Collaborating Through Partnership at UNISA Library: Extending Library Services To Students Wherever They Are

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UNISA

Background
Planning Framework

Library
Vision & Mission
Principles of Collaboration
Multi-tiered Collaborations
Impact of Collaboration
Lessons learnt

Conclusion
Part 1: University of South Africa background
140 Years of Shaping Futures
UNISA’s Background

1873
University of Good Hope

1918
Incorporation into federal University of South Africa

6 constituents:
- Grey University (UOFS)
- Natal University College (UKZN)
- Rhodes University College (Rhodes)
- SA School of Mines & Technology (WITS)
- Transvaal University College (UP)
- Potchefstroom University

1946
Distance learning introduced at Unisa

1st Library Book accessioned

2004
Unisa merges with Vudec & TSA
Headcount Enrolment

<table>
<thead>
<tr>
<th>Region</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013 (1st half)</th>
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<tr>
<td>Africa</td>
<td>306,999</td>
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<td>1,035</td>
<td>947</td>
<td>787 (1st)</td>
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<tr>
<td>Americas</td>
<td>276</td>
<td>337</td>
<td>331</td>
<td>284 (1st)</td>
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<tr>
<td>Asia</td>
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<td>430 (1st)</td>
</tr>
<tr>
<td>Oceania</td>
<td>35</td>
<td>35</td>
<td>36</td>
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</table>
Part 2: what shapes ethos and services
UNISA’s Vision

“The African University if service to humanity”
Unisa Planning Framework

- Strategic Plan
- Prioritised goals, strategies and strategic risks
- Institutional Operational Plan (IOP) and risk mitigation
- Performance agreements and contracts

Level of detail
The Student Walk

my Walk @ Unisa
Part 3: UNISA Library
Vision
Towards the leading open Distance Learning Library in Africa

Mission
The UNISA Library supports Open distance learning by: Providing access to information in support of teaching, learning and research by optimizing appropriate technology developing and preserving library collections

We value:
Customer satisfaction
Equitable access to information in all forms
Fair use
Innovation
Intellectual freedom
Quality service
Library Branches

- 8 branches in 4 South African provinces
  - Cape Town
  - Durban
  - Ekurhuleni
  - Florida
  - Johannesburg
  - Polokwane
  - Muckleneuck
  - Sunnyside
- 1 Branch in Akaki, Ethiopia
How did we get here?

- First accessioned publication in 1946
1 millionth book accessioned in 1984

- Das Fest-Epistolar Friedrichs des Weisen, printed in Leipzig 1983
  – two volumes (no 116 of 800)
2 millionth book accessioned in 2009

- The Highgrove Florilegium
- Florilegium, a modern Latin word derived from the Greek “anthologia” meaning a collection
- A gathering of watercolours of flowers
3 millionth book?

Collaborations
Principles of Collaboration

• The UNISA library has developed its services according to the ACRL standards for distance education

• Student experience of a distance learning library must be equivalent to a walk in students;
  – must be able to transact with a library as they would if they walked into a library with certain humiliations

• a successful library partnership is based on inter-institutional partnership agreement
  – being aligned to institutional agreements “dictates the formality of the agreement”
Who are Unisa Library Partners?

MPCCs

Public Libraries

Mobi-Applications

Mobi-Applications

Mobile Libraries
Multi-tiered Partnerships

- Unisa Library
- Regional Centre Libraries
- Partners Libraries/MCCP
Public Library Partnerships

- legally-binding agreements with 21 Libraries
- Partner libraries in South Africa offer:
  - Internet access
  - Courier services
  - Study space
  - Book Collection in two regions
- UNISA library in return offers staff development opportunities to partnership libraries and access to the African digital library
Multi-Purpose Community Centres

- Unisa ICT has signed agreements with MPCC throughout the South Africa
- Provide free Internet access to registered UNISA students for
  - myUnisa
  - Emails
  - Digital library
  - Internet research
  - Other computer-based training
Multi-Purpose Community Centres

- In Gauteng MPCCs, students can request PC to
  - type assignments
  - Communicate with lecturer
  - Conduct academic research on the Internet
The mobile library services
- provides books,
- access to internet and information literacy training

Some of the partners libraries have provided
- ‘stoppage’ spaces
- Electricity
Mobi-Applications

- Airpac
  This application allows the view, download and navigation of Unisa library on the mobile phone

- SMS services
  SMS service is also used to communicate with students
Impact of Collaborations

Partner Libraries

- Service reduced the transactional distance with students
- Broke isolation
- Partner library-mobile library link enhanced collections and service

“What took UNISA so long to provide this service”
MPCC

Bridge access divide between the “haves” and “have nots”
Lessons learnt

• Alignment with institutional strategy
• Mutual respect
• Communities of learners
• Replicable model
Conclusion

- Partnership extend service
- Accrued benefits for students
- Shared philosophy
- Alignment with strategic direction
Any questions/comments?

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