

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

Presented by Heila Pienaar & Ina Smith



2nd Africa Libraries & Information Management Systems Conference 2007

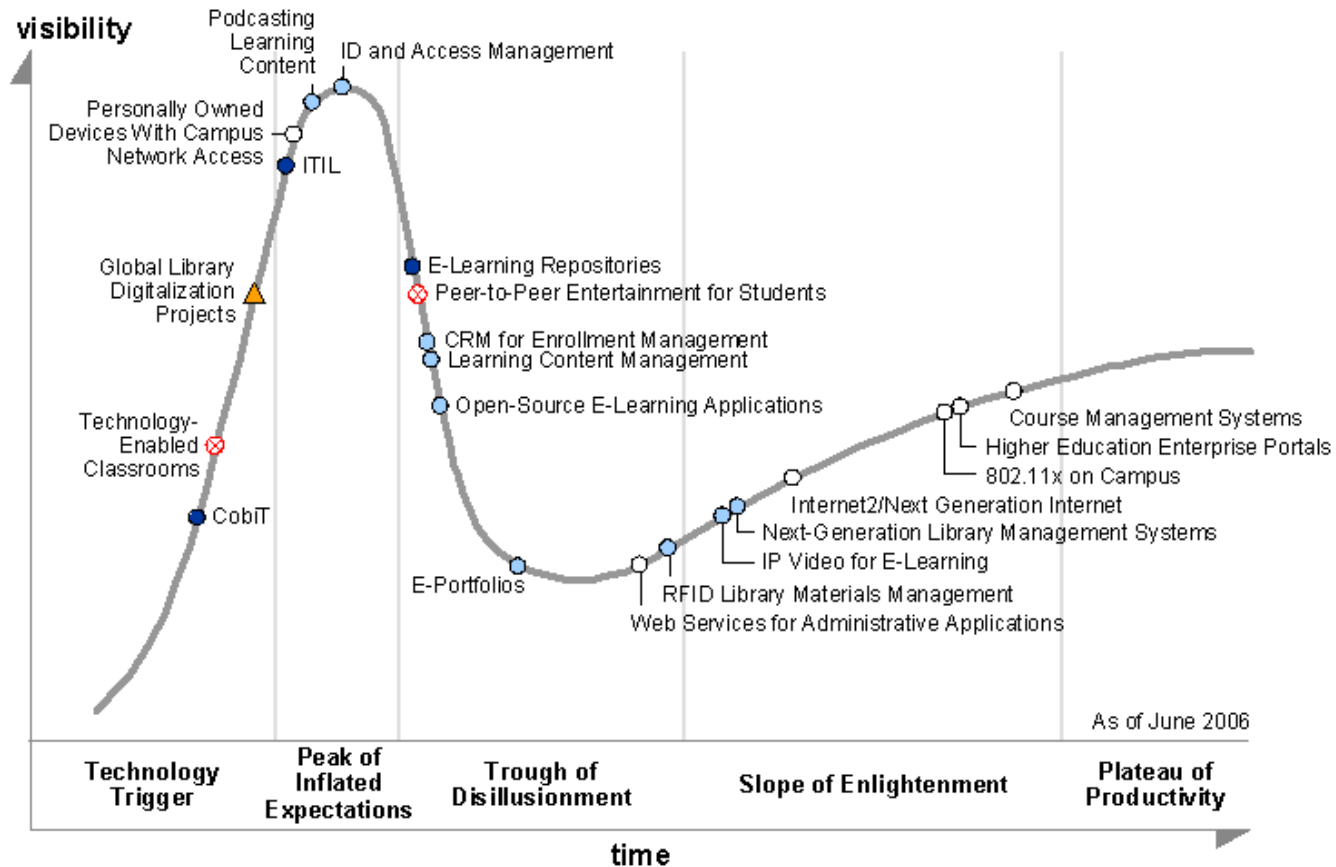
Content

- **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, products of this strategy
- **Implementation**
 - Digital research repository
 - Federated search engine & Link resolver
 - Library 2.0 tools
- **The next stage ...**

Context: Changing role of academic libraries

- Traditional **purpose** of academic libraries: 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?**
- **Possibilities:**
 - Providing learning spaces;
 - Creating metadata;
 - Virtual reference;
 - Info literacy;
 - Managing licenses;
 - Digitization & digital repositories ([Educause](#))

Gartner Hype Cycle 2006 Higher Education



Years to mainstream adoption:

○ less than 2 years

● 2 to 5 years

● 5 to 10 years

▲ more than 10 years

⊗ obsolete before plateau

Years to mainstream adoption

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

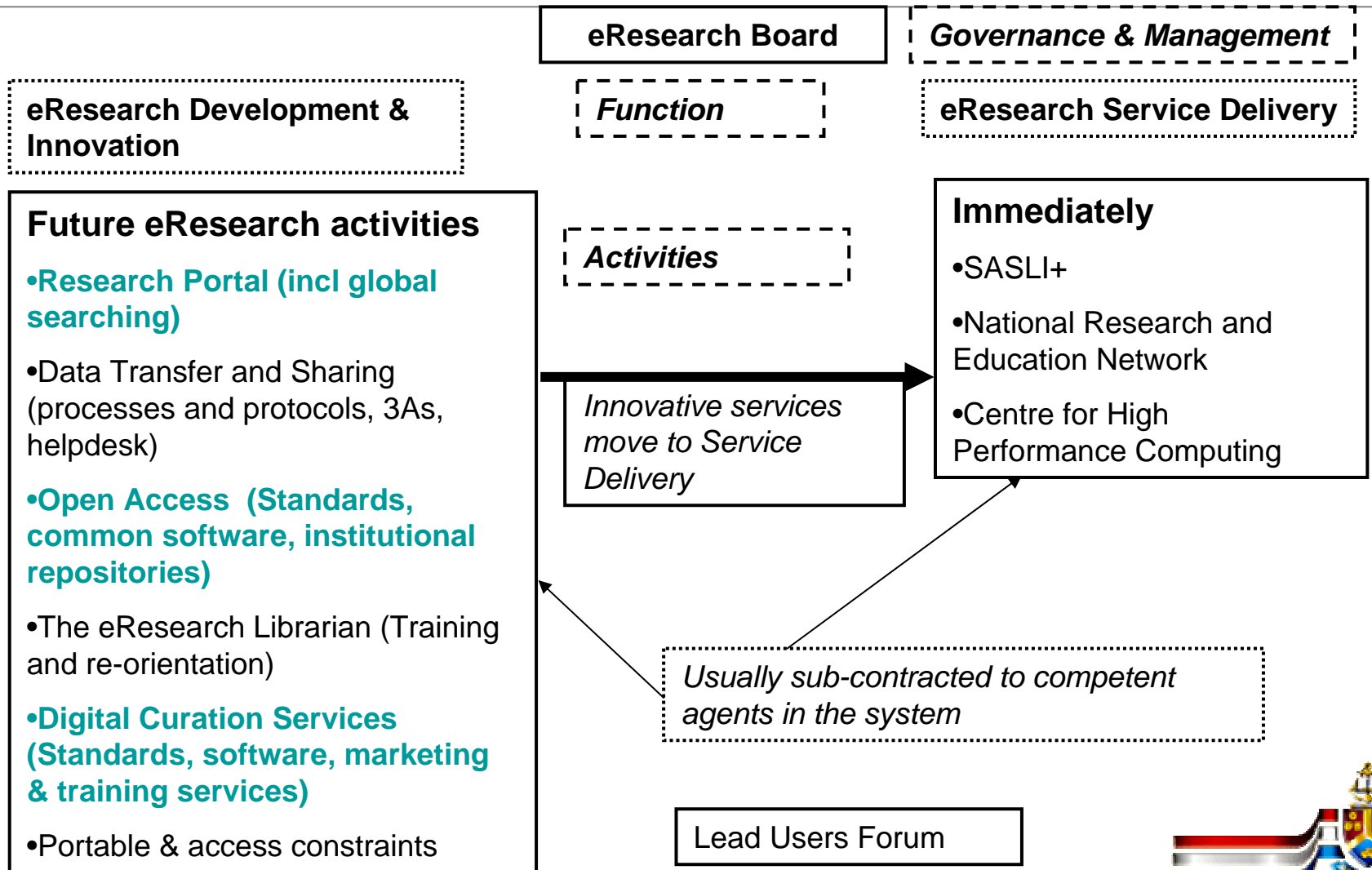
Context: Impact of eResearch

- eResearch (SA & Australia) / Cyber-infrastructure (USA) / Grid (Europe) / eScience (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** ...” (Educause)


Role of university libraries in eResearch

- In the SA context the implication of eResearch for information support has been investigated at a high level
- Result: **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



Context: Info 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 **disconnect** between many of today's academic libraries and Net Gen students is students' **dependence on**  or similar search engines for discovery of information resources, rather than consultation of library web pages, catalogues, and databases as the main source of access ([Educause](#))

eInformation Strategy Business Plan

- A business plan for the AIS (library) eInformation Strategy was formulated for the period June 2004 – December 2005
- **Content:**
 - Introduction
 - Strategic context
 - Vision & mission of the library
 - Strategic objectives
 - 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 library **strategic plan 2005 – 2010**:



Vision, Mission, Values

Vision

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

Mission

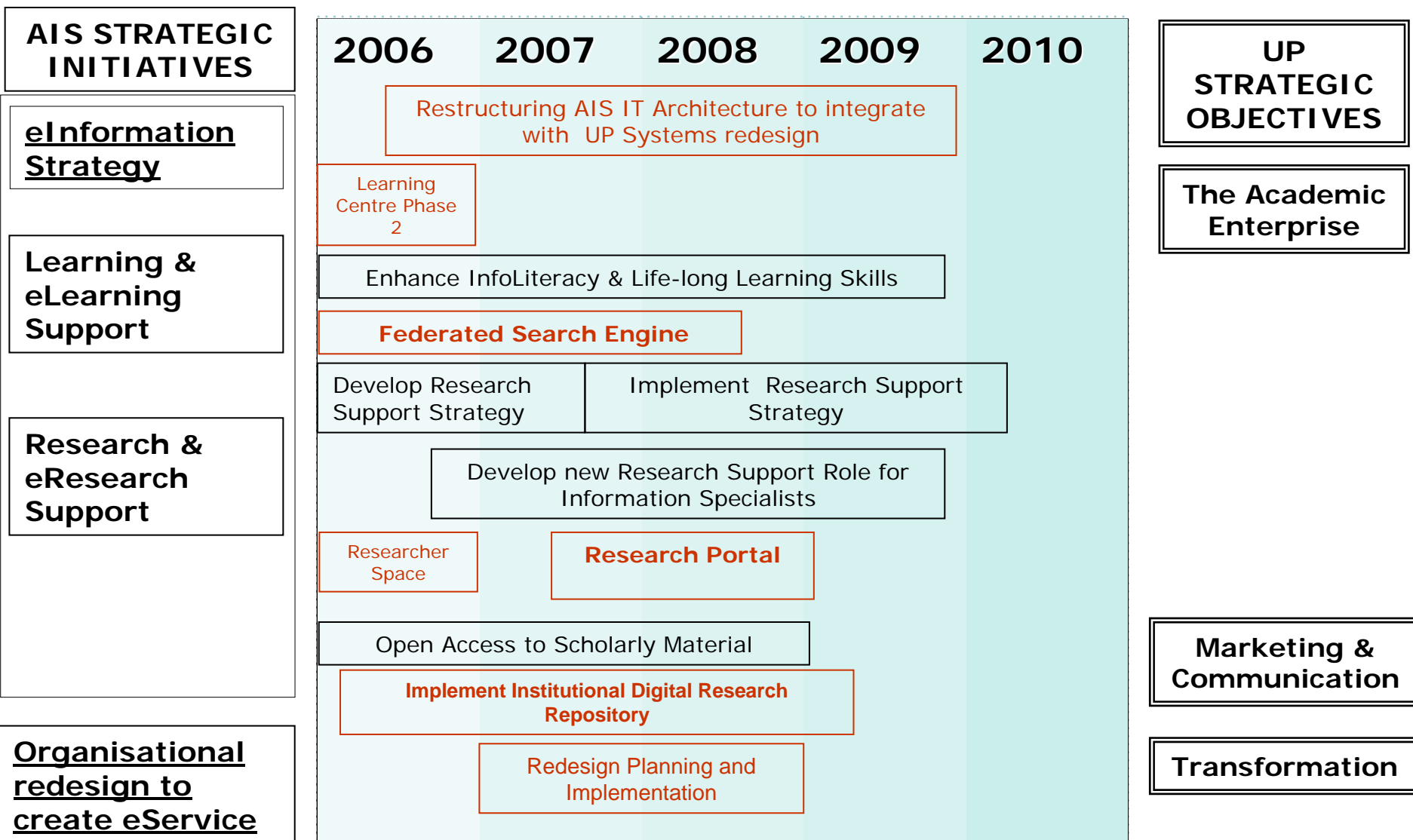
The AIS leads and facilitates

- 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

Library strategic plan: 2006 – 2010 (extra funding)



The AIS eInformation 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 eInformation portal services (workflow) to our clients, and
- **To take part in and make a contribution to international and national eInformation phenomena, e.g. open access, digital preservation, eScience, content management.**

Key sub strategies in order to meet these objectives

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

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

Integration with the university's strategic plan

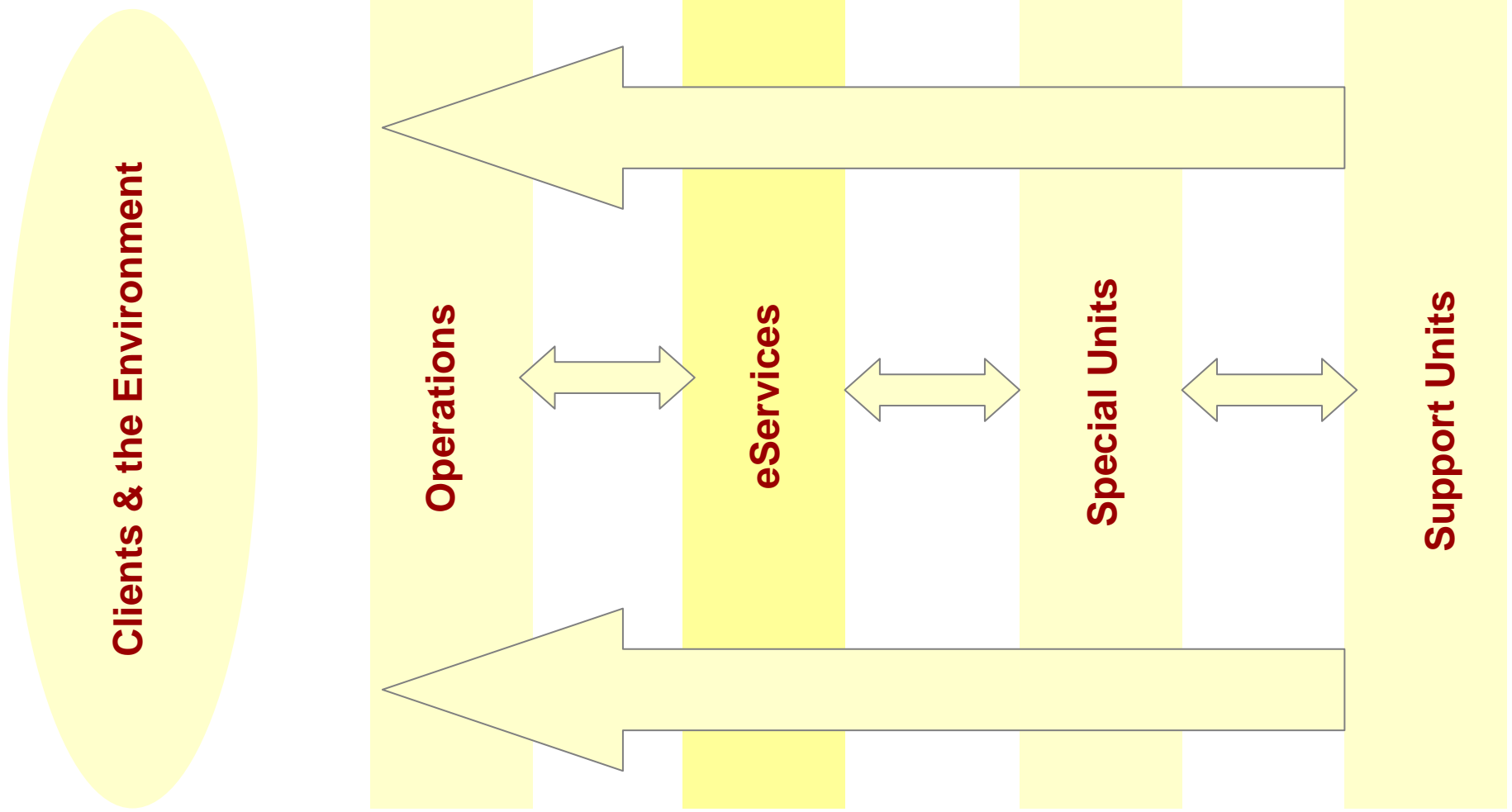
- “... **promotes scholarship** through the creation, advancement, application, transmission and preservation of knowledge ...”
- “... ensuring that the university's library and information services can give academics **access to the information they need** ...”
- “eResearch and the library
 - Digitization 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 (1)

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

Academic & Information Service



Some of the processes, results, products (2)

- **UP Executive** supports this strategy (budget & strategic plan)
- **New UP management structure** – library now part of the academic environment – reports to vice-principal responsible for research & postgraduate studies
- **Marketing event** of library e-products



AIS eProducts Marketing Event
AI eProdukte Bemarkingsfunksie

14 - 31 August 2006

Tree of Knowledge
Baobab ('Kremetart') Tree

Home >> AIS eProducts Marketing Event

Marketing Event of Library e-Products

- ➔ More about the "Tree of Knowledge"
- ➔ About the AIS eProducts Marketing Event
 - eProducts to be introduced during this event
 - Photo Album of this event on UPSpace
- ➔ A tree is born ...
- ➔ Invitation to attend the event

Inquiries
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- UPSpace
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- clickUP (Students Online)
- Lecturers Online
- UP Portal



Some of the processes, results, products (3)

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

“Practising what we preach”

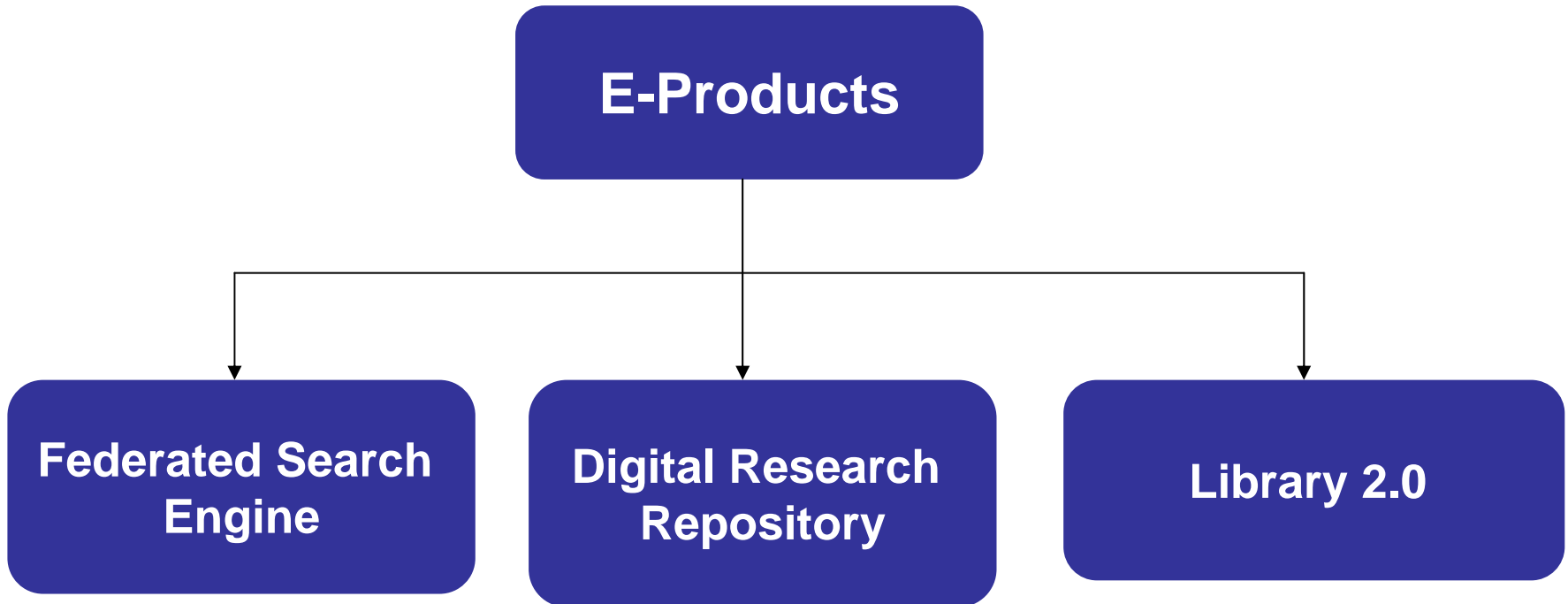
or

Implementing the eStrategy



University of Pretoria

Supporting teaching, learning, research



Federated Search Engine & Link Resolver

**“Only librarians like to search;
everyone else likes to find.”**

- Roy Tennant -

Needs of the “Net Generation”

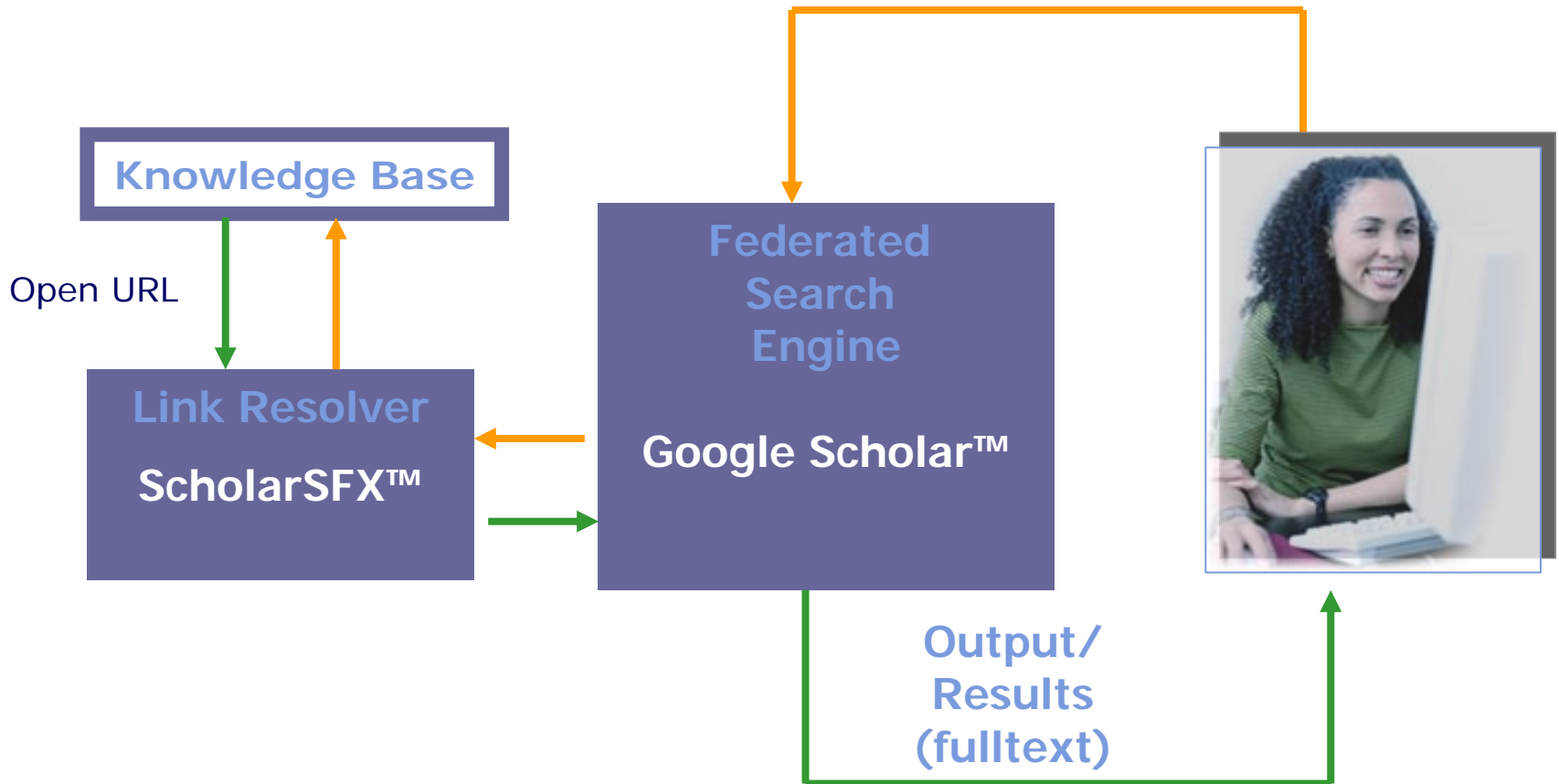
- “**Growing up digitally**” generation
- **Multi-tasking**
- Prefer **Google** to library searches
- **Simple** search interface (“Google”-like)
- Want **speedy answers** & full gratification immediately
- “**Three clicks**”
- **Quality** matters less than process

What is a “Federated Search Engine”?

- Global search OR Meta search OR Broadcast search
- **Same-time searches** of different e-resources
- Blends: E-journals, library catalogue, subscription databases, e-books, digital repositories, web pages
- Single searchable point
- **Link Resolver** links references with full text

http://www.exlibrisgroup.com/sfx_scholar.htm

Google Scholar + ScholarSFX = 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.”

Lookout for the following:

- **Library Search** – link to library catalogue
- **SFX@University of Pretoria** – link to full text article



- Services to Faculties
- Teaching Support
- Research Support
- Learning Support
- Copyright & Plagiarism
- Referencing Techniques
- Ask a Librarian

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- **Power Supply** for your Notebook/ Laptop is now available @the library (Main Campus), Level 3. Inquiries: Tel.: +27 12 420 2235/6
- **Interlending** - Please remember to **update your details for 2007**, or register to be able to request books/articles from other libraries. Click here
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Google Scholar BETA
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by [Uwe M Borghoff](#); [Remo Pareschi](#)

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ISBN: 3540637648 9783540637646 **OCLC:** 38478453

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Publisher Berlin : Springer, 1998.

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SK Chang, QY Shi, CW Yan - IEEE Transactions on Pattern Analysis and Machine ... , 1987 - portal.acm.org
... of the first ACM/IEEE-CS joint conference on Digital **libraries**, p.300-309 ... of the
eighth international conference on Information and **knowledge management**, p.27-37 ...
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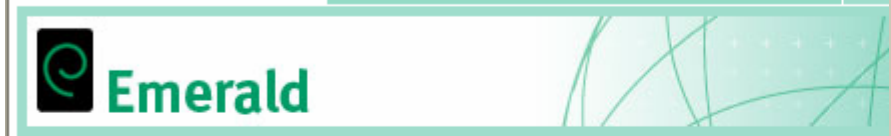
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M Alvesson, D Kärreman - Journal of **Management Studies**, 2001 - ingentaconnect.com
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... **Knowledge** creation, **Knowledge Management**, **Knowledge Management** strategies, **Knowledge**
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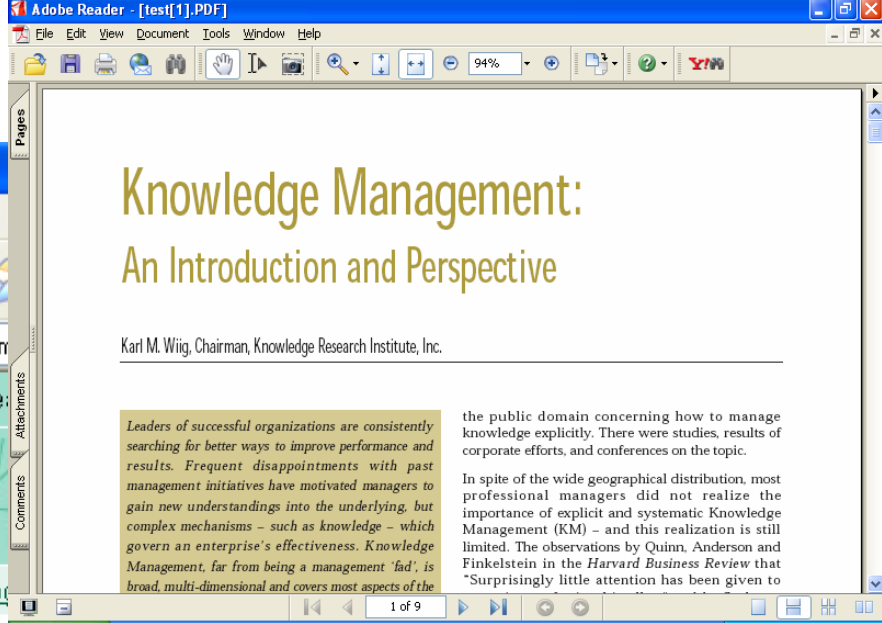
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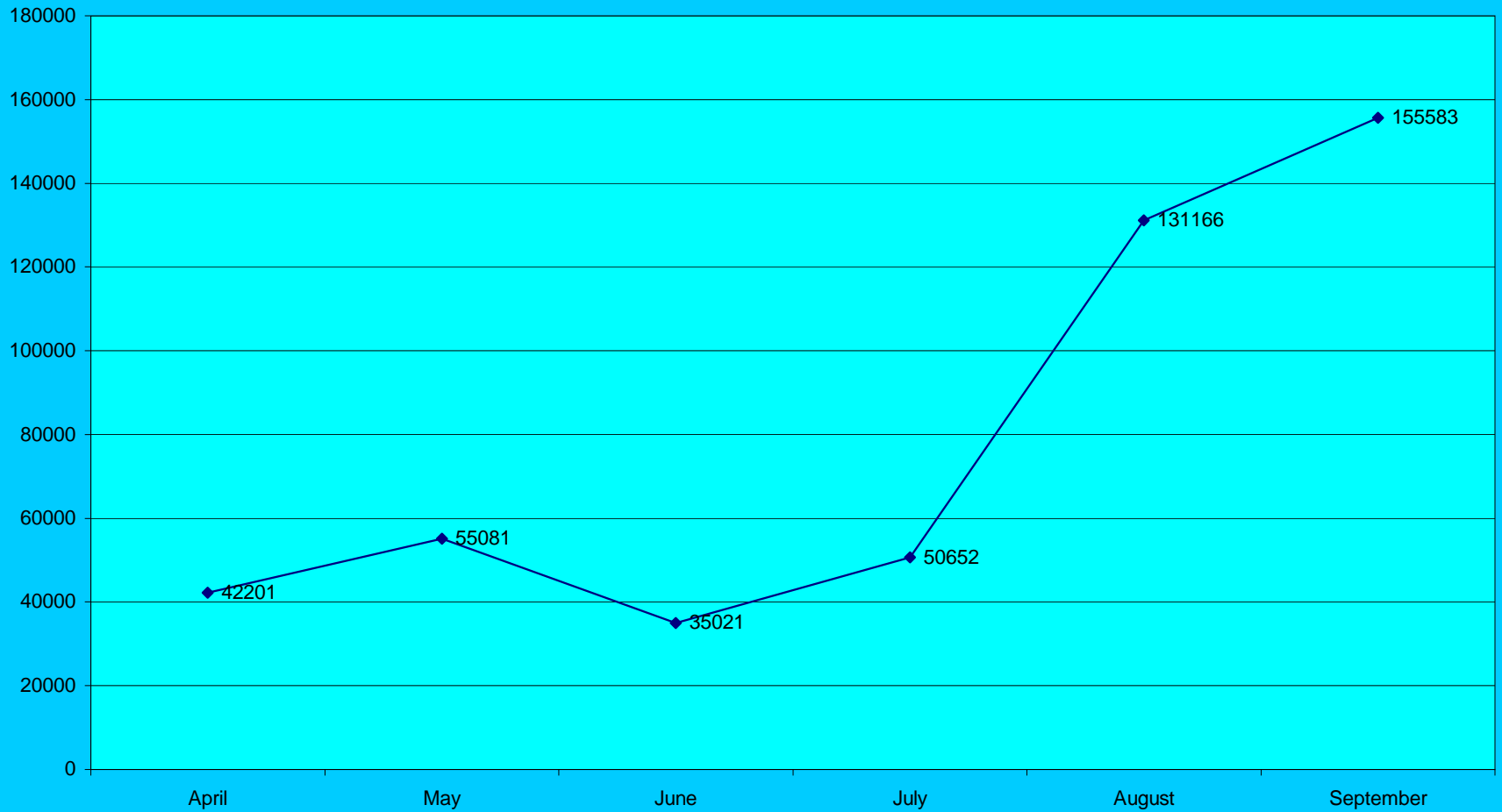
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Author(s): Karl M. Wiig
Journal: Journal of Knowledge Management
ISSN: 1367-3270
Year: Mar 1997 **Volume:** 1 **Issue:** 1 **Page:** 6 - 14
DOI:
Publisher: MCB UP Ltd
Abstract: Leaders of successful organizations are consistently searching for better ways to improve performance and results. Frequent



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“If you can’t beat them, join them!”

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

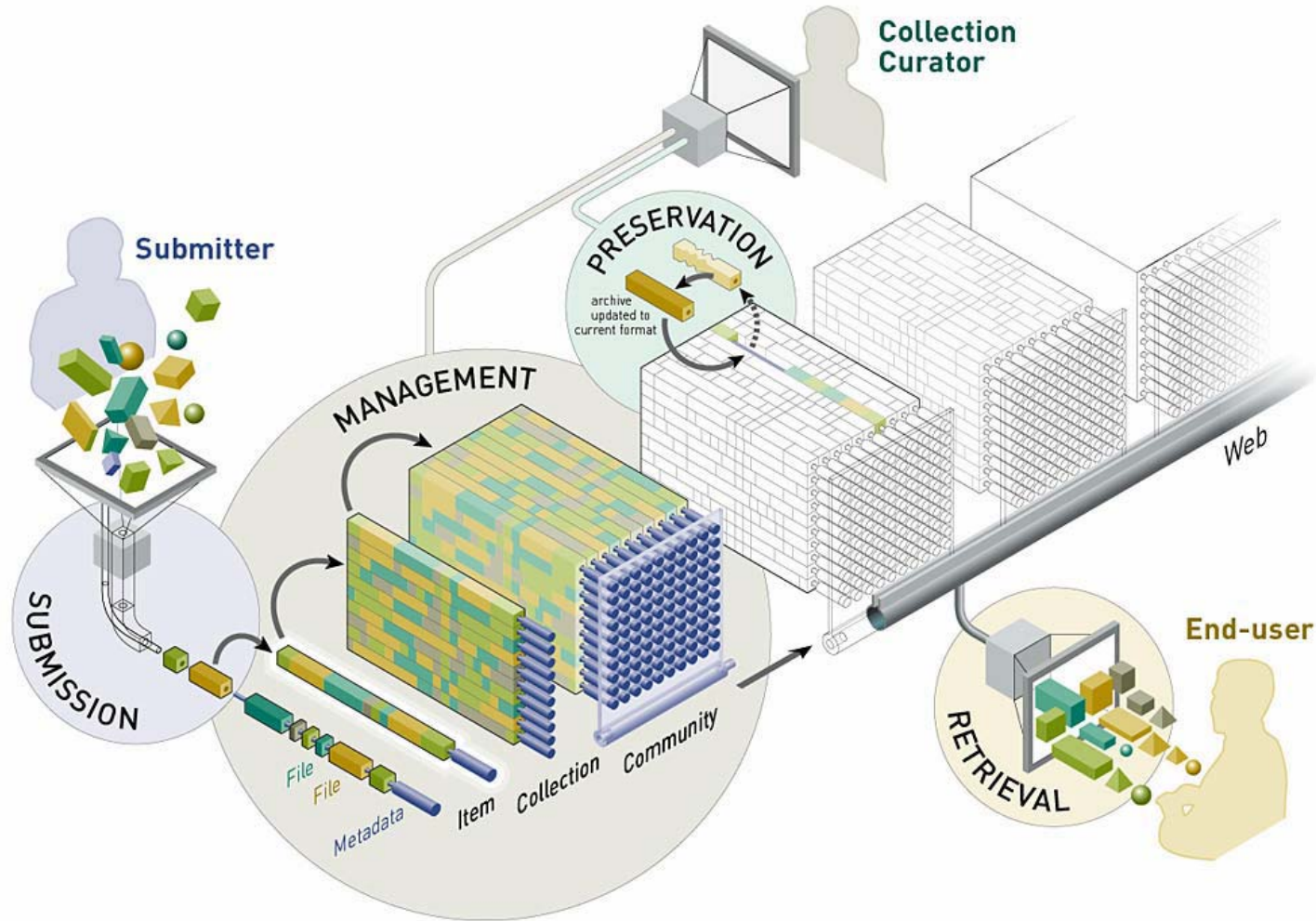
But *refusing* to offer that option will *deny* them an **alternative** that may suit their **needs** better than database-by-database searching.”

- James Rettig, Univ of Richmond -

Digital Research Repository (UPSpace)

- Set of services
- Management & dissemination of digital materials
- Organisational commitment
- Stewardship
- Long-term preservation
- Organisation, access, distribution
(Lynch 2003)

Digital Repository Model



About DSpace

- Open Source Software <http://dspace.org>
- Excellent e-workflow
- Lucene search engine (full text is searchable)
- Meet variety of digital archiving needs
- Variety of file formats can be archived
- OAI-PMH Compliant
- Alerts (“Subscribe”) / Recommend
- Encourage dialogue & knowledge sharing
- Limit access
- Licenses, copyright, rights sufficiently addressed
- Statistical reports
- User-friendly

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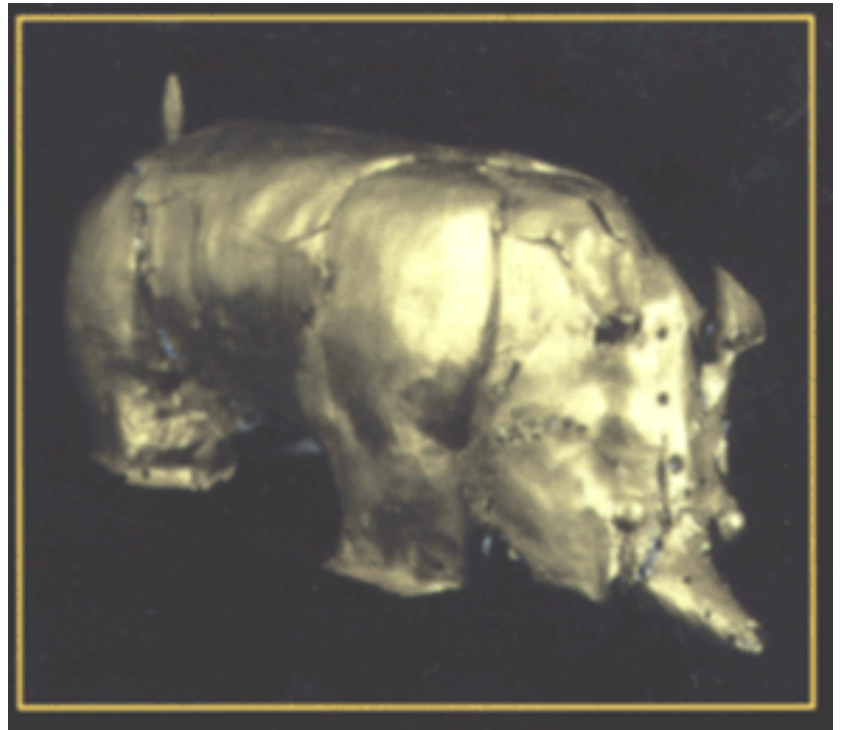
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02 February 2007





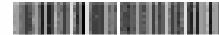


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1

ID: 03123794-01 Source Page: 3

Calls for government to stop food price fixing

Government committee recommends that an investigation be launched into monopolies run by big retailers and wholesalers

By Owen Jones

The government has been asked to act against profiteering food suppliers and retailers after an investigation found substantial evidence of monopolies and influencing of prices.

A report by the department of agriculture's food price monitoring committee, released in Pretoria on Friday, said there was fierce competition in the food sector, which made it difficult for smaller players to compete as retailers, or as food processors and distributors. Some companies were setting high prices and luring consumers through branding or advertising, thus earning higher than normal profits, the report said.

"The competitive commission should take on the food sector and analyse prices, like it is doing in the motor industry," said Jan Kirsten, the chairperson of the food price monitoring committee.

Kirsten said the committee's findings should provide a useful basis for a thorough investigation by the committee. "The state seems to have its work cut out to ensure effective policing of the competitive environment... therefore the commission is requested to urgently conduct a thorough investigation into the market structure of one or two food value chains."

The government was also asked to consider establishing laws to compel grain traders to submit weekly reports on production to avoid unnecessary volatility in the agricultural commodity markets.

It was also asked to set aside funds to help emerging players in the food chain and to fast-track the development of an effective transport network so that the environment would become more competitive and prices cheaper.

Thabo Dabisa, the minister of land affairs and agriculture, was asked to convey the committee's recommendations to probe food prices in the same way the competitive commissioner was investigating the motor industry.

Dabisa said the government would continue monitoring food prices and that his department had already started work on the committee's recommendations.

Kirsten said that although food prices were returning to the levels of 2002, consumers were not getting the benefits of fair prices because of monopolies in the food industry.

The food price monitoring committee was set up in January last year to investigate reasons for the "unrealistic price increases" of 2002 and 2003 when the rand fell to R15,00 to the dollar and the petrol price soared.

Kirsten said there were many factors leading to the sharp rise in food prices, one of them being higher commodity prices.

The report, which was handed to the department eight months ago, found that the costs of basic food items had decreased, but luxuries and household cleaning material had remained high.

Kirsten warned that the price of

Competition is fierce, based on small margins, high volumes

bread and milk was likely to increase, although the materials in their production, such as wheat for bread, had come down.

The report said there was fierce competition in the food market with overpricing based on economies of scale, small margins, but high volumes and turnover. "This structure makes it very difficult for smaller players to enter this market, either as retailers, or as food processors and distributors. Smaller players do not have the scale of operation to compete in the game. Volatility in commodity prices and in the exchange rate also has a clear impact on smaller suppliers and manufacturers, who found it difficult to absorb such shocks."

The report said the oligopolistic and monopolistic competition in the food business was simply illustrated by the behaviour of individual firms in the sector. Some firms were able to maintain prices through branding, product differentiation, price discrimination, market segmentation and advertising that were higher than others in a competitive market. Barriers to entry, such as high capital costs, enabled existing firms to continue to earn above-normal profits as they had the power to determine the price for the goods or services they produced or sold.

The report's findings come against a backdrop in which most of the major retailers in the country including Shoprite, which operates Checkers, Hyperama and US, expect to record good sales this year.

Woolworths and Massmart, the bulk retailer and wholesaler, which lists Top Brands Game, Lion and Makro, have shown good sales in the past financial year and expect to announce better results for the current period.

On Thursday, food and clothing retailer Woolworths announced huge profits as its turnover for the year to June increased by 11,1 percent to R16,6 billion, with the food division making R2,7 billion, highlighting gains from increasing consumer demand.

The influence of high energy proton bombardment on the electrical and defect properties of single-crystal ZnO

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and D C Look²

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² Semiconductor Research Center, Wright State University, Dayton, OH, 45435, USA, and
Materials and Manufacturing Directorate, Air Force Research Laboratory, OH-45433, USA

Received 4 June 2001

Published 20 September 2001

Online at stacks.iop.org/JPhysCM/13/8989

Abstract

We report on the electrical and defect characterization of Au Schottky diodes formed on single-crystal ZnO, before and after irradiating with high-energy (1.8 MeV) protons. Prior to bombardment we observed that several electron traps (E1–E4), with energies between 0.10 and 0.57 eV below the conduction band, are present in the ZnO. High-energy proton bombardment introduces two electron traps (Ep1 and Ep2), with extremely low introduction rates (σ) of 2.4 and 1.9 cm², respectively. Schottky barrier properties such as the reverse leakage current deteriorated from 1×10^{-9} A for an unirradiated diode to 1×10^{-6} A after bombarding it with a dose of 4.2×10^{14} cm⁻² protons. Compared to GaN we found that ZnO is remarkably resistant to high-energy proton bombardment.

1. Introduction

ZnO, a wurtzitic semiconductor material with a high band gap, is presently used in many diverse products. It finds application in phosphors, paints, piezoelectric transducers, varistors and transparent conducting films, the latter being important for the photovoltaic industry. However, from a recent review, where the properties of ZnO are summarized [1], it is clear that ZnO can be used for several other, more sophisticated, electro-optical applications. Based on the fact that ZnO has an experimental direct band gap of 3.4 eV, it can play an important role in realizing blue and ultra-violet (UV) light emitting devices, such as light emitting diodes and lasers, as well as daylight-blind UV detectors, as is the case for GaN with a similar band gap. Furthermore, the large band gap of ZnO renders it suitable for the fabrication of solar cells, catalysts and as a substrate or buffer layer for the group III nitride based devices. For space applications, these devices often have to operate at elevated temperatures, typically above 200 °C, in harsh radiation conditions comprising energetic particles. Further practical



Gaelic / SALIT Interlending Project 2005

[Introduction and background to the project](#)

[Final Report of the Project](#)

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[Library Profiles](#)

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Title: Leading against the grain: the emotional lives of school principals in divided societies
Inquiries: jonathan.jansen@up.ac.za
Author/s: Jansen, Jonathan D.
Keywords: Education transition
Educational leadership
School principals
Deans (Education)
Integration
Post-apartheid society

Benefit all!!

- University of Pretoria
- Researchers/ Scholars
- Subject Librarians
- Community

Highlights during 2006

- Successful deployment of UPSpace
- Collaboration & input from librarians, faculty, UP management
- UPSpace Statistics
 - Institutional Archives Registry (750 – 7 in SA)
 - DSpace Instances (180+)
- Digibook 10000RGB Scanner
- Visits to UK & USA
- 60 Minute Workshops
- Registered with search engines & repositories worldwide
- Success: Communication, Support, Updates, Knowledge sharing, Enthusiasm

“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 –
Dean Faculty of Education (UP)*



Library 2.0

“With **Library 2.0 library services** are constantly **updated** and **reevaluated** to best serve library users. Library 2.0 also attempts to **harness the library user** in the design and implementation of library services by **encouraging feedback and participation.**”

“Continue to examine and improve services and be willing to replace them at any time with newer and better services.”

“Library 2.0 is not a closed concept.”

([Wikipedia](#))

Blogs

“A **blog** is a **user-generated** website where entries are made in **journal style** and displayed in a reverse **chronological order**. Blogs often provide commentary or news on a particular subject, such as food, politics, or local news; some function as more personal **online diaries**. A typical blog combines text, images, and links to other blogs, web pages, and other media related to its topic. The ability for readers to leave **comments** in an interactive format is an important part of many blogs.”

([Wikipedia](#))

<http://www.blogger.com/start>

Project Blog @ UP



The screenshot shows a Microsoft Internet Explorer browser window with the title "Federated Search Engines and Link Resolvers - Microsoft Internet Explorer". The address bar shows "http://fedsearch.blogspot.com/". The page content includes a Blogger header with search and navigation buttons. The main title is "FEDERATED SEARCH ENGINES AND LINK RESOLVERS" in a large, serif font, with a subtitle below it: "PROGRESS REPORTS OF MEMBERS OF THE WORKGROUP FOR FEDERATED SEARCHING AT THE ACADEMIC INFORMATION SERVICE, UNIVERSITY OF PRETORIA". The date "FRIDAY, AUGUST 04, 2006" is displayed. The main text begins with "Solution for clients of the University of Pretoria" in orange, followed by a paragraph describing an evaluation of search engines. A "LINKS" section lists several resources, and a "PREVIOUS POSTS" section shows a link to a previous post.

Federated Search Engines and Link Resolvers - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Home Mail Print Webcam Search Stop

Address <http://fedsearch.blogspot.com/> Go Links

Blogger™ SEARCH THIS BLOG SEARCH ALL BLOGS BlogThis! GET YOUR OWN BLOG FLAG? NEXT BLOG»

FEDERATED SEARCH ENGINES AND LINK RESOLVERS

PROGRESS REPORTS OF MEMBERS OF THE WORKGROUP FOR FEDERATED SEARCHING AT THE ACADEMIC INFORMATION SERVICE, UNIVERSITY OF PRETORIA

FRIDAY, AUGUST 04, 2006

Solution for clients of the University of Pretoria

During our thorough dynamic summative and formative (and independent) evaluation we only looked at commercial products - from the evaluation we managed to list them according to our preferences, but none were fully up to our standards at the time (November 2005). We instead decided to go for the Google Scholar option. We use Google Scholar as our federated search engine (also to search across subscription e-resources), and

LINKS

- [Contact Us](#)
- [University of Pretoria](#)
- [Academic Information Service](#)
- [Resources on Metasearching](#)

PREVIOUS POSTS

- [Solution for clients of the University of Pretoria](#) English (South Africa)

Wiki's

“A **wiki** is a website that allows the visitors themselves to easily **add, remove**, and otherwise **edit** and **change** available **content**, typically without the need for registration.” ([Wikipedia](#))

<http://www.wikispaces.com/>

UPSpace Wiki (*Electronic Guest Book*)

upspace » home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites RSS Print Mail Stop

Address <http://upspace.wikispaces.com/> Go Links

UPSpace **home** Edit This Page page discussion history notify me

guest · Join · Help · Sign In · wikispaces

Actions

- Join this Space
- Recent Changes
- Manage Space

Search

Navigation

- Home
- What is UPSpace?
- Who created UPSpace?
[edit navigation](#)

UPSpace Electronic Visitors' Book

Welcome to the visitors' area for UPSpace, the digital research repository of the University of Pretoria. UPSpace can be accessed from <https://www.up.ac.za/dspace/>

Feel free to share your experiences regarding UPSpace with us!
To contribute:

1. Click on *Edit This Page*.
2. Type your message at the bottom of the page.
3. Remember to click on *Save* when finished typing.

Do you want to learn more about UPSpace?
Please provide your interest and contact details in this area or e-mail upspace@up.ac.za

"I am sure that UP Space will greatly benefit Mapungubwe." - Sian Tiley-Nel, Personal E-Mail Communication, April 20, 2006

Ads by Google

[Share Outlook calendars](#)
& contacts without Exchange Server. Easy and affordable. Free trial. www.officecalendar.com

[Sexy, Crazy New Videos](#)
All the hottest rides and Girls Crazy Satellite Videos www.FastCoolAutos.com/videos

[Share Outlook folders](#)
Share Outlook calendars & contacts without needing Exchange Server www.workgroupshare.com

[Check hard disk](#)

Web Feeds

“A **web feed** is a data format used for serving users frequently updated content. Content distributors **syndicate** a web feed, thereby allowing users to **subscribe** to it. Making a collection of web feeds accessible in one spot is known as **aggregation**.”

([Wikipedia](#))

<http://www.feedblitz.com/>

Web Feed on library web

Academic Information Service (Library) - University of Pretoria - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Home Mail Print Stop Links

Address <http://www.ais.up.ac.za/> Go Links

Home

News ...

- Welcome back! Please **update your library registration details for 2007** - click here for more information
- **Power Supply** for your Notebook/ Laptop is now available @ the library (Main Campus), Level 3. Inquiries: Tel.: +27 12 420 2235/6
- **Interlending** - Please remember to **update your details for 2007**, or register to be able to request books/articles from other libraries. Click here
- **2007** Library Hours & Calendar now available
- **Book of the month for January 2007**: The Romance of Cape Mountain Passes /Graham Ross
- Visit OCLC FirstSearch for seamless electronic access to dozens of databases and more than 10 million full text and full image articles

To search specific articles and other **scholarly material**, please use Google Scholar.

To search the **library web**, use the search box below.

Google Scholar
About Google Scholar™

How do I ...?

Quick links to:

My Library Space

- My Library Record
- View & Renew Material
- UPSpace
- Interlending: Requests - Info
- clickUP (Students Online)
- Lecturers Online
- UP Portal

AIS Intranet (AIS Staff Only)

feedblitz
FeedBlitz Help

Visitors since October 23, 2006:
333319
free web counter

The next stage ...

- **Managing & 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 Virtual Research Environments (VREs)**

AIS & CSIR Information Services have formulated a **project proposal**: *“Identifying the requirements of a specific VRE in a SA context”* in order to create a conceptual model & 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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- Wikipedia <http://www.wikipedia.org/>

Thank you!

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This presentation available on:

UPSpace

<https://www.up.ac.za/dspace/>