results to identify services and areas that need improvement in order to better meeting users' needs and expectations.

When comparing the results of the 2013 survey with the previous surveys, the scores on all the above mentioned dimensions indicated that UPLS users are overall more satisfied with the quality of services provided by the library than they were in 2005 and 2009. There was however some concerns.

In the section dealing with the affect of service, undergraduate and postgraduate students indicated that they are not totally satisfied that library staff instil confidence in users, while a number of undergraduate students feel library staff need to be more consistently courteous. Postgraduate students also indicated the need for more individual attention.

Another concern is regarding the library as place. All user groups indicated a need for more space for group learning and group study as well as space that inspire study and learning, including quiet space for individual work. The lack of the library to be "a haven for study, learning or research" is especially mentioned by academic staff.

No areas of concern were identified in the section dealing with information control.

Other interesting information regarding the use of the library resources as well as other resources of information were also collected. Figure 1 illustrates the use of these resources by all users. It is clear that a large number of users still prefer to use the resources in the library on a daily base, while electronic resources are used by most users on a weekly base. The popularity of Google and Yahoo is also clearly observable from the results.
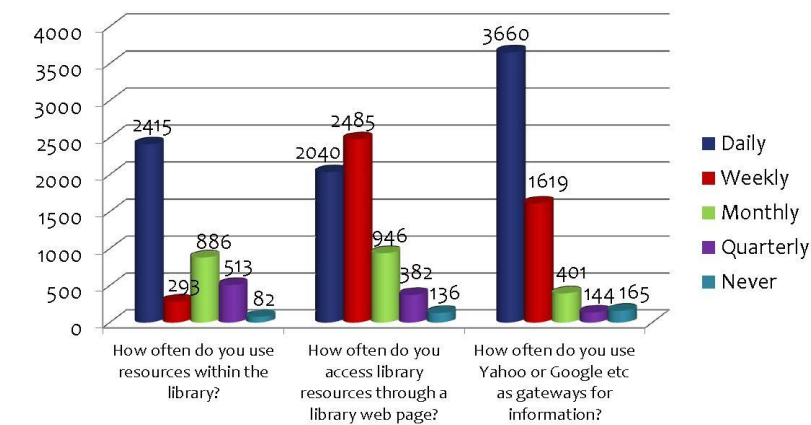

Figure 1: Library use summary (all clients)

The open-ended comments gathered as part of the survey were also very useful indicators of the perceived library service quality. An overall (including all users) total of 3607 comments were made. From these were 2374 (65%) positive and 1935 (35%) negative comments. A large number of respondents made constructive suggestions on specific ways to address their concerns. The library qualitatively analysed these comments and identified concerns with access to library electronic resources as the biggest challenge for the Jotello F Soga Library followed by complaints regarding library facilities.

The Jotello F Soga Library wants to thank all staff and students of the Faculty of Veterinary Science who participated in the survey and raised their voice regarding the quality of the library services. The library staff will readily formulate action plans to address all concerns and remedy perceived deficiencies. This will be communicated to you soon.

A glimpse at RDA: the new code for the description of bibliographic information.
(Written by Amelia Breytenbach)

The back office of the Jotello F. Soga Library is facing exciting times with the introduction of the new cataloguing code RDA (Resource Description and Access) next year. As a cataloguing librarian change is part of working life – there are always new digital formats, new ways to strengthen international cooperation and improved IT capabilities. These factors demand rethinking about how the bibliographic information in our catalogues and repositories is structured and how it should be managed. RDA is the replacement for our current cataloguing code AACR II (Anglo-American Cataloguing Rules). RDA is different and a "next generation" code for the management of bibliographic information in libraries and on the web environment.

> 'Built on foundations established by the Anglo-American Cataloguing Rules (AACR), RDA will provide a comprehensive set of guidelines and instructions on resource description and access covering all types of content and media. The new standard is being developed for use primarily in libraries, but consultations are being undertaken with other communities (archives, museums, publishers, etc.) in an effort to attain an effective level of alignment between RDA and the metadata standards used in those communities. (Joint Steering Committee for the Development of RDA, 2008.)"

You, as users, have expectations **of** our library catalogue and the success rate of retrieving information. The library catalogue functionality must improve and this means that we are learning a new set of rules and the fundamental principles upon which they are based to improve the bibliographic records in our catalogues. RDA will be able to manage resources in a digital environment and you will be confronted with new data on the bibliographic descriptions of our catalogue records. May sound scary, but this is not the case at all. Here are some of the major changes:

- The GMD (general material designator), which in AACR appeared in square brackets after the title proper, will be replaced with three new data fields: the media type; carrier type; and content type.
- Some terms we used to abbreviate will now be spelled out in full. Changes like these should help users more easily interpret the results they retrieve when searching the catalogue
- The discontinuation of the so-called "rule of three." In AACR this
  rule came into play when a statement of responsibility named more than three persons. In AACR 2 only the first named author followed by the "mark of omission" and adding "et al." in square brackets was added to the bibliographic description. This is no longer a part of RDA. RDA wants to use this data as it is and as it appears on the resource leaving cataloguers free to do what they do best: subject analysis of the intellectual content.

The University of Pretoria Library Service already start to import both bibliographic and authority RDA records from OCLC WorldCat into our catalogue since the end of 2012. The changeover from AACR to RDA is expected to be concluded in April 2016, in line with implementation timelines of international RDA communities.
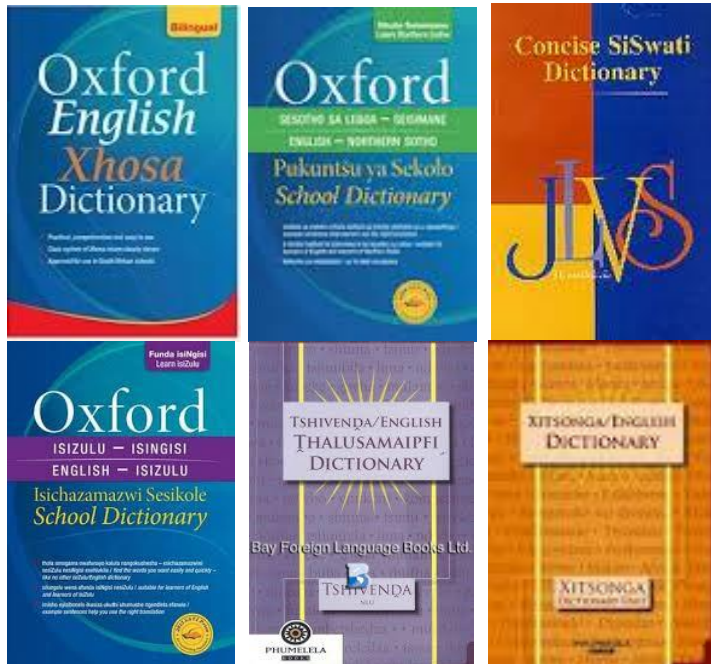
New bilingual African dictionaries
The library recently bought a number of bilingual African dictionaries that are now housed in our reference collection on level 4 in the library:

Oxford English - Xhosa OXFORD	VETN 496.3985321
Oxford English - Northern-Sotho PUKUNTSU	VETN 496.39771321
Oxford English – Isizulu ISICHAZAMAZWI	VETN 496.327420321

Van Schaik Concise English – SiSwati RYCROFT	VETN 496.3987
Phumelela Books English – Xitsonga XITSONGA	VETN 496.3978003
Phumelela Books English – Tshivenda TSHIVENDA	VETN 496.397603

UPSpace Statistics: October 2013

Antoinette Lourens

Total items in UPSpace: 27,792
 UP Research Articles : 9798

Items Archived	337
Bitstream Views	262,700
Item Views	231,632
Collection Views	23,964
Community Views	35,276
User Logins	**613**
Searches Performed	381,515

Author	Title of item	uri	Collection	Viewed
Eaton, Norman 1902-1966	Additions to Van Wouw House	http://hdl.handle.net/2263/10398	Norman Eaton Collection	1,403
Van Schoor, Mirinda	Chyle accumulation due to chylothorax (2010)	http://hdl.handle.net/2263/15181	Slide Collection (Companion Animal Clinical Studies - Critical Care)	129
Van Schoor, Mirinda	Porcupine attack (2010)	http://hdl.handle.net/2263/15216	Slide Collection (Companion Animal Clinical Studies - Critical Care)	97
Van Schoor, Mirinda	Abdominal hernia (2010)	http://hdl.handle.net/2263/15214	Slide Collection (Companion Animal Clinical Studies - Critical Care)	71
Penzhorn, Barend Louis	Eimeria stiedae in a rabbit liver (2009)	http://hdl.handle.net/2263/11399	Slide Collection (Veterinary Tropical Diseases)	70

The Faculty of Veterinary Science has two departments featuring in the top viewed items for October. Congratulations to Companion Animal Clinical Studies and Veterinary Tropical Diseases. We are looking forward to see the other departments here as well.

ResearcherID: The Importance of Proper Identification
(Written by Marguerite Nel)

Have you ever struggled with one or more of the following challenges?

- "How can I ensure that I'm getting proper credit for my work in Web of Knowledge?"
- "How can I ensure that my name is standardised to avoid author identity issues?"
- "How can I be differentiated from other researchers who may share my name and initials?"
- "How can I ensure that my h-index is more accurate?"

There is a solution: ResearcherID. ResearcherID is a tool that not only manages and shares your professional profile and publications, but also solves author identity issues. It also enhances visibility by adding dynamic citation metrics to your profile (h-index, citation distribution per year, total average time cited, etc.) and allows you to showcase your publications on any webpage or blog with the "ResearcherID badge" that can easily be created and integrated.

Once you have registered and created a personalised research profile on ResearcherID, you will receive a unique identifier. This number (ResearcherID) will help to eliminate author misidentification; enhances increased recognition of researchers' work and exposure for their institution and facilitates global collaboration with other researchers. Your ResearcherID stays with you over the course of your career regardless of name changes or change in institution affiliation.

ResearcherID is available under "Additional Resources" on web of Knowledge or go directly to http://www.researcherid.com

Please feel free to contact the Library for assistance with ResearcherID.

The Jotello F Soga Library celebrates Open Access

The week from 21 – 27 October 2013 was international Open Access week. This year was the 6th year in a row that libraries around the globe celebrated and promoted Open Access as a new norm in scholarship and research. The Jotello F Soga library also participated in this global initiative with a vibrant exhibition and information on the topic promoted on the plasma screen in the library.

"Open Access" to information promotes free, immediate, online access to the results of scholarly research, and the right to use and re-use those results as needed. This norm of scholarly communication has the power to transform the way research and scientific inquiry is conducted and has direct and widespread implications for academia, medicine, science, industry and the society as a whole.

The theme of this years' celebration was: "Open Access: Redefining impact." The focus was on the way Open Access can facilitate increased impact as a result of increased use of research output published in Open Access journals. Open Access research therefore also accelerates discovery due to the fact that researchers can read and build on the findings of others without restriction.

Research staff and students at the University of Pretoria are encouraged to publish in Open Access journals. The University of Pretoria has set up a Prepay Membership with BioMed Central, which allows publication in BioMed Central, Chemistry Central and SpringerOpen journals published on the ISI Web of Science (Science Citation Index Expanded, Social Sciences Citation Index, Arts & Humanities Citation Index) or the IBSS (International Bibliography of the Social Sciences) list without any charge. Payment of article-processing charges is thus covered by the University of Pretoria"s Prepay Membership.

Full-text Veterinary Science books on the Science Direct platform

ScienceDirect is one of the world's leading providers of full text Scientific, Technical and Medical (STM) information. Apart from millions of full text journal articles, it also offers a vast number of high quality e-books with easily downloadable pdf files. Because of its ease of use, Science Direct is without a doubt one of the favourite e-resources platforms of the library.

For a complete list of the 817 full text books (all subject areas) the library currently has access to, go to:
http://www.sciencedirect.com/science/bookbshsrw/all/full-text-access
To see which Veterinary Science e-books are available in full-text, the following search can be done in Science Direct:
Under the "Publications" tab, choose "Veterinary Science" under "Browse by Subject" and limit your search options to "All books" and "Full-text access". Fifty three titles are currently available:
http://www.sciencedirect.com/science/bookbshsrw/sub/vetscimed/all/full-text-access
The following titles have recently been ordered and will be available soon:

Bovine Laminitis and Lameness
Farm Animal Surgery
Food Animal Practice (5th Ed)
Rebhun's Diseases of Dairy Cattle (2nd Ed)
Veterinary Epidemiology

Radio Tracking and Animal Populations	Equine Surgery	
Stock Identification Methods (2nd Ed)	Diagnosis and Management of Lameness in the Horse	
Arthur's Veterinary Reproduction and Obstetrics (8th Ed)	Diagnostic and Surgical Arthroscopy in the Horse	
Equine Breeding Management and Artificial Insemination (2nd Ed)	Diagnostic Techniques in Equine Medicine	
Manual of Equine Reproduction (2nd ed)	Handbook of Equine Anaesthesia	
Handbook of Veterinary Obstetrics (2nd Ed)	Handbook of Equine Emergencies	
Small Animal Theriogenology	Handbook of Equine Respiratory Endoscopy	
Handbook of Pig Medicine	Manual of Canine and Feline Cardiology	
Manual of Veterinary Dietetics	Manual of Exotic Pet Practice	
Minerals in Animal and Human Nutrition (2nd Ed)	Medical History and Physical Examination in Companion Animals	
Small Animal Nutrition	Primate Anatomy	
The Migration Ecology of Birds	Radiology of Birds	
Wildlife Demography. Analysis of Sex, Age, and Count Data	Reptile Medicine and Surgery	
Models for Planning Wildlife Conservation in Large Landscapes	Textbook of Rabbit Medicine	
Brinker, Piermattei, and Flo's Handbook of Small Animal Orthopedics and Fracture Repair (4th Ed)	Veterinary Anaesthesia	
Color Atlas of Canine and Feline Ophthalmology	Canine and Feline Cytology	
Canine Internal Medicine Secrets	Canine and Feline Infectious Diseases	
Handbook of Small Animal Practice (5th Ed)	Canine and Feline Nutrition	
Handbook of Zoonoses	Clinical Anatomy and Physiology of Exotic Species	
Jubb, Kennedy & Palmer's Pathology of Domestic Animals (5th Ed)	Color Atlas of Veterinary Pathology	
Kirk & Bistner's Handbook of Veterinary Procedures and Emergency Treatment (9th Ed)	Equine Anesthesia	
Small Animal Clinical Pharmacology (2nd Ed)	Equine Clinical Pharmacology	
Human-Animal Medicine	Equine Medicine Surgery and Reproduction	
Veterinary Practice Management (2nd Ed)	Equine Ophthalmology	
Planning and Designing Research Animal Facilities	Equine Respiratory Medicine and Surgery	
Research Proposals (3rd Ed)	Small Animal Dermatology	
Animal Abuse and Unlawful Killing	Small Animal Ophthalmology	

Small Animal Pediatrics
Small Animal Toxicology
Veterinary Ocular Pathology
Veterinary Ophthalmic Surgery

Tips to boost UP's Webometrics ranking

Alet van der Merwe

Webometrics is the largest academic ranking of Higher Education Institutions in the world.
The original aim of the Ranking is to promote academic web presence, supporting the **Open Access initiatives** for increasing significantly the transfer of scientific and cultural knowledge generated by the universities to the whole Society. Web presence and visibility are used as indicators of global performance and take into account the teaching commitment, the research results, the perceived international prestige, the links with the community, including industrial and economic sectors, of the university. Please encourage your department to help improve UP's ranking. Even if you think you can't do much, every bit helps.

So what can we do to improve UP's ranking?

1. Impact (weighting 50%):
This indicator relates to the number of inbound links and references to the UP web domain and indirectly measures the exposure the University gets across the globe in terms of reference made to it. The source of the reference, i.e. news media and academic sites, also plays a role in this indicator.
Approach to follow: Increase the number of inbound links to the UP domain
If your unit, centre, department or faculty has any partnerships or agreements with other universities or any organisations, associations or companies, ask them to place a link to the UP site, or your minisite, on their website. The links don't have to be directed to the home page of the UP site, it can be to any page on the up domain (.up.ac.za).

2. Presence (weighting 16,7%):
This indicator relates directly to the web domain, the number of pages and its Google position and rankings.
Approach to follow: Increase the number of pages on the UP website
Often upload news stories and notices. Also don't delete old pages, but rather make them inactive so that they are "archived" instead of disappearing. You can even add a heading at the top to say "Archived page" to clear up any confusion if the page is still picked up by Search Engines.
Use keywords in the content on your pages, to make it easy for Google to index your pages and rank them high. For example, include the name of your faculty, department, centre or unit in the text, instead of just in the heading, and use other keywords or keyword phrases that people would typically search for.
Use hyperlinks as an opportunity to emphasise keywords. Rather than saying: "Click here to view our academic programmes" rather say: "View our academic programmes".

3. Openness (weighting 16,7%)
This indicator relates to the University's performance in Google Scholar and is measured in the number of articles sited there as well as the number of pdfs, documents and other rich text files.
Approach to follow: Increase the number of pdf and rich files
Make more use of multimedia on your site:
Create photo galleries of events
Upload photos and pdf documents with research articles and news stories
Upload pdf documents or ppt files of presentations done at conferences
Upload pdf or image files of invitations to seminars and other events

Make use of sound clips and videos – it is easy to take them with your cell phone

4. Excellence (weighting 16,7%):
This indicator refers to the academic papers published in high impact international journals.
 Approach to follow: Increase public visibility of UP's research output
 Remind all academics to place all their articles on UP Space, the University's open source research repository. Write some articles about the research that is being done in your faculty and link to the mini site for the research group as well as to the articles that is located in UPSpace. Also refer to and place links to the articles located in UP Space, on your minisite in the general content.
 Very importantly, remind all the researchers to ask for inbound links from other universities and collaborators, and even sponsors.

Go to http://www.webometrics.info/ if you want to read more about Webometrics.

Heritage day in the library

South Africans celebrate Heritage day annually on the 24th of September. The aim of this public holiday is to encourage all South Africans to celebrate their cultural traditions in the wider context of the great diversity of cultures, beliefs, and traditions that make up the nation of South Africa.
As part of the library's participation in this national event, librarians were invited to dress in their traditional wear. Maria Mtsweni wore a traditional Ndebele outfit and Johannes Moropotli's outfit was inspired by the Tswana culture.