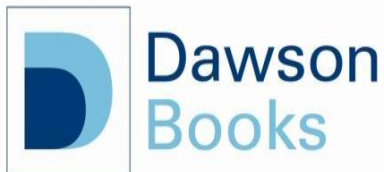


Cover of Programme

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Message from chair of 34th IATUL Conference Organizing Committee

Dear delegates, friends and colleagues,

On behalf of the Local Organising Committee and the IATUL Board, I am delighted to welcome you to the 34th IATUL Conference being held here in Cape Town, South Africa. The Cape Peninsula University of Technology Libraries feels greatly honoured to be the hosts of this important event in the IATUL annual calendar. This is the second occasion that this important event is being held in South Africa, the last being in 1999 at the University of Pretoria. We also feel proud to have provided an easier occasion for our colleagues on the African continent to participate in this conference which is usually in places that we cannot reach easily.

The conference this year will focus on collaboration and discussions will centre on e-science strategies and beyond, e-learning, cloud computing and its impact on library services, libraries as collaborative hubs for students and faculty, inner university collaboration, libraries and their business partners and inter library networking at national, regional and international levels. We look forward to robust discussions on the chosen topic of collaboration and further networking among older and new IATUL members.

Our social programme is full of events to enable us to share our unique Cape and African cultural experiences with you. We hope you will take this opportunity to join us as we tour the Cape Peninsula and enjoy eventful evenings at different sites during the conference.

I would like to take this opportunity to thank the Cape Peninsula University of Technology management for allowing us to host the event and providing us with all the necessary support. I would also like to acknowledge the great work done by my colleagues at the CPUT Libraries and other sister universities in the Western Cape region for their advice and assistance. To my colleagues on the IATUL Board for assisting with the programme, again it's a big thank you. We would like to acknowledge the generous funding from various sponsors who assisted us with financial help to run the conference and we look forward to your continued support towards future IATUL conferences.

Our selected theme on collaboration in scientific and technological university libraries comes at an opportune moment when scientific research collaborations are growing globally and the role of libraries and information provision is becoming even more important.

From all my colleagues and myself we wish you a pleasant and enjoyable time in Cape Town and a fruitful conference.

Elisha Rufaro T. Chiware
Chair, Local Organizing Committee
IATUL Secretary



Welcome message from President of IATUL

Dear Friends,

One of many possible definitions of the 2013 IATUL Annual Conference topic is:

“Collaboration is a working practice whereby individuals work together to a common purpose to achieve business benefit” (*Association for Information and Image Management*)

So please accept my congratulations - by coming to this conference you are already engaged in collaboration. We have all come together to learn from each other's experience and knowledge by exchanging information for the benefit of our patrons.

Given its role in addressing policy makers in library management, IATUL is especially well suited to fostering collaboration. IATUL conferences traditionally provide high level speeches and fruitful discussions in a familial atmosphere of friendship and support. Our challenges are similar, our responsibilities alike. I am sure, therefore, that all of us will find our particular questions and issues addressed, either by some of the speakers or by colleagues we meet during the conference. We will have plenty of opportunities to share our concerns at the Convention Centre and beyond the conference sessions. The local organizing committee has set up a social programme in a class of its own, excursions to Table Mountain, Atlantic Ocean as well as wine tasting comprising only some programme activities.

The hospitality of our colleagues and friends from the Cape Peninsula University of Technology Library is unparalleled and I would like to express my sincere thanks to them for the enthusiasm, time and effort they have put into the 34th Annual IATUL Conference.

IATUL is ambitious. It is not only university libraries which are dependent on the further development of their services. The onus is on IATUL as an international association, whose aim it is to support and improve the profession and to facilitate and advocate its members' tasks, to be a motor of change and improvement. This requires collaboration and communication with you and I would like to invite you to share your views and ideas about IATUL with the board of directors. To be the best professional organisation possible for you, IATUL needs your ideas and suggestions. This event is a manifold opportunity to share.

Welcome to the 34th Annual IATUL Conference.

Reiner Kallenborn
IATUL President

Doing it together: effective collaboration...

The Conference focuses on how academic libraries are using collaboration both within their own organizations, and in a wider context to achieve their goals. Libraries work together with faculty, and other units within their institutions in order to contribute to teaching and learning, research and enhance student and community engagement. They also work with other libraries, research institutes and the scientific community at large, vendors, industry, civil society and political bodies so as to increase their effectiveness. At regional, national and international level they join together to form effective consortia and organizations that together are able to achieve more than what one library in isolation would hope to achieve. It is in the spirit of this collaboration that e-science, e-learning, cloud computing have all become important considerations for libraries – harnessing the ability to share ideas, successes and networks with one another.

	Joint sessions		Keynote addresses		Plenary sessions		Parallel sessions		Poster presentations
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Pre-conference programme 14 April 2013 (Sunday)

Programme	Venue
IATUL BOARD MEETING 9:00-15:45	CTICC
REGISTRATION AND OFFICIAL CPUT WELCOME FUNCTION 14:00 -15:45 Registration Official CPUT Welcome 16:00- 19:00 Welcome by Conference Organizing Committee Chair: Dr Elisha Chiware Welcome remarks by IATUL President: Dr Reiner Kallenborn Opening address by Professor Lineo Vuyisa Mazwi-Tanga, Vice-Chancellor Cape Peninsula University of Technology	CTICC – Terrace room

Conference programme (Day 1) 15 April 2013 (Monday)

Programme	Venue
OPENING SESSION 9:00-9:30 Opening Remarks by Conference Organizing Chair: Dr Elisha Chiware Welcome remarks by President of IATUL: Dr Reiner Kallenborn	CTICC – Terrace room
FIRST KEYNOTE SESSION: Managing collaboration for development: key lessons 9:30-10:30 How effective national and transnational collaborations are managed: the key lessons from research <i>Dr Siv Vangen (The Open University, United Kingdom)</i>	CTICC – Terrace room
MORNING TEA 10:30-10:55	
FIRST PLENARY SESSION: Effective collaborations 10:55-12:35 Collaboration through partnership at UNISA Library: extending library services to students wherever they are.. <i>Dr B Mbambo-Thata (University of South Africa)</i> (Technical) University libraries and public libraries: collaborate to provide access to information for all	CTICC – Terrace room

<p><i>Ms M Heijne (Netherlands Institute for Public Libraries)</i></p> <p>Power and politics in a changing scholarly communication landscape <i>Prof L Czerniewicz (University of Cape Town, South Africa)</i></p> <p>Why I don't use the library <i>Prof JC Cronje (Cape Peninsula University of Technology, South Africa)</i></p>					
<p align="center">LUNCH 12:35-13:35</p>					CTICC
<p>PARALLEL SESSION 1A Blended learning and transliteracy 13:35 – 15:15</p> <p>Blended learning in Library and Information Science (LIS) education and training <i>Mrs M Rajkoomar (Durban University of Technology, South Africa)</i></p> <p>Engineering students' master's thesis practices and blended learning information literacy instruction - A preliminary study of applying contemporary practice theory into examining the practices <i>Mr AM Rousi, Mrs VV Palmgren, Mrs KM Heino (Aalto University Library, Finland)</i></p> <p>Transliteracy, e-learning and nonverbal communication: lost in translation? <i>Mr W Van Wyk and Miss L Thompson (University of Pretoria, South Africa)</i></p> <p>Preparing engineering postgraduates through a research focused advanced information literacy program <i>Ms K Du Bruyn (Vaal University of Technology, South Africa)</i></p>	CTICC – ROOM 1	<p>PARALLEL SESSION 1B Changing spaces 13:35 – 15:15</p> <p>Making the link: new services to support and encourage interaction, collaboration and dialogue at Stellenbosch University Library <i>Ms LC Schoombee (University of Stellenbosch, South Africa)</i></p> <p>iLibrary--an interactive information system for the improvement of virtual library services <i>Mr A Azmitia, Prof Janett Mohnke and Dr F Seeliger (Technical University of Applied Sciences Wildau, Germany)</i></p> <p>Library building renovations: crucial collaborations <i>Dr JC Henning (University of South Africa, South Africa)</i></p> <p>A joint library of two universities case: Lappeenranta Academic Library <i>Ms U Ohvo, Ms I Tahvanainen and Ms M Talikka (Lappeenranta University of Technology, Finland)</i></p>	CTICC- ROOM 2	<p>PARALLEL SESSION 1C E Learning – Skills development 13:35 – 15:15</p> <p>Librarians as active participants in the research process: a report and evaluation of a programme <i>Ms N Crowster (Cape Higher Education Consortium , South Africa) , Dr K De Jager and Prof M Nassimbeni (University of Cape Town, South Africa)</i></p> <p>An Evaluation of a Collaborative, Blended Learning Course for Staff at Monash University Library <i>Dr S Yates and Ms L Smith (Monash University, Australia)</i></p> <p>Just because you have a license doesn't mean you know how to drive! <i>Mr S Moodley Mrs P Gierke, Mr D Thomas and Ms P Govender (Durban University of Technology, South Africa)</i></p> <p>Web 2.0 On Academic Libraries In Southeast Asia <i>Mrs NHA Hazidah (University of Malaya, Malaysia)</i></p>	CTICC – Terrace room
<p align="center">AFTERNOON TEA 15:15 – 15:40</p>					CTICC

<p>PARALLEL SESSION 2A Organizational change 15:40 -17:20</p> <p>"A year from now you will wish you had started today" - Redefining strategy and organization for library automation and content <i>Mr D Forsman (Chalmers University of Technology, Sweden)</i></p> <p>Coming together – a model of integration for the TIB and the University Library of Hannover <i>Mr U Rosemann (TIB, Germany)</i></p> <p>"Adding pearls onto the string" a case study of collaboration providing library services to nursing students at the Cape Peninsula University of Technology <i>Mr S Bangani, Ms P Coreejas-Brink and Dr ME Moll (Cape Peninsula University of Technology, South Africa)</i></p>	CTICC – ROOM 1	<p>PARALLEL SESSION 2B Collaboration in Information Literacy & IATUL Special Interest Group for Information Literacy report 15:40 -17:20</p> <p>Blended learning in information literacy education. How to make the resources stretch? <i>Ms M Talikka and Ms I Tahvanainen (Lappeenranta University of Technology, Finland)</i></p> <p>Collaboration between Academics and Librarians in teaching Information Literacy <i>Mr D Thomas and Mr MO Saib (Durban University of Technology, South Africa)</i></p> <p>IATUL Special Interest Group for Information Literacy Coordinator's report <i>Dr Caroline Leiss (Technical University Munich)</i></p>	CTICC- ROOM 2	<p>PARALLEL SESSION 2C Collaboration, efficiency and performance & IATUL Special Interest Group for Library Organisation and Quality Management report 15:40 -17:20</p> <p>International collaboration for quality: A case study of fostering collaboration across an international network of university libraries through an activity based benchmarking project <i>Mr H Amos and Mr S Hart (University of Otago, New Zealand)</i></p> <p>New trends in tracking research output, collaboration and performance <i>Mrs M Badenhorst (WorldWide Information Services, South Africa) and Philip Purnell (Thomson-Reuters)</i></p> <p>IATUL Special Interest Group for Library Organisation and Quality Management Coordinator's report <i>Ms Debbie Becker (Cape Peninsula University of Technology, South Africa)</i></p>	CTICC – Terrace room
<p align="center">WELCOME RECEPTION 18:00-22:00</p>					<p align="center">Granger Bay hotel School - CPUT</p>

Conference Programme (Day 2) 16 April 2013 (Tuesday)

Programme	Venue
<p>SECOND KEYNOTE SESSION: Developing collaboration 9:00 -10:00</p> <p>The Development and Management of Research Uptake in Sub-Saharan Africa <i>Ms Sara Grobbelaar (University of Stellenbosch, South Africa)</i></p>	CTICC – Terrace room

PRESENTATION OF POSTERS 10:00 -10:50					CTICC – Terrace room
Mobile Library Service at UNISA Western Cape: a case study <i>Ms G Cele (Unisa, South Africa)</i>					
Impact assessment of e-learning initiatives at the University of Jos and the role of information literacy in teaching and learning <i>Ms V Lawal and Dr S Akintunde (University of Jos, Nigeria)</i>					
Cloud computing <i>Dr J Mavodza (Zayed University, Abu Dhabi)</i>					
Library as a Coordinator of University Open Access Initiatives: Institutional Repository in the University Information Infrastructure <i>Ms L Nemeckova, Ms V Pilecka and Mrs H Kovarikova (Czech Technical University in Prague, Czech Republic)</i>					
Service career system: a new approach to manage competencies in an academic library <i>Mrs I Pasanen, Ms M Svahn and Ms E Tolonen (Aalto University, Finland)</i>					
Library support for research, innovation and technology management <i>Mr RP Proske (Cape Peninsula University of Technology, South Africa)</i>					
The use of a virtual library tour to assist first year students in becoming library literate <i>Mr W van Wyk and Dr M Holmner (University of Pretoria, South Africa)</i>					
Acceleration Of Service Delivery By Multiple Collaborations <i>Mrs E Vvedenskaia (Engineers Australia)</i>					
MORNING TEA: VIEWING OF POSTERS 10:50-11:30					CTICC
SECOND PLENARY SESSION: Academic partnerships and beyond 11:30 – 13:10					CTICC – Terrace room
Strategies for gaining and maintaining academic support for the institutional open access repository <i>Mr M Borchert and Ms P Callan (Queensland University of Technology, Australia)</i>					
From cornerstone to capstone: information literacy collaboration across the curriculum <i>Ms F Salisbury and Ms J Corbin and Dr T Peseta (La Trobe University, Australia)</i>					
Getting in bed with our customers: how did we embed our services to push the library mission at Vaal University of Technology <i>Mrs NG Thomas (Vaal University of Technology, South Africa)</i>					
LUNCH 13:10 – 14:10					CTICC
PARALLEL SESSION 3A Special cases 14:10 – 15:25	CTICC – ROOM 1	PARALLEL SESSION 3B National collaboration 14:10 – 15:25	CTICC- ROOM 2	PARALLEL SESSION 3C Innovative use of technology 14:10 – 15:25	CTICC- Terrace room
Student and library services in cooperation <i>Mrs E Nordgren and Dr L Gerén (Uppsala University,</i>		Doing it together for affordable access to scholarly information: a south african perspective <i>Mrs YD Halland (South African</i>		The design of an Alternate Reality Game as capstone course in a Multimedia post-graduate	

Sweden) Assisting students with disability – partnerships between CPUT Disability Unit and CPUT Libraries <i>Mrs P Coreejes-Brink and Dr N du Toit (Cape Peninsula University of Technology, South Africa)</i> The embedded library: a marriage made in heaven or in hell? <i>Dr G Myers and Mrs P Warner (University of the Witwatersrand, South Africa)</i>		<i>National Library and information Consortium - SANLiC)</i> The Human Sciences Research Council's Virtual Library as an Information Hub which ultimately drives the creation of new knowledge through collaboration. <i>Mr MD Frier (Human Sciences Research Council, South Africa)</i> A collaborative partnership: Libraries and Careers Services <i>Ms C Walters and Mr D Casey (University of Cape Town, South Africa)</i>	degree <i>Mr K de Beer and Dr M Holmner (University of Pretoria, South Africa)</i> Towards a holistic analysis tool to support decision-making in libraries <i>Mrs L Siguenza-Guzman, Prof D Cattrysse, Prof A Van den Abbeele, Prof J Vandewalle (KULeuven, Belgium) and Prof H Verhaaren (University of Ghent, Belgium)</i>	
AFTERNOON TEA – VIEWING OF POSTERS 15:25 -16:00				CTICC
GENERAL ASSEMBLY 16:00-17:00				CTICC-Terrace room
IZIKO MUSEUM RECEPTION 18:00-22:00				IZIKO Museum Cape Town gardens

Conference Programme (Day 3) 17 April 2013 (Wednesday)

Programme	Venue
CAPE PENINSULA TOUR & AFRICAN NIGHT EXPERIENCE 09:45-23:00	Table Mountain Around the Peninsula Moyo at Spier

Conference programme (Day 4) 18 April 2013 (Thursday)

Programme	Venue
THIRD PLENARY SESSION Digital content creation, curation and promotion 9:00 – 10:40 Bagan Mural project - Building a robust digital library on Wordpress <i>Mr CYB Chia and Miss NKP Ng (Nanyang Technological University, Singapore)</i> Creation of a Digital African Archive through collaboration <i>Mr. PF Malan (Sabinet, South Africa)</i>	CTICC – Terrace room

Collaborating to develop research data management services and collections <i>Mr M Borchert and Ms S Bradbury(Queensland University of Technology, Australia)</i> Library-Faculty-Vendor Partnership to Create Augmented Digital STEM Research Rubric <i>Ms D Magnoni (Olin College of Engineering, USA) and Ms Jackie Ricords (Credo, USA)</i>	
MORNING TEA 10:40 -11:05	CTICC
FOURTH PLENARY SESSION Creative client services 11:05 – 12:20 Transliteracy at a technical university - an institution-wide collaboration in practice <i>Dr C Leiss (Technische Universitaet Muenchen, Germany)</i> Meeting the users' needs in the access to information : effective collaboration for developing and delivering new user-centered information services <i>Ms I Trtíková, Ms L Nemeckova and Ms M Machytkova (Czech Technical University in Prague, Czech Republic)</i> Hubs and Centers as transitional change strategy for library collaboration <i>Prof T Walters, Mrs J Speer and Mr B Mathews (Virginia Tech, USA)</i>	CTICC – Terrace room
LUNCH 12:20 – 13:20	CTICC
THIRD KEYNOTE SESSION 13:20 - 14:20 Theme C – Future Tense: Technology Trends Affecting Libraries <i>Mr Jay Jordan (OCLC, Ohio, USA)</i>	CTICC – Terrace room
OPEN FORUM – My IATUL 14:20-15:20 IATUL Strategic plan and projects Presentations and Discussions <i>Dr Reiner Kallenborn</i>	CTICC – Terrace room
AFTERNOON TEA 15:20 -15:45	CTICC
CLOSING SESSION 15:45 -16:45 Award presentation – Prize for best poster: Dr Reiner Kallenborn Presentation by Finland for the 35 th IATUL Conference: Mrs Irma Pasanen Closing remarks by Conference Organizing Committee Chair: Dr Elisha Chiware Closing address by President of IATUL: Dr Reiner Kallenborn	CTICC – Terrace room
CLOSING DINNER 19:00-22:00	Pigalle

Social function venues

(Day 1) 15 April 2013 (Monday)



The Granger Bay Hotel School

The Cape Town Hotel School, attached to the Faculty of Business at the Cape Peninsula University of Technology, was established in 1989. The School and The Granger Bay Hotel School Restaurant are situated in the stunning setting of Granger Bay, bordering Cape Town's Victoria & Alfred Waterfront area.

The restaurant is operated by students, providing them with essential education and skills to pursue a career in the hospitality industry in South Africa, and also trains students as accommodation managers, food and beverage managers and professional chefs.

The Granger Bay Hotel School Restaurant is a premium venue for weddings, business conferences and events, and is also open to the public during the week for a la carte lunch and dinner.

(Day 2) 16 April 2013 (Tuesday)



Iziko Museum

The Iziko SA Museum is a South African national museum which located in Cape Town. The museum was founded in 1825, the first in the country. It has been on its present site in the Company's Garden since 1897.

Iziko Museums is a non-profit organization partially funded by the National Department of Arts and Culture. To find out more, please visit www.iziko.org.za

(Day 3) 17 April 2013 (Wednesday)

CAPE PENINSULA TOUR & AFRICAN NIGHT EXPERIENCE



Table Mountain

Table Mountain, recently voted one of the seven wonders of nature, and an iconic image recognized internationally, is situated partly in the Table Mountain National Park, one of a few conservation areas in the world that is entirely surrounded by a city. Table Mountain forms part of the Cape Floral Region, a Unesco World Heritage Site that is one of the richest areas of plants in the world.

Table Mountain National Park has more plant species within its 25 000 hectares than the whole of the British Isles or New Zealand. For visitors, the trip up the Table Mountain Cableway to the plateau one kilometre above Cape Town is not to be missed. To the north there are views overlooking the city, Table Bay and Robben Island, and to the west and south one is looking out on the Atlantic seaboard.



Moyo

Welcome to Moyo – a unique destination for a sophisticated African experience. Inspired by the traditions and values of our ancestors, Moyo is a celebration of, and commitment to, the beauty of Africa and the industry of her people. The famously warm hospitality and modern African ambience makes the Moyo experience an unforgettable one.

“Be transformed and align your body’s rhythm to the calling of the drum...this journey will have you touch, feel, admire and sinfully desire...” Moyo is the realization of one man’s passion for all things African – from art and design to music, cuisine and crafts. In 1998, Jason Lurie started Moyo as a small 120-seater restaurant in Norwood, Johannesburg, serving exceptional African cuisine amidst soulful vibes. Today, live African music and sophisticated African dining are the benchmarks of the seven evocative Moyo establishments

(Day 4) 18 April 2013 (Thursday)



Pigalle

Named after the well known entertainment district in Paris, the Pigalle restaurant is a dinner-dance venue with extravagant décor, fine menu and convivial ambience. Located near Cape Town’s famous Waterfront precinct, the large 250-seat venue also has intimate dining

areas with views of the dance floor. The cuisine is varied with a focus on seafood For further information please visit the website: www.pigallerestaurants.co.za

Keynote speakers' profiles

Conference programme (Day 1) 15 April 2013 (Monday)



How effective national and transnational collaborations are managed: the key lessons from research

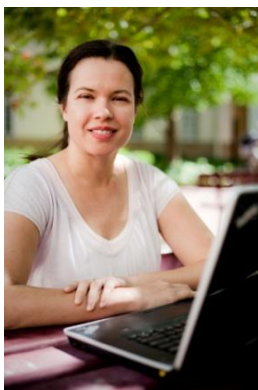
Dr. Siv Vangen

Senior Lecturer and Head of the Department of Public Leadership and Social Enterprise at the Open University Business School, United Kingdom.

Profile:

The Open University is a one of the world's largest universities and a world leader in delivering modern distance learning, and Dr. Vangen is a leading international researcher known for her cutting-edge, award-winning research into the management of inter-organisational collaboration. She has authored many publications on collaboration. In the course of her research spanning two decades, she has worked as a facilitator, consultant, advisor and trainer with policy makers and managers involved in partnerships and alliances in the public, private and not-for profit sectors. The knowledge generated via these settings has been used in a variety of ways by managers and policy makers across many different contexts and organisational settings. Her presentation to the 34th Annual IATUL conference will introduce some key concepts which convey typical challenges of collaboration and look at some of the implications for managing these in practice.

Conference Programme (Day 2) 16 April 2013 (Tuesday)



The Development and Management of Research Uptake in Sub-Saharan Africa

Dr. Sara Grobbelaar

Senior Researcher in the Centre for Research Evaluation, Science and Technology (CREST) at the University of Stellenbosch (South Africa)

Profile:

Dr. Grobbelaar is employed at the University of Stellenbosch (South Africa) in the Centre for Research Evaluation, Science and Technology (CREST). In her role as senior researcher she is involved in a large

scale project funded by the UK's Department for International Development (DFID) to develop capacity in 24 sub-Saharan African universities to improve knowledge utilisation. Dr. Grobbelaar also works as a part-time senior lecturer at the University of Pretoria in the Faculty of Engineering. In this role she works on industry development, technology policy and energy policy issues.

Dr. Grobbelaar holds a Bachelor degree in Electronic Engineering (with distinction), Masters in Computer Engineering (with distinction) and PhD in Engineering all attained at the University of Pretoria. The focus of her PhD thesis was to develop a system dynamics model of the effect of R&D investment on the South African System of Innovation.

In July 2011, Sara completed an MPhil in Technology Policy (with distinction) at the University of Cambridge. During her time in the UK, she was supported by the Oppenheimer Memorial Trust and the Cambridge Trusts. Prior to her MPhil studies, Sara was employed at Frost & Sullivan as consulting project manager for the African office. During her time at Frost & Sullivan she focused on project delivery across industries (ICT, Energy and Power supply, Chemicals Materials and Food, Pharmaceuticals etc.). Highlights from this experience were the development of a dynamic model for forecasting electricity pricing in 8 international markets and the development of a sector development strategy to position Gauteng as a BPO hub.

Conference programme (Day 4) 18 April 2013 (Thursday)



Future Tense: Technology Trends Affecting Libraries

Mr Jay Jordan

President and Chief Executive Officer
OCLC Online Computer Library Center
Dublin, Ohio, USA

Profile:

Jay Jordan became the fourth president in OCLC's 45-year history in May 1998. Jay has overseen a period of remarkable growth for OCLC. Since 1998, the number of libraries participating in the OCLC cooperative has grown from 30,000 to more than 72,000. The number of participating institutions outside the U.S. has increased from 3,200 in 64 countries to 16,215 in 170 countries.

WorldCat, the OCLC bibliographic database, has grown from 38 million records to more than 272 million, and the number of library location listings attached to those records has increased from 668 million to over 1.8 billion.

Under Jay's leadership, OCLC built a new technological platform, introduced new Web-scale cloud services, created a library advocacy program, and introduced new initiatives to make library holdings and libraries more visible on the open Web.

Conference programme (Day 1) 15 April 2013 (Monday)

First Plenary Session: Effective collaborations

Collaboration through partnership at UNISA Library: extending library services to students wherever they are.

Dr. B. Mbambo-Thata

University of South Africa (UNISA), South Africa

Abstract:

UNISA Library service is a network of libraries that spreads across all provinces of South Africa, and a campus in Akaki, Ethiopia. The vision of UNISA "*Towards the Africa UNISA the African University in service to humanity*" inspires the UNISA Library services to go beyond the network of UNISA libraries, reaching students wherever they are. In line with UNISA motto "learn wherever you are", UNISA library services responded by extending its services to students so that they can learn wherever they were with both digital and print content. The library has set up tears of collaboration that extends the reach of branch libraries services via mobile libraries, to public libraries and to multipurpose/tele-centers, thus extending services to reach students who often would not have their own technology to access UNISA's vast digital and print content. The paper discusses the impact of the multi-tiered partnerships of UNISA Library on the learning outcomes. The model utilised at UNISA Library demonstrates the enabling power of institutional vision and an implementation plan that seeks to ensure effective support of students, breaking isolation, and supporting student success. The paper will discuss that in a developing country context, it is not sufficient to avail learning content digitally but that learners often need assistance to get equipment to access digital content, as well providing some content in print.

Profile:

Dr. Buhle Mbambo-Thata is Executive Director of Library Services at the University of South Africa (UNISA). Previously, she served as University Librarian at the University of Zimbabwe. Mbambo-Thata is active in the International Federation of Library Associations and Institutions (IFLA), serving a second term as a member of the Executive Committee of the IFLA Governing Board. She is Chairperson of the ALP Committee. She is a member of the Strategic Advisory Network of the Global Libraries Programme of the Bill and Melinda Gates Foundation. She has served on various committee affiliations including the Library Network of the Association of Commonwealth Libraries, the E-Knowledge Society for Women in Southern Africa (as chairperson), the advisory committees of EIFL Found.net, 2004-2007; the Gender in Africa Information Network 1996-2001 and the Access to Learning Award of the Bill and Melinda Gates Foundation. Her research interests are in women and ICT, ICT applications in libraries and library services on mobile devices.

(Technical) University libraries and public libraries: collaborate to provide access to information for all.

Ms M.Heijne
Netherlands Institute for Public Libraries

Abstract:

University libraries all over the world have managed to acquire access to large databases of scientific information. And many have set up repositories as 'green road open access' to assure free access to their own published academic output, and also in order to pave the way for 'golden road open access' in the longer term. How could these efforts also be profitable for public libraries? Many of them are targeting their services to new user groups such as professionals in many disciplines, who would be very interested to be able to get access to academic information via the public library. And even the general public, being the traditional public library user, has a growing interest in academic information. University libraries could already address access for the general public during their negotiations with publishers. At the same time public libraries could profile themselves towards university libraries as a stepping stone to reach a broader audience and fulfil the demand in academia to create more social and economic value with their scientific results. When looking at technical university libraries the public library could be used as an easy entry point to get more people interested in technical sciences and as a means of attracting more students. The public library will develop into a natural channel for these efforts when both types of library learn to collaborate more.

Profile:

Maria Heijne started her career in 1976. Since 1983, her interests focused on the technological and innovative developments in libraries, such as library automation (Geac Ltd), electronic networking and the very first projects in digital libraries (SURFnet). In 2001 she was appointed as Library Director at Delft University of Technology Library and here she focused on organizational change to adapt the library to the change in the information environment. This resulted in establishing a Library Learning Center, Virtual Research environments and a centre for Research Data Management. In 2011 Maria decided to change focus and moved to the Netherlands Institute for Public Libraries. This institute is responsible for national strategic development and innovation of the Dutch public library environment. Maria is past President of the cooperative network of Dutch University Libraries (2005-2011) and past president of IATUL (International Association of Scientific and Technological University Libraries, 2006-2009).

Power and politics in a changing scholarly communication landscape

Prof. L. Czerniewicz
University of Cape Town, South Africa

Abstract:

The entire scholarship ecology has been changing shape as scholarly practices become digitally-mediated as a norm, and as openness in the higher education terrain becomes more mainstream. Every dimension of traditional scholarly cycles is affected: the conceptualisation of research, data collection and data analysis, the publishing and sharing of findings, as well as the translation of findings through teaching and engaged scholarship. In a context where communication is visible, content now intrinsically includes communication; expectations are for two-way interaction, new relationships are formed and old ones change shape with emergent roles and activities which previously did not exist. Understandings of

impact and value are under scrutiny with the rise of non – traditional outputs and the development of alternative metrics of impact. This presentation will map these changes, provide examples of new tools and trends, and consider the power plays, threats and opportunities for the role players involved.

Profile:

An educator, researcher and strategist, **Associate Professor Laura Czerniewicz** has worked in the field of educational technology at the University of Cape Town for over a decade, previously working in education and publishing in Zimbabwe and South Africa. The founding Director of the Centre for Educational Technology, she is currently the Director of the OpenUCT Initiative committed to sharing scholarly knowledge resources to all with internet connectivity and engaging globally with the open education agenda and scholarly communication issues from a Southern perspective. Her research interests include open education, digital scholarship, students' digitally mediated practices, digital identities, scholarly communication, mobile learning and the field of learning technology as a scholarly domain.

Why I don't use the library

Prof. J.C. Cronje

Cape Peninsula University of Technology, South Africa

Abstract:

I am a user. I was your user. Now I am just a user - of information. You never see me, you never hear from me, yet I am there. Am I there because of you, or am I there in spite of you? I am a rated researcher. I am a prolific supervisor of postgraduate students. I am a contemporary academic. Yet you never see me in the library. It is because of you - but are you to be thanked, or to be blamed? This talk will take a light-hearted look at the way in which contemporary information users find, process and produce information. It will give the audience a perspective of the processes through which these users go, rather than to present a list of tools that they use. Finally, the presentation will provide a useful framework to be used by post-graduate students in their initial engagement with the literature. From this, the presentation will speculate on the role of the librarian or information specialist in a technology-rich environment.

Profile:

Professor Johannes Cronje obtained a Doctorate in Afrikaans Literature in 1990 and then a Masters Degree in Computer-Assisted Education from the University of Pretoria. From 1994 to 2007 he was a professor of computers in education with the University of Pretoria. Currently he is the Dean of the Faculty of Informatics and Design at the Cape Peninsula University of Technology. He has also been visiting professor at Sudan University of Science and Technology, Addis Ababa University, Ethiopia; the University of Joensuu, Finland, and the University of Bergen, Norway. He has supervised or co-supervised 70 Masters and 42 Doctoral students and published more than 38 research papers.

Parallel Session 1A: Blended learning and transliteracy

Blended learning in Library and Information Science (LIS) education and training

Mrs M. Rajkoomar

Durban University of Technology, South Africa

Abstract:

Educators and students have a vital role to play as being in control of the education process. Introducing blended learning could be one of the means of improving the quality of teaching and learning in higher education. Blended learning has become an emerging and prominent delivery mechanism and approach to course design in higher education. The core interest in blended learning lies in the need to provide more engaged learning experiences with recognizing the potential of the Internet and information and communications technology. Information and communications technologies (ICTs) have had a profound impact in the Library and Information Science (LIS) field. The LIS sector is deeply rooted in digital technology; therefore the use of digital technologies requires thoughtful and thorough integration into pedagogy that reflects carefully articulated instructional and learning outcomes. These changes need to lead to changes in curriculum content as well as in methods of teaching and learning. This paper explores rethinking the purpose of current teaching and learning practices in LIS education and training and examines teaching and learning strategies using technology-enhanced teaching and learning. The paper reports on a doctoral study adopting a mixed method approach by implementing both qualitative and quantitative research methods in order to explore the educational and pedagogical issues in blended learning. The study explored transformative and interactive teaching and learning practices in LIS education developing a framework for designing and implementing blended learning in LIS education.

Profile:

Mogiveny Rajkoomar is a lecturer in the department of Information and Corporate Management at the Durban University of Technology.

Engineering students' master's thesis practices and blended learning information literacy instruction – a preliminary study of applying contemporary practice theory into examining the practices

Mr A.M. Rousi

Mrs V.V. Palmgren

Mrs K.M. Heino

Aalto University Library, Finland

Abstract:

This preliminary study examines the application of contemporary practice-based approaches to generate data for guiding the design of information literacy learning environments. This preliminary study was conducted by interviewing three engineering students who were participating at the Tools for master's thesis course arranged by Aalto University Library's Otaniemi Campus Library. The interview's structure

was two-fold, as it first sketched out the participant's master's thesis practices through Schatzki's site ontology and secondly examined the perceived value of different information literacy learning tasks on the latter. The master's thesis practices of the interviewees were networked in complex ways with e.g. economic life and the interviewees invested much in them. Two of the interviewees worked with their thesis full-time with surroundings and tools provided by their employer. The interviewees valued the lecture, which comprised of narratives of completed master's thesis projects and the lecture of scientific writing. From the asynchronous online learning tasks, the interviewees valued the information retrieval task and the concept map exercise. Spatial library spaces could be provided with asynchronous content such as descriptions of the library services through the tasks of the central user groups and e.g. introductory videos to information retrieval techniques. These contents could be spatially located so that they would serve as facile entrance points to the mobile digital library. The practice-based approaches seem to provide a fertile way of examining student learning and insights gained through them may prove to be valuable in designing new information literacy learning environments.

Profiles:

Antti Rousi. Information specialist at Aalto University Library, Otaniemi Campus Library (former Helsinki University of Technology Library), Finland, PhD student at the Research Centre of Information Science and Interactive Media, School of Information Sciences, University of Tampere, PhD thesis in preparation examines the information-seeking of university students.

Virpi Palmgren. Information specialist at Aalto University Library, Otaniemi Campus Library (former Helsinki University of Technology Library), Finland, responsible for curriculum based information literacy programs in the schools of science, author and co-author of several papers in international conferences.

Kirsi Heino. Information specialist at Aalto University Library, Otaniemi Campus Library (former Helsinki University of Technology Library), Finland, co-author of several papers in information literacy conferences, special interest area training international students

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Transliteracy, e-learning and nonverbal communication: lost in translation?

Mr W. Van Wyk

Miss L. Thompson
Vaal University of Technology, South Africa

Abstract:

The changing requirements of users in respect of service provision require that libraries use "state of the art" technology. The changing needs of the 21st Century user have arisen through advances in technology, research, teaching, learning, communication and more, therefore, libraries are required to change in order to keep up with the evolving needs of their clients (ACRL, 2006; Thomas et al. 2007). Amongst these changes, a need for a new literacy has arisen, namely "transliteracy", which according to Thomas et al. (2007), is "the ability to read, write and interact across a range of platforms, tools and media from signing and orality through handwriting, print, TV, radio and film, to digital social networks". Consequently, librarians also need to be transliterate. The continuing education that this necessitates can

be achieved using the technologies with which many of the users are familiar such as eLearning, virtual learning, and so on, made possible by the modernization of education by ICT's (Punie, Zinnbauer & Cabrera, 2006; Van Brakel & Chisenga, 2003). When using ICT's for communication and education, nonverbal communication can be neglected (Hollingshead, McGrath & O'Connor in Shachaf, 2007). As nonverbal communication accounts for about 65% of successful communication (Steinberg, 2007), this is extremely problematic. The gap in information transmission created through ignoring nonverbal communication needs to be addressed in the ever escalating methods of electronic service delivery as well as in transliteracy education. As a consequence of globalisation, nonverbal communication should be part of the LIS curriculum worldwide. It has been established that nonverbal communication in LIS Information Organisation and Representation practicals is vital for the success of the learning opportunities and LIS professionals to need understand the importance of nonverbal communication, otherwise effective service delivery can be severely hampered. As a profession, we ignore nonverbal communication at our peril.

Profiles:

Werner van Wyk is a junior lecturer in the Department of Information Science at the University of Pretoria in South Africa. His research interests lie in the field of Non-verbal communication, ICT for Development, Information and Knowledge Society, Indigenous Knowledge as well as Curriculum Development. He is currently doing a MIT degree at the University funded by the Carnegie Program. His interest in nonverbal communication resulted in an honours research project on the effects of nonverbal communication in a classroom setting. He has presented various papers at national and international conferences such as the University of Zululand Annual Information Science conference, the BOBCATTTS conference and at a pre-ECIS SIG GlobDev workshop. Mr van Wyk teaches courses related but not limited to these fields at undergraduate level.

Lisa Thompson has been a lecturer in the Department of Information Science at the University of Pretoria in South Africa since 1999. Her teaching experience ranges from information literacy, information retrieval and representation to information for communication. Another area of interest is educational theory and practice.

Preparing engineering postgraduates through a research focused advanced information literacy program

Ms K. Du Bruyn
Vaal University of Technology, South Africa

Abstract:

Efforts to improve information literacy levels in academic institutions are often focused on undergraduate students, and mostly address the improvement of information retrieval skills. This practice is also evident in information literacy programs offered for postgraduate researchers, if offered at all. Although there have been radical transformations in scholarly communication and practice in recent years, there is still an assumption among many, that researchers on postgraduate level are sufficiently information literate to deal with the new challenges. A gradual awareness of the unique needs of postgraduate researchers in a dynamic and demanding academic environment is, however developing. The aim of the doctoral study of

which this paper forms an exploratory component, is to determine what an advanced information literacy program for postgraduate engineering students should entail, and to propose a design accordingly. This paper will report on the foundational exploration required to determine what an advanced information literacy program for postgraduate engineering students should entail. This includes: (1) a basic conceptualization of advanced information literacy; (2) a review of reports of information literacy programs aimed at postgraduate researchers; (3) the identification of advanced information literacy activities during the research process; and an encapsulating conceptualization of advanced information literacy, building on (1) – (3), to direct data collection from postgraduate engineering students on their research information needs and skills. The latter will be presented as an exploratory framework for conducting the study.

Profile:

Karien du Bruyn completed her Library and Information Science degree (B.Bibl) at the North West University in 1992. She is permanently employed as a Subject Information Specialist for the Engineering Faculty at the Vaal University of Technology since 1994. She completed a Masters degree in 2004 and is currently enrolled for her Phd Information Science at the University of Pretoria. Since information literacy is currently a focus point in her career, she has also completed the Advanced Diploma in Higher Education teaching qualification from the University of the Free State in 2011. She is currently enrolled for a course in supervision (Strengthening Doctoral Supervision, funded by the Netherlands Organization for International Cooperation (NUFFIC)).

Parallel Session 1B: Changing spaces

Making the link: new services to support and encourage interaction, collaboration and dialogue at Stellenbosch University Library

Ms L.C. Schoombee

Stellenbosch University Library, South Africa

Abstract:

Collaboration is emerging as an important factor in the advancement of science and scientific output. Paying heed to this development, libraries face the challenge of providing services to facilitate collaboration amongst researchers, which will ultimately result in increased research output.

The purpose of this paper is to describe the opportunity for, and realisation of, library services that facilitate research collaboration as a means of addressing institutional goals to increase research output at Stellenbosch University Library and Information Service (SULIS). The paper describes services and solutions explored by SULIS to support the growing trend of research collaboration. The paper looks at the three service paradigms (1) spaces and facilities conducive to collaboration (2) creating awareness of collaboration opportunities and (3) bibliometrics, as examples of services that encourage and facilitate research collaboration and networking. The paper affirms the correlation between research collaboration and research output and shows that opportunities exist for libraries to assist researchers in finding suitable collaborators and for making facilities available for researchers to network, engage and work together. Using concrete examples, this paper demonstrates how libraries are able to respond to new trends in science, address institutional goals and establish a new role for librarians. "Making the link"

suggests more than connecting researchers. It also suggests recognising paradigm shifts, embracing the dynamic academic environment, aligning actions with institutional goals and creating services that blend them together.

Profile:

Lucia Schoombee is head of Research Support and Communication at Stellenbosch University Library and Information Service. Prior to her appointment in 2011, she worked successively as head of Circulation, Planning and Marketing, and Web Services and Marketing at this Library. In 2010/2011 she participated in the Research Library Consortium Programme, funded by the Carnegie Corporation of New York (CCNY), which included a three month internship at the University of Washington, Seattle. Apart from providing research support services in the Library's Research Commons, she is responsible for compiling a workshop programme for postgraduate students, developing collaborative partnerships and expanding research support services. She holds a BBibL degree from Stellenbosch University.

iLibrary – an interactive information system for the improvement of virtual library services

Mr A. Azmitia

Prof. J. Mohnke

Dr. F. Seeliger

Technical University of Applied Sciences Wildau, Germany

Abstract:

The iLibrary system is an independent extension of the existing iCampus Wildau project, which was introduced at the IATUL conference 2012. It is dedicated specifically to improve the processes and services of the university's library for students and faculty. As a modern and interactive multimedia information system it makes the library's services more present and accessible to all users. In addition, the development and implementation of new software and hardware components does not only enable the improvement of existing services and processes, but also allow the creation and integration of new ones, thus improving the overall user experience. First of all, an application for Apple (iOS) and Android mobile devices has been developed and undergone initial testing. The application gives mobility to the users whilst searching and locating media, as well as access to the user's account and allowing him/her, for example, to extend a loan period. The mobile application also allows users to access book details by accessing them through the search module or by scanning the book's barcode. Said details include general information, such as author, title and eventually a short summary, as well as aggregated information, such as the book's current availability status and user given reviews. In a near future, users will also be able to have an overview of the workroom reservations and availability and the possibility to locate library staff.

Furthermore, the possibility of indoor localisation and navigation is made available by the conjunction of two separate systems. A server application is responsible for the shortest path calculation, whereas the semi real-time localisation is based on a system, which calculates the mobile terminal's position through triangulation of RFID signals. This method allows a very accurate localisation of a still target and a margin of error of approximately five to ten meters of a moving target. There is still much room for improvement,

but the proof of concept is there. The next milestone is the development and implementation of a software application for a multi-touch display. This 70 inch multi-touch screen will serve as a central information point for users and thereby replacing the conventional information boards. The application will include access to the same services as the mobile app, but will include other information; for example a three dimensional representation of the library, which will allow users to have a better overview of the library's layout and the depiction of available sitting spaces. Other general information such as frequently asked questions, how-tos and photos, videos and audio recordings of past events will also be available. A future plan is the installation of tablets and/or touch-screens in certain sitting places, in order to allow users who do not bring a mobile computer to still be able to use the named services and have access to the thousands of e-books made available by the library. All parts of the system have been developed by students of the university. In this paper, we will explain the overall idea of the iLibrary system in more detail. We will describe its features, and discuss our first experiences using the system.

Profiles:

Alfredo Azmitia studied telematics at the University of Applied Sciences Wildau in Wildau, Germany. In anticipation of concluding his Master thesis at the end of April 2013, he received the 2012 DAAD award for outstanding achievement by foreign students in German universities. Besides his work experience in Berlin and Brandenburg, he has worked in St. Petersburg as an IT engineer and graphics developer, and in network planning in his home country Guatemala. His interests and expertise are in web technologies, developing front-and-back-end logic and design for web and mobile applications, as well as 3D modeling.

Janett Mohnke studied computer science at Humboldt University in Berlin, Germany. She received her diploma in 1991 and her PhD in 1999. For several years, she has lived in and worked at different, interesting places like Saarbruecken in Germany, Princeton and Stanford in the U.S.A., and finally Berlin in Germany again. Since 2008 she has been professor of technical computer science at Technical University of Applied Sciences in Wildau (which is close to Berlin in Germany) teaching students who want to become experts in building telematics systems. Her research interests are focused on several aspects in the field of embedded systems, parallel computing, and mobile information systems.

Dr. F. Seeliger has since 2006 been the head of the academic library at the University of Applied Sciences Wildau, a town in the Federal State Brandenburg, located on the outskirts of Berlin. He deals, among other things, with all topics of interest regarding RFID- and IT-developments at the institution. Since 2008 he has organised an annual two-day symposium with the motto "*RFID and beyond*" for German-speaking and English-understanding (or native and non-native English speaking) librarians. Furthermore, he is a member of a librarian-specific standing working committee in Germany (adopter group "RFID in libraries"). On top of this, he is very interested in following and adopting in his own library context a lot of open source solutions and testing new developments to manage LMS/ILS, self-check-systems, intranets, to present visuals.. He is also currently the Vice-Chairman of the Regional Association of the Federal State Brandenburg in the German Library Association (Deutscher Bibliotheksverband e.V.).

Library building renovations: crucial collaborations

Dr. J.C. Henning

University of South Africa (UNISA), South Africa

Abstract:

The purpose of the paper is to share information on the importance of collaborating across sections to ensure successful planning of academic library buildings and facilities. The focus will be on the nature of collaboration with internal stakeholders in the various stages of the process. It will highlight the purpose of the collaboration in each stage, list the relevant stakeholders and their roles, highlight the challenges and ultimately conclude with the benefits of the collaboration. The specific relationships and agreements with internal stakeholders such as the library staff, students, and academics, ICT, Procurement and University Estates will be presented. The paper will briefly refer to collaboration with external stakeholders (architects, other librarians, the project manager and vendors). The nature of the collaboration during the initial research phase, consultation, establishment of requirements, compilation of specifications, determination of costs, compiling of proposal, presentation and motivation will be discussed. Attention is given to technology requirements in an Open Distance e-Learning Library. Although it focuses on the comprehensive renovation project of the libraries at the University of South Africa, the information is relevant for residential institutions that plan renovations in an online teaching and learning environment as well. Within its strategies to improve throughput and retention, to enhance service levels to students and to establish UNISA as the leading provider of ODL teaching and learning, the university invested in the renovations of its libraries in the Muckleneuk and Florida Campuses.

Profile:

Dr. JC Henning is the Deputy-Executive Director of the University of South Africa (UNISA) Library, responsible for the library operations with a special focus on Open and Distance Library Services, Quality Assurance and corporate projects. She has served on the Executive of the Higher Education Libraries Interest Group of the Library and Information Association of South Africa (LIASA). She was a member of the LIASA Gauteng North Executive Committee and has been elected to the National Executive Committee of LIASA as National Secretary. She has a keen interest in distance library services and library consortia and has presented various papers on these topics locally and abroad. Dr Henning obtained a masters' degree on the role of academic libraries in research and a doctorate on user education in distance education library services.

A joint library of two universities case: Lappeenranta Academic Library

Ms U. Ohvo

Ms I. Tahvanainen

Ms M. Talikka

Lappeenranta University of Technology, Finland

Abstract:

The number of universities and universities of applied sciences has been cut down in Finland. This process will be the future trend. Different levels of collaborative work are going on in order to find new forms of organizing library services. In 2011 Lappeenranta University of Technology (LUT) and Saimaa University of Applied Sciences (SUAS) set up a joint library, Lappeenranta Academic Library (LAL).

Arrangements and planning were carried out in 1,5 yrs. The project was many-sided as a joint library was to be created, not to merge two universities. The Academic Library is a part of LUT organization and the library personnel is employed by LUT. Library services in general are equal, but different needs can also be taken into account. Demands on services for researchers, teachers and students may differ depending on university, but generally all services are available to members of either organization. Printed collections are combined but electronic collections are still separate. Databases are licensed to organizations, not libraries. There are double agreements on licenses. The fact that there are separate networks in library premises is problematic. In electronic licenses no savings are achieved, but the situation is better in print collections. Also less people work in the library now as the services have been adjusted. The library serves new fields of science now. This process forced the staff to a learning process. Librarians have to understand the thinking in distinct fields of science. The data administration departments work together, too. A forum has been set up to highlight questions and problems concerning joint libraries such as the status of personnel, consortium level actions and licensing of electronic material. Joint libraries are one answer to resource problems of libraries in the future.

Profiles:

Ulla Ohvo M.Soc.Sc. has served as library director of Lappeenranta Academic Library since 2011. From 1997 she worked as an information specialist at the Lappeenranta University of Technology library and as an information services manager at the Saimaa University of Applied Sciences library. Before entering the library world she experienced various projects in the field of data processing at the University of Kuopio and at public health IT services for about fifteen years. Service production development is one of her main interests at the moment.

Iris Tahvanainen M.Sc. has served as an information specialist in the Lappeenranta Academic Library since 2011. She worked from 1995 as an information specialist and library director at Espoo-Vantaa Institute of Technology and at Helsinki Metropolitan University of Applied Sciences. She has planned and organized merging processes of two libraries, Espoo-Vantaa Institute of Technology and Helsinki Polytechnic during 2009-2010. She has been participating in Finnish library cooperation and developing activities in many areas. Her professional interests are e-materials, bibliometrics, and follow up of technology development.

Marja Talikka M.Sc. (Engineering) has served as an information specialist at the Lappeenranta University of Technology Library since 1991. The content of her work has changed from doing searches to teaching how to search and use information. She has been a member of the Information Literacy Network of Finnish University Libraries which carried out (2004-2006) a national project to create recommendations for an information literacy curriculum which aimed at integrating IL into academic studies. At the moment the project is working on the revision of these recommendations.

Parallel Session 1C: E Learning – skills development

Librarians as active participants in the research process: a report and evaluation of a programme

Ms N. Crowster

Cape Higher Education Consortium (CHEC), South Africa

Dr. K. de Jager

Prof. M. Nassimbeni

University of Cape Town (UCT), South Africa

Abstract:

The authors were approached by CHEC with a request to design and facilitate a learning event for the Consortium, consisting of a programme that would expose mid-career librarians to the principles and practice of research librarianship. It had to be specifically intended to enhance librarians' understanding of the research process and to encourage their willingness and ability to support research in their own libraries. In planning the intervention, the aim was to maintain a balance between theoretical input and opportunities for workshop activities, taking into account both inputs from specialists in the higher education sector and the research landscape, and authorities on the LIS sector with knowledge of the trends and programmes in the field of research librarianship. A particular concern was to create opportunities for participants' interaction and active engagement in research activities, to encourage inter-library networking with a view to creating collaborative spaces for the participants, and to break down existing silos between the different institutions. National higher education experts, library directors at research universities and senior members of the NRF agreed to participate. The programme was conducted with 25 participants in July 2012, and focused on the research landscape and scholarly communication in South Africa, and on an understanding of the challenges inherent in the world of the researcher. The skills sets required of research librarians were identified, and opportunities were provided for participants to understand the link between problem solving in the library and framing their own research projects. Participants' feedback was requested after each presentation and an exit survey was mounted online, which participants completed in their own time shortly after the programme. This presentation will discuss the programme and its evaluation in an attempt to illustrate that it is indeed possible to mount a manageable intervention that could enhance collaboration between librarians and researchers, make a real difference to the research support provided by librarians and potentially benefit the research output at South African higher education institutions.

Profiles:

Karin de Jager teaches in the Library and Information Studies Centre at the University of Cape Town, where she obtained her PhD. Her research interests include research support, library performance evaluation and information literacy. She is a member of the ISO Working Group that is developing standards for impact assessment in libraries.

Mary Nassimbeni teaches in the Library and Information Studies Centre of the University of Cape Town. Her research interests include: LIS policy development, public library assessment, early childhood literacy. She is a member of the National Council for Library and Information Services.

Nikki Crowster, a librarian, is currently employed as Coordinator for the Cape Library Consortium (CALICO). Areas of responsibility include management of the consortium's shared systems. Her research interests are socio-informatics and educational technology.

An Evaluation of a Collaborative, Blended Learning Course for Staff at Monash University Library

Steven Yates

Ms L. Smith
Monash University, Australia

Abstract:

This paper describes Monash University Library's evaluation of a collaborative blended learning course conducted through the Moodle learning management system (LMS). The course was designed to develop staff capability in working collaboratively with each other and with University stakeholders to create e-learning activities and resources for student learning.

Monash University Library contributes to teaching and learning within the curriculum through its information research and learning skills programmes and resources. The Library works with partners across the University to develop and implement e-learning activities and content to reach a wider group of students, to extend learning beyond the classroom and to create enriched modes of learning and skill development for all students. To develop capability in Library staff a number of activities are undertaken, such as workshops, and in person, phone and email consultations, and guidance provided through templates and software to facilitate the creation process.

The 'Design and Develop an E-Learning Module' course reported in this paper is a staff development initiative successfully conducted as a pilot in 2011 and again in 2012. The course design is social constructivist with authentic learning activities contributing to the creation of real life artefacts, such as mind maps, storyboards, multimedia, and learning activities.

The evaluation uses a mixed methods methodology. An evaluation was conducted after the pilot course in 2011 in which a number of recommendations were made to improve the course design and implementation. These recommendations were implemented in the 2012 course. This paper reports the results of the 2012 course evaluation using expert reviews, observations, focus groups and a description of the artefacts produced to determine if the recommendations have improved the course.

Profiles:

Steven Yates is the E-Learning Coordinator at Monash University Library, which has branches across Victoria, Australia and two overseas branches. His role is to develop and integrate e-learning and blended learning within the information research and learning skills programs conducted by the Library, as well as to develop staff capability in e-learning development as part of the University's blended learning model.

Steven has worked as an e-learning developer and team leader in the online gaming industry in South Africa, as an educational IT consultant and lecturer in a postgraduate digital media program for a University in South Africa, as an EFL teacher in China, and as an instructional/educational designer and consultant in Australia.

Lisa Smith is the Director, Client Services – Humanities and Social Sciences, at Monash University Library. Her portfolio includes oversight of the Library's engagement with the University's education agenda, including through information research skills, learning skills and e-learning, with a number of faculty areas, and broad oversight of several branch libraries. She is also the University Copyright Officer. Her previous roles include Law Library Manager and subject librarian.

Just because you have a licence does not mean you know how to drive!

Mr. S. Moodley

Mrs. P. Gierke

Mr. D. Thomas

Ms P. Govender

Durban University of Technology (DUT), South Africa

Abstract:

The role of the Staff Training and Development Committee of the Durban University of Technology Library is to facilitate both general and specific on-the-job-training for all library staff. The members of this Committee have been involved in training and development of library staff; LIS students and also other library professionals for many years. This exposure has highlighted a number of challenges both within the DUT Library and the LIS sector workplace, generally. One of major concerns is the gap between professional skills acquired through an academic qualification and the professional skills needed in the workplace and the impact of this in the workplace. Further, as in the case of the DUT, the high turnover of library professionals in recent years has necessitated an environment of continuous training and retraining. This paper deliberates the preparedness of LIS professionals entering the workplace and considers the burden placed on institutions not only to train and retrain but also to develop these professionals. It takes a pragmatic approach, with the authors offering a number of recommendations that could steer libraries towards becoming learning organisations, in collaboration with the South African professional body LIASA, and library schools. Citing the example of Singapore's PDS (Professional Development Scheme) certification point system – and the Australian professional body ALIA's Professional Development scheme for recognition and licensing of librarians – and the need for carefully monitored and mentored post-graduate internships in the workplace – this paper could stimulate discussion around a formal proposal to research and overhaul the approach to determining the bases for recognising professionals and professionalism within the sector. The issue of the individual's responsibility for investing in their own professional development, whilst touched on, is another topic that merits a separate paper entirely....and research in its own right!

Profiles:

Sagren Moodley is the DUT Library Manager for IT Innovation and Development and also the co-ordinator of the Staff Training & Development Committee. Sagren completed both the UNESCO and Carnegie train-the-trainer programmes.

Trish Gierke is a Cataloguer at DUT Library and serves on the Staff Training & Development Committee. Trish is a member of SA RDA Steering Committee and serves on the Training Task Team for RDA implementation in South Africa.

Pam Govender works in the DUT Library IT Department, where she handles the Library's web presence. Pam has been involved in staff training for many years, and was one of the chosen few who attended the DoE/EU train-the-trainer programme.

David Thomas is the DUT Library Training Librarian whose responsibilities include the development of learning material for the Library and the training of subject librarians. He recently completed the Carnegie CALL and train-the-trainer programmes.

Web 2.0 on Academic Libraries in Southeast Asia

Mrs N. H. A. Hazidah

University of Malaya Library, Kuala Lumpur

Abstract:

The presence on Web 2.0 has significantly changed the role of the library and the way librarians interact with their users. Depending on the needs of the library, different Web 2.0 applications are used for different purposes and definitely will have different impacts on the users. For instance, streaming media such as YouTube has been the most popular video-sharing application that allows users to post personally developed videos/recordings or video tutorials to train users how to use library resources and access various services in their library. Social media such as Facebook is commonly used to interact with users, sharing library news or events, sharing pictures as well as marketing library services. This paper examines the implementation of Web 2.0 applications on academic library websites from Southeast Asia which have an LIS (Library and Information Science) programme. Seventy three library websites were sampled and analyzed by using a desktop survey. The findings revealed that the order of popularity of Web 2.0 applications implemented on the websites is Facebook, Twitter, RSS and Messenger. An application less widely used is a Wiki. In summary, the application of Web 2.0 is still not widely used in academic library websites throughout Southeast Asia.

Profiles:

Nor Hazidah bt. Awang is a librarian at Universiti Malaya Library. She is attached to the Academic Service Division of the library since 2007. She is also a Liaison Librarian for the Faculty of Computer Science and Information Technology at the university. She has published several articles about library and information sciences and recently presented papers for three separate conferences, namely IFLA International Newspaper Conference in 2011, an International Conference on Libraries (ICOL 2012) and Conference on GenNEXT Libraries, Brunei in 2012.

Parallel Session 2A: Organizational change

"A year from now you will wish you had started today" - Redefining strategy and organization for library automation and content

Mr D Forsman

Chalmers University of Technology, Sweden

Abstract:

There is a need for a new breed of organisation and strategy in a changed landscape for library systems, acquisitions and discovery. This paper presents Chalmers library re-organisation and a strategic viewpoint of library systems, acquisitions, cataloging, inter-library loans, web presence, social media, library automation (systems) based on a complete overhaul of those areas to prepare us for a changed paradigm of how library systems and media is delivered to our organisation and users. For more than ten years electronic content has dominated the collections at Chalmers. Today 98% of the annual media budget is spent on electronic resources. Software and data as a service has changed the infrastructure for library automation and content delivery. Media and systems are merging in the Cloud with vendor promises of lower total cost of ownership and dealing with demand driven acquisition. We have passed the tipping point and these services are being rolled out to libraries globally. This paper focuses on how the library at Chalmers University of Technology has evaluated its current library automation systems and workflows with the ambition to better understand what we need from the next generation library systems, defining a systems strategy for the coming 3-5 years and how to cope with the flood of digital content available to our users and our selection process as we build relevant collections for our user community. The paper continues results presented in a paper at IATUL 2012 in Singapore, "Change as a Service: Challenges and Effects of a New Paradigm for Library Systems and Content Infrastructure", but where that paper focused on the trends and progress of the library, this paper is focused on the changes to our workflows and organisation as a result of the development in the content and system infrastructure.

Profile:

As Head of the Department for Library Information Resources and Discovery at Chalmers University of Technology, **Daniel Forsman** leads initiatives on Library systems, web and social media presence, cataloguing, inter-library loan and acquisitions. Chalmers Library has just completed a nationwide systems evaluation project, mapping library system dependencies, statistical trends and evaluating current workflows. The result is a local strategy for the adoption of emerging, cloud-deployed library systems focusing on merging electronic and print collections. Current development projects include a new website developed using web services and agile development. Daniel has been involved with library systems and the development of electronic services at Chalmers University of Technology, Jönköping University and Örebro University, working with services from several vendors and adapting them to local needs.

Coming together – a model of integration for the TIB and the University Library of Hannover

Mr U Rosemann

German National Library of Science and Technology (TIB), Germany

Abstract:

TIB (the German National Library of Science and Technology) and UB (University Library) Hannover have been collaborating successfully within an organisational and spatial association for over 40 years, whereby each institution had its own business and staffing plans. In 2015, the two libraries are set to fully merge together whilst, at the same time, obtaining its own independent legal status, creating the basis for a joint strategy, as well as joint organisation and personnel development. The merger of the two libraries

requires a great deal of preparation in a wide range of problem areas: legal issues in matters related to personnel, tax matters, installation of a joint financial management system (SAP), implementation of joint business management tools (balanced scorecard), organisation of a naming process with the subsequent realisation and major reorganisation of the departmental and team structures. The merger of the two libraries will create a win-win situation for stakeholders and customers/users alike. TIB also intends to expand its research capacity in the future, aiming to fill the first information science professorship in cooperation with Leibniz Universität Hannover in 2014. This chair – together with several PhD positions – will form the nucleus of an independent research division which, hand in hand with the library's product development division, will attend to new methods and services in the context of digital textual and non-textual knowledge objects. In parallel to this, a number of areas will be significantly strengthened: The new library will assume co-ordination of the learning space development for the entire Leibniz Universität Hannover, giving an important boost to the area of information expertise at the university. As part of the new Competence Centre for Non-Textual Materials, it will also work closely with the university's eLearning Centre, offering infrastructure services for text and data repositories.

Profile:

Uwe Rosemann studied mathematics at the University of Bielefeld. He began his professional career in 1980 as a subject specialist in mathematics and computer science at Bielefeld University library, and since 1998 he is the head of TIB. Uwe Rosemann has managed large-scale, third-party funded projects and has worked for the German Research Foundation (DFG) and the Federal Ministry of Education and Research (BMBF) on various boards and committees. He is a member on several scientific advisory boards and commissions. Uwe Rosemann publishes articles and holds lectures on themes related to the management of libraries, digital libraries and copyright law.

“Adding pearls onto the string”: a case study of collaboration providing library services to nursing students at the Cape Peninsula University of Technology

Mr S. Bangani

Ms P. Coreejes-Brink

Dr. M. Moll

Cape Peninsula University of Technology (CPUT), South Africa

Abstract:

Due to the restructuring of the higher education landscape in South Africa resulting from the new constitution adopted in 1994, a particular relationship has arisen regarding the training of nurses in the Western Cape. This relationship has resulted in collaboration with regard to the initial training of nurses being developed between the Western Cape College of Nursing (WCCN), a body of the Provincial Government of the Western Cape, and the Cape Peninsula University of Technology (CPUT). Starting in 2006, the initial collaboration saw all staff at the Nico Malan campus of WCCN in Athlone, at that stage their only campus, being WCCN personnel. The students, on the other hand, were registered as CPUT students, and there was only an initial liaison staff presence from CPUT. Due to initial problems in the provision of library services, CPUT Libraries were asked to intervene and assist at Athlone and have had staff on site since then. This has not proved to be a static relationship, however, with the mandate of the

WCCN undergoing changes. These changes have resulted in a geographic decentralization of training falling under the aegis of WCCN, with training sites being established at Worcester in 2010, and George from 2013. Students at these sites are also CPUT students and are therefore entitled to similar facilities and support as other students on the larger campuses - and this includes library services. This paper explores the collaboration between WCCN, the CPUT Faculty of Health Sciences and CPUT Libraries in providing library services to these new service points. The different roles of each in the provision of staffing, operational budgets, collection development and premises are all discussed. In addition the sensitive nature of the relationship between CPUT Libraries and the different role-players and how this impacts service delivery is also looked at. Although restricted to nursing education, the lessons learned in the value of collaboration can be applied on a wider scale.

Profiles:

Siviwe Bangani worked as an information librarian for African languages at UCT from 2003-2008. A lack of African language books inspired him to write a Xhosa novel, which was published in 2007. He is busy with his second Xhosa novel. He worked at CPUT as an engineering faculty librarian from 2009 till 2011. Siviwe is currently working as a branch library manager at Athlone Nursing Campus of CPUT.

Dr Michiel Moll is the Deputy Director of CPUT Libraries. In charge of operations at all sites, the need to collaborate with role-players both within the institution, and those outside, plays an important role in the way that he enables CPUT Libraries to operate at its 11 sites of delivery.

Petro Coreejes-Brink is a senior librarian at the Cape Peninsula University of Technology (CPUT). She was a faculty librarian for 9 years and has been part of the library management team for the last 7 years. As senior librarian she is responsible for 9 small branches and also the community outreach projects of the library. She is a graduate of the University of Stellenbosch, where she completed a B.Bibl (1995), BA (Hon) (1997) and a MA (2001). She serves on the management boards of a number of professional societies including the S.A. Society for Cultural History, Genealogical Institute of South Africa and the Genealogy Society of SA. She is a professional member of the editorial board of *SA Journal for Cultural History*.

Parallel Session 2B: Collaboration in Information Literacy & IATUL Special Interest Group for Information Literacy report

Blended learning in information literacy education: how to make the resources stretch?

Ms M. Talikka

*Ms I. Tahvanainen
Lappeenranta University of Technology, Finland*

Abstract:

Many small university libraries struggle with lack of resources for teaching information literacy (IL) skills to the students. There is not enough time or personnel to reach all the students in need of IL education. On

the other hand, the faculties expect students to use high quality academic information sources while writing their papers. However, the teachers have neither time nor knowledge to instruct their students in information retrieval. The paper describes one solution model to the problem. In the Lappeenranta University of Technology the library personnel have created an IL education package which requires few resources but works well in teaching university students. It can be tailored easily to meet the needs of different faculties. The package consists of a short pre-assessment, a lecture, and a practice session in a computer classroom. Based on that, the teacher tailors the lecture material package by focusing on the issues which are the most unfamiliar to the students. During the practice session, the teacher instructs the students on searching information on their own subjects. The required resources per group are one teacher who reads the pre-assessment answers and gives the lecture and one or two instructors in the computer class. IL education is integrated in the curriculum. The faculty and the library cooperate closely in planning the sessions. The pre-assessment is linked with the subject of the course which motivates the students to complete it. When the students produce collective answers using social media, they learn from each other and the teacher has fewer papers to read.

Profiles:

Marja Talikka M.Sc. (Engineering), Helsinki University of Technology. Information specialist, Helsinki University of Technology, Institute of Continuing Education (1986). Marja has served as an information specialist at the Lappeenranta University of Technology Library since 1991. The content of her work has changed from doing searches to teaching how to search and use information. She has been a member of the Information Literacy Network of Finnish University Libraries which carried out (2004-2006) a national project to create recommendations for an information literacy curriculum which aimed at integrating IL into academic studies.

Iris Tahvanainen M.Sc. in applied geophysics, industrial geology, mining technology. Iris has served as an information specialist in the Lappeenranta academic library since 2011. She has worked from 1995 as an information specialist and library director at Espoo-Vantaa Institute of Technology and at Helsinki Metropolitan University of Applied Sciences. Iris has planned and organized merging processes of two libraries, Espoo-Vantaa Institute of Technology and Helsinki Polytechnic during 2009-2010. She has been participating in Finnish library cooperation and developing activities in many areas. Her professional interests are e-materials, bibliometrics, and follow up of technology development.

Collaboration between Academics and Librarians in teaching Information Literacy

Mr. D. Thomas

Mr. M. O. Saib
Durban University of Technology (DUT), South Africa

Abstract:

The concept of information literacy is not a new one but it has attracted increased attention as a result of the digital information explosion. At the Durban University of Technology Library, Information literacy (IL) is offered in various forms by librarians. Unfortunately it has not enjoyed the accreditation or value that it deserves across all academic disciplines. There have however been a few success stories that have

proven that IL contributes productively to the holistic development of learners. One such success story is the collaboration between the Library and the Industrial Engineering Department in embedding Information literacy into the curriculum. What started off as a pilot study between the library and the department, gained momentum to the point that it has successfully been integrated into the formal academic offering of the department. A major contributor to the success of this initiative was the relationships that were forged between the librarians and the academics. Ivey (2003) identified behaviours that contribute to successful collaborative teaching partnerships, which were prevalent at DUT and this provided the assurance of a winning formula. Librarians and academics designed learning events and material that brought together discipline specific content that integrated information literacy skills as part of the learning process. This then ensured that learners benefitted from the synergy between these 2 departments. This paper will talk to that particular partnership and outcomes of this initiative.

Profiles:

David Thomas is the Training Librarian at the Durban University of Technology (DUT), with a focus on developing training material that embrace various pedagogies and learning behaviours of the current contingent of learners and capacitating librarians in this regard. He has a passion for engaging web-based technologies as a medium of instruction.

Mousin Saib is the Engineering Subject Librarian at the Durban University of Technology (DUT) and has embraced various teaching strategies in formulating an appropriate Information Literacy offering for the departments under his care.

IATUL Special Interest Group for Information Literacy: Coordinator's report

Dr. C. Leiss
Technical University Munich

Parallel Session 2C: Collaboration, efficiency and performance & IATUL Special Interest Group for Library Organization and Quality Management report

International collaboration for quality: A case study of fostering collaboration across an international network of university libraries through an activity based benchmarking project.

Mr H. Amos

Mr S. Hart
University of Otago, New Zealand

Abstract:

The risks in collaborating are high, but the rewards can be significant. Like any business investment, collaboration requires considered planning, clear communication and careful relationship management. The reward of working with others outside of traditional boundaries offers great potential for realising

innovation beyond what one party can achieve alone. In a climate of competition for local and national resources, sharing on an international level offers great potential for harnessing collaborative activity. This paper outlines the initial stages of establishing collaboration across an international network of university libraries through an activity based benchmarking project. In this project the libraries are collaborating on the development of a series of common international measures. Rather than measure and compare traditional processes, the focus is on activities that support wider institutional strategic imperatives. This will provide a better understanding of how we are doing in an environment where there is an increasing need to demonstrate value and provide evidence of successful outcomes. Sharing in this endeavour on an international level will offer more scope to assess measures than could be achieved at a local or regional level. Using the collaboration continuum (1) as a framework the activities and approaches that have been employed by the project team are mapped out. A variety of communication methods and tools were successfully used for the project. Face to face meetings have provided opportunities to acquire tacit knowledge that can support project decisions, to build relationships, and to develop shared visions. The development of a collaborative workspace has enabled information exchange to suit timeframes and to promote engagement. Attention to varied and competing priorities has been required as the long term benefits of collaboration are considered.

Profiles:

Howard Amos began his role as University Librarian at the University of Otago in October 2010. Since qualifying as an information management specialist and librarian Howard has worked in both the private and public sectors in libraries and telecommunications. He has over 20 years experience working for library software companies and as a practicing librarian developing library digital services. Howard is responsible for the strategic development of library policy and planning, and for leading, developing, maintaining and managing the provision of library services throughout the University. He ensures that library services are of a high standard and function effectively and economically.

Simon Hart is the Policy, Planning and Evaluation Librarian at the University of Otago Library, Dunedin New Zealand. In this role he is currently managing a collaborative activity-based benchmarking project across an international network of academic libraries.

New trends in tracking research output, collaboration and performance

Mrs M Badenhorst
WorldWide Information Services, South Africa

Mr P. Purnell
Thomson-Reuters

Abstract:

The unprecedented volume of research output combined with fierce competition for grant funding and the implications of successful awards has emphasised the importance of careful analysis of research data. Especially in today's economic climate, strategists and policy makers are under pressure to show the impact of funded research and to justify their decisions by demonstrating the return on investment of specific projects, researchers and their institutions. This requires a significant objective component to

research evaluation using a variety of selected indicators and comparisons against national, regional or global benchmarks. This paper will take a practical approach using case studies to give an insight into the opportunities and challenges regarding the monitoring of research trends, collaboration networks and resolving issues surrounding author ambiguity.

Profiles:

Melissa Badenhorst obtained her Honours degree in Marketing Management from the University of Pretoria, South Africa. After completing her studies she went to London and worked at a global recruitment company, Hudson Global Resources Inc. as a project coordinator. She returned to South Africa and worked in an agricultural marketing firm. She then moved into advertising and did freelance work for WorldWide Information Services (Pty) Ltd as sales and marketing person. Today, as the Marketing Manager she interacts with customers and publishers and it's through the company's representation of Thomson Reuters that she became involved in the management & evaluation of the research output and performance of Southern & East Africa.

Philip Purnell read Human Biology and earned a Masters degree in Neuroscience from the Institute of Psychiatry in London and subsequently held a post graduate research post in the field of neuroimmunology at the Max-Planck Institute for Psychiatry in Munich, Germany. He then joined the British pharmaceutical industry and subsequently moved into the scientific, technical and medical publishing field in continental Europe. He is currently Strategic Business Manager for Thomson Reuters working with academic and governmental research institutions and evaluation bodies across Europe, the Middle East, Africa and Asia on strategies to measure manage and evaluate their research output and performance.

IATUL Quality Management Group Coordinator's report

Ms D. Becker

Cape Peninsula University of Technology, South Africa

Conference Programme (Day 2) 16 April 2013 (Tuesday)

Presentation of posters

Mobile Library Service at UNISA Western Cape: a case study

Ms G Cele

University of South Africa, South Africa

Abstract:

The purpose of this poster is to describe the mobile library as a method of library service delivery in Open Distance Learning (ODL). In the context of this presentation the mobile library is a vehicle that carries library material and services to University of South Africa (UNISA) students. The mobile library is

considered as one of the dynamic strategies of providing library and information service to students residing in outlying areas of Cape Town. The mobile library service provides access to the print book collection, assistance with e-books and journals, electronic resources, reference service, catalogue and subject searches, library related and non-library related queries. Accurate records are kept and client satisfaction surveys are conducted to improve the quality of service. The service is not restricted to one geographical location. The mobile library visits four routes with thirty four towns monthly. In line with the ODL policy, a process of including computer facilities for students in the mobile library is under way. Relationships with local authorities and public libraries have been forged to provide the mobile library with electricity, safe, secure parking and bathroom facilities during visits. Mobile library staffing is restricted to the Mobile Librarian and the Mobile Library Driver. Students appreciate the service offered as it breaks students' isolation. Students get prescribed and recommended books from the mobile library to complete their assignment projects. Students find the mobile library convenient, reliable, fast and helpful to their studies.

Profile:

Geraldine Cele was born and bred in Limpopo province. She is currently employed at the University of South Africa (UNISA) Western Cape region as the Head of Library. She started her career as the Acquisitions Librarian at University of Limpopo. She joined University of Johannesburg library as Head of Acquisitions and was later promoted to the position of Assistant Director (Branch Libraries & Technical Services). She worked at Old Mutual, Absa and Mogale City Local Municipality. Geraldine holds a B.Bibl Honours degree obtained from the University of Limpopo, a Diploma in Tertiary Education from UNISA and a Certificate in Business Management from the University of Johannesburg. She is a member of LIASA, the Library and Information Association of South Africa.

Impact assessment of e-learning initiatives at the University of Jos and the role of information literacy in teaching and learning

Ms V.Lawal

Dr. S. Akintunde
University of Jos, Nigeria

Abstract:

In the past few years, efforts at improving the quality of student learning by higher education institutions in Nigeria have led to the adoption of various technologically enhanced learning approaches resulting in significant changes to the context of teaching and learning. At the University of Jos, the adoption of e-learning initiatives through the implementation of learning management systems has transformed the nature of the learning experience and facilitated a wide range of online interaction in teaching and research. The administration of this learning management system in the delivery of courses in such subject areas as law, mathematics and English language have further drawn attention to the need for the creation of a new learning paradigm in the University, particularly in view of the changing nature of emerging technologies. In this regard, the role of the library in providing effective learning opportunities in close collaboration with other stakeholders in the University has also been challenged. The adoption of e-learning by various faculties thus provides an opportunity for the library to integrate concepts of

information literacy into the University's curriculum in order to support teaching, learning and research. Information literacy skills constitute vital tools for imparting and developing basic knowledge in student learning in the techniques of information use and retrieval. This poster presentation aims at providing an assessment of the impact of e-learning at the University of Jos, Nigeria, particularly the response of the library. It seeks to examine how changes to the context of learning have emphasised the instructional role of the library in encouraging active learning processes in learning management systems through information literacy instruction.

Profiles:

Dr. Vicki Lawal is the Law librarian at the University of Jos, Nigeria. Her area of research interests include information literacy, human information behaviour, Information and Communication Technology (ICT), legal education and legal research, E-learning and copyright and intellectual property, she has also published in these areas. Vicki is a member of various professional associations local and international including the Nigerian Library Association (NLA), Library Association of South Africa (LIASA) and the International Association of Law Libraries (IALL).

Stephen Akintunde, a Runners-up paper presenter at the 1994 IATUL Conference in Sheffield, England, is Deputy University Librarian (Administration and Systems) at the University of Jos, Nigeria. He is eiflNet Country Licensing Coordinator as well as Free and Open Source Software Country Coordinator. He has an interest in digital libraries and the use of electronic resources by library patrons.

Cloud computing

Dr. J. Mavodza

Zayed University, Abu Dhabi, UAE

Abstract:

To navigate the modern information environment, it is important to recognize the relevance of cloud computing. This is a way of shifting from the hardware and software demands of storing and organizing data, to information access concerns. With the exponential growth in information sources and all accompanying complexities, the limited capacity of libraries to host their own in its entirety necessitates opting for alternatives in the cloud. Currently, libraries are using the cloud for putting together user resources, i.e. using Software as a Service (Saas), such as in library catalogues, WorldCat, and the aggregated subject gateways like SUMMON, and others; the web Platform as a service (Paas) as in the use of GoogleDocs; or Infrastructure as a service (Iaas) as in the use of D-Space, FEDORA, and others. This facilitates access in addition to a unified web presence with reduced local storage capacity problems. The focus therefore shifts to which devices provide the easiest access to data and applications. This is one of the reasons librarians in many instances are addressing issues relating to the use of electronic media tools such as smartphones, iPad, e-book readers, and other handheld devices. The largely borderless information resources also bring to the forefront considerations about digital rights management, fair use, information security, ownership and control of data, privacy, reliability of the available and accessible information, copyright, and licensing that the librarian has to be knowledgeable about.

Profile:

Dr. Judith Mavodza is Assistant Professor, Instruction Reference Librarian at Zayed University, Abu Dhabi, U.A.E. Areas of research interest include reference and instruction, marketing and assessment of library services, professional development of librarians, and knowledge management. She is a published author of several scholarly journal articles. She completed a BSc (Honours) Sociology at the University of Zimbabwe (Harare), a Post-Graduate Diploma in Library Studies at the University College London (UK), M.A. in Library Studies at the University of London (UK), and a Doctor of Literature and Philosophy in Information Science at the University of South Africa (Pretoria).

Library as a Coordinator of University Open Access Initiatives: Institutional Repository in the University Information Infrastructure

Ms L Nemeckova,

Ms V Pilecka

Mrs H Kovarikova

Czech Technical University in Prague, Czech Republic

Abstract:

In 2012, the university library of the Czech Technical University in Prague was integrated in the Institutional development plan of the university and has been appointed a role to establish and administrate the institutional repository and to coordinate all open access-related activities throughout the university. In practice, a repository was established in order to store and provide access to electronic theses and dissertations, and research outputs of the university community and steps have been taken to integrate it into the information infrastructure of the university and into the everyday information workflow. On the organizational level, cooperation between the library and individual researchers and departments, has been established in order to examine the user behavior and attitude towards providing free access to their full texts, to educate them in terms of their rights regarding self-archiving and prepare them to the full text archiving policy, which the university will eventually set, with close cooperation with the library. On the technical level, in cooperation with the computer and information center of the university, and with individual faculties and researchers, the repository has been interconnected with Library system, Study information system, University CRIS system, System of monitoring scientific erudition of the faculty for the purpose of awarding professor titles, and steps have been taken to establish automatic data flow from all these systems into the repository and to interconnect the repository with international search engines. The poster presents the interconnection of individual departments, systems and processes related to the repository and determines the role of each individual entity and data flow in the scheme. It will also illustrate the library's role in further Open Access-related activities that are as well related to the repository, as for example the support of Gold Open Access at the university.

Profiles:

Lenka Nemeckova is a librarian at the Central Library of the Czech Technical University in Prague, focusing on the administration and usage evaluation of electronic information resources, information support of R&D, and the establishment of an institutional repository. She graduated from the Institute of Information Studies and Librarianship (IISL) at the Faculty of Arts of the Charles University in Prague in 2008, and continues with her PhD studies at the Institute. Since 2010 she also works as an Assistant and Lecturer at the Institute.

Vera Pilecka is a librarian at the Central Library of the Czech Technical University in Prague, department of study and R&D support. In the library she focuses on R&D methodical support (including citation indexes, and national and university CRIS), promotion of open access and online OA resources, administration of university institutional repository (Digital library of CTU), and user support (trainings and courses, consultations). She graduated from the Institute of Information Studies and Librarianship (IISL) at the Faculty of Arts of the Charles University in Prague in 2006, and continues with her PhD studies at the Institute. Since 2010 she also works as an Assistant and Lecturer at IISL. Her dissertation topic is: 'The interaction of information science and cognitive sciences with emphasis on information retrieval'.

Helena Kovarikova graduated from the Institute of Information Studies and Librarianship at the Faculty of Arts of the Charles University in Prague in 1984. She worked as an information specialist at the Computing Center of the Czech Technical University in Prague (CTU) until 2009. Since then she has been working at the Central Library (CL) of CTU as a manager of collection creation department. She is responsible for acquisition, cataloguing and subject description at CL. She leads or participates in development projects connected to building, maintaining and progress of the institutional repository at CTU (Digital Library of CTU) and works as DSpace administrator.

Service career system: a new approach to manage competencies in an academic library

Mrs I. Pasanen,

Ms M. Svahn

Ms E. Tolonen
Aalto University, Finland

Abstract:

People will always be the greatest asset for any organization. Gartner, world's leading information technology research and advisory company, projected in 2009 that while technologies advance, the largest investment of time, energy and money is in people: employees, service providers, partners and customers/social community members. The complexity of dealing with different forms of information (data, sound, visual, text and relationships), as well as information analytics, will continue to increase exponentially in the future. Therefore competent staff recruiting and retention are key issues for an academic library today. At the same time, the renewal processes of modern academic environment call for closer co-operation, if not full convergence, of all service functions for the benefit of students and researchers. In Finland, Aalto University is the flagship of university reform and as such also its service organization has undergone a profound change since the merger in 2010 of three established universities, among them the former Helsinki University of Technology. Today, in line with the strategy, it

is a matrix organization with reporting responsibilities to both academic as well as function management. Parallel to the development of a Tenure Track system for academic staff, a Service Career System has been established for the service organization. The main objective of the system is to attract, keep, and motivate the best workforce for the service functions. The service career system covers the entire track, ranging from basic duties to specialist as well as managerial positions of the service functions. The generic model of the system is being adapted to different functions with minor modifications, yet enabling the special characteristics of a function to be acknowledged. The ongoing work is done in close collaboration with the university HR department. The service career system of Aalto University is based on work profiles, set on a ladder-like framework with three-stage development steps. Moving forward within the frame depends on the progress made in gaining competence, experience, and results. From an individual's point of view, the profiles can be used as a practical tool in reflecting one's current competencies, career development, and future prospects. The paper will present Aalto University Service Career System in more detail. The focus of the paper will be on the library service career system development and outcome. In the analysis, the survey method is used to chart the staff perceptions.

Profiles:

Irma Pasanen is Associate Library Director for Information Services at Aalto University. She has a M.Sc. (Tech) degree from the Helsinki University of Technology and a Lic.Soc.Sc degree in information studies from the Abo Akademi University. She has been active in IFLA Science and Technology Libraries Section as well as Continuous Professional Development and Workplace Learning Section, and currently serves on the IATUL Board (Treasurer).

Mari Svahn (M.Soc.Sc.) is the Head of Career Systems at Aalto University. The Career Systems is committed in helping employees to recognize expected skills and qualifications and further their careers, both in academic positions as well in service functions. Before joining the Aalto University HR services team in 2010 she worked in administrative services of the Doctoral Programme at the Aalto University School of Business and The Finland Futures Research Centre at the University of Turku.

Eva Tolonen is Senior Information Specialist at the Aalto University Library. She has a M.Sc. degree in Microbiology from the University of Helsinki and holds a postgraduate certificate in Information Management and Services. In her capacity as the team leader for "Research and Publishing Support" she took part in the development and implementation process of the career model in the library. Internationally she has also been active as the Finnish Executive Member of the IEA/Energy Technology Data Exchange Agreement and in the IFLA Section Standing Committee for Science and Technology Libraries.

Library support for research at CPUT: tracking co-authorship and collaboration

Mr R. Proske (Coordinator)

Ms J. Arendse

Mr S. Bangani

Ms Z. Davids

Ms L. Kleinveldt

Ms T. Mafungwa

Mr S. Ncoyini

Ms V. Tshetsha

Cape Peninsula University of Technology, South Africa

Abstract:

Library support for research at the Cape Peninsula University of Technology (CPUT) Libraries includes a two-tier approach whereby Faculty Librarians and a Research Librarian provide services to postgraduate students and researchers. Dedicated environments for these users are available. A data management project tracking co-authorship and collaboration at CPUT, with a focus on the countries which CPUT researchers collaborate with, has been completed. The results corroborate other statistical evidence of incremental research output at the institution, while the country results show that cooperation within Africa is an important element of research publication at the university. The project can be seen as a valuable precursor of further library-generated bibliometric analysis leading to increased and focussed research support activities.

Profiles:

Rolf Proske is an experienced librarian who is the Librarian: Research Support, and has responsibility for the Research Information Support Centre (RISC) at CPUT Libraries Cape Town campus. The RISC centres at CPUT Libraries are innovative facilities (amongst the first in academic libraries in South Africa) dedicated to information and research support for postgraduate students and researchers at the university.

Joanne Arendse is Faculty Librarian for Education at CPUT Libraries.

Siviwe Bangani is manager of the Athlone branch library and Faculty Librarian for Health & Wellness at CPUT Libraries.

Zulaiga Davids is Faculty Librarian for Business at CPUT Libraries.

Lynn Kleinveldt is Faculty Librarian for Applied Sciences at CPUT Libraries.

Thundeza Mafungwa is Faculty Librarian for Informatics & Design at CPUT Libraries.

Samuel Ncoyini is Faculty Librarian for Business and Informatics & Design at CPUT Libraries.

Veliswa Tshetsha is Faculty Librarian for Health & Wellness at CPUT Libraries.

The use of a virtual library tour to assist first-year students in becoming library literate

Mr W. Van Wyk

Dr. M. Holmner

University of Pretoria

Abstract:

Breivik's (1982) statement about the need for library literacy, made two decades ago, appears to still be valid today: "Despite the educational justification for library instruction, few campuses . . . welcome it unreservedly". As the size of university campuses increase it is becoming more challenging for academic library staff to offer library literacy courses. This is also true at the University of Pretoria which currently has thousands of first year students enrolled. During first year orientation, students attend a two hour introductory session on library literacy. In past years it was possible to take these students through the actual university library but as the numbers of students increased, this is now nearly impossible to do. A virtual library tour was designed by the School of IT, to assist the library to train students during orientation on how to use the UP academic library. The virtual library tour runs on a MySQL database and consists of panoramic views in which the user experiences the feeling of being in the library. By utilizing this virtual tour, main aspects of the UP academic library can thus be highlighted without the need for actual library tours. This virtual tour also includes screenshots on how the library OPAC works which thus helps in the training of students on how to use the various electronic resources in the library.

Profiles:

Werner van Wyk is a junior lecturer in the Department of Information Science at the University of Pretoria in South Africa. His research interests lie in the field of Non-verbal communication, ICT for Development, Information and Knowledge Society, Indigenous Knowledge as well as Curriculum Development. He is currently doing a MIT degree at the University funded by the Carnegie Program. His interest in nonverbal communication resulted in an honours research project on the effects of nonverbal communication in a classroom setting. He has presented various papers at national and international conferences such as the University of Zululand Annual Information Science conference, the BOBCATTTS conference and at a pre-ECIS SIG GlobDev workshop. Mr van Wyk teaches courses related but not limited to these fields at undergraduate level.

Marlene Holmner holds a DPhil in Information Science from the University of Pretoria, South Africa, and is a Senior Lecturer in the Department of Information Science at the University of Pretoria. Her research interests lie in the field of Information Ethics, Indigenous Knowledge, ICT for Development, Information and Knowledge Society, Institutional Repositories, Digitization as well as Curriculum Development. Her work has been published in various academic journals including the South African Journal of Libraries and Information Science, and Mousaion. She has presented various papers and led panel discussions at national and international conferences such as ProLISSA, SCECSAL, and pre-ECIS and AMCIS SIG GlobDev workshops. She has also been the programme chair and co-chair at SIG GlobDev workshops and mini-tracks. She teaches courses related but not limited to these fields at undergraduate and postgraduate level and is the study leader and supervisor of several Masters students.

Acceleration of Service Delivery by Multiple Collaborations

Mrs E. Vvedenskaia
Manager Library Services, Engineers Australia

Abstract:

Engineers Australia's 100,000 members live and work in 100 countries around the world, representing all disciplines and branches of engineering. As such, it is one of the few engineering bodies in the world able to speak with one voice for the whole profession. On the formation of The Institution of Engineers, Australia, in 1919, its tiny library received 250 books and periodicals from engineering foundation societies. Since then, Engineers Australia has supported the continued collection of engineering papers, conference proceedings and technical journals for inclusion in its library.

Nowadays Engineers Australia's library works with 7 major partners to provide quality services to members. The library has implemented, and is currently working on a new range of additional electronic products to stay current with member requirements. By engaging suitable partners, Engineers Australia is increasing the usage and visibility of its publications, not just by its members but also throughout the broader engineering community.

This presentation will look in more detail at the library's 7 major partners and linkages between all collaborators contributing to quality and timely services offered to Engineers Australia members and the general public.

Profile:

Engineers Australia's library manager, **Elena Vvedenskaia**, has a bachelor of electronics engineering and a graduate diploma in library and information management. Elena has worked in Engineers Australia's national library services for 16 years and been a member of the Association for 20 years. Her engineering background and professional interests in research, preservation, intellectual property and copyright help her design and deliver information services sought by fellow members.

Second plenary session: Academic partnerships and beyond

Strategies for gaining and maintaining academic support for the institutional open access repository

Mr M. Borchert

Associate Director, Library Services, Queensland University of Technology

Ms P. Callan

Queensland University of Technology Library

Abstract:

The impact of research can be measured by use or citation count. The more widely available that research outputs are, the more likely they are to be used, and the higher the impact. Making the author-manuscript version of research outputs freely available via the institutional repository greatly increases the availability of research outputs and can increase the impact. QUT ePrints, the open access institutional repository of research outputs at Queensland University of Technology (QUT), Australia, was established in 2003 and is managed by the QUT Library. The repository now contains over 39,000 records. More than 21,000 of these records have full-text copies attached as result of continuous effort to maintain momentum and encourage academic engagement. The full-text deposit rate has continued to increase over time and, in 2012 (August, at the time of writing), 88% of the records for works published in

2012 provide access to a full-text copy. Achieving success has required a long term approach to collaboration, open access advocacy, repository promotion, support for the deposit process, and ongoing system development. This paper discusses the various approaches adopted by QUT Library, in collaboration with other areas of the University, to achieve success.

Profiles:

Mr M. Borchert is Associate Director, Library Services, Queensland University of Technology.

Paula Callan has been coordinating QUT Library's support services for researchers. With the assistance of the world's first university-wide open access policy, Paula assumed responsibility for encouraging QUT academics to deposit manuscript versions of their research publications. Under Paula's direction QUT ePrints became an international exemplar of good practice in running an open access research repository. In the newly created role of Scholarly Communication Librarian, Paula is responsible for open access advocacy and the provision of services to QUT researchers to support their engagement with new scholarly communication models.

From cornerstone to capstone: information literacy collaboration across the curriculum

Ms F Salisbury

Ms J Corbin

Dr. T Peseta

La Trobe University, Australia

Abstract:

Librarians and academics are passionate about how students engage with scholarly information. We want students to build on their existing information literacy skills when they commence university and to graduate with the information skills needed for lifelong learning in their chosen profession and society at large. Collaboration between librarians and academics to embed information literacy into curriculum design is a key strategy for developing students' information skills. But what impact does our collaborative effort have on student learning outcomes and long-term information seeking behaviour? Are our graduates information literate and ready for a complex information society? At La Trobe University information literacy is situated as part of the inquiry/research graduate capability. Librarians and academics invest much time and effort in teaching and learning partnerships at the institutional, course and subject level. The emphasis is on a coherent, consistent and coordinated approach to embedding information literacy into curriculum design across these three domains. This approach is supported by reusable online resources that have been developed by library staff at La Trobe and intended for use in a blended learning environment. This paper describes the results of a longitudinal study at La Trobe University that tracked the information literacy skills of a particular cohort of students from cornerstone to capstone (2009-2012), and reflects on how this evidence-base has informed collaborative practice and development of learning activities and assessment tasks. The study includes the outcome of international benchmarking for final year La Trobe students using a standardised information literacy assessment tool. In conclusion, the paper returns to the importance of embedding information literacy into curriculum

design and measuring information literacy learning outcomes progressively during a course. Highlighting the advantages of collaborative practice in terms of student learning outcomes and graduate capabilities reinforces the impact of library/faculty partnerships in the university teaching and learning environment.

Profiles:

Ms F Salisbury, is from the Library, La Trobe University, Bundoora

Ms J Corbin, is from the Library, La Trobe University, Bundoora

Dr T Peseta, is from the Curriculum, Teaching & Learning Centre, La Trobe University, Bundoora.

Getting in bed with our customers: how did we embed our services to push the library mission at Vaal University of Technology

Mrs N.G.Thomas

Vaal University of Technology, South Africa

Abstract:

Emerging trends in technology have changed the academic libraries' landscape and services. These changes will forever impact and influence how libraries conduct their businesses to satisfy the most important people in their lives; that is, the customers we serve, especially in academic libraries. In the 21st century waiting for customers to come to the libraries is no longer working and is also no longer relevant. How can we get those customers to sleep in one bed with us academic librarians? Retaining today's customers and staying relevant has become more complex for academic libraries. This is due to the constant change in technologies that are used to store, facilitate and share information. Overcoming these complexities, librarians should know how to play the game to retain their customers. This paper will explore how VUT librarians stayed relevant in these trying times, redefined their roles, embraced technological changes and later embedded themselves in the faculties to support teaching and learning. Lastly, the paper will discuss the best embedded practices that worked for us; how we enhanced those chosen methods, adopted them and left a visible mark on both students and staff and enabled them to desire us more.

Profile:

Zodwa Thomas is an information specialist at Vaal University of Technology, and prior to that she was an information librarian at the University of Fort Hare. She holds a Bachelor of Library and Information Science degree from the University of Fort Hare, and Honours and Masters in Library and Information Science from the University of Cape Town. She further holds an Advanced Diploma in Higher Education from the University of Free State. She has published and presented conference papers. She perceives librarianship in the 21st century as being more exciting and challenging than before. She is passionate about information literacy, embedded librarianship and lifelong learning. Seeing students producing quality papers, making informed and critical decisions, working independently, creating new knowledge and competing globally will put a smile on her face.

Parallel Session 3A: Special cases

Student and library services in cooperation

Mrs E. Nordgren

Dr L. Gerén

Uppsala University, Sweden

Abstract:

At Ångström Laboratory, one of the largest campuses at Uppsala University, the Library and the Student Services Office merged in November 2012. This merger is a pilot project to improve service for students and faculty. Ångström Laboratory has around 900 staff and almost 10,000 students, of whom most also spend time at other campuses. In this paper we describe the background and the implementation of the pilot project. One of the main reasons for merging was the wish to gather together all kinds of student services, including the distribution of written examinations in one place. The central location and open environment of the library made it a good choice. As the library and the Student Services still belong to different parts of the University we are now starting to find out how best to collaborate. To understand more we log all the questions we get and the services we deliver. We also have common meetings and use the same lunch room to get to know each other and our different functions. We will define which matters can be solved in common, and how we can back each other up when necessary.

Profiles:

Eva Nordgren is head of Ångström Library, a site library for science and technology at Uppsala University. Eva has 15 years as a professional librarian, with assignments such as user education, acquisitions and leadership. She holds a Master of Divinity and a Bachelors degree of Library Science.

Linda Gerén is head of Student Services at the Faculty of Science and Technology at Uppsala University. Student Services provide student counseling, administration of the bachelor and master programmes within the faculty and scheduling services for the courses. Linda is manager of a project to improve and develop student services within the Faculty. Linda has a PhD and previous experience of research, teaching and administration from Stockholm University.

Assisting students with disabilities – partnerships between the CPUT Disability Unit and CPUT Libraries

Mrs P. Coreejas- Brink

Dr. Nina du Toit

Cape Peninsula University of Technology, South Africa

Abstract:

This presentation focuses on attempts at the Cape Peninsula University of Technology (CPUT) to develop a meaningful partnership between five libraries of the CPUT libraries and the Disability Unit, in order to reconstruct and enrich the academic experience of students with disabilities. CPUT hosts a variety of students from different countries, cultures, economic and social backgrounds, including a number of students with disabilities. In the past, students with disabilities could often not participate fully in academic and student life, due to a context of discrimination, inequity and even inhumanity. They experienced a sense of exclusion, and had the perception that they were not understood. Some of the challenges that CPUT faces in this regard is to transform its curriculum and learning environment in such a way as to enable these students to experience a meaningful and rich academic life, to fully integrate them into the student community, and to address prevailing misconceptions regarding disabilities. The Disability Unit, which was established in 2008, plays a key role in this regard, and uses a holistic approach to support students on a number of levels (academically, emotionally, socially and physically), in cooperation with other role-players. Against this background, research has been conducted by the presenters to investigate whether a partnership between the five libraries and the Disability Unit offers meaningful ways to train students with disabilities to use the library's resources and facilities to enhance their academic development. The research showed that the partnership between the five libraries and the Unit plays an important supportive role in the academic development and enrichment of students with disabilities. The presentation will focus on the findings and highlight factors, which contributed to the success of the partnership. Areas that need further attention will be indicated.

Profiles:

Petro Coreejies-Brink works at the Cape Peninsula University of Technology (CPUT). She was a Faculty Librarian for 9 years and has been part of the Library Management team for the last 7 years. As Senior Librarian she is responsible for 9 small branches and also the community outreach projects of the Library. She is a graduate of the University of Stellenbosch. She completed a B.Bibl (1995), BA (Hon) (1997) and a MA (2001) at this university. She serves on the management boards of a number of professional societies including the S.A. Society for Cultural History, Genealogical Institute of South Africa and the SA Genealogy Society of SA. She is a professional member of the editorial board of *SA Journal for Cultural History*.

Nina du Toit has more than 29 years of experience working with learners with disabilities in special and mainstream schools, as well as in the Higher Education environment. She has taught and done research in the field of inclusive education. At present, she is Head of the Disability Unit, which provides specialised support to students and staff with disabilities at the Cape Peninsula University of Technology (CPUT). She holds a THED, FDE (Special Education), BA, BA Hons (Special Education), MMus (Music Therapy) and a PhD in Educational Psychology (Learning support, guidance and counselling). She was awarded an Erasmus Mundus scholarship in 2011 for research at the University of Antwerp in Belgium on accessibility issues for learners with disabilities.

The embedded library: a marriage made in heaven or in hell?

Dr G. Myers

Ms T. Warner

University of the Witwatersrand, South Africa

Abstract:

This case study covers a number of areas in which a 90 year old medical library has been able to redefine purpose and services, and considers both the positive as well as the negative aspects of the embedded relationship. According to the Shumaker assessment of readiness for embeddedness, the Witwatersrand Health Sciences Library (WHSL) and the Faculty of Health Sciences at the University of the Witwatersrand were more than ready to embrace a partnership by 2010. A survey indicated that a high proportion (93.5%) of academic staff felt that evidence-based information literacy (IL) should be included in the formal medical undergraduate curriculum. Tensions between faculty and librarians with regard to in-curriculum teaching of IL skills, as discussed in the literature, were not evident in this study. Embedding into formal teaching has led directly to a change in status and job description for the librarian, from a full support service position to a 50% academic and 50% support service role, with dual reporting structures. Simultaneously, successful embedding of e-resources occurred with the acquisition of cloud-based software that enables the creation of content, sharing of knowledge and measurement of results.

Profiles:

Glenda Myers, Health Sciences Librarian at the University of the Witwatersrand, has an M Bibl in end user searching in the field of chemistry; a D Litt et Phil in evidence-based electronic information retrieval and an M Ed in educational technology. Her LIS practice spans the fields of Africana, engineering, law, science, research and the health sciences. She has served as honorary secretary of SLIS (Special Libraries and Information Services Interest Group), and chair of SAOUG (Southern African Online User Group); has authored several articles, and presented papers and posters at local and internal conferences in the fields of LIS, medicine, health sciences and education.

Trish Warner is the E-Resources Librarian at Witwatersrand Health Sciences Library. She is a member of SAOUG, and now concentrates on making electronic resources easily accessible. She enjoys being part of a great team that offers training to post- and undergraduate health sciences students, by selecting e-resources for researchers, academic staff and students, and by getting her teeth into trouble-shooting when things go wrong. She is driven by the need to make the library, physically or remotely, the place to turn for the best information and research tools.

Parallel Session 3B: National collaboration**Doing it together for affordable access to scholarly information: a South African perspective**

Mrs Y. D. Halland

South African National Library and Information Consortium – SANLiC

Abstract:

The South African National Library and information Consortium (SANLiC) is a consortium of 30 public universities and government supported research councils. SANLiC was established in 1999 with envisaged outcomes of substantially increasing the quantity, quality and depth of research literature

available to the entire South African science and technology research community on an equitable basis and to foster innovation, increase research output and support the competitiveness of the South African science and technology research community. This paper will give an overview of SANLiC's history, growth, achievements and current products and services to its members.

Profile:

Yvonne Halland graduated in Library Science from the University of Pretoria and started her career at the CSIR (Council for Scientific and Industrial Research) in Pretoria where she spent three years as Serials Librarian. In June 2005 she became the Strategic Information Resources Manager responsible for the implementation of major electronic information resources programme as well as having oversight over for Acquisitions and Document Delivery functions. During 2008/9 she served as a member of the South African National Library & information Consortium (SANLiC) Reference Group, assisting in its licensing and negotiating activities before taking up the position of SANLiC Manager in July 2009. In this position she continues to license scholarly electronic resources on behalf of thirty public university and research council libraries in South Africa.

The Human Sciences Research Council's Virtual Library as an Information Hub which ultimately drives the creation of new knowledge through collaboration

Mr M. Frier
Human Sciences Research Council

Abstract:

One of South Africa's premier research councils, the HSRC (Human Sciences Research Council) has been actively engaging with its researchers in a virtual space for more than a decade. The nature of the HSRC's research business model has dictated a footprint which acts as research hubs across South Africa, and involving Southern Africa as well. These research hubs are a fundamental inclusion in the virtual space, which is the HSRC's Virtual Library. It is the mandate of Information Services at the HSRC to provide pro-actively and reactively for the information needs of the researchers which it serves. Essentially, this is done through a series of electronic information "hubs" which are nested within a larger virtual information "hub", namely our Virtual Library. The Virtual Library of the HSRC, as an electronic hub, drives the information provision process, assists with research outputs, guides researchers to new and innovative funding opportunities, and ultimately acts as a springboard to the generation of new knowledge in all the research areas in which the HSRC is active. Ultimately, the questions which remain are the following: How does Information Services at the HSRC take its already respected service delivery to the next level? This paper will examine these topics and ultimately explore new avenues for information delivery, within an African context.

Profile:

Mark Frier graduated from Amherst College in Massachusetts in 1990 and holds post-graduate degrees from the University of Cape Town. He has worked in the academic library environment since his undergraduate years, having held his first position in libraries as a student assistant at Harvard University's Langdell Law library in 1989. Mark's research interests in librarianship include a meandering

into such areas as Information literacy, the bridging of the north-south information divide, and bringing marginalised groups into academic discourse communities through the effective use of academic libraries. Mark's current position is that of Information Specialist at the Human Sciences Research Council, at the rank of Deputy Director.

A collaborative partnership: libraries and careers services

Ms C. Walters

Mr D. Casey
University of Cape Town

Abstract:

Globally, universities are rethinking traditional models of service delivery to better serve the new generation of students entering our campuses. Academic libraries are evolving from their traditional passive role as information repositories to proactive participants in the academic enterprise. However, student support divisions, in this case, UCT Careers Service, are often overlooked as areas in need of library liaison and possible collaboration. Historically there had been no relationship between UCT Libraries and the Careers Service; neither informal nor infrequent interaction occurred. A new Director was appointed to the UCT Careers Service in 2011. Faced with the task of aligning service delivery to the emerging university teaching and learning strategy, the incumbent forged strategic relations with various university constituents and hence future relations and collaboration were scoped with UCT libraries.

This paper will demonstrate how innovative collaborative activities have helped to forge and develop a partnership between UCT Libraries and the University's Careers Service. It will further emphasise how the aforementioned partnership benefits university students, librarians, and career services personnel.

Profiles:

Cyrill Walters is currently employed at the University of Cape Town Libraries as the Head of Commerce Information Services. She holds bachelors and master's degrees in the Performing Arts, a postgraduate diploma in Library and Information Science (LIS) all from UCT and a Master's in Business Administration (MBA) from the University of Stellenbosch Business School. Her professional highlights include a scholarship to the University of Michigan in 2002/2003 and being awarded the IFLA/OCLC Career Development Fellowship in 2008. She also visited the United States under the auspices of the Research Libraries Consortium (RLC), funded by the Carnegie Corporation.

David Casey is Director: Careers Service at UCT since December 2011. He is responsible for the strategic leadership, management and development of the service and its staff. David will champion the employment and employability agenda to ensure that UCT students, graduates and alumni have the attributes and experiences to maximise their own potential and their contribution to the global community in which they will work. Before joining UCT, David was Deputy Director: Career Development Centre, University College Dublin, Ireland where he was instrumental in introducing both credit and non-credit bearing modules on Career Management and Employability Skills into the curriculum. Having graduated with a Degree and Higher Diploma in Education from National University of Ireland, Maynooth, Ireland he

continued his education with a Higher Diploma in School Guidance Counselling from the University of Limerick, Ireland and completed a Master's in Education Leadership at University of Hull, UK.

Parallel Session 3C: Innovative use of technology

The design of an Alternate Reality Game as capstone course in a Multimedia post-graduate degree

Mr K. de Beer

Dr. M. Holmner

University of Pretoria, South Africa

Abstract:

The Department of Information Science, University of Pretoria offers a unique undergraduate and post graduate programme in multimedia focusing on aspects of IT that require both creativity and logical thinking. One of the Honours programme modules requires the students to consolidate and use all the knowledge and skill obtained in the three year degree to successfully design and implement an Alternate Reality Game (ARG). Within an African context, many students do not know how to use an academic library, as they often come from environments with poorly equipped school libraries. The University of Pretoria addresses this problem through a compulsory Information literacy module in Academic and Information Management. It is envisaged that the following ARG, designed by the Multimedia Honours students, will attempt to supplement the skills taught to the students in this module through their participation in the game. Games are played for fun. Through this experience students will learn specific skills based on the context of the game. This paper will address the design and use as well as advantages and challenges of utilising an ARG for teaching purposes.

Profile:

Koos de Beer is a junior lecturer in the Department of Information Science at the University of Pretoria in South Africa. His research interests lie in the field of game studies, game design and alternate reality games. He is currently doing a M.IS degree at the University of Pretoria. His teaching experience includes courses on game design and advanced mark-up languages on undergraduate level as well as Multimedia Trends and Applied Multimedia projects on postgraduate level.

Marlene Holmner holds a DPhil in Information Science from the University of Pretoria, South Africa, and is a Senior Lecturer in the Department of Information Science at the University of Pretoria. Her research interests lie in the field of Information Ethics, Indigenous Knowledge, ICT for Development, Information and Knowledge Society, Institutional Repositories, Digitization as well as Curriculum Development. Her work has been published in various academic journals including the South African Journal of Libraries and Information Science, and Mousaion. She has presented various papers and led panel discussions at national and international conferences such as ProLISSA, SCECSAL, and pre-ECIS and AMCIS SIG GlobDev workshops.

Towards a holistic analysis tool to support decision-making in libraries

Mrs L. Siguenza-Guzman

Prof. D. Cattrysse

Prof. .A Van den Abbeele

Prof. J. Vandewalle
KULeuven, Belgium

Prof. H. Verhaaren
University of Ghent, Belgium

Abstract:

Academic libraries have recently been subjected to continuous budget constraints, mainly due to the increasing costs of information and the global economic crisis. As the primary purpose of an academic library is to provide well-balanced collections and a wide range of services to support education and research, an efficient use and allocation of limited resources is vital. However, allocating resources such as money, staff, time, and infrastructure between the library collection and services represents a challenge due to the multitude of data sources required to consult during a decision-making process. Academic libraries are accustomed to keeping voluminous statistics on their collection and services; however these data are not fully used for decision-making processes due to the lack of an efficient structure for grouping this information. The authors in a previous study state that prior to decision making, data must be collected based on a holistic approach that incorporates all of the key elements that may influence a decision. It is in this sense that to holistically assess libraries, an approach combining a theoretical framework with several measurement tools is proposed in that study. Therefore, the aim of this paper is to document early experiences and lessons learned in implementing the holistic approach in an academic library in Belgium. To do so, the academic library is evaluated in two dimensions. The first dimension analyzes the library system and its collection, whereas the second dimension analyzes the perspective of both the user and the internal stakeholders. During the initial stages of implementation, the proposed approach proved to be valuable to ensure a complete view of library collection and services. There are, however, important considerations to be borne in mind such as the time required to implement the complete approach, as well as the need of a system to integrate the collected information.

Profiles:

Lorena Siguenza-Guzman holds an engineering degree in computer science from the University of Cuenca, Ecuador; and a Master's degree in telematics from the University of Azuay, Ecuador. She is currently working on a PhD centered on the resource allocation and budgeting in libraries at the Centre for Industrial Management Traffic & Infrastructure of KU Leuven. Since October 2009, as part of her PhD, she has been working with libraries of the KU Leuven, Biomedical Library of the University of Gent, and several academic libraries in Ecuador. At present, she is Senior Lecturer at the Faculty of Engineering at the University of Cuenca.

Ludo Holans was former Campus Librarian of the Arenberg Campus Library (CBA - Campusbibliotheek Arenberg) of the KU Leuven in Belgium from 2005 until 2010. He was convenor of the 30th IATUL Conference in 2009.

Alexandra Van den Abbeele received her Ph.D. in Applied Economics at KU Leuven in 2006. She is Associate Professor of Accounting at the Faculty of Business and Economics (FBE) at KU Leuven since 2010. Her teaching and research interests focus on management control systems in inter-firm relationships (buyer-supplier relationships, alliances, franchising chains, mergers and acquisitions). Besides this, she also studies cost accounting systems (e.g. TDABC) in non-profits settings (e.g. municipalities, libraries). Her work has been published in leading journals such as Organization Science, The Accounting Review, Accounting, Organizations and Society. She serves as editorial board member for the journals European Accounting Review and Behavioral research in Accounting.

Joos Vandewalle is full professor at the Department of Electrical Engineering (ESAT) at KU Leuven. He has been Head of several Divisions and Subdivisions: SISTA-COSIC, ESAT – SCD, ESAT - Computer Security and Industrial Cryptography, ESAT - Signals, Identification, System Theory and Automation/Computer Security and Industrial Cryptography. He is also Member of the Library Board at the CBA - Campusbibliotheek Arenberg.

Henri Verhaaren was professor at the Department of Pediatrics and Medical Genetics at the University of Gent. He is Former Director of the Biomedical Library.

Dirk Cattrysse holds a Master of Science in Civil Engineering (KU Leuven, 1983), Master of Engineering in Industrial Management (KU Leuven, 1984), and holds a Ph.D. in Industrial Management (KU Leuven, 1990). He studied as a visiting fellow at the MIT Sloan School of Management (USA, 1987-1988), where he did research in the area of applied operations research. He is full professor at the KU Leuven and was visiting professor at several universities. He was also appointed part-time at the University of Stellenbosch (South Africa), department of Industrial Engineering from 1998 till 2004. He is member of the board of the VLW (Traffic and logistics working group).

Conference programme (Day 4) 18 April 2013 (Thursday)

Third Plenary Session: Digital content creation, curation and promotion

Bagan Mural project - Building a robust digital library on Wordpress

Mr C.Y.B. Chia

*Miss N.K.P. Ng
Nanyang Technological University, Singapore*

Abstract:

With the advent of powerful computing devices, ubiquitous connectivity and affordable gadgets, a large amount of research data is produced every day. In the Bagan Mural project, a history professor had taken many photographs of the mural paintings in the temples of Bagan in the course of her field trips. These photographs are simply stored in her computer folders and are therefore not easily searchable or shareable. Ideally, these photographs should be made available online and come with descriptions to provide users with a perspective on the meaning behind the murals. Over one year, NTU librarians collaborated with the professor to design and implement a low cost solution to archive, organise, and search the photographs. Equally important, it will enable and promote access to this repository of photographs which may otherwise remain under-utilised. Leveraging on the internally hosted Wordpress platform, the team encouraged user participation by integrating a number of social media tools. Now, the content is more easily shared and retrieved and user contribution is supported, leading to increased use of the site materials. The project suggests that: 1) Wordpress is a suitable platform for storing digital content. This would lower the barriers for librarians who are keen to offer digital content management services but are deterred by the complexity of elaborate content management systems. 2) There should be adequate communication between the librarians and the faculty member involved so that a storage platform fully customized to his needs can be created. 3) In providing an alternative to traditional content management systems, it is important that the social media tools do not distract users from the main content but add value to the user experience.

Profiles:

Chia Yew Boon joined NTU Libraries in 2005 to head the newly established Humanities & Social Sciences Library. In 2011, he was concurrently appointed Deputy Director, New Media Group, a new division formed to coordinate, evaluate and spearhead social media initiatives, mobile projects and learning technologies. He had represented the library in several campus wide projects such as the Cool Campus Implementation Committee and the Blue Ribbon Commission Subcommittee on “Classroom of Tomorrow”.

Ng Kiak Peng joined NTU Libraries in 2011 after working several years in a public library. She has a dual role job scope of being an Acquisitions librarian and a Humanities librarian supporting the History and Philosophy divisions. Her work in the Acquisitions Division focuses on the acquisition of Chinese materials and managing donations. In her capacity as a Humanities Librarian, she actively develops the History and Philosophy collection, provides research assistance to faculty and students, conducts instructional classes and engages users regularly in promoting library services and resources.

Creation of a Digital African Archive through collaboration

Mr P.F. Malan
Sabinet, South Africa

Abstract:

Sabinet facilitates collaboration between various role players in the African region in an effort to create the most comprehensive collection of African research content in the world. By collaborating with publishers, libraries and faculty at institutions, Sabinet is bringing together full-text content published in journals and institutional repositories, on a single and easily accessible platform. The initiative was started

in 1998 with a project to collect and make available African journal content online. The aim was, for the first time, to create a central full-text collection of journal content containing important African research across a number of fields, including medical, social sciences and environmental. In 2007, the project was boosted further when Sabinet was awarded a grant from the Carnegie Corporation of New York to retrospectively digitize and make available an archive of the content of journals that was published prior to the start of the initiative. There are now more than 340 journals available online, containing more than 200 000 articles. Recently, Sabinet has extended collaboration with academic institutions by harvesting and incorporating content published in institutional repositories into the central platform. This collection of unique African research content is now available to local and international organisations. The result of this collaboration has a unique value, providing not only the vital groundwork for further or related research but assisting to preserve the heritage of the African continent whilst at the same time providing valuable world-wide exposure to African publishers.

Profile:

Pierre Malan started his career in the Library and Information industry at SABINET in 1992 as Network Manager, after gaining 5 years experience as Support Manager in the Computer Industry. He took over responsibility for computerization and networking infrastructure at SABINET as Information Technology Manager from 1994. This allowed him to experience the deployment of the internet at academic libraries and witnessing the change that came with it. He has since been responsible for further functions at Sabinet including that of systems development and later product development. He currently oversees various departments at Sabinet such as Sales, Client Services, Metadata and the African Journal Archive project. Pierre also serves on the Sabinet Board. Sabinet was formed 29 years ago. It evolved from a not for profit organization to a private company with Academic institutions having the majority ownership, and serves more than 1200 clients in more than 50 countries.

Collaborating to develop research data management services and collections

Mr M Borchert

Ms S Bradbury

Queensland University of Technology (QUT), Australia

Abstract:

The Queensland University of Technology (QUT) Library, like many other academic and research institution libraries in Australia, has been collaborating with a range of academic and service provider partners to develop a range of research data management services and collections. Three main strategies are being employed and an overview of process, infrastructure, usage and benefits is provided of each of these service aspects. The development of processes and infrastructure to facilitate the strategic identification and management of QUT developed datasets has been a major focus. A number of Australian National Data Service (ANDS) sponsored projects have / will provide QUT with a data registry system, linkages to storage, processes for identifying and describing datasets, and a degree of academic awareness. QUT supports open access and has established a culture for making its research

outputs available via the QUT ePrints institutional repository. Incorporating open access research datasets into the library collections is an equally important aspect of facilitating the adoption of data-centric research methods. Some datasets are available commercially, and the library has collaborated with QUT researchers, in the QUT Business School especially strongly, to identify and procure a rapidly growing range of financial datasets to support research. The library undertakes licensing and uses the Library Resource Allocation to pay for the subscriptions. The final strategy discussed is the library acting as “data broker”. QUT Library has been working with researchers to identify these datasets and undertake the licensing, payment and access as a centrally supported service on behalf of researchers.

Profiles:

Martin Borchert is the Associate Director, Library Services (Information Resources and Research Support) at Queensland University of Technology, Brisbane, Australia. In this role Martin is responsible for the provision of leadership, strategy and policy for the library’s collections of online and print scholarly information resources, and for research support services which include QUT ePrints, research data management, research skills seminars and workshops, research impact services, and consultations. Martin has 20 years experience working in a broad range of roles in academic libraries.

Stephanie Bradbury is the Research Support Librarian at Queensland University of Technology (QUT). In this role, she coordinates a range of services and activities that support the university’s research community. She provides advice on research data management issues as well as scholarly publishing strategies; she coordinates the Library’s External Dataset Service and the Research Support Seminar Series, which had over 2,000 attendances in 2012. Stephanie also provides advice on research data management issues, scholarly publishing strategies and bibliometric reporting and research impact tracking. In the past 15 years, Stephanie has worked across various areas of QUT and engaged with the research community in positions as diverse as Coordinator – Research Training in the Research Students Centre, Information Manager in the Institute of Health and Biomedical Innovation, and Project Manager on the Building eResearch Capabilities and Capacity project.

Library-Faculty-Vendor Partnership to Create Augmented Digital STEM Research Rubric

Ms D Magnoni
Olin College of Engineering, USA

Ms J. Ricords
Credo, USA

Abstract:

Olin College of Engineering’s Library staff set a 2013 academic year goal to transform their instructional program. Grounded in ACRL standards and ABET accreditation criteria, the program would become workshop-based, combining classroom experiences with digital exercises and tools. Library Director Magnoni began work with a materials science faculty member to design a research rubric for the digital exercise. Following a brainstorming session, a broad outline was created. Magnoni turned the outline into a diagram, and then created the initial exercise as well as a set of research tips for use with the course subject guide. Both the faculty member and Magnoni would collect electronic copies of the exercise.

Students would also keep copies for their own reference. To facilitate this sharing, a simple Microsoft Word document was created. The document included page breaks between research elements, and students could document their process, save as they moved through pieces, and then both keep and send copies. The research tips were saved in a PDF document and a course subject guide already existed on the LibGuides platform. These three pieces: an exercise in Microsoft Word format, research tips in PDF format, and a subject guide delivered on the LibGuides platform, made up the test elements. Two rounds of testing were accomplished in the experiment's first week, with modifications made for different course offerings. In addition to faculty and student feedback, Magnoni realized shortcomings of the three different formats for delivery. Through a conversation with Ricords of Credo, a Literati subscription facilitated the creation of engaging and interactive multimedia learning materials. This paper will discuss the conception and development of the research rubric, online portal and interactive tutorials, along with assessment and accreditation potential. The feedback and iteration process will be explored, and the value of the library-faculty-vendor partnership highlighted.

Profiles:

Dee Magnoni is the Library Director at Franklin W. Olin College of Engineering in Needham, Massachusetts, USA. She was hired as the library's first director in 2002 and set up much of the services and resources from scratch, including a realia collection that engages several of the students' intelligences. Dee's creation of internal and external partnerships has led to deeper integration of the library into the curriculum and stronger services and resources available to the community. Dee previously worked in both business and engineering libraries within corporate America and academia. She received her MLS from SUNY-Albany (1992) and her BA from Lehigh University (1986). Dee is an active member of the Special Libraries Association, where she is a Fellow and has served in several leadership roles.

Jackie Ricords spent 10 years coordinating education non-profits, faculty professional development programs, and government projects in the areas of educational technology, service-learning, and diversity. Before her current position as a director for Credo Reference, Jackie was the Director of Library and Educational Relations for a STM publisher, IGI Global. A central focus of Jackie's current position is assisting libraries with their e-resources planning and developing new products to assist with information literacy.

Fourth Plenary Session: Creative client services

Transliteracy at a technical university - an institution-wide collaboration in practice

Dr. C Leiss

Technical University Munich, Germany

Abstract:

Information literacy has been strongly challenged by fundamental and continuing changes in the digital age and in the way students and researchers learn and work. New media types, collective data storage and information sharing made it necessary to extend information literacy from the capability to search and

obtain information to producing, storing, and sharing it – involving fundamental technical skills and an understanding of the digital world. Transliteracy – along with other terms such as digital literacy, 21st century skills, and media literacy – aims at conceptualizing these new trends. At the same time transliteracy even in its most elaborate sense is only one aspect of a set of necessary competencies and skills (“literacies”), and the University Library as the information centre of the TUM is one player amongst others, which contribute to an overall program for skills of professional success. In this context the University Library has two strategic objectives for its information literacy programme – regarding content and its implementation on an institution-wide scale:

- 1) Offering a contemporary and comprehensive programme for transliteracy, tailored to the needs of the clients and addressing all user groups of the TUM. The University Library of TUM is conducting a project about transliteracy and started investigating systematically the routines and needs of their patrons. The project's findings help evaluate and align the library's information literacy programme.
- 2) Integrating this programme in a broader context of an institution-wide scheme of study and research support and collaboration with all TUM facilities involved. The University Library aims at embedding the library service portfolio into the life cycle of learning and research. Therefore the University Library started to collaborate with other facilities at TUM that support general study and research skills and haven't been working together so far.

The paper will present the transliteracy project and illustrate its preparation, implementation and current state.

Profile:

Caroline Leiss studied German and Slavic Literature at the Universities of Tuebingen, Wolgograd, Moscow, Berlin and Konstanz. In her doctoral thesis she worked on minimalism in soviet literature during the 1930s. After several years as a research assistant at the University of Konstanz, she completed a further education programme in academic librarianship. In 2003 she started working at the University Library of the Technische Universität München, first as subject librarian and head of the library's education and continuing training, then from 2011 as head of information services. In this position she is responsible for establishing a comprehensive information literacy programme and up-to-date enquiry services. The focus of her work is on implementing and evaluating a flexible service portfolio that covers all learning stages and user groups of TUM students and staff. Currently she is working on augmenting the existing programme with regard to transliteracy.

Meeting the users' needs in the access to information: effective collaboration for developing and delivering new users-centred information services

Ms I Trtíková

Ms L Nemeckova

Ms M. Machytkova

Czech Technical University in Prague, Czech Republic

Abstract:

University library needs to learn how to work with new models of scholarly communication and react on new challenges in the global knowledge environment within and outside the university community. An innovation of the cooperative system of library tools and services, which is the library's priority, is determined by users' feedback. This paper introduces electronic tools and services based upon a close cooperation and intensive feedback from the researchers and teachers, which have been introduced by the library for the enhancement of the use of electronic information resources and for building a digital space for dissemination and sharing of information. The paper focuses on three questions:

- What is the best way of keeping users informed?
- What is the most efficient way of providing relevant information for the education?
- What is the most efficient way of providing relevant information for R&D?

The Central Library of the Czech Technical University in Prague has introduced a number of targeted services and various communication channels for specific user groups to keep them informed. For the support of education and research activities, new applications have been developed. Using RSS technology we have created channels to provide continuous flow of new records from various databases. Once defined the topic and the research query in close cooperation with the researchers and teachers, users are provided with new and relevant resources for their work without the need for searching in multiple databases themselves. These outputs can be used for various purposes – course literature, literature for individual departments, researchers, projects etc. An interactive user interface has been created to provide tools for communication, commenting, evaluating, sharing and organizing these records. Further tools and cooperative projects have been tailored for the support of researchers involving the cooperation and data interchange between Web of Science, local CRIS system and repository.

Profiles:

Ilona Trtikova works at the Czech Technical University in Prague Central Library, responsible for the web presentation of the library, promoting electronic information resources, reference services and implementation of new and emerging web-based technologies in support of education and research. She leads seminars about information resources and reference management. Since 2010 she is studying in the PhD programme at Charles University in Prague, Faculty of Art, Institute of Information Studies and Librarianship. Fields of interest are information resources, the web, emerging technologies, e-research and information literacy.

Lenka Nemeckova is a librarian at the Central Library of the Czech Technical University in Prague, focusing on the administration and usage evaluation of electronic information resources, information support of R&D, and the establishment of an institutional repository. She graduated from the Institute of Information Studies and Librarianship (IISL) at the Faculty of Arts of the Charles University in Prague in 2008, and continues with her PhD studies at the Institute. Her dissertation topic is: 'User behavior research in technical disciplines'. Since 2010 she also works as an Assistant and Lecturer at the Institute.

Marta Machytkova is the Director of the Central Library, Czech Technical University in Prague, Czech Republic.

Hubs and Centers as transitional change strategy for library collaboration

Prof. T Walters

Mrs J Speer

Mr B Mathews
Virginia Tech, USA

Abstract:

Libraries of science and technology universities worldwide are adapting to a changing environment where cyber infrastructure, eResearch, and new technology-intensive approaches to teaching and learning are transforming universities. While many have adopted new technologies and the resources and expertise to manage them, this is only an initial step. Libraries are experimenting with organizational models that will transform their work capacity and expertise. The goal of these libraries is being an entity that feeds and produces collaborative synergies between faculty, students, information professionals, and technologists. Virginia Tech, among the top research universities in the United States, and its libraries are adopting a unique organizational change strategy that implements eScience and cyberlearning roles. Its two-part strategy begins with establishing “Hubs”, a collaborative, cross-departmental group where library employees of varying backgrounds and skills come together on common themes of strategic importance. The Hubs behave as a ‘Research & Development lab’ to explore, imagine, and brainstorm new library initiatives as well as engender deeper understandings about the university’s academic enterprise. They also are a ‘strike force’ that implements, supports, and assesses emerging library roles. Hubs also create learning opportunities for their participants and beyond. The strategy’s second part involves establishing research and service centers. At Virginia Tech, these are the Center for Innovation in Learning and the Center for Digital Research and Scholarship. These centers incubate and sustain new collaborative synergies between libraries, researchers, instructors, and learners by providing expertise, resources, and new infrastructures. The authors will discuss transformational aspects of the change management model, with lessons from their early experiences. They also will discuss how the model can be adapted by other libraries of science and technology-centered universities.

Profiles:

Julie Speer is the Associate Dean for Research and Informatics at the Virginia Tech Libraries, Blacksburg, Virginia, USA. She is also the director, Center for Digital Research and Scholarship and leader of the Libraries’ e-Research Hub.

Brian Mathews is the Associate Dean for Learning and Outreach at the Virginia Tech Libraries. He is an associate director of the Center for Innovation in Learning and leader of the Libraries’ Learning Hub.

Tyler Walters is the Dean of University Libraries, Virginia Tech. Walters is currently working on a Ph.D. in managerial leadership in the information professions from Simmons College Graduate School of Library and Information Science, Boston, Massachusetts, USA.

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Mr. Fehintola, Nike fnonifade@yahoo.com	Principal Librarian	University of Agriculture, Abeokuta	Nigeria
Mrs. Kadyamatimba, Gloria gkadyamatimba@cut.ac.zw	University Librarian	Chinhoyi University of Technology	Zimbabwe

Useful Information

Weather	<p>The weather in Cape Town can be categorised into seasons. Cape Town summers bring hot weather and can be quite windy, and winters are usually cold and wet. In Cape Town the summer months are November – March with December and January being the hottest. Winter months are from June – August. March – April is a good time to visit as the temperatures are still quite warm and there is very little wind.</p> <table><tr><td>Month</td><td>Maximum</td><td>Minimum</td></tr><tr><td>March</td><td>26°C /79°F</td><td>13°C /55°F</td></tr><tr><td>April</td><td>25°C/77°F</td><td>11°C/52°F</td></tr></table> <p>[3 day weather forecast] http://www.weathersa.co.za/web/</p>	Month	Maximum	Minimum	March	26°C /79°F	13°C /55°F	April	25°C/77°F	11°C/52°F
Month	Maximum	Minimum								
March	26°C /79°F	13°C /55°F								
April	25°C/77°F	11°C/52°F								
Packing for Cape Town	<p>In Cape Town it is possible to experience the four seasons in one day, so it would be advisable to bring a long-sleeved jacket/top, camera and sunblock. Should you forget to pack in any of these items, they are easily obtainable at shops. Tap water is perfectly safe to drink and all shops in South Africa charge extra for plastic shopping bags.</p>									
VAT and Refunds	<p>As a visitor to South Africa, you may claim a VAT refund on movable goods where the total value exceeds R250.00. Procedures, location of VAT offices and forms may be found [at] http://www.dfa.gov.za/consular/vat to assist you in your application.</p>									
Electricity	<p>The power supply in South Africa is 220/230 volts AC. Standard, three-pronged plugs are used so bring an adaptor. Adaptors can be bought at travel shops, hotels and airport shops.</p>									
Banking services	<p>Major banks in South Africa are:</p> <p>ABSA Bank</p> <p>First National Bank (FNB)</p> <p>Standard Bank</p> <p>Nedbank</p> <p>Banking hours: Monday to Friday: 09h00 - 15h30</p> <p>Saturday: 09h00 – 11h00</p> <p>ATM's (automated teller machines) are found in most towns and are operational on a 24 hour basis</p> <p>Travellers' cheques are accepted and may be cashed at most banks, hotels and [shopping malls]</p> <p>http://www.aboutcapetown.com/shopping.html</p>									
South African news	<p>[News24] http://www.news24.com/ and [IOL] http://www.iol.co.za are two major online news services in South Africa</p>									
Language	<p>South Africa has eleven official languages. They are:</p> <p>Afrikaans, English, Ndebele, Pedi, Sotho, Swati, Tshonga, Tswana, Venda, Xhosa, Zulu.</p> <p>Most English speaking tourists will be able to travel throughout South Africa and interact</p>									

	with the locals quite easily as most people speak basic English. Road signs, directions, maps, transport signs are all in English.
International Calls	Making International Calls from South Africa Dial 00 Country code Area code Number of the person Alternatively dial 10 903 for testing of overseas numbers, time difference, tariffs and technical difficulties.
Mobile phones	All new mobile phones operate in South Africa and SIM cards for the national networks [Cell C] www.cellc.co.za ; [Vodacom] www.vodacom.co.za ; [MTN] www.mtn.co.za ; [Virgin Mobile] www.virginmobile.co.za are available at supermarkets such as Spar, Clicks, Shoprite, Pick 'n Pay and newsagents such as CNA.
Safety and Security	Crime does exist so we would advise you to take basic safety precautions as you would while travelling in any other city in the world. All valuables such as passports, cameras, should be locked in the hotel safe. Valuables should be discreetly kept when walking around. Gold or other seemingly valuable items sold on the street by vendors are likely to be fake or stolen property.
Travel sites, tours and insights	South Africa has much to offer, click on the links below to get a taste of what you can experience. http://www.southafrica.net Should you want to know what bloggers are saying go to http://www.theafricatravelblog.com/ And [Cape Town markets] http://capemarkets.co.za/ for a list of fresh produce markets in Cape Town.

Conference venue

[QR Code]

The conference venue will be the **Cape Town International Convention Centre (CTICC)**. This world-class conference venue is very well situated in the heart of Cape Town, close to the V & A Waterfront and Table Mountain and surrounded by many hotels that are within walking distance from the conference venue. For more information visit: <http://www.cticc.co.za/>

Physical Address:

Convention Square, 1 Lower Long Street, Cape Town, 8001, South Africa

Contact information: Telephone: +27 (0) 21 410 5000

Fax: +27 (0) 21 410 5001

E-mail: info@cticc.co.za

Getting to the CTICC:

All the selected hotels are within walking distance from the CTICC. No public transport will be necessary.

Conference homepage

[QR Code]

<http://active.cput.ac.za/iatul2013/public/index.asp?pageid=640>

Wireless connection

Free wireless access is available at the conference venue. Instructions are in the conference registration bag issued to delegates.

Accessing conference papers

The full text of the IATUL 2013 conference papers will be accessible from the IATUL website (<http://www.iatul.org>) after the Conference.

About CPUT:

[QR Code]

<http://www.cput.ac.za/>

The Cape Peninsula University of Technology (CPUT) was established in 2005 as a result of the merging of the former Cape Technikon (established in 1920) and the former Peninsula Technikon (established in 1967). This amalgamation, a key aspect of the national plan for developing an effective delivery structure for higher education in South Africa, resulted in CPUT becoming the only university of technology in the Western Cape, with an enrolment of over 33 000 students in 2011.

The University extends over 10 campuses and the academic programmes are housed in six faculties:

- Applied Sciences
- Business
- Education and Social Sciences
- Engineering
- Health and Wellness Sciences
- Informatics and Design

Our mission is to develop a sustaining and empowering environment where, through teaching, learning, research and scholarship our students and staff, in partnership with the community and industry, are able to create and apply knowledge that contributes to development. The majority of our programmes incorporate work-integrated learning strategies that require students to undertake in-service and practical training as a vital complementary component of their academic learning. This emphasis on ensuring that our graduates acquire both theoretical and practical knowledge is one of our more distinctive characteristics and will continue to be developed through our curriculum.

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Invitation to the 35th IATUL Conference – Helsinki, Finland, 2 – 5 June 2014



Dear IATUL delegates

It gives my colleagues and I great pleasure to invite you to attend and take part in the next IATUL Conference in Finland which will be held from 2-5 June 2014 at Aalto University.

Aalto University brings together excellence in technology, business, art and design as a result of a recent merger of Helsinki University of Technology, Helsinki School of Economics, and the University of Art and Design. Today the new university atmosphere is marked by enthusiasm, courage, and passion for research and learning.

The Otaniemi campus area just outside Helsinki is a perfect setting for the IATUL 2014 conference. It is the largest technology, innovation, and business hub in Finland and in northern Europe. The area joins Aalto University with a mix of world class research organizations and hundreds of companies from start-ups to multinational corporations. The university takes advantage of this unique environment of over 15.000 students and close to 20.000 technology professionals from more than 100 countries, and offers creative new concepts and spaces - such as Design Factory and Start-up Sauna Venture Garage - for students, researchers, educators, and industry to come together, work, learn, and co-create. This dynamic spirit of Otaniemi will be an inspiration for the conference discussions and networking sessions around the challenges facing scientific and technological libraries around the globe.

In early June Helsinki is characterized by greenness and plenty of daylight hours, the city being one of the most northern capitals of the world. It is a pocket-size metropolis where it is easy to move around even on foot. Surrounded by water, the Baltic Sea, the city in between east and west invites you to explore and discover its archipelago, history, architecture as well as design. For pre and post conference activities, Helsinki offers the possibility to easily reach the neighbouring countries and cities of Stockholm, St. Petersburg, and Tallinn.

Mark your calendar with June 2-5 2014 and join us in Finland! Further information will be available on our website after this Conference. We look forward to welcoming you in Helsinki.

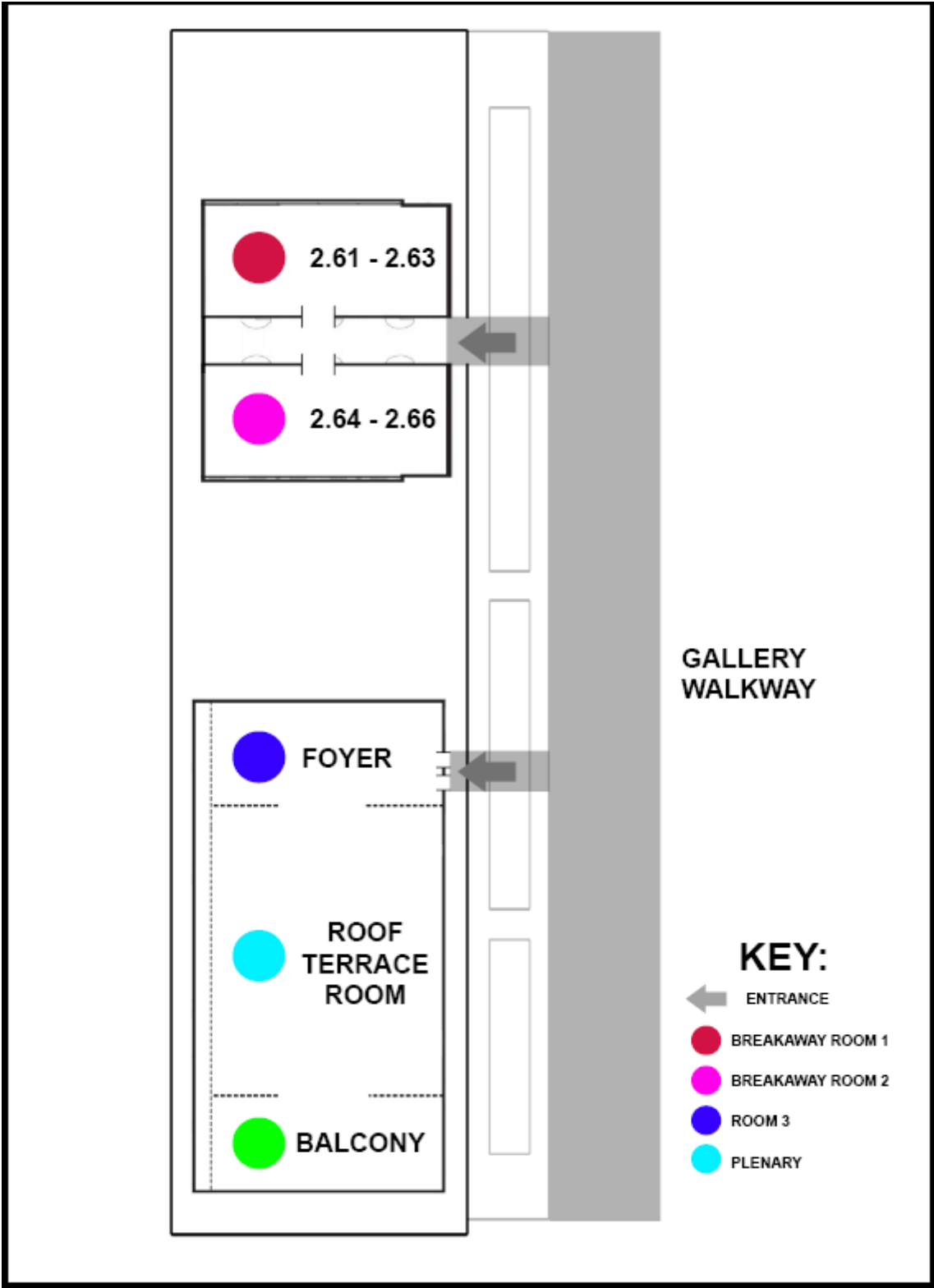
On behalf of the Organizing Committee

Irma Pasanen

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Map of Conference Venue (CTICC)



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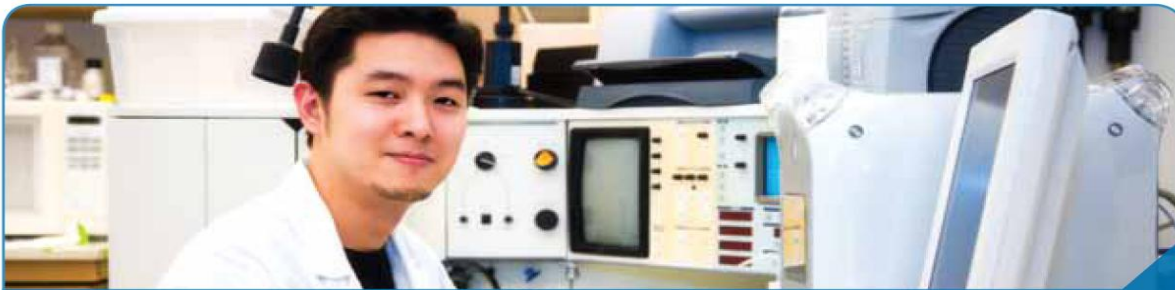
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