Journey from a traditional to an electronic service

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Content

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- Library E-Strategy
- E-Products
  - Library Intranet
  - Library Web
  - Global Search Engine
  - Digital Research Repository
  - Training

University of Pretoria

- 1908: 4 professors, 3 lecturers, 32 students
- 2006: 4 000 staff members, 55 000 students
- 236 qualifications offered involving 1 893 study programmes
- Medium of instruction
- 9 Faculties, 2 Business Schools, 136 Departments, 43 Centres
- Highest research output in country 2005

Student Profile

- Gender composition: 47% male; 53% female
- Racial profile: 60% white; 40% black
- International students: 2 241
- Delegates attending continuing education programmes: 16 405

Campuses

- Main Campus: 650 buildings over 24 hectares
- Onderstepoort Campus
- Groenkloof Campus
- Prinshof Campus
- Mamelodi Campus
- Illovo Campus

Library of the University of Pretoria

Operations

E-Services

Special Units

Support Units

Purpose of E-Services

- To drive e-strategy
- To ensure that the library is a respected role player in the e-arena, both internally and externally, nationally and internationally
- To proactively identify emerging trends, analyze and evaluate them, and recommend appropriate strategies that the library should adopt with regard to these trends

E-Strategy

- Create an integrated seamless e-information service for the University of Pretoria
- The objectives of this strategy are:
  - To support education innovation and research excellence at UP;
  - To deliver optimal e-information portal workflow services 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, etc.

Library Intranet

- Administrative and management info in an orderly and systematic way
- Accessible and user-friendly
- The main purpose of the Library Intranet is to:
  - Promote the sharing of info, knowledge, electronic resources and ideas amongst library staff
  - Facilitate communication and access to info
  - Provide a single, secure, reliable access point to private information
  - Manage information and streamline document distribution
  - Increase productivity because of better access to quality info
  - Allow the reuse of existing info and reduce the cost of information sourcing, printing and distribution (Spoolstra, 1999)
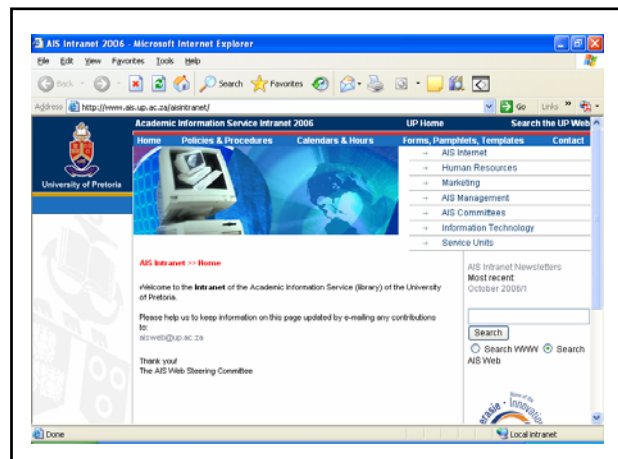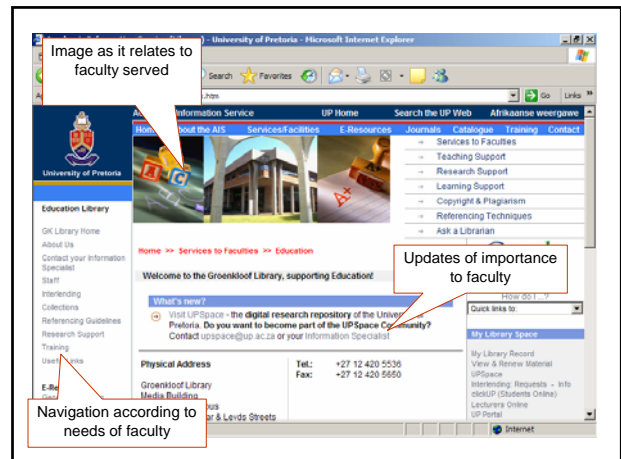

Library Web

- Support teaching, learning, research
- Marketing
- Access to services & information resources
  - 321 databases
  - 150 000+ e-books
  - 31 300+ full text e-journals
  - Catalogue & 3 146 printed journals
  - E-services e.g. Inter-library loans, Ask a Librarian, Chat with a Librarian
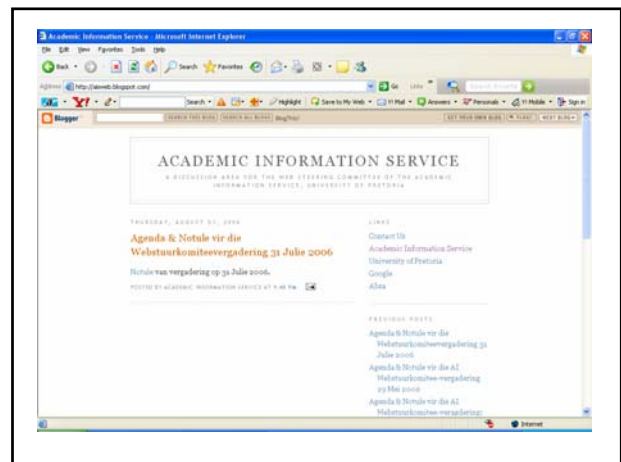
Client Needs

- Maximum "3 clicks"
- Simple interface
- Distinguish between undergraduates/ postgraduates
- Complete and logically structured info
- Services accessible online

Consistent navigation

Teaching, Research, Learning Areas

Google Scholar authentication

Updates on a daily basis

My Library Space

Image as it relates to faculty served

Updates of importance to faculty

Navigation according to needs of faculty

Library Web Management

- Project management (http://aisweb.blogspot.com)
- Structure
- Workflow
- Quality Control
- Marketing
- Training
- Communication
- Next: Content Management System (CMS)

Federated Search Solution

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

- Roy Tennant -

Client Needs

- "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

Evaluation of Federated Search Engines & Link Resolvers

- High level formative & summative
  - 7 sessions, 28 hours
  - UP, UNISA, CSIR, Wits
  - Evaluation instrument
  - Sessions: Live demo,
  - Telephone Conference,
  - "Hands-on"
- Project Management (http://fedsearch.blogspot.com)
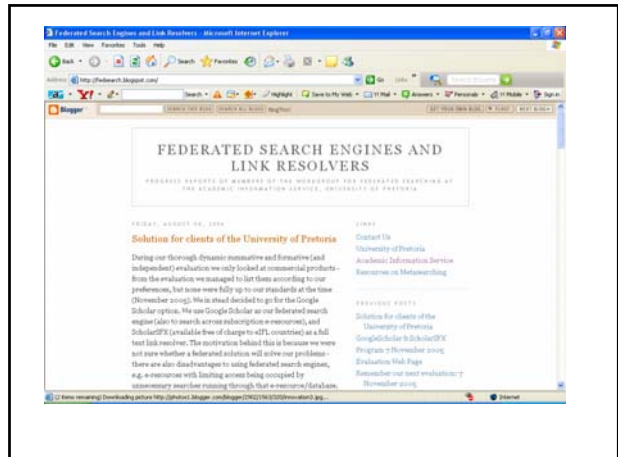
Librarian & Information Science News:

"If you're in the market for a federated search product, here's a good place to start."

Blogwithoutalibrary:

"If your institution is investigating federated search engines and link resolvers, you won't want to miss their excellent evaluation instrument."

Solution

Google Scholar BETA **+** Scholar S·F·X

= **Federated Search Solution**

University of Pretoria
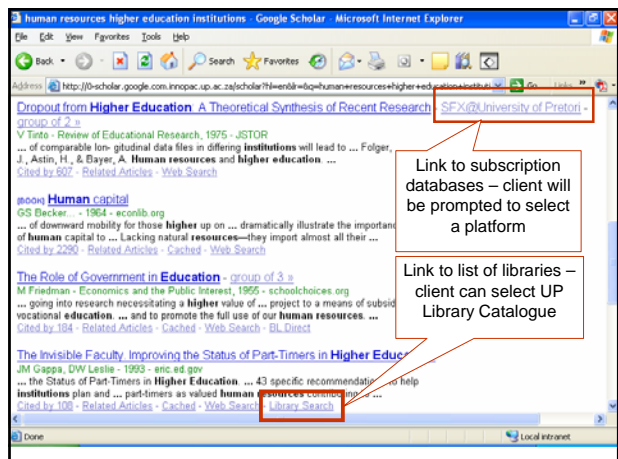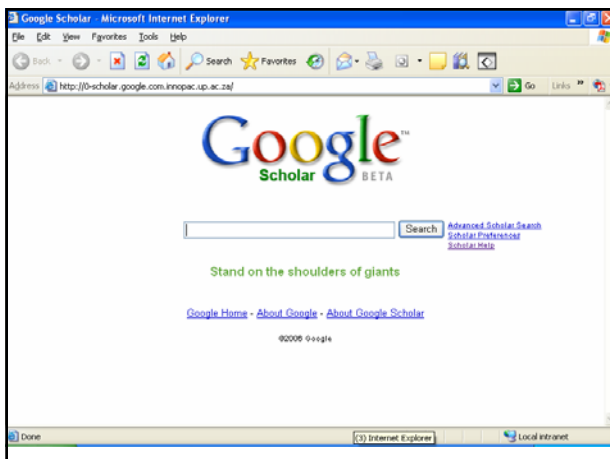
Link to subscription databases – client will be prompted to select a platform

Link to list of libraries – client can select UP Library Catalogue

Links to subscription databases

Google access statistics for last 6 months

Advantages

- Google Alerts
- Cited by …
- Limit according to subject areas
- Guide clients back to high quality library material
- Increase visibility of library on the web
- Address client needs
- Save time
- Immediate access to full text
- Reduce workload on staff
- Training
- Share with others, eg. Wits, North West, Stellenbosch, UCT etc.

"Hi. My name is Amanuel B. Abraha from the Dept. of Plant Science. I am an Eritrean (East Africa) doing my MSc in Pasture Science. I usually use the library web site daily, and now that you have improved the site, it becomes very easy for me to access whatever I want within seconds. Thank you so much for your dedicated hard work to help us surf the site easily. The best thing I like about the new site is the "google scholar", because most of the time I check on electronic journals, and this helps me to find it as easy as a b c. Thank you so much again, and keep up the good work."
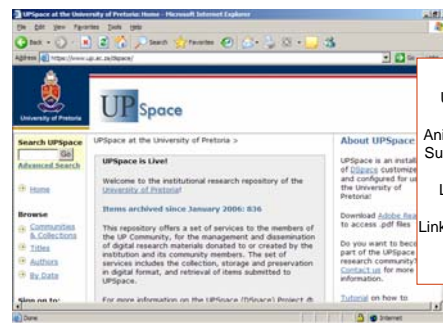
- 24 August 2006 -

"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 -

Digital Research Repository (UPSpace)

UP Look & Feel

Animated Tutorial on Submission Process

Links to Policies

Links to Software e.g. Adobe Reader

Communities & Collections

2006

35 Collections
800+ Items
5 000+ Searches

"Champions"

- **openUP**: Scholarly research articles published by lecturers/ researchers
- **Jonathan Jansen Collection**: Collection of research
- **Gerhard Moerdijk Collection**: Architect
- **Arnold Theiler Collection**: Founder of Faculty of Veterinary Science

Malaria des Pferdes.

Die

Inaugural-Dissertation

zur

Erlangung der Doktorwürde

an der

hohen veterinärmedizinischen Fakultät

Home Life on an Ostrich Farm
by Annie Martin

Preprints/ Post-prints

Web pages

Architecture Student Projects

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

Permission note archived together with file

"At University of Botswana we are currently looking at developing an institutional repository, and therefore your UPSpace website and project is of tremendous interest and use to us."

Gemma Bentley, Senior Archivist, University of Botswana Library Services, May 31, 2006

Digitization

Digibook 10 000 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
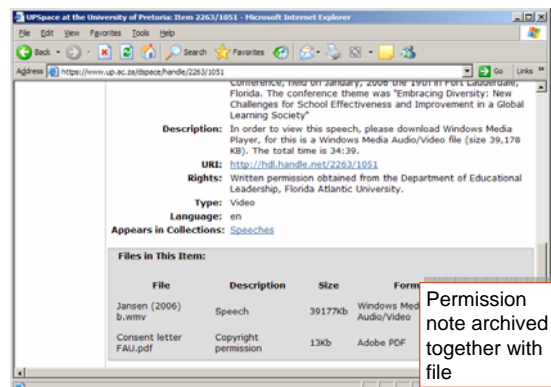- Statistical reports
- Restrict access
- Free, unrestricted access
- Searchable (incl. full text)
- Encourages dialogue between researchers
  - E-mail
  - Recommend an Item
  - Subscribe to a Collection

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
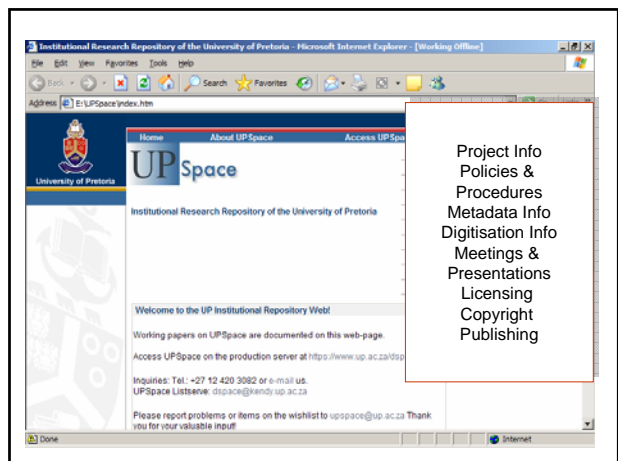- Collaboration with faculties
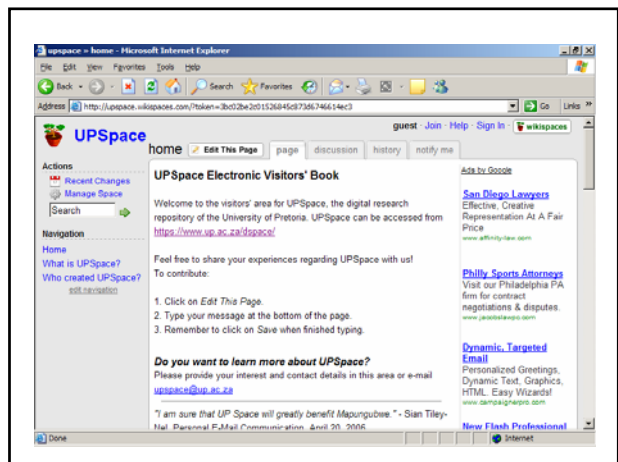
Benefits for the Community!

Acknowledgement:
http://www.computing.dundee.ac.uk/ac_research/themedetails.asp?id=7

Support & Training

- Tutorial
- E-mail upspace@up.ac.za
- UPSpace Listserve dspace@kendy.up.ac.za (45 members)
- UPSpace Web http://www.dspace.up.ac.za
- UPSpace Wiki http://upspace.wikispaces.com/
- UPSpace Policy & Collection Policies
- Communication

Published Repositories

- Institutional Archives Registry (750 archives – 7 in SA)
- DSpace Instances (180+)
- Open Archives Institute
- Google Scholar & Google

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."

Prof Jonathan Jansen, 14 May 2006

Launching the E-Products

Kremetart/ Baobab/ Upside down tree/ Adansonia Digitata

Challenges & Opportunities

- Bandwidth
- Internet access
- Invest in Java Programming Skills
- Human Resources – E-Information Unit
- Introduce UPSpace to more faculties & departments
- Support from UP Executive Management

Challenges & Opportunities

- 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
- Get SA publishers on board
- Purchase link resolver
- Show and tell

Next …

- Managing and archiving research data (UK Digital Curation Centre (DCC))
- Investigate the viability of VREs (Virtual Research Environments)
- Integrate Internet 2.0/ Library 2.0 technologies
- Collaboration with other universities

Thank you!
Access at https://www.up.ac.za/dspace/

ina.smith@up.ac.za