

Making information and services available in new and virtual environments: research support in ODL environments

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Content

- Introduction
- Context
- Response of the academy
- UNISA experiences
- Conclusion

CONTEXT

“The library is the heart of the university”

C.W. Eliot president of Harvard

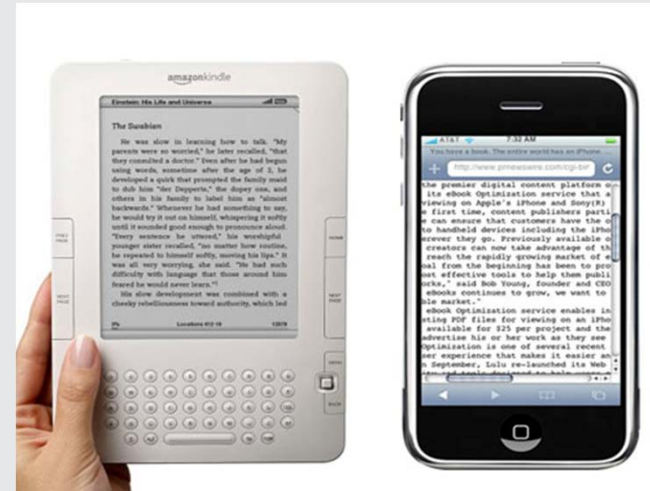
University, 1869

“ In a digital age what is the value of
investing in a library infrastructure?” 2006
an 2011

Evolution (revolution) of libraries



Scholarship environments



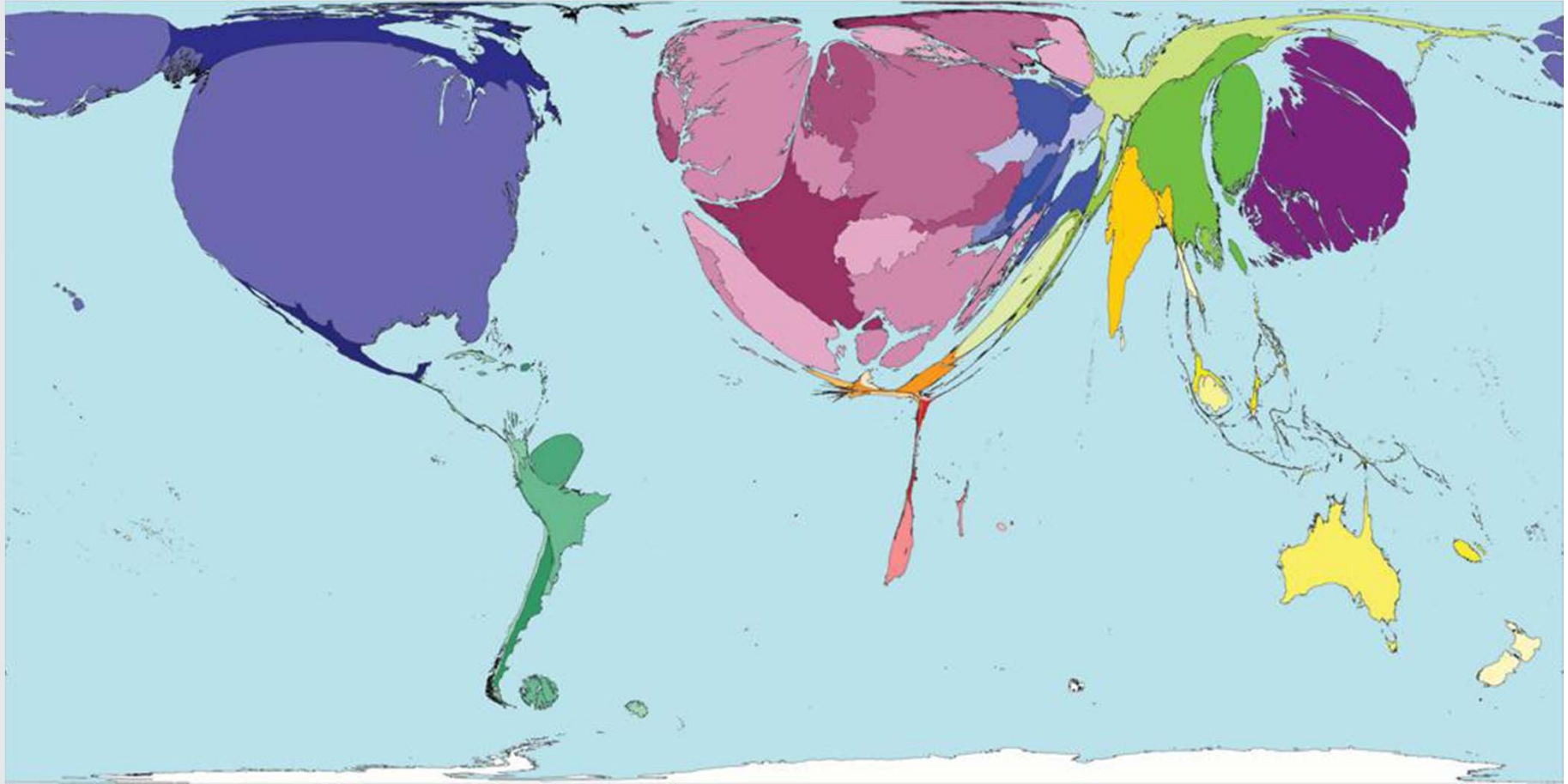
MIT Research

- Collaboration



Two students work on a laptop at the African Leadership Academy in Honeydew, Johannesburg, South Africa.
Photograph: Per-Anders Pettersson/Getty Images

Worldmapper: Science Research



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RESPONSE OF THE ACADEMY

Research Strategy

- Establishing RS
- Alignment with
 - International Research agenda
 - National research strategy
- Resources and investment
- Restructuring institutions

Infrastructure

- VLE
 - Teaching and learning
 - Resources
 - Social media tools
- VRE
 - Research
 - Supporting research cycle :
 - Research administration
 - Discovery, collection and analysis
 - Communication
 - Scholarly publishing

How will libraries respond?




UNISA EXPERIENCES

Strategic alignment

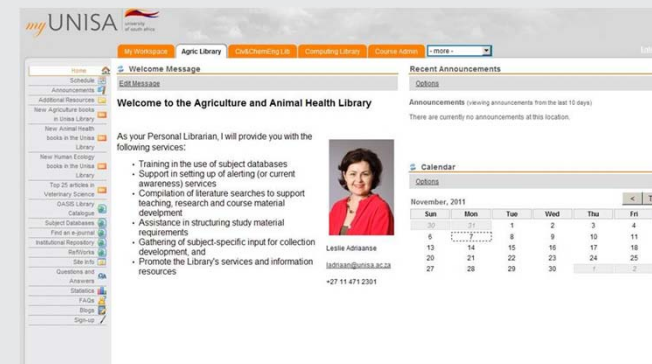
- UNISA 2015 Revisited
- Located in IOP 2010-2012
- LOP expression institutional goals
- Services informed by LOP
- Services standards set

Online support

- **myUnisa**  - Departmental websites (academic staff & researchers)
- College websites (M and D students)
- **Unisa Library**

myUnisa Departmental websites

- Announcements regarding training, library events, etc.
- Budget allocations, IR information, Alerting and SDI services, etc.
- RSS Feeds from various tools
- Additional features such as blogs, scientific websites, etc.



myUnisa College websites

- M and D support
 - Content includes: information bibliographic referencing tools, how to use the library as a M and D student, using ILL, how to set up alerts, plagiarism, research skills presentation, etc.



SBL eds – links to relevant library information, guidelines and tutorials relevant to the SBL's MBL / MBA Programme

The screenshot displays the IBM Lotus Notes interface for the MBL3 Programme Information. The main content area shows a table of resources categorized by type. The table has columns for Date, Subject, and Created By. The resources are organized into sections: Academic, Assessments, Library (Articles, Journals, Library Tutorials, Library Usage Documents), and Online Resources. Two callout boxes with arrows point to specific rows in the table:

- Each of these contain further content**: Points to the 'Data Resource' row (2011.04.20) and the 'Error message when accessing prescribed article' row (2011.03.17).
- Allows for answering queries or participating in discussions**: Points to the 'Prescribed articles' row (2011.01.07).

Date	Subject	Created By
2011.04.20	Data Resource	SIHLE BUSISIME DLAI
2011.03.17	Error message when accessing prescribed article	LM Grobler
2011.01.07	Prescribed articles	LM Grobler
2011.03.17	Different kinds of journals	LM Grobler
2011.01.07	150 most popular e-journal business and manager	LM Grobler
2011.01.07	e-journals business and management general list	LM Grobler
2011.01.20	1 Using the Unisa library homepage	LM Grobler
2011.01.20	2 Researching your topic	LM Grobler
2011.01.20	3 Using the library	LM Grobler
2011.01.20	4 Finding books	LM Grobler
2011.01.20	5 Finding journal articles	LM Grobler
2011.01.20	6 Finding theses and dissertations	LM Grobler
2011.01.20	7 Finding other electronic material	LM Grobler
2011.01.20	8 Finding legal information	LM Grobler
2011.01.20	9 Evaluating your information	LM Grobler
2011.01.20	9.1 Managing your references	LM Grobler
2011.01.20	9.2 Keeping up to date with your research	LM Grobler
2011.01.20	9.3 Citation resources	LM Grobler
2011.07.05	Access to the Library	SIHLE BUSISIME DLAI
2011.03.05	Data Resource	NOMFUNDO SIBUSIS
2011.04.05	RefWorks - citation management system	LM Grobler
2011.03.17	Completed MBL3 Research Reports	LM Grobler
2011.03.17	myUnisa Password	LM Grobler
2011.03.17	Plagiarism	LM Grobler
2011.03.17	Referencing & the ethical use of information	LM Grobler
2011.03.17	Workstation settings for the eLibrary	LM Grobler
2011.03.17	Error messages when accessing online resource	LM Grobler
2011.03.17	Information for your research topic	LM Grobler
2011.01.07	Completed MBL Research Reports	LM Grobler

One click within myUnisa takes the academic straight to the journal selected

EBSCOhost: Publications: Journal of Education for Business - Windows Internet Explorer provided by UNISA

http://j0-web.ebscohost.com.oasis.unisa.ac.za/ehost/detail?sid=ecd06411-b382-45ae-8586-22a471386664%40sessionmgr11&vid=1&hid=8&bdata=3nNpd...

Database: Business Source Complete -- Publications

UNISA university of south africa

Publications Alert / Save / Share

Previous Record Next Record Search within this publication

Publication Details For "Journal of Education for Business"

Title: Journal of Education for Business	All Issues
ISSN: 0883-2323	+ 2011
Publisher: Taylor & Francis Ltd	+ 2010
Information: 4 Park Square	+ 2009
Milton Park	+ 2008
Abingdon, Oxfordshire OX14 4RN	+ 2007
United Kingdom	+ 2006
Bibliographic Records: 09/01/1990 to present	+ 2005
Full Text: 09/01/1990 to present (with a 12 Month delay)	+ 2004
"Full text delay due to publisher restrictions ("embargo")	+ 2003
Publication Type: Academic Journal	+ 2002
Subjects: Business Education	+ 2001
Description: Basic and applied research based articles on significant trends and issues affecting education for business, curriculum development and evaluation and the process of instruction selected through blind review.	+ 2000
Publisher URL: http://www.taylorandfrancisgroup.com/	+ 1999
Frequency: 6	+ 1998
Peer Reviewed: Yes	+ 1997
	+ 1996
	+ 1995
	+ 1994
	+ 1993

The “one click” principle also applies to the other resources listed, for example subject specific case studies

The screenshot shows the UNISA eLibrary SBL interface. The main content area displays a table of case study materials. The table has columns for Title, Access, Created By, Modified, and Size. The following table represents the data shown in the screenshot:

Title	Access	Created By	Modified	Size
Case Material	Actions			
Asia Case Research Centre - ACR	Entire site	MS LM GROBLER	09-Sep-2010 12:05	23 bytes
Case Centre Wits Business School	Entire site	MS LM GROBLER	09-Sep-2010 11:18	60 bytes
Case Writing Process - Key Business Publishing	Entire site	MS LM GROBLER	09-Sep-2010 11:52	63 bytes
Harvard Business for Educators - Cases	Entire site	MS LM GROBLER	09-Sep-2010 11:30	37 bytes
How the HBS Case Method Works	Entire site	MS LM GROBLER	09-Sep-2010 12:11	59 bytes
IMD Case Studies	Entire site	MS LM GROBLER	09-Sep-2010 11:43	56 bytes
INSEAD Case Studies	Entire site	MS LM GROBLER	09-Sep-2010 11:47	62 bytes
Key School of Business Cases	Entire site	MS LM GROBLER	09-Sep-2010 11:52	46 bytes
Thunderbird Case Series	Entire site	MS LM GROBLER	09-Sep-2010 12:05	57 bytes
Unit for Corporate Governance in Africa - Case Studies	Entire site	MS LM GROBLER	30-Sep-2010 12:20	58 bytes
Each the case for learning	Entire site	MS LM GROBLER	09-Sep-2010 11:21	20 bytes

The screenshot shows the website for the Centre for Corporate Governance in Africa, part of the University of Stellenbosch Business School (USB). The page features a navigation menu and a list of case studies available for download. The following table represents the data shown in the screenshot:

Case Study Title	Download Link
Anglo Case Study 2009	Download Anglo Case Study 2009
Wagfs Case Study 2009	Download Wagfs Case Study 2009
Governance in Africa Case Study 2009	Download Governance in Africa Case Study 2009
Zimbabwe Case Study 2009	Download Zimbabwe Case Study 2009
BEE Case Study 2009	Download BEE Case Study 2009
Kenya Case Study 2009	Download Kenya Case Study 2009
Dikgang Publishers Case Study	Download Dikgang Publishers Case Study
CEO Case Study 2009	Download CEO Case Study 2009
Woolworths Case Study 2009	Download Woolworths Case Study 2009

CONTENT:

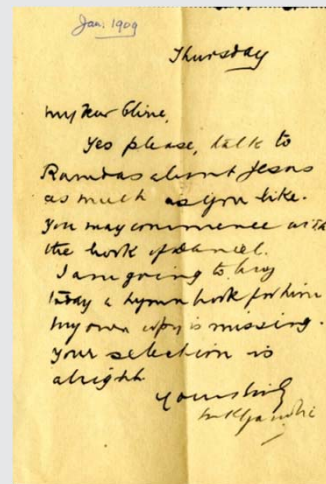
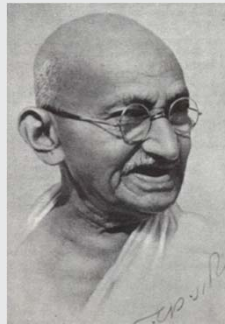
E-content



- Over **65,000** e-book titles, including e-reference sources, now a permanent collection assets for the Library.
- Total of **69,867** unique e-journal titles

Archival Material & Special Collections on IR

- Inventories available online
- Digitisation project
 - Correspondence
 - Art work
 - Posters



Letter by MK Gandhi (January 1909)

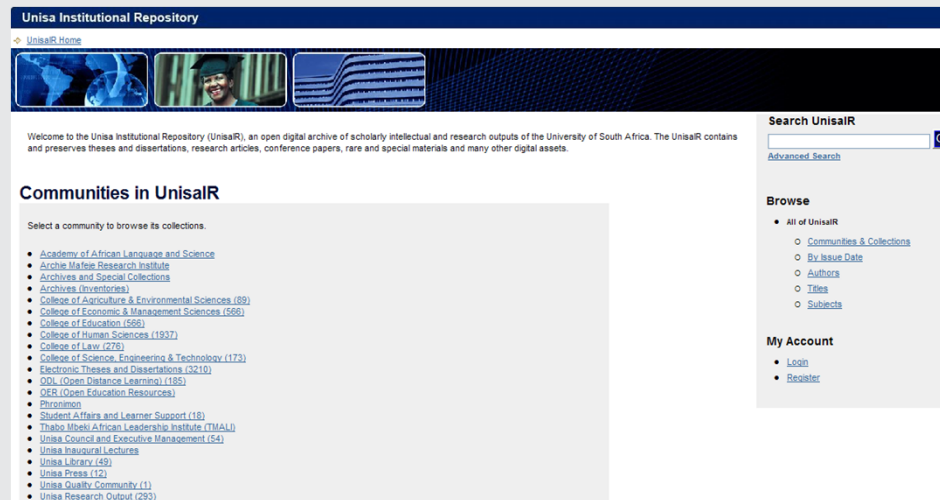


The work of Jeanne Kotze Louw

**OPEN ACCESS: INSTITUTIONAL
REPOSITORY**

Unisa Institutional Repository

- An open digital archive of scholarly intellectual and research outputs of Unisa



The screenshot shows the homepage of the Unisa Institutional Repository. At the top, there is a blue header with the text "Unisa Institutional Repository" and a "UnisaR Home" link. Below the header is a banner image featuring a globe, a portrait of a woman, and a building. A welcome message states: "Welcome to the Unisa Institutional Repository (UnisaR), an open digital archive of scholarly intellectual and research outputs of the University of South Africa. The UnisaR contains and preserves theses and dissertations, research articles, conference papers, rare and special materials and many other digital assets." The main content area is titled "Communities in UnisaR" and includes a list of communities to browse, such as "Academy of African Language and Science", "Archie Mafeke Research Institute", "Archives and Special Collections", "Archives (Inventories)", "College of Agriculture & Environmental Sciences (89)", "College of Economic & Management Sciences (566)", "College of Education (566)", "College of Human Sciences (1937)", "College of Law (276)", "College of Science, Engineering & Technology (173)", "Electronic Theses and Dissertations (3210)", "ODL (Open Distance Learning) (185)", "OER (Open Education Resources)", "Shironga", "Student Affairs and Learner Support (18)", "Thabo Mbeki African Leadership Institute (TMALI)", "Unisa Council and Executive Management (54)", "Unisa Inaugural Lectures", "Unisa Library (49)", "Unisa Press (12)", "Unisa Quality Community (1)", and "Unisa Research Output (293)". On the right side, there is a "Search UnisaR" section with a search bar and a "Go" button, and a "Browse" section with links for "Communities & Collections", "By Issue Date", "Authors", "Titles", and "Subjects". Below the "Browse" section is a "My Account" section with links for "Login" and "Register".

Videos, papers, records, inaugural lectures, photos, etc.

Reverend Allan Boesak Papers

Search within this community and its collections:

Go

[Advanced Search](#)

Browse by

- [By Issue Date](#)
- [Authors](#)
- [Titles](#)
- [Subjects](#)



Collections in this community

- [Inventories \(Reverend Alan Boesak\)](#)

Recent Submissions

- [Reverend Allan Boesak Collection, Videos \(AB 001-04\)](#)
Van der Westhuizen, Anri; le Roux, Annette (2010-06-25)
- [Reverend Allan Boesak Collection, Papers \(AB-001-03\)](#)
Van der Westhuizen, Anri; le Roux, Annette (2010-06-25)
- [Allan Boesak Collection, Audio Records \(AB 001-02\)](#)
Van der Westhuizen, Anri; le Roux, Annette (2010-06-25)
- [Reverend Allan Boesak Collection, Papers \(AB 000-01\)](#)
Van der Westhuizen, Anri; le Roux, Annette (2010-06-25)
- [Reverend Allan Boesak Collection, Audio Records \(AB 001-01\)](#)
Van der Westhuizen, Anri; le Roux, Annette (2010-06-25)

Unisa Institutional Repository

[UnisaIR Home](#) [Archives and Special Collections](#) [Unisa Music Instrument Collection](#)

Unisa Music Instrument Collection

Search within this community and its collections:

Go

[Advanced Search](#)

Browse by

- [By Issue Date](#)
- [Authors](#)
- [Titles](#)
- [Subjects](#)

Recent Submissions



UNISA



Data Management



RESEARCH SUPPORT VIA MOBILE TECHNOLOGY

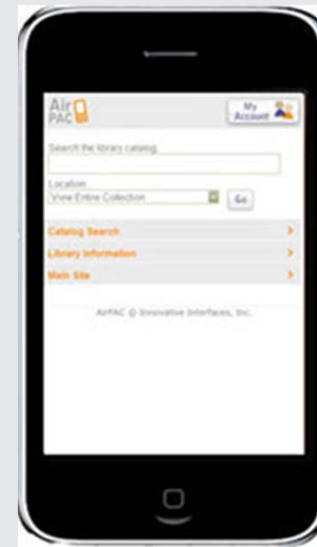
AirPAC

- Students can request, view, renew, etc, books & articles via AirPAC
- The smartphone version of AirPAC was launched in 2011

classic version



smartphone
version



sms notifications to acknowledge requests & progress

Unisa Workflow - - [View Workflow Item : 09159NX00437]

File Workpacket Tools Window Help

Patron\Indexing Data Memo History

Memo

Moved From Despatch 2010-07-14 at 02:04:28 by MBULAAF

14/07/2010 02:05:01 PM Emails

14/07/2010 02:05:03 PM SMS message ←

14/07/2010 02:05:05 PM Print message

econnect

Management Department Policies Services & Groups News & Communications

Logout

My Links

- Appraisal Management
- E-Learning
- Capturing & Submitting Scores - IPMS
- Discussion Forums
- Gartner Advisory Articles
- HR Self Service
- E-Learning
- HR Self Service (Oracle)
- ICT Self Service
- ICT Self Service Training Manual
- Learning material inventory (Pla)
- Library Intranet
- Matric Results
- Oracle EBPROD
- Outlook Web Access
- Personal PDFs
- Send SMS Request

SMS System

Options

- Send Standard SMS - GCQ (Geographical area, Course or Qualification)
- Request Customised SMS
- Query SMS System

Requestor and budget information

Name:

Business Unit:

Responsibility Centre Code:

Total budget:

Available budget:



Unisa Library

Home Search People Organisations Projects Activities Administration Help Sign out

Do Villiers, MR (Prof)	Failed			04/11/2010 13:51:05
Back Refresh Update to... Export Need help?				
Dron, C (MS)	Sent	09:01:55	Provider	04/11/2010 09:01:54
SHANGE, TC (MR)	Sent	03/11/2010 17:04:08	ID:4348098;OK;Submitted to Provider	03/11/2010 17:04:07
RAMIAH, J (MS)	Sent	03/11/2010 16:57:07	ID:4348072;OK;Submitted to Provider	03/11/2010 16:57:07
OOSTHUIZEN, M (MR)	Sent	03/11/2010 14:23:04	ID:4346860;OK;Submitted to Provider	03/11/2010 14:23:03
Maree, Randell (Mr)	Sent	03/11/2010 11:15:59	ID:4346553;OK;Submitted to Provider	03/11/2010 11:15:59

Satisfaction surveys & Needs studies

- Via SurveyMonkey and mobile phone

UNISA | university of south africa LIBRARY

Literature Search Results Evaluation Survey 2010

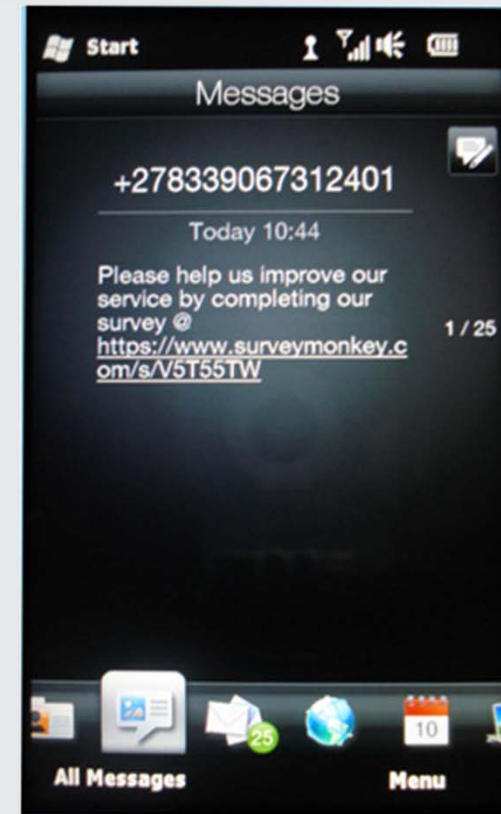
Exit this survey

1. Survey questions

1. Indicate the extent to which you agree or disagree with each of the following statements.

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
I received the literature search in good time for my information needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received enough references.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The references were relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The literature list was easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The attached guidelines/instructions were valuable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Were the guidelines provided with the literature results



SERVICE TO PRINT CHALLENGED

Students with visual impairment

- Conversion:
 - print to e-format for blind students using EyePal and Plustek Book Reader to make material accessible.
 - PDF into audio, txt, rtf, etc, using EasyConverter for blind and other students upon request.



Assistive technology on the move

- Items that can be requested

KEYWORD View Entire Collection

Limit to titles which are not in my Reading History
 Show only the Available titles

2 results found. Sorted by [relevance](#) | [date](#) | [title](#) .

KEYWORDS (1-2 of 2) **Other Resources**

Very relevant titles entries 1-1

BookCourier reading solutions for the visually impaired and learning disabled.
San Ramon, Calif. : Springer Design Inc. ; Pretoria : Neville Clarence Technologies [distributor], c2004.

Request

LOCATION	SHELF NO	STATUS
Audio Equipment	unis2343665	DUE 29-09-10
Audio Equipment	unis2342502	AVAILABLE
Audio Equipment	unis2343517	AVAILABLE

There are additional copies/volumes of this item



Students with dyslexia

- Students with dyslexia can request the ClassMate Audio Book Reader, a device designed to improve reading skills, developing and understanding vocabulary, while promoting phonetic recognition and fluency.



FINALLY.....

Setting the direction....



Impact

- Performance targets and measured annually
- SSI
- Peer review regularly

Concluding remarks

- Great times for information professionals as they embark on a shared journey as partners
- Alignment with Teaching and Learning, and Research Strategy critical
- Impact of services
- Leadership in own area of expertise



**Thank you for your
attention... and questions**

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