

***Annual Report of the Higher Education Library Interest
Group 2014***



Table of Contents

1. Introduction
2. Leadership
3. Membership
4. Branch Activities
5. Advocacy
6. Marketing and Communication
7. Governance
8. Training and Development
9. The Up Coming Committee
10. Conclusion

Members of the Committee 2014



Chair: Ms Joyce Myeza
University of KwaZulu-Natal
E-mail: myezaj3@ukzn.ac.za



Deputy Chair: Mrs Ina Smith
Stellenbosch University
E-mail: ismith@sun.ac.za



PRO: Mrs Ingrid Thomson
University of Cape Town
E-mail: ingrid.thomson@uct.ac.za



Treasurer: Sizakele Nkosi
University of South Africa
E-mail: nkosids@unisa.ac.za



Secretary: Sebina Levember
University of South Africa
E-mail: levemfs@unisa.ac.za

1. Introduction

The Higher Education Library Interest Group 2014 committee remained in tact, there was no resignation. The focus for the year was to explore opportunities for utilization of technology to enrich member activities.

A change from past practice is that Facebook was primarily used for information sharing purposes. Members accepted and actively participated in the higher education facebook page, stats quoted elsewhere in this document allude to this factor.

The mode of conferencing also changed from physical hosting to electronic in the form of webinars. A total number of 4 webinars have been coordinated and hosted at three centres, namely Stellenbosch, UCT, and UKZN. It is envisaged that the coordination and convening experience will be shared with other centres in order that all members are empowered to initiate, coordinate and host a webinar.

2. Leadership

LIASA HELIG collaborated with the following bodies: IFLA, ALA. As from September 2013, Ingrid Thomson, HELIG National PRO represents LIASA in the Higher Education and Research Chamber in the ETDP SETA.

3. Membership

HELIG membership is sitting at 421 for the Primary members and 151 for the secondary members.

HELIG remains one of the largest interest group of LIASA.

4. Branch Activities

HELIG branches indicated various activities:

Western Cape:

WCHELIG hosted a webinar, presented by Lynn Kleinveldt of CPUT, on Library orientation. Academic librarians from across the country participated.

WCHELIG in collaboration with National HELIG.org organised a workshop on Research Data Management. It was presented by the Digital Curation Centre (Glasgow). Joy Davidson and Sarah Jones from DCC were international guests of UCT LISC who kindly enabled their availability for this workshop. The workshop saw a number of first - the use of OCS to manager registrations and payments, and the use of clicker technology to conduct a survey on RDM readiness. Some delegates had flown in specially for this workshop.

Gauteng South HELIG, RETIG and SSIG held a joint workshop on What happens in post-retirement librarianship.

Gauteng North HELIG arranged and hosted a two-day Information Literacy workshop at the University of Pretoria.

5. Advocacy

HELIG National actively populated the HELIG facebook page and continues to grow at a high speed and shares the news almost every week.

The HELIG facebook page currently has 249 followers (as at 19 September 2014) from across the globe, and can be accessed at <https://www.facebook.com/LiasaHelig>.

The Free State HELIG branch created a Facebook page on 11 September 2014 at <https://www.facebook.com/pages/LIASA-HELIG-Free-State/1491320211140267>

The HELIG page on the LIASA website is also regularly updated.

6. Marketing and Communication

HELIG has a twitter account: @HELIGNews

The moderated listserv has been moved to GoogleGroups.

Fatima Darries has been facilitating the project of archiving all HELIG correspondences dating back 2010 using the blog spot. The blog can be accessed from: <http://liasahelig.blogspot.com/>

7. Governance

HELIG opened an account and a transfer of R6000 was deposited.

8. Training and Development

-WCHELIG hosted a webinar presented by Lynn Kleinveldt, a Faculty Librarian at CPUT Libraries on Library Orientation, where we are now, and where are we heading. *See detailed report on appendix 1.*

-HELIG National hosted a webinar on digitization.

-HELIG National collaborated with the Academic and Research Libraries (Standing Committee of IFLA) hosted an online presentation on agile management and how it has been used to achieve improvements and customer satisfaction at the library of the University of New South Wales (Sydney, Australia). *The presenter was Dr. Andrew Wells, University Librarian at University of New South Wales. See detailed report on appendix 2.*

-HELIG National collaborated with ALA and hosted a webinar Temporary Staffing Solutions for Libraries: A Consortial Approach in Massachusetts. Libraries in Massachusetts needed assistance in meeting short-term staffing needs, while library workers wanted opportunities to earn income, gain experience, and stay connected to the field during unemployment or retirement. The presenter was Ms Kelly Jo Woodside, the manager of BiblioTemps and an advisor for the Massachusetts Library System in Marlborough, MA.

-HELIG National collaborated with [ASSAf \(Academy of Science of South Africa\)](#) and hosted a webinar on ORCID ID which is similar to a national identification number, researchers within a digital environment needs a researcher identification number to distinguish them from other researchers with similar names and interests. The presenter was Dr. Laurel Haak, Executive Director, ORCID.

9. The Up Coming Committee

Incoming committee Members

Chair: Ina Smith (ASSaF)

Chair-elect: Ingrid Thomson (UCT)

Treasurer: Sebina Levember (UNISA)

Secretary: Paulette Taillard (SUN)

PRO:

Additional members: Alfred Nqotale (UWC)

Senovia Welman (UFS)

Sanele Kunene (TUT)

10. Conclusion

The Higher Education Library Interest Group consists of vibrant and energetic people who strive to positively impact and improve the higher education sector in South Africa.

During my tenure as HELIG Chair covering 2013 and 2014 there has been a number of significant events that were meant to progress the directive of HELIG within the country.

The primary role of HELIG as a sub-group of LIASA is to advance the interest of higher education libraries within the key stakeholders specifically the Department of Higher Education.

In the past two years, cooperation and support from the stakeholders has been good. I believe they have appreciated what HELIG was trying to advance.

We have met online on a number of occasions. The specific things that were tabled by HELIG were training, the need for standardized information literacy template for the country. The progress with this is CHELSA is currently working on a standardized template.

I would like to thank all the members who have in the recent past taken HELIG matters to heart. I would like also to encourage the members to persevere as some of the issues we raised were not speedily entertained no resolved but let us continue to petition and advance even if at a slow pace the interest of HELIG.

I would like specifically to thank the crew from Stellenbosch who despite some of them not being LIASA members, they have acted as distinguished citizens worthy of praise.

HELIG Team 2014

September 2014

Appendix 1

Report on Webinar: Library Orientation: is it still necessary? /by Lynn Kleinveldt

On Monday, 27 January 2014, WCHELG hosted a webinar presented by Lynn Kleinveldt, a Faculty Librarian at CPUT Libraries on Library Orientation, where we are now, and where are we heading. Lynn introduced the topic and gave a brief overview of how academic libraries have adapted to the changing demands of tech-savvy users. The background into Library Orientation covered traditional library tours mainly taking place at the beginning of the year where a small percentage (about 5% of the number expected) of students are being exposed to the world of information overload. The shift from print to electronic resources and the revamping of library as space meant that the aspect of Library Orientation needed to be re-looked at in order to remain relevant. Some of the Library Orientation trends presented on were: YouTube videos, Gaming, Virtual Tours, Podcasts, Digital Stories, Social Media and QR Codes. The webinar then continued with an open discussion with academic libraries in South Africa to share ideas and experiences on the traditional library orientation, whether it is still relevant and necessary. There were mixed feelings about whether the traditional library orientation is still necessary. Some of the ways in which academic libraries in South Africa have adapted library orientation are highlighted as follows:

- Rhodes University Library: Has transformed the traditional orientation programme into an “Amazing Race” which is a competition that allows students to explore the library. The students receive information that guides them through the different sections of the library. Some of the prizes include tablets, external hard drives, kindles, and gift bags. The library also makes use of virtual tours. Rhodes Library has become the “social space” both online and physically. The library is also exploring Libguides and Gaming for orientation.
- Stellenbosch University Library: Are exploring using web 2.0 tools such as wikis and blogs making the library more visible online. Libraries should be accessible anytime, anywhere. They mentioned that where library orientation was phased out, no complaints were received from faculty. There should be “self-help” services.
- University of Pretoria: Conduct traditional and virtual (video) orientation. Have an Orientation Virtual Game. Exploring Libguides as well.
- University of Johannesburg: Conduct traditional orientation. Make use of Libguides and Facebook (where questions are posted with prizes attached) for library orientation.
- CPUT: Still conduct traditional Library orientation, but it has been shortened. Integrated Orientation into Information Literacy training.
- UKZN: At UKZN Howard College the library is exploring learning management systems
- UWC: Conduct traditional and virtual orientation. Exploring Prezi as well.
- UFS: Library orientation is integrated into information literacy training.
- TSIBA: A 15 minute introduction to the library by a library workshop with a hands-on component which includes a worksheet.

Recommendations and the way forward: It was realised that traditional library orientation is still important. It was recommended that Library Orientation be integrated into Information Literacy Training, making it more hands-on.

A recommendation made for future webinar discussion is: “Tips for embedding IL into the curriculum”.

Overall it was a very good discussion and platform to learn about what academic libraries are doing with regards to orientation. We look forward to future webinars on academic library issues.

Appendix 2

Report on Webinar by Andrew Wells - Agile Management

Introduction

On 22 April 2014 LIASA HELIG (SA) in collaboration with the Academic and Research Libraries (Standing Committee of IFLA) hosted an online presentation on agile management and how it has been used to achieve improvements and customer satisfaction at the library of the University of New South Wales (Sydney, Australia). In the current technological age where libraries are investing significant resources, including human resources, to meet the challenges for new roles and responsibilities, this webinar presented one of many interventions. The webinar was aimed at librarians and library managers wishing to fully embrace the digital transition in order to enable innovation in space and other opportunities to experiment.

Organising Committee

This webinar was organised in collaboration with colleagues from the University of New South Wales. Members were listed at:

<http://conferences.sun.ac.za/index.php/liasa/wam/about/organizingTeam>

Presenter

Andrew Wells is the University Librarian at The University of New South Wales. Over the years Andrew has overseen major changes to the University Library’s services, organisation and buildings. He has taken a strong interest in improving facilities and steering the Library through a period of rapid changes in scholarly information. Andrew has held senior positions in several major Australian libraries. Prior to joining UNSW, Andrew was the Assistant Director General, Resource Sharing Division at the National Library of Australia (1996-2001). At the State Library of New South Wales, he occupied senior positions in a variety of roles, building on major periods of service at the University of Queensland Library, Macquarie University Library and a previous stint at UNSW Library from 1982 to 1986.

Delegates

According to OCS 74 individuals registered. These were from all over the world. The number attended in the end could not be determined.

Feedback

The following feedback were received:

“Thank you for arranging this webinar. I found it very interesting.” - Debbie Cuthbert

“Dear Ina, LIASA HELIG, SU and the ARL,

Thank you for the most enlightening webinar.

Although I run a very small one-man library, I found this most informative and an inspiration.

I look forward to attending more of these webinars and appreciate all the effort and co-ordination to put these together.

Congratulations.

Best wishes

Ilana Barling”

Programme

The presentation by Andrew was made online available at:

<https://dl.dropboxusercontent.com/u/23757861/agilemanagement.pdf> or
<http://conferences.sun.ac.za/index.php/liasa/index/schedConfs/current>

For an article by Andrew Wells in the most recent IFLA Journal Vol 40, No 1, March 2014, see <http://www.ifla.org/node/8433> (open access)

Agile management: Strategies for success in rapidly changing times – an Australian University Library perspective

Andrew Wells

Highlights

- This was the first international collaborative effort undertaken by LIASA HELIG.
- Academic libraries need to scale down. Libraries in Australia have started doing so. Invest in digital resources, e.g. subscribe to both EndNote and RefWorks.
- Libraries need to move easily and quickly in order to respond to changing economic circumstances or competitive forces. Libraries need to be flexible and open for change.
- Ways mentioned to become more agile: use peripheral vision, encourage dissent, experiment, simplify and flatten, and act quickly.
- Printed material is stored more and more off-site, and innovative study spaces were created.
- E-journals and back-files are highly in demand.

- The development of digital repositories has been seen as one of the most significant developments in the last decade. Activities related to scholarly communication steered Australian universities towards new roles in supporting research.
- Divert resources to support experimentation.
- At NSWU structure was simplified to deal with rapid changes in enrolment with less resources: no services desks, self-help, stop doing things or do them differently, stop doing things to release resources for new activities.

Recommendations

- That LIASA setup its own BigBlueButton or webinar server, as well as a server hosting OCS. Recording the webinars also seems to be a challenge, and we are still in the process of getting a grip on it.
- Academic libraries should act and learn from what has been presented.

Conclusion

Overall LIASA HELIG feels that this webinar can be regarded as a success, following many questions from the virtual audience. This webinar was a repeat of the one presented during the LIASA Conference during 2013. At some stage libraries need to start learning from others, and start implementing. It might require restructuring within the library.