Development and Implementation of an e-Information Strategy for a University Library



Presented by Heila Pienaar & Ina Smith

Content: eInformation strategy

- Development
 - Context
 - Changing role of academic libraries
 - Impact of eResearch
 - Information needs of Net Generation students
 - eInformation strategy business plan
 - Integration with the library's and university's strategic plan
 - Some of the processes, results and products of this strategy
- Implementation
 - Evaluation and implementation of the UP digital repository (UPSpace)
 - Evaluation and implementation of a global search engine (Google Scholar and Scholar SFX)
 - Redesign of the library's web site
- The next stage ...



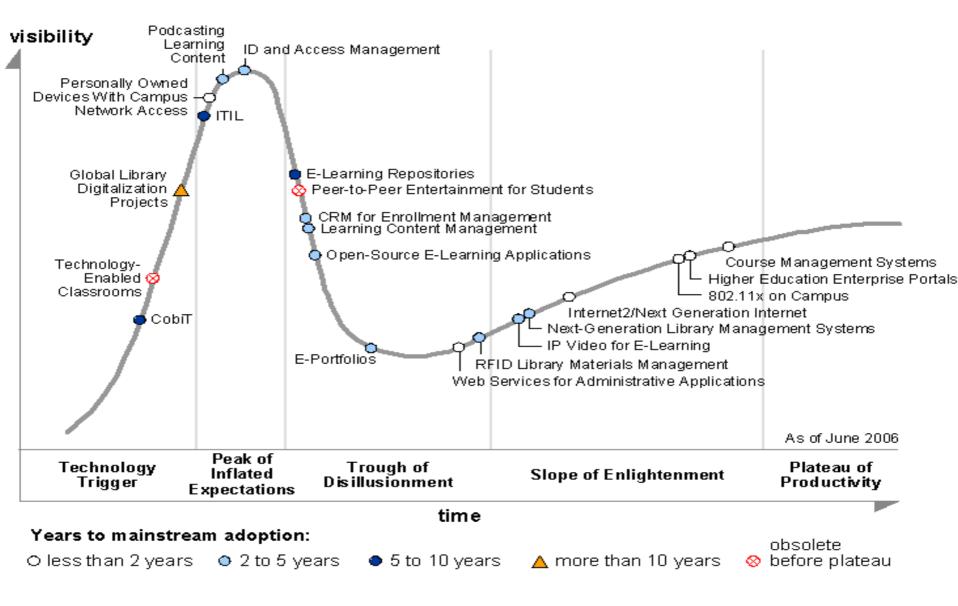
Context: Changing role of academic libraries

- Traditional purpose of academic libraries is to provide access to trustworthy, authoritative knowledge
- Information-seeking and behaviour are changing drastically > Web / Net
- In Dec 2004 Google started to digitize 4 big libraries' holdings ("tipping point")
- With everything on the Net what is left for academic libraries?

University of Pretoria

 <u>Possibilities</u>: providing learning spaces; creating metadata; virtual reference; info literacy; managing licenses; digitizing, digital repositories ... (http://www.educause.edu/apps/er/erm06/erm0610.asp)

Gartner Hype Cycle 2006 Higher Education



benefit	years to mainstream adoption			
	less than 2 years	2 to 5 years	5 to 10 years	more than 10 years
transformational	Internet2/Next Generation Internet Personally Owned Devices With Campus Network Access	IP Video for E-Learning	E-Learning Repositories	Global Library Digitalization Projects
high	802:11x on Campus Course Management Systems Higher Education Enterprise Portals Web Services for Administrative Applications	CRM for Enrollment Management ID and Access Management Learning Content Management Next-Generation Library Management Systems Open-Source E-Learning Applications		
moderate		E-Portfolios Podcasting Learning Content RFID Library Materials Management	CobiT ITIL	
low				

As of June 2006

Impact of eResearch

- E-research (SA & Australia) / Cyber-infrastructure (USA)
 / Grid (Europe) / E-science (UK)
- "...to describe large-scale, distributed, collaborative science enabled by the Internet and related technologies"
- "a collection of distributed computing resources (data repositories, specialized scientific equipment, computing power, knowledge services) that appears to users as one virtual system" http://www.educause.edu/apps/er/erm05/erm0563.asp



Role of university libraries in eResearch

- In the South African context the implication of e-research for information support has been investigated at a high level
- The result is the SARIS (SA research information service) report (http://www.sajim.co.za)
- The proposed eResearch support service is important to university libraries, as they can implement many of the initiatives



eResearch Support Service for SA

eResearch Board

Governance & Management

eResearch Development & Innovation

Future eResearch activities

- •Research Portal (incl global searching)
- Data Transfer and Sharing (processes and protocols, 3As, helpdesk)
- •Open Access (Standards, common software, institutional repositories)
- The eResearch Librarian (Training and re-orientation)
- Digital Curation Services (Standards, software, marketing & training services)
- Portable & access constraints

Function eResearch Service Delivery **Immediately** •SASLI+ National Research and **Education Network** Innovative services Centre for High move to Service **Performance Computing** Delivery Usually sub-contracted to competent agents in the system

Lead Users Forum

Information needs of Net Gen students

- Technology has led to more modernisation than transformation of the library, resulting in some major disconnects between many of today's academic libraries and Net Gen students
- The most common <u>disconnect</u> between many of today's academic libraries and Net Gen students is students' dependence on **Google** or similar search engines for discovery of information resources rather than consultation of library Web pages, catalogs, and databases as the main source of access (http://www.educause.edu/apps/er/erm05/erm0523.asp)



eInformation strategy business plan

- A business plan for the AIS elnformation strategy was formulated for the period June 2004-December 2005
- Content:
 - Introduction
 - Strategic context
 - Vision & mission of the AIS; strategic objectives of this strategy
 - Information products & services
 - Marketing
 - Staff issues
 - Resources needed
 - Recommendations & implementation



Integration with the library's strategic plan

The content of the business plan was integrated in the AIS strategic plan 2005-2010:



4

Vision, Mission, Values

Vision

We strive to be leaders in providing world-class solutions to information and knowledge challenges for achieving academic excellence.

Mission

The AIS leads and facilitates

- Information and knowledge management
- Information literacy
- Designing and establishment of e-information services
- Establishment of a gateway to global information
- Effective scholarly communication

Values

- We generate positive energy for academic business success
- Professional behaviour, ethics and values are our hallmark #



AIS strategic plan: 2006-2010 (extra funding)

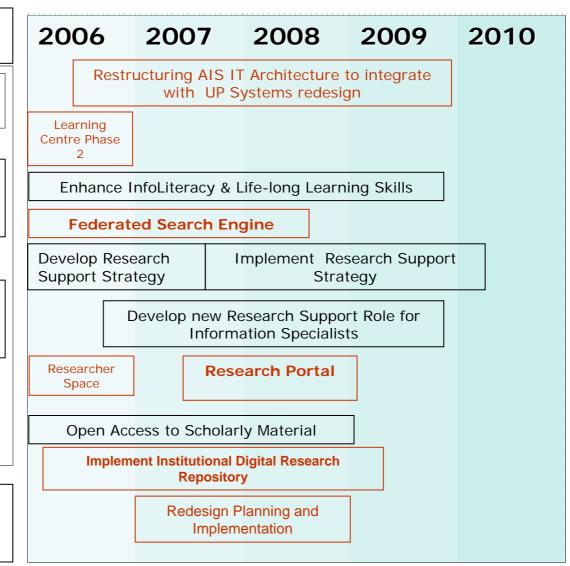
AIS STRATEGIC INITIATIVES

elnformation Strategy

Learning & eLearning Support

Research & eResearch Support

Organisational redesign to create eService



UP STRATEGIC OBJECTIVES

The Academic Enterprise

Marketing & Communication





The AIS e-information strategy

The aim of this strategy is the creation of an integrated seamless eService for the University of Pretoria.

Objectives

- To support education innovation and research excellence at UP;
- To deliver optimal e-information portal services (work flow) to our clients, and
- To take part in and make a contribution to international and national e-information phenomena, e.g. open access, digital preservation, e-Science, content management.

Key sub strategies in order to meet these objectives

- The creation of an e-information environment for our clients;
- Development of an e-information plan as part of UP's e-strategy;
- Development of learing/e-learning & research/e-research support strategies;
- The adjustment of the AI's structure, business processes, skills and facilities to support the e-information strategy.

The e-information environment sub-strategy consists of the following <u>projects:</u> integrated systems, integrated interface, academic tools, digital reference, ICT infrastructure, e-sources, e-dissertations, academic digital repositories, e-publication and digital preservation.

University of Pretoria

Integration with the university's strategic plan

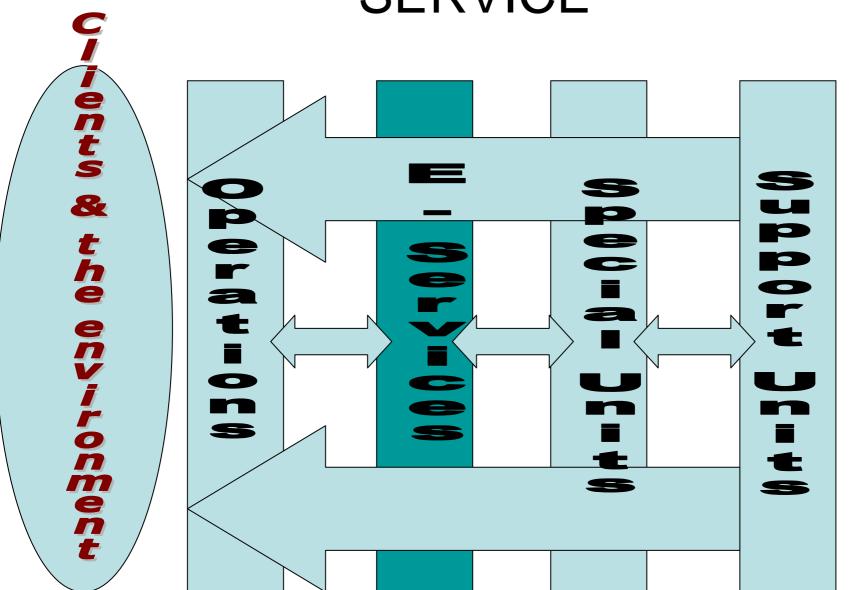
- "promotes scholarship through the creation, advancement, application, transmission and preservation of knowledge"
- "ensuring that the University's library and information services can give academics access to the information they need"
- "E-research and the Academic Information Service
 - digitisation of rare sources
 - archiving research data
 - development of Virtual Research Environments (VREs)
 - an institution-wide academic digital repository"
- "ICT is an essential and important strategic resource for the University's scientific work, its management of knowledge ..."

Some of the processes, results & products of this strategy (1)

- The strategy is part of my portfolio as a member of the AIS executive
- An eInformation steering committee was created with several portfolios and specific terms of reference
- Organisational redesign consultants are helping the AIS to change to a new structure to support the eInformation Strategy



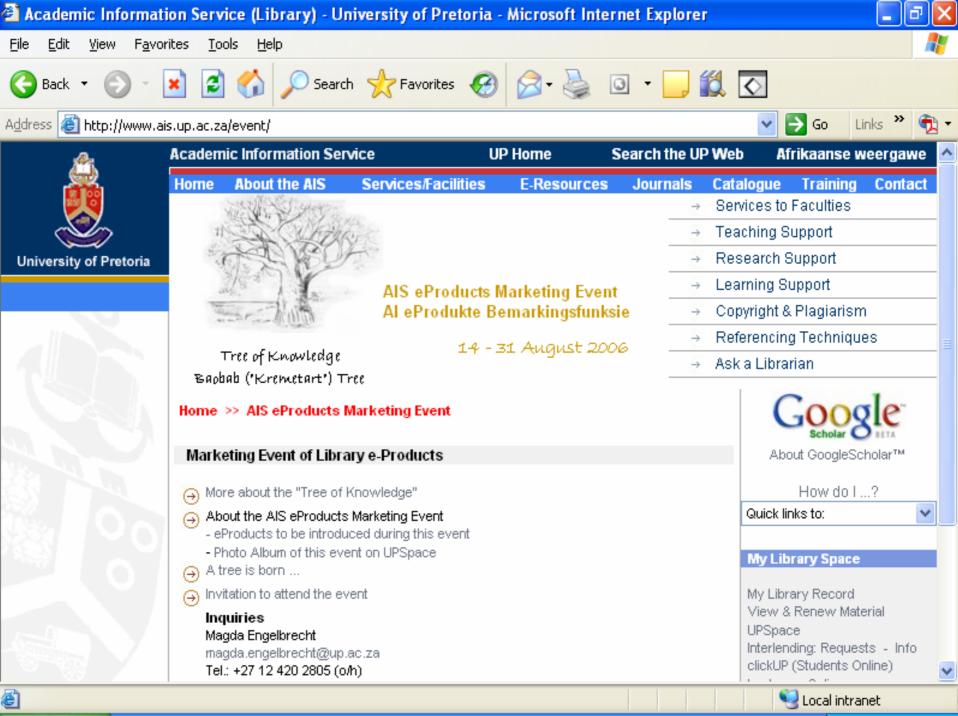
ACDEMIC & INFORMATION SERVICE



Some of the processes, results & products of this strategy (2)

- UP executive supports this strategy (budget & strategic plan)
- New UP management structure library now part of academic environment – reports to vice-principal responsible for Research & Post grad studies
- Marketing event of AIS e-products







Some of the processes, results & products of this strategy (3)

- UP academics & departments are positive about the UPSpace repository
- UP students & academics are happy with the Google Scholar initiative
- Both Google Scholar / Scholar SFX & DSpace are free (open source) software
- The AIS web site has been revamped
- The AIS and IT are aligned in terms of standards and architecture
- AIS staff are being retrained / reskilled

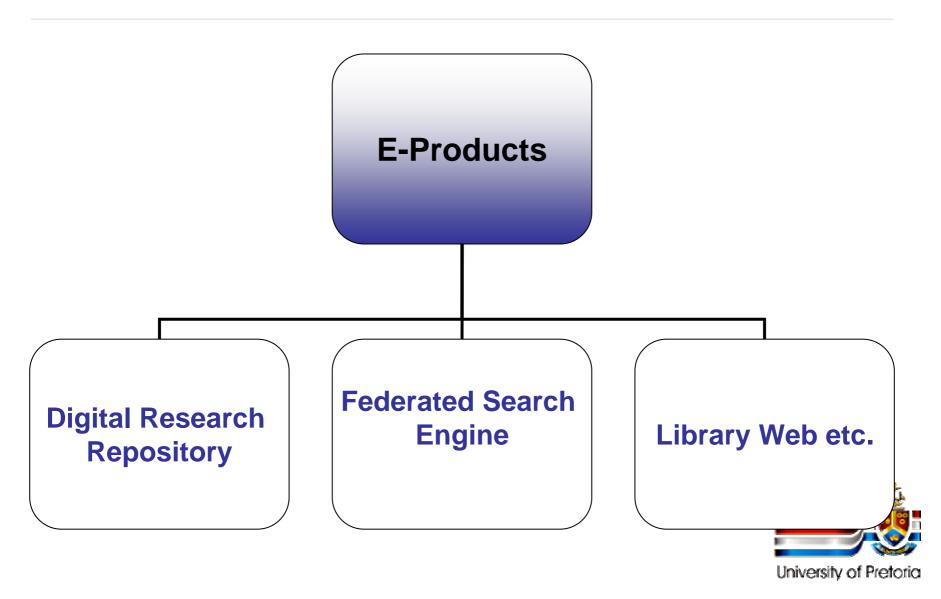


"Practicing what we preach"

or

Implementing the eStrategy

Supporting learning, teaching, research







A Federated Search Solution for UP

Google Scholar™ & ScholarSFX™



"Only librarians like to search; everyone else likes to find."

- Roy Tennant -



The Net Generation

- "Growing up digitally" generation
- Multi-tasking
- Prefer Google to library searches
- Simple search interface ("Google"-like)
- Want speedy answers and full gratification immediately
- "Three clicks"
- Quality matters less than process



What is a Federated Search Engine?

- Global search OR Meta Search OR Broadcast Search
- Same-time searches of different e-resources
- Single searchable point
- Blends:
 - E-journals, library catalogue, subscription databases,
 e-print collections, digital repositories, web pages



Importance of an Evaluation

(UCE Birmingham Evidence Base 2006)

- Ensure that objectives are met
- Identifying problems & weakness
- Evidence of benefits & impacts
- Securing funding
- Gain support of institutional managers
- Guide future plans
- Develop guidelines useful for other libraries
- Devising strategies to develop projects into services
- Position library



Solution









Federated Search Solution



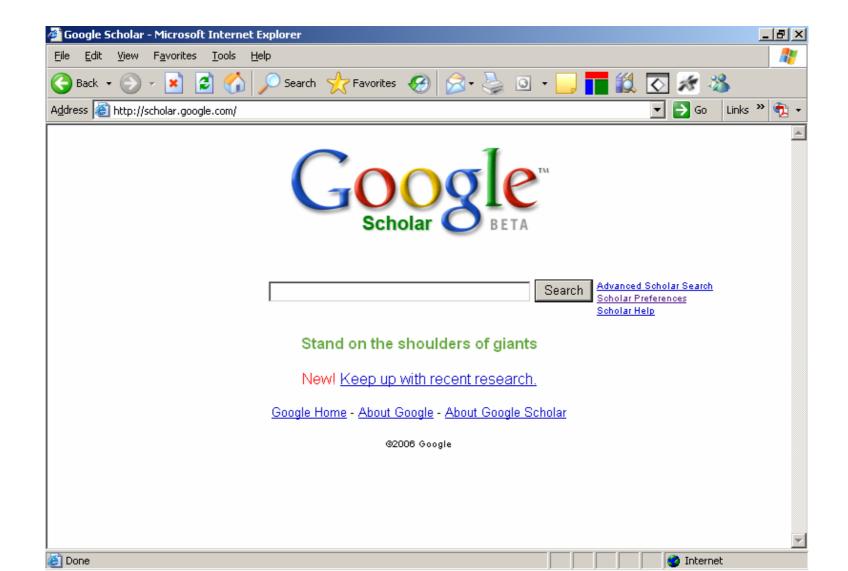
About Google Scholar™

"Google Scholar provides a **simple way** to **broadly search** for **scholarly literature**. From one place, you can search **across many disciplines and sources**:

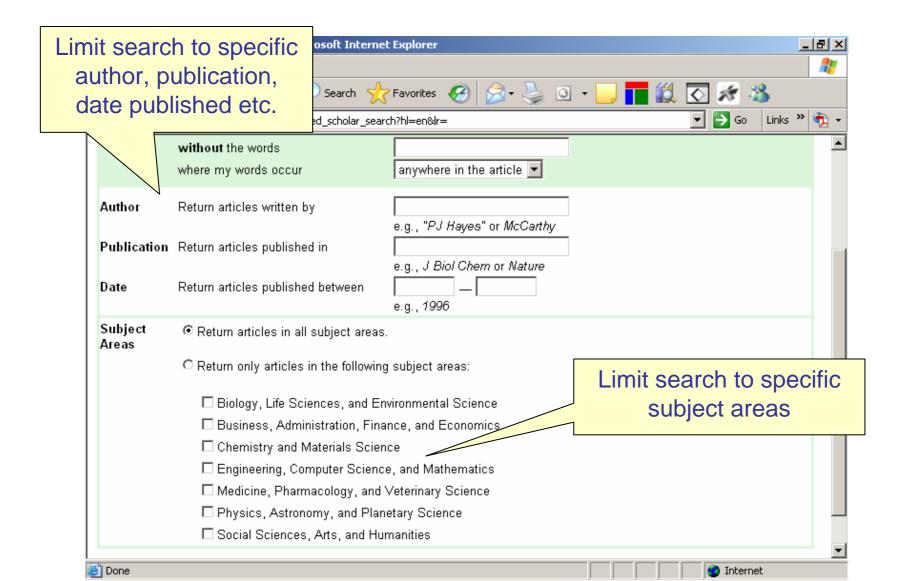
- Peer-reviewed papers,
- Theses;
- Books;
- Abstracts and articles, from academic publishers, professional societies, preprint repositories, universities and other scholarly organizations."

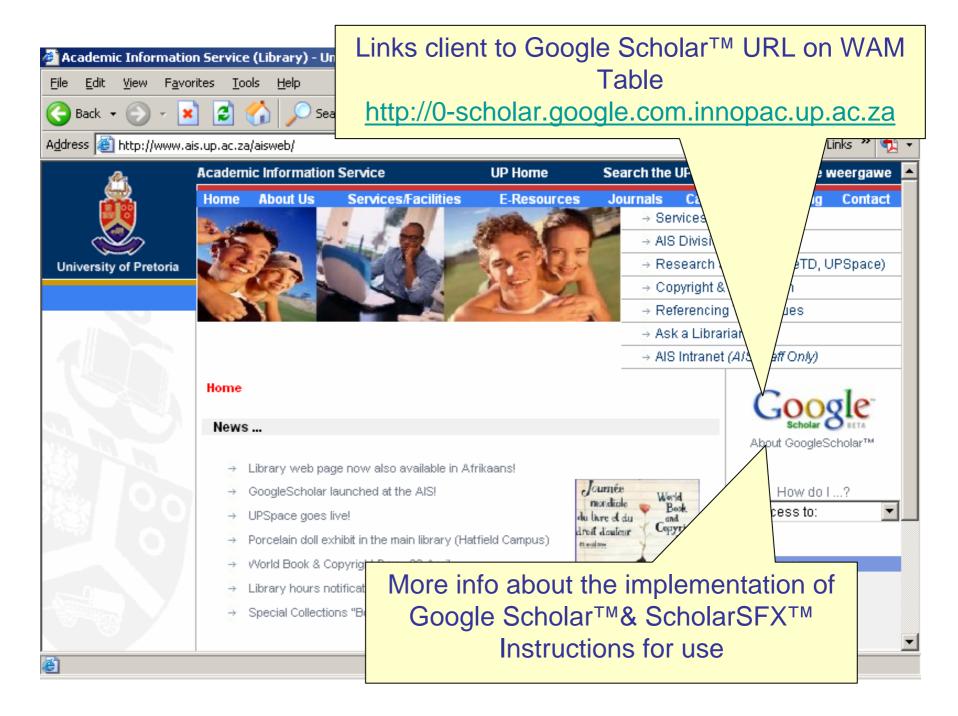
University of Preforio

Basic Search

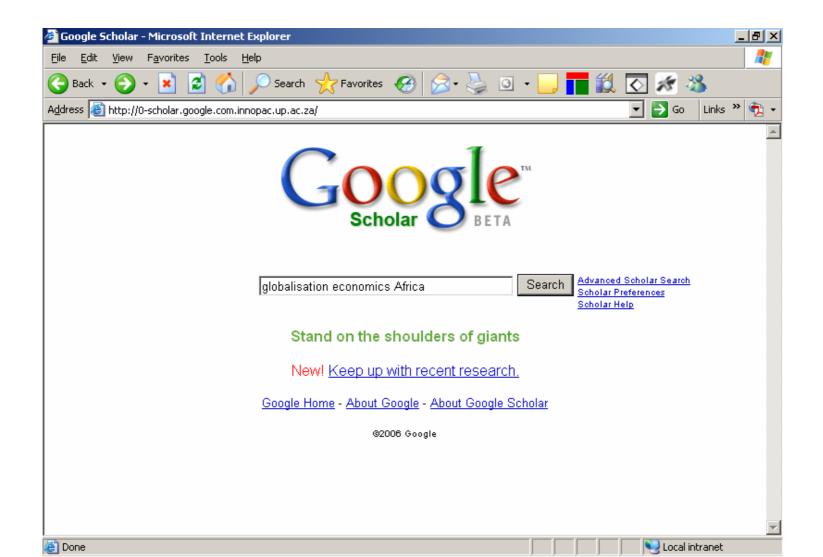


Advanced Search





Search terms



References

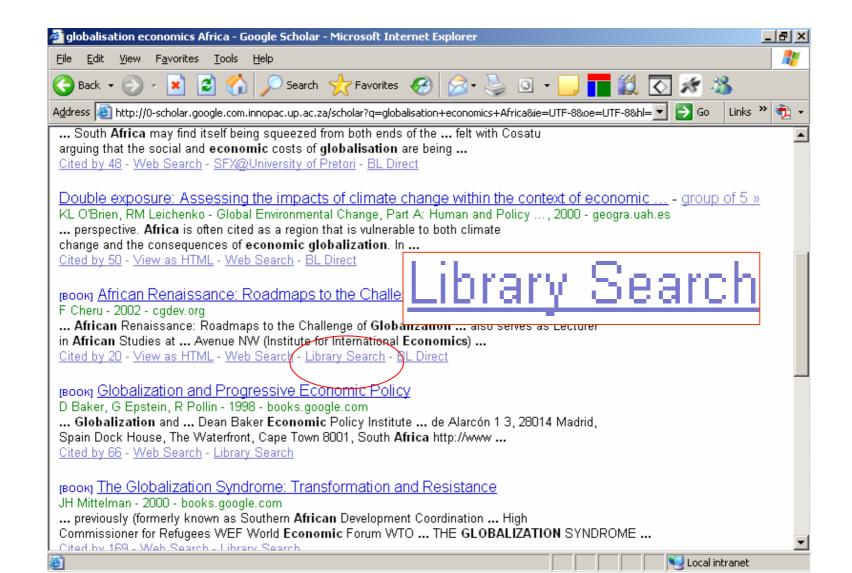


Lookout for one of the following:

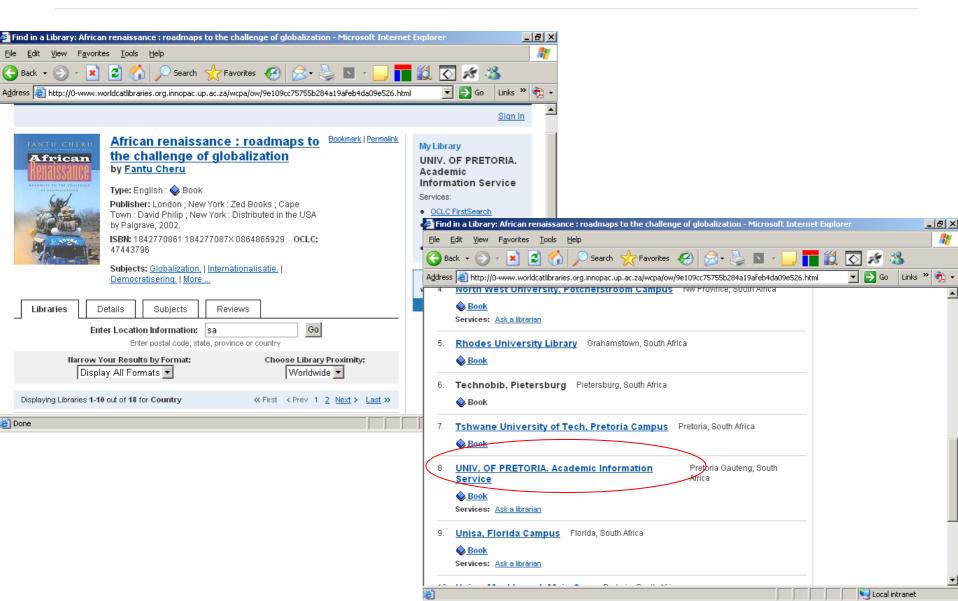
- Library Search to holdings in catalogue
- SFX@University of Pretoria to fulltext journal articles



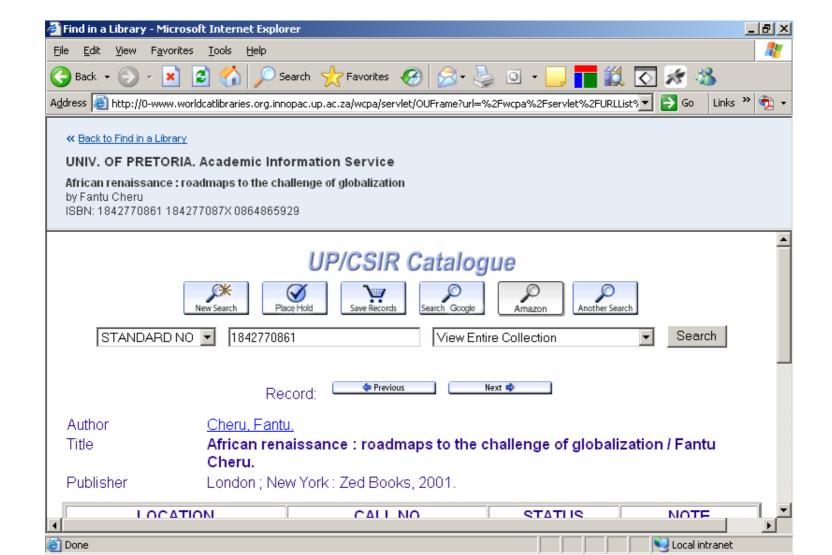
Link to catalogue



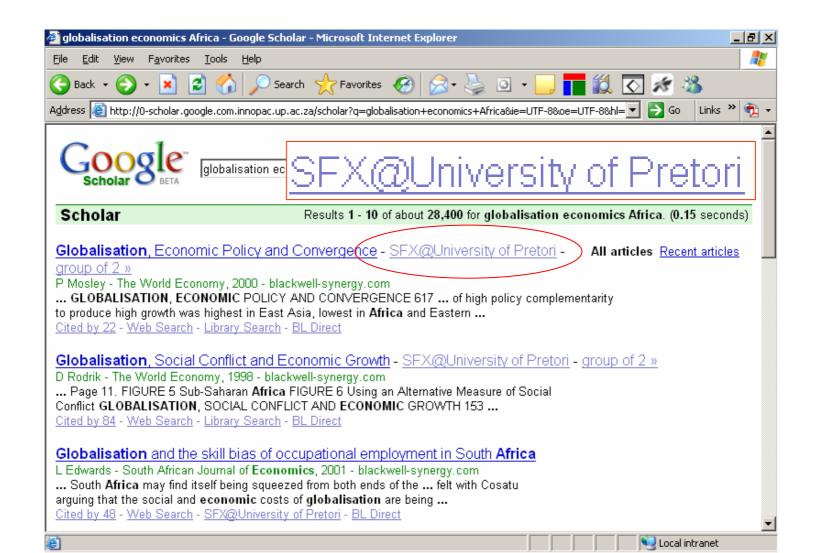
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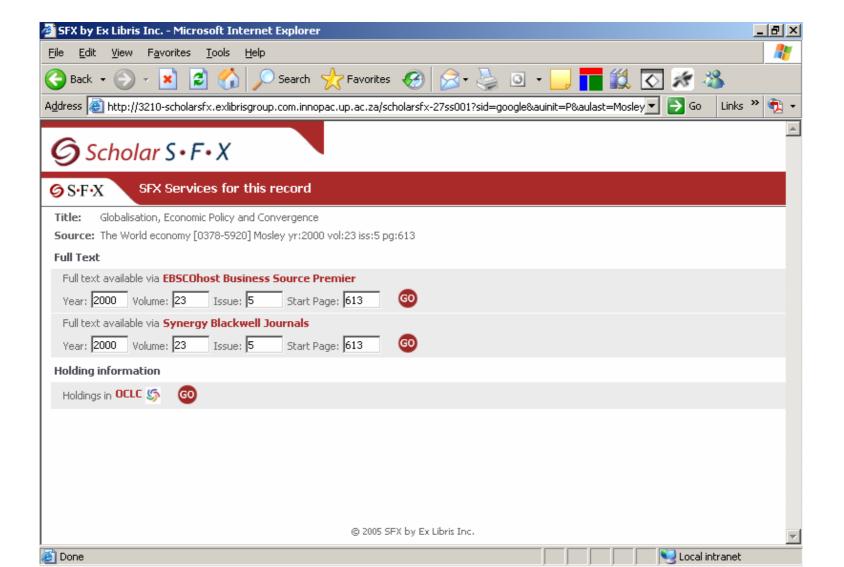
Catalogue info



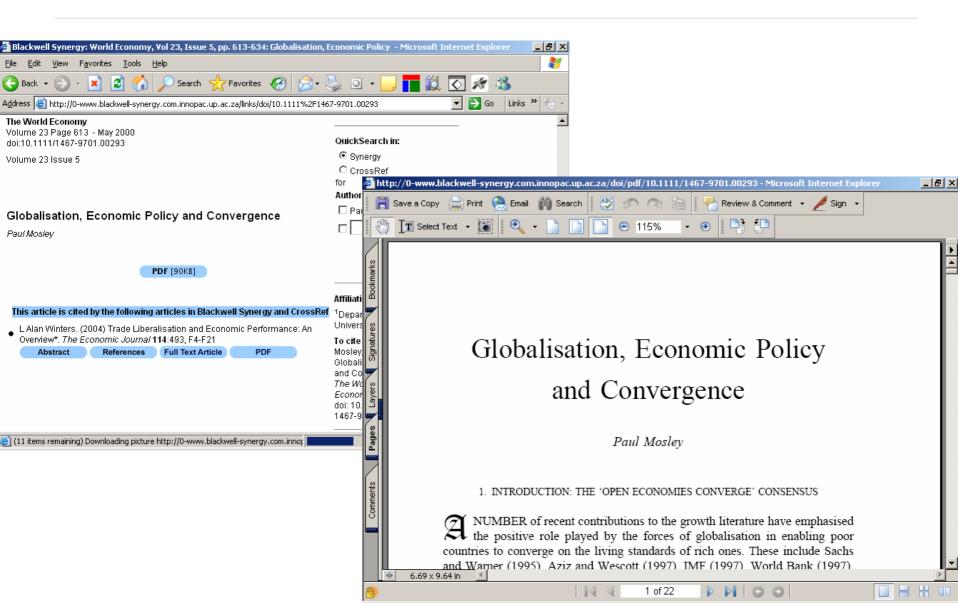
Link to article

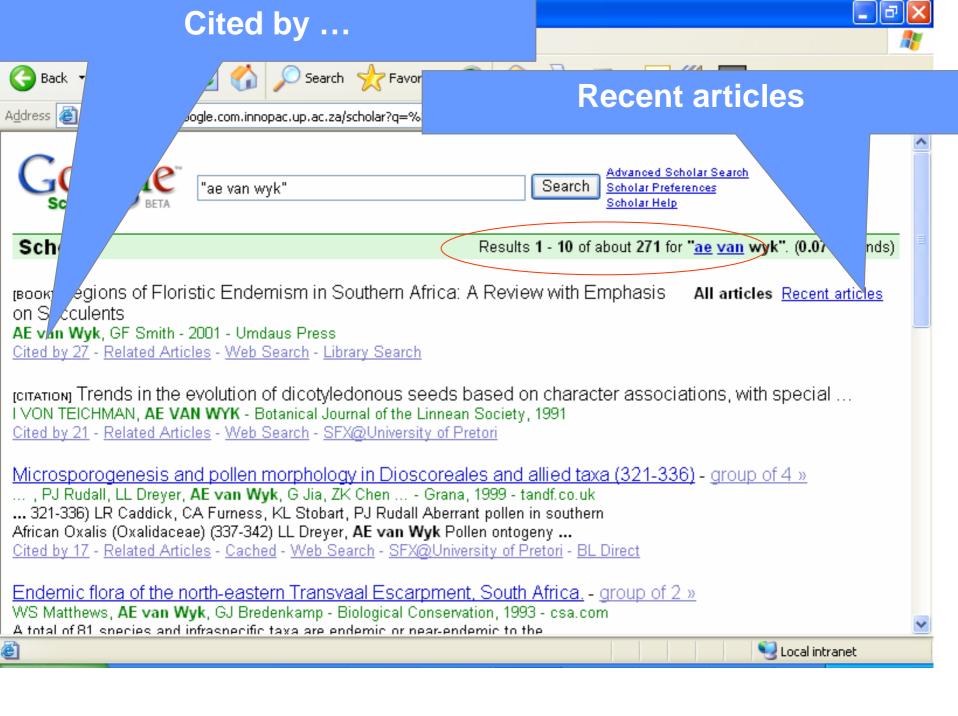


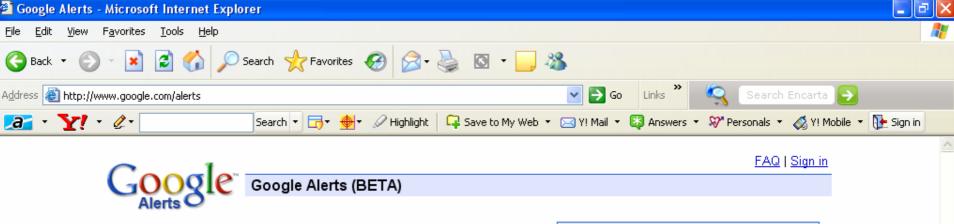
Platform (Vendor/ Publisher)



Open Full text







Welcome to Google Alerts

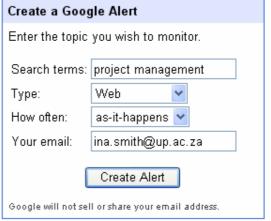
Google Alerts are email updates of the latest relevant Google results (web, news, etc.) based on your choice of query or topic.

Some handy uses of Google Alerts include:

- · monitoring a developing news story
- · keeping current on a competitor or industry
- · getting the latest on a celebrity or event
- · keeping tabs on your favorite sports teams

Create an alert with the form on the right.

You can also sign in to manage your alerts



© 2006 Google - Google Home - Google Alerts Help - Terms of Use - Privacy Policy

Benefit all!

- Guide Google-users back to valuable high quality library resources
- Utilise AIS Subscription databases more fully
- Increase library presence
- Address client needs
- Save time
- Immediate access to full text via link resolver
- Reduce workload on staff
- Training: Effective Internet search strategies
- Training: Evaluate quality of resources
- All for free!
- "If you can't beat them, join them!"
- Share this implementation with others



"Offering [Google Scholar™] as an option will not deny our students the choice of using a specific database and advanced features.

But *refusing* to offer that option will *deny* them an **alternative** that may suit their **needs** better than database-by-database searching."

- James Rettig, Univ of Richmond -





A Digital Research Repository for the University of Pretoria

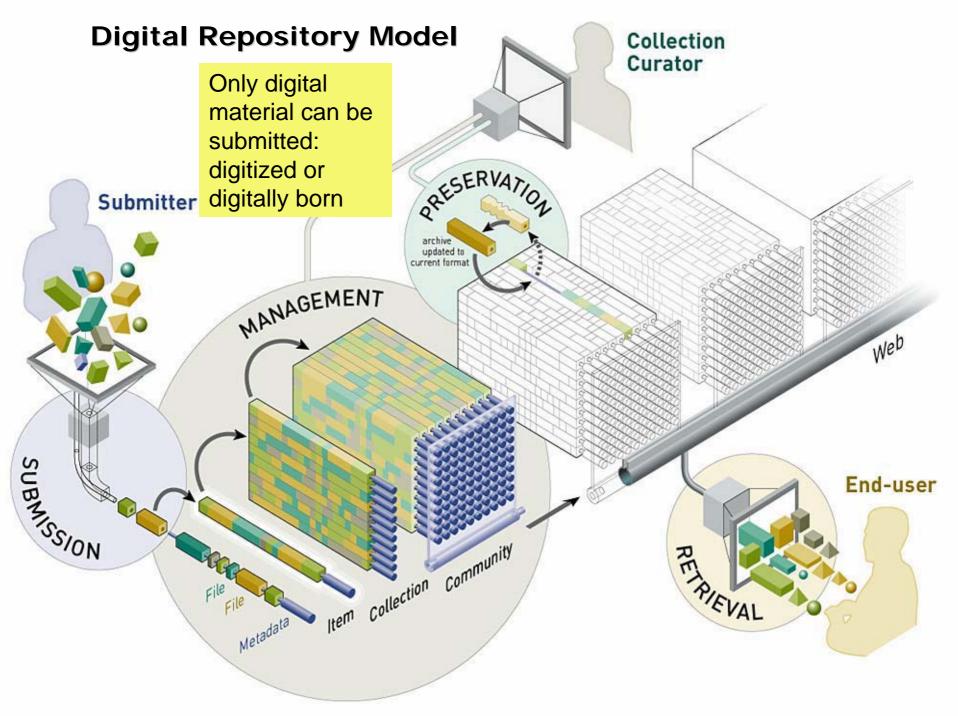
UPSpace



What is an institutional repository?

- Set of services
- Management & dissemination of digital materials
- Organisational commitment
- Stewardship
- Long-term preservation
- Organisation, access, distribution





Why an institutional repository?

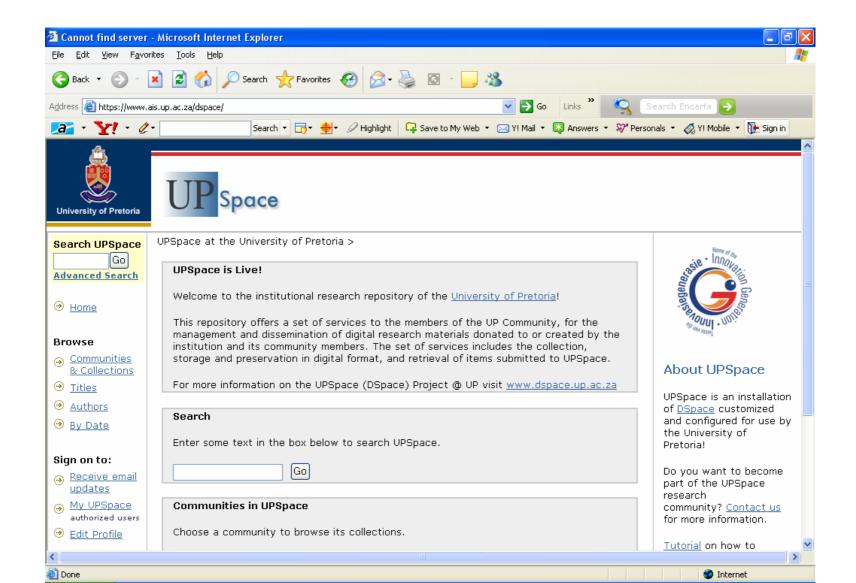
From: "What's happening to our world?" - Pierre Malan (Sabinet), 17-08-2005

- We need to learn to manage digital resources as well as we do with print
- The emphasis is going back towards organizing content
- We need to work even closer together in this global world
- Adapt new ways of delivering service, perhaps even to people you might never see

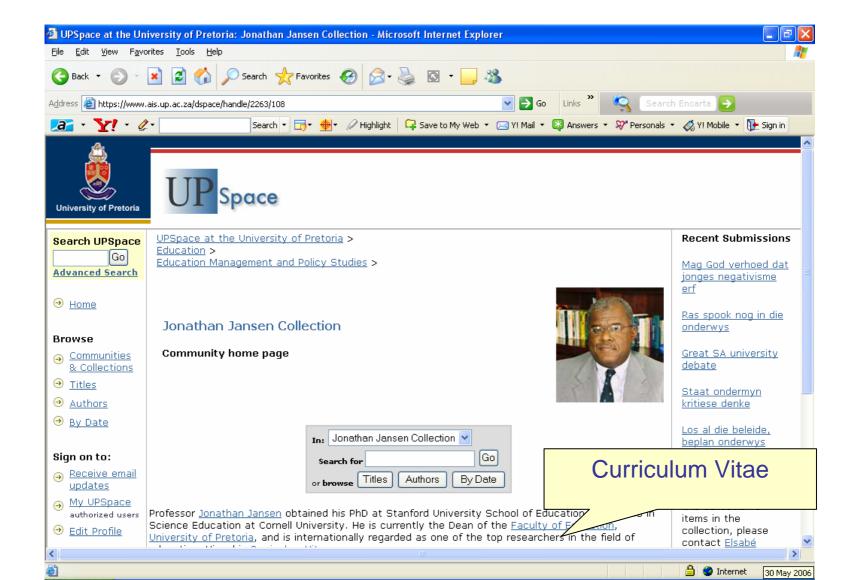


Access UPSpace

https://www.ais.up.ac.za/dspace/



Jonathan Jansen Collection (125)



Black Dean: Race, Reconciliation, and the Emotions of Deanship

JONATHAN DAVID JANSEN University of Pretoria, South Africa jonathan.jansen@up.ac.za

on the deanship, and the general

postconflict societies.

In this article, Jonathan Jansen describes his experiences as a Black dean in the formerly all-White University of Pretoria in South Africa. The article shows how race, gender, history, and institutional culture constitute emotional terrain in which decanal leadership plays itself out in the volatile postapartheid era. In the context of South Africa's negotiated transition to majority rule, Black leadership in this still dominant White institution means balancing tensions of affirmation and inclusion, retention and restitution, caring and correction, accommodation and assertion, and register application and excipt justice telling his story, Jansen takes on Black Dean: Race, Reconciliation, and the Emotions of character of Western research or Deanship

JONATHAN DAVID JANSEN

University of Pretoria, South Africa jonathan.jansen@up.ac.za

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As I drove through the gates of the University of Pretoria, I was already tense. Years of living under apartheid had involu stressed the muscles and sharpened the mind to attack even the slightest hint of racial aggression when entering unfamilia White territory. It did not help that the entrance was guarded, as if by design, by one of the tallest buildings on the South

The silence of the intellec tuals

The voices of black 'public thinkers' have been noticeably silent over crucial issues

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The clash of campus cultures

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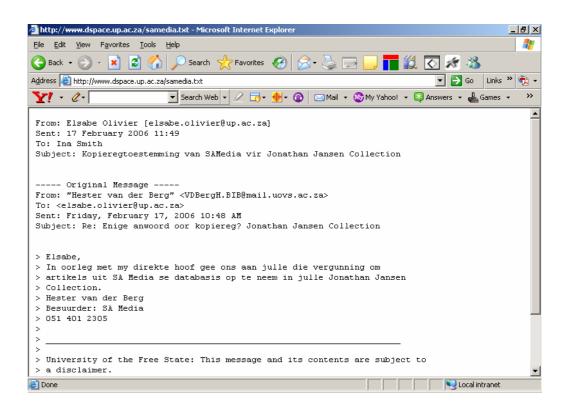
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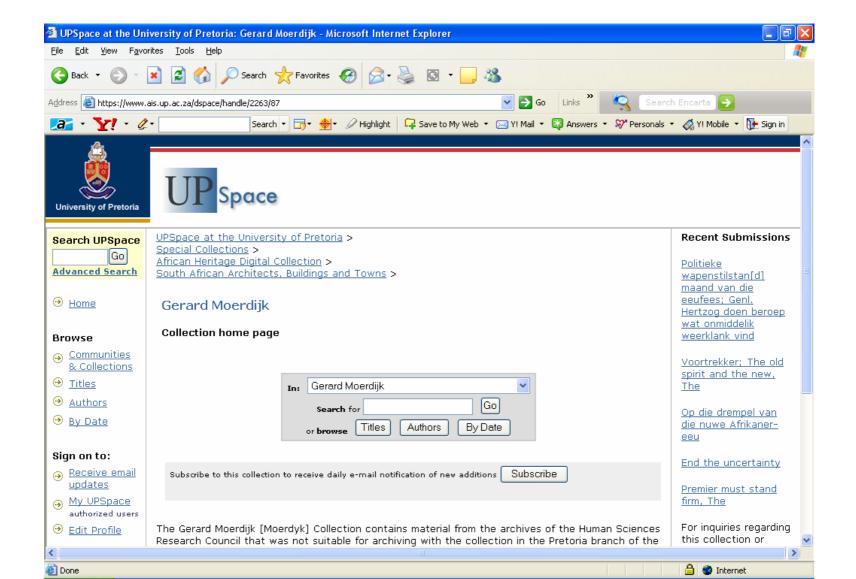
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Gerard Moerdijk Collection (194)



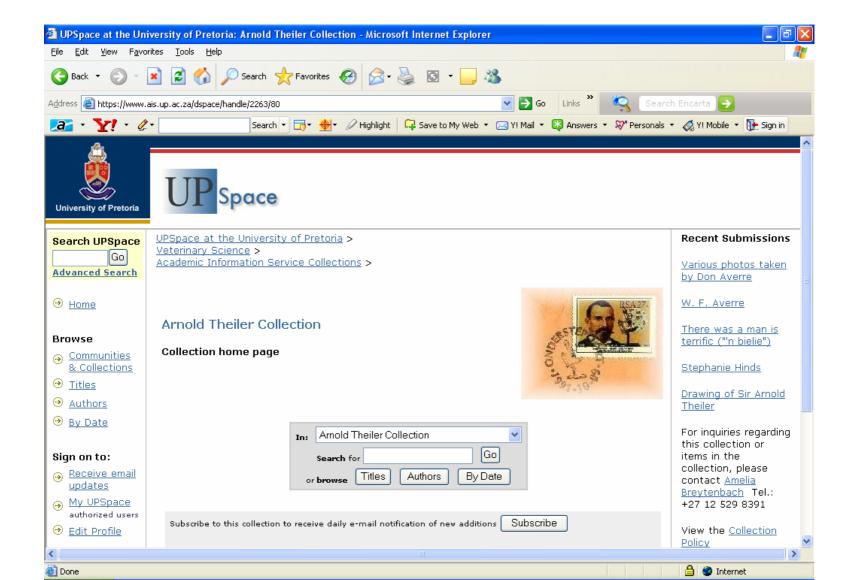


PRETORIA'S £40,000 UNIVERSITY LIBRARY OPENED

THE Pretoria University's new £40,000 Merensky Library was opened yesterday afternoon by the Hon. H. A. Fagan, Minister of Education, who had flown from Capetown to Pretoria for the occasion. A distinguished academic gathering, which included members of the Diplomatic Corps and Dr. H. Merensky, after whom the library has been named, was present.

Mr. Gerard. Moerdyk, chairman of the University Council and architect of the building, welcomed the visitors and explained some of the architectural features of the library, with particular reference to the symbolic representation of the Mapungubwe discoveries, which indicated a pre-Bantu civilisation in this country. He expressed his appre-

Arnold Theiler Collection (32)









Translated from Rapport 16,12.70

THERE WAS A MAN is terrific (" 'n bielie")
by Rykie van Recnen

This is Dr Thelma Gutsche: she likes a majestic perspective of the whole. The keynote of her monumental publication There was a man - about the life and especially the times of Sir Arnold Theiler, the father of and derstepoort - is the "adaption of living organisms to skx their environment and problems of surfival". So she states in the first sentence of the almost 500 closely printed pages in large ffermat of a completely unique book.

For her it is more than a biography, it concerns a titanic struggle between Nature and Science - with Sir Krnold Theiler as the knight of Science who helped to tame an untamed, unhealthy southern land for farming and habitation.

literally single-handed (the other hand was cut off in Sammy Marks's chaff-cutter shortly after his arrival in South Africa) he undertook the struggle against East Coast fever, horse sickness, boving parabotulism, bluetongue, redwater, etc. etc., which - with locusts and drought always in attendance - xxxx, at the turn of the century were ravaging the livesto'ck of this subcontisent and making large tracts of the easth impossible for stock breeding and progress.

Die

Malaria des Pferdes.

Inaugural-Dissertation

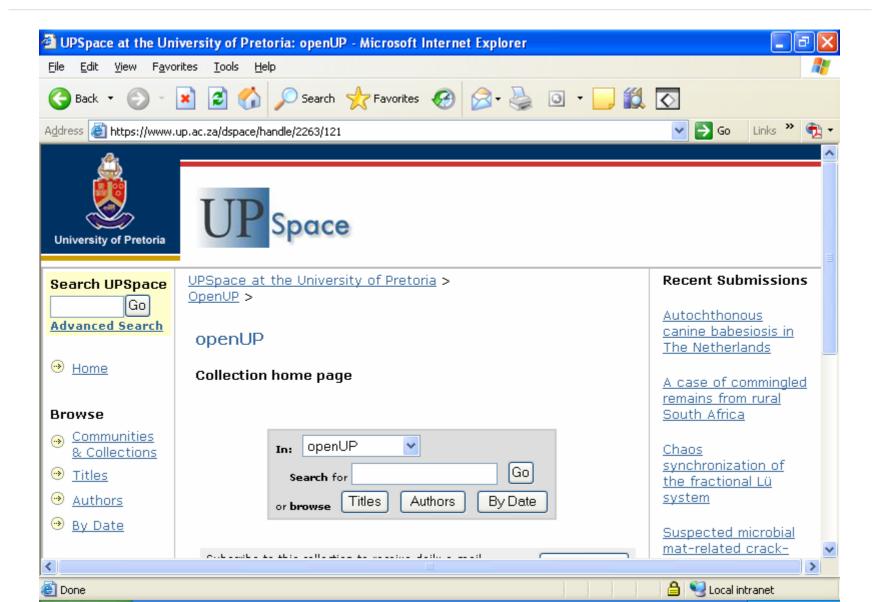
ZHT

Erlangung der Doktorwürde

an der

hohen veterinärmedizinischen Fakultät

openUP (Scholarly Publications) (41)



Other items

- Web-pages
- Books
- Presentations e.g. in MS PowerPoint
- Conference papers
- Technical reports
- Working papers
- Interviews
- Datasets
- Maps
- Audio files
- Video files
- 2D/3D objects





Digitization

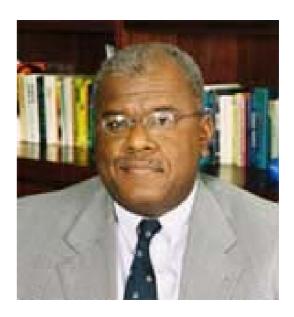


Digibook 10000 RGB Scanner



Benefits for Researchers / Scholars

- Central archive of research
- Profile web space
- Increased visibility & prestige
- Increased usage and impact
- Distributed or decentralised input
- Persistant URL's for citations
- Statistical reports
- Restrict access
- Free, unrestricted access
- Searchable (incl. full text)
- Immediate access to full text
- Encourages dialogue between researchers
 - E-mail
 - Recommend an Item
 - Subscribe to a Collection





Benefits for our university

- Provide coherent view of UP research output with immediate access to full text
- Link to UP Research Report
- Long term archiving & preservation of intellectual output
- Making available UP wealth of knowledge internationally





Benefits for Information Specialists

- Convenient, easily retrievable
- Develop new skills
- Updated with regard to research conducted
- Electronic workflow quality control
- Collaboration with faculties









Benefits for the Community!





Acknowledgement:
http://www.computing.dundee.ac.u
k/ac_research/themedetails.asp?i
d=7



In the words of Prof Jonathan Jansen ...

"This project has transformed my life as a Dean in three ways. First, it made me aware of the **power of technology** in managing the multiplicity of written tasks—media articles, media interviews, newspaper columns, intellectual pieces—that simply drift into spaces where I can never find these original writings.

Second, it made me aware of the **efficiency of dissemination** of ideas in this information age if one simply took the time to create such a web space.

Third, it made me aware of the **power of collaboration** between academic authors and the academic information services (library)—something that I had not explored until now. I am deeply grateful to the persistence of my academic library colleagues in opening up this new world in the life of a busy Dean"

University of Pretoric

UPSpace Future Prospects

- Introduce UPSpace to more faculties & departments
- Support from UP Executive Management
- UP Policy on open access
- Publishing on UPSpace maybe a NRF prerequisite for funding
- Collaboration & supporting others
- Play a role in the reform of the scholarly communication system – also internationally



The next stage ...

- Managing and archiving research data. Collaboration with the UK Digital Curation Centre (DCC) to obtain expertise on the management and curation of the research data cycle has been initiated
- Investigate the viability of VREs (Virtual Research Environments). The AIS and CSIR information services have formulated a project proposal: "Identifying the requirements of a specific VRE (virtual research environment) in a South African context" in order to create a conceptual model and develop a prototype VRE. "A key characteristic of a VRE is that it facilitates collaboration amongst researchers and research teams providing them with more effective means of collaboratively collecting, manipulating and managing data, as well as collaborative knowledge creation".

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University of Pretoria

Thank you!

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This presentation is available on UPSpace at https://www.up.ac.za/dspace/

