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

Presented by Heila Pienaar & Ina Smith

Libraries & Information Management Africa 2006
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?**
- **Possibilities:** providing learning spaces; creating metadata; virtual reference; info literacy; managing licenses; digitizing, digital repositories …

(http://www.educause.edu/apps/er/erm06/erm0610.asp)
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<tr>
<th>benefit</th>
<th>years to mainstream adoption</th>
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<td>transformational</td>
<td>Internet2/Next Generation Internet</td>
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<td>802.11x on Campus</td>
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<td>Course Management Systems</td>
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<td>Higher Education Enterprise Portals</td>
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<td>Web Services for Administrative Applications</td>
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<td>Podcasting Learning Content</td>
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<td>RFID Library Materials Management</td>
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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**

**Function**

**eResearch Service Delivery**

**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

**Immediately**
- SASLI+
- National Research and Education Network
- Centre for High Performance Computing

**Activities**

- Innovative services move to Service Delivery

**Lead Users Forum**

*Usually sub-contracted to competent agents in the system*
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 disconnect 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 eInformation 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:
<table>
<thead>
<tr>
<th>Vision</th>
<th>We strive to be leaders in providing world-class solutions to information and knowledge challenges for achieving academic excellence.</th>
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</table>
| 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

<table>
<thead>
<tr>
<th>Initiative</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
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<tr>
<td><strong>EInformation Strategy</strong></td>
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<td><strong>Learning &amp; eLearning Support</strong></td>
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<td><strong>Research &amp; eResearch Support</strong></td>
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<td><strong>Organisational Redesign to Create eService</strong></td>
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#### Organisational Redesign to Create eService

- **2006**: Restructuring AIS IT Architecture to integrate with UP Systems redesign
- **2007**: Learning Centre Phase 2
- **2008**: Enhance InfoLiteracy & Life-long Learning Skills
- **2009**: Federated Search Engine
- **2010**: Develop Research Support Strategy

#### Research & eResearch Support

- **2006**: Develop Research Support Strategy
- **2007**: Implement Research Support Strategy
- **2008**: Develop new Research Support Role for Information Specialists
- **2009**: Researcher Space
- **2010**: Research Portal

#### EInformation Strategy

- **2006**: Implement Institutional Digital Research Repository
- **2007**: Redesign Planning and Implementation
- **2008**: Open Access to Scholarly Material
- **2009**: The Academic Enterprise
- **2010**: UP Strategic Objectives

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**University of Pretoria**
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 learning/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.

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
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
AIS eProducts Marketing Event
Al eProdukte Bemarkingsfunsie

14 - 31 August 2006

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

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Tel.: +27 12 420 2805 (o/n)
Studente besig om plakkate aanmekaar te sit ..?
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

E-Products

- Digital Research Repository
- Federated Search Engine
- Library Web etc.
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.”
Basic Search

Stand on the shoulders of giants

Now! Keep up with recent research.

Google Home - About Google - About Google Scholar

©2008 Google
Advanced Search

Limit search to specific author, publication, date published etc.

Limit search to specific subject areas
Links client to Google Scholar™ URL on WAM

Table

http://0-scholar.google.com.innopac.up.ac.za

More info about the implementation of Google Scholar™ & ScholarSFX™

Instructions for use
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

... South Africa may find itself being squeezed from both ends of the ... felt with Cosatu arguing that the social and economic costs of globalisation are being ...

Cited by 46 - Web Search - SFX@University of Pretoria - BL Direct

Double exposure: Assessing the impacts of climate change within the context of economic ..., - group of 5 »
KL O'Brien, RM Lachowicz - Global Environmental Change, Part A: Human and Policy ..., 2000 - geogru.ual.es ...
... perspective. Africa is often cited as a region that is vulnerable to both climate change and the consequences of economic globalization. In ...

Cited by 50 - View as HTML - Web Search - BL Direct

BOOK African Renaissance: Roadmaps to the Challenge
F Cheru - 2002 - cgteev.org
... African Renaissance: Roadmaps to the Challenge of Globalization ... also serves as Lecturer in African Studies at ... Avenue NW (Institute for International Economics) ...

Cited by 20 - View as HTML - Web Search - Library Search - BL Direct

BOOK Globalization and Progressive Economic Policy
D Baker, G Epstein, R Pollin - 1998 - books.google.com
... Globalization and ... Dean Baker Economic Policy Institute ... de Alarcón 13, 28014 Madrid, Spain Dock House, The Waterfront, Cape Town 8001, South Africa http://www ...

Cited by 66 - Web Search - Library Search

BOOK The Globalization Syndrome: Transformation and Resistance
JH Mittelman - 2000 - books.google.com
... previously formerly known as Southern African Development Coordination ... High Commissioner for Refugees WEF World Economic Forum WTO ... THE GLOBALIZATION SYNDROME ...

Cited by 186 - Web Search - Library Search
Link to catalogue
Catalogue info

UNIV. OF PRETORIA. Academic Information Service

African renaissance: roadmaps to the challenge of globalization
by Fantu Cheru
ISBN: 1842770061 184277008X 0964066929

UP/CSIR Catalogue

Record:

Author   Cheru, Fantu
Title     African renaissance: roadmaps to the challenge of globalization / Fantu Cheru.
Link to article
Platform (Vendor/ Publisher)
Globalisation, Economic Policy and Convergence

Paul Mosley

Globalisation, Economic Policy and Convergence

Paul Mosley

1. INTRODUCTION: THE "OPEN ECONOMIES CONVERGE" CONSENSUS

A NUMBER of recent contributions to the growth literature have emphasised the positive role played by the forces of globalisation in enabling poor countries to converge on the living standards of rich ones. These include Sachs and Warner (1995) and Ariz and Wescott (1997), IMF (1997) and World Bank (1997).
Recent articles

Cited by …
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

Create a Google Alert

Enter the topic you wish to monitor.

Search terms: project management
Type: Web
How often: as-it-happens
Your email: ina.smith@up.ac.za

Create Alert

Google will not sell or share your email address.
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
Only digital material can be submitted: digitized or digitally born.
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/
Curriculum Vitae
Black Dean: Race, Reconciliation, and the Emotions of Deanship

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

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 racial reconciliation and social justice. In telling his story, Jansen takes on, among other concerns, the ethnocentric character of Western research on leadership, the paucity of critical literature on the deanship, and the general lack of studies on educational leadership in postconflict societies.

As I drove through the gates of the University of Pretoria, I was already tense. Years of living under apartheid had instilled the muscles and sharpened the mind to attack even the slightest hint of racial aggression when entering unfamiliar 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.

The clash of campus cultures

Jonathan D Jansen offers insight into the dilemma of merging institutions with seemingly irreconcilable differences.
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 Moerdijk, 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 civilization in this country. He expressed his apprec...
Arnold Theiler Collection (32)
THINKAYS
Translated from Rapport 16.12.70

THERE WAS A MAN in terrific ("n bielie")
by Rykie van Heenes

This is Dr Thelem Grotsche: 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 Understeport - is the "adaptation of living organisms to their environment and problems of survival". So she states in the first sentence of the almost 500 closely printed pages in large format of a completely unique book.

For her it is more than a biography, it concerns a titanic struggle between Nature and Science - with Sir Arnold 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, bovine parotiditis, bluetongue, redwater, etc., etc., which - with locusts and drought always in attendance - at the turn of the century were ravaging the livestock of this subcontinent and making large tracts of the earth impossible for stock breeding and progress.
Die Malaria des Pferdes.

Inaugural-Dissertation

zur

Erlangung der Doktorwürde

an der

hohen veterinärmedizinischen Fakultät
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
• Persistent 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.uk/ac_research/themedetails.asp?id=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.”
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”.

Bibliography

• JISC project: A VRE to support the Integrative Biology Research Consortium. http://www.jisc.ac.uk/index.cfm?name=ibvre&src=alpha
Thank you!

heila.pieniaar@up.ac.za
ina.smith@up.ac.za

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