



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

**Dr Buhle Mbambo-Thata**  
**Executive Director, UNISA Library**  
November 2011

# Content

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

**CONTEXT**

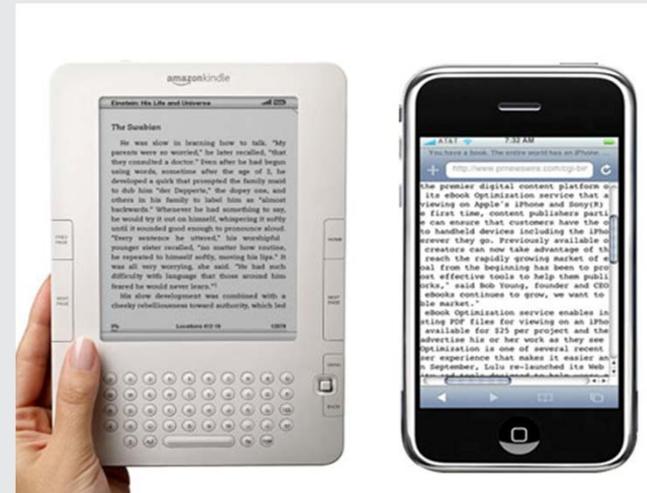
“The library is the heart of the university”  
C.W. Eliot president of Harvard  
University, 1869

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

# Evolution (revolution) of libraries



# Scholarship environments



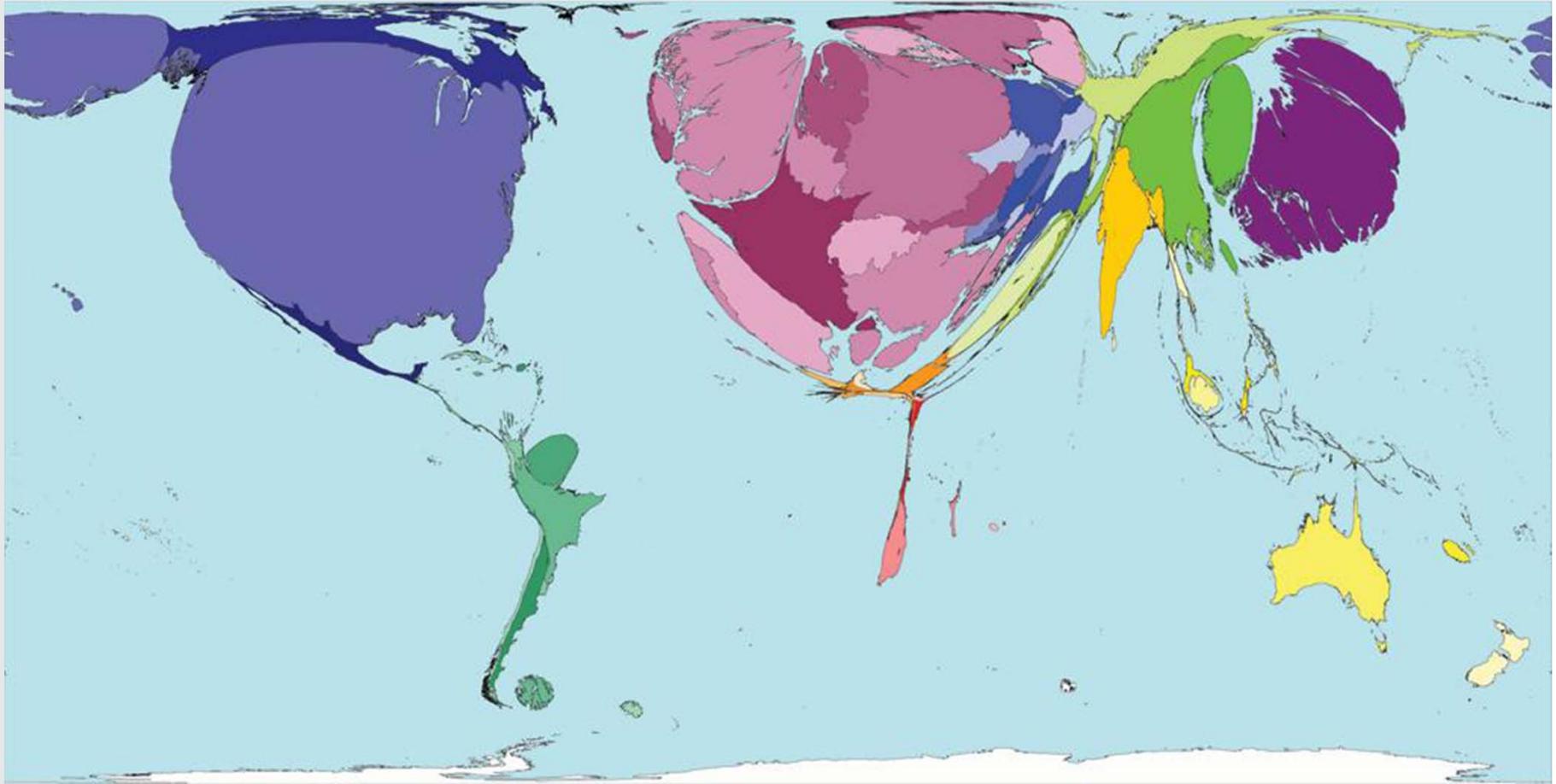
# MIT Research

- 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



© Copyright 2006 SASI Group (University of Sheffield) and Mark Newman (University of Michigan)

# **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

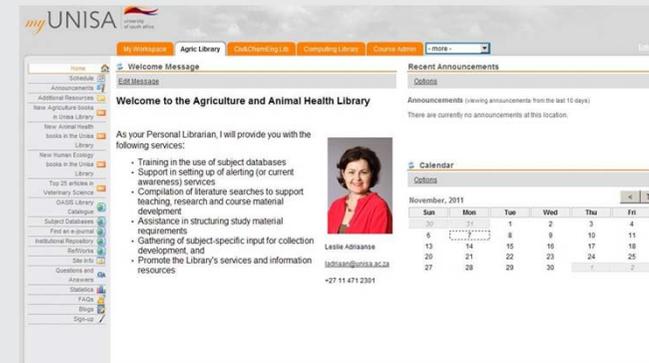
- UNISA 2015 Revisited
- Located in IOP 2010-2012
- LOP expression institutional goals
- Services informed by LOP
- Services standards set

# 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 shows an IBM Lotus Notes application window titled 'MainNav - IBM Lotus Notes'. The interface includes a menu bar (File, Edit, View, Create, Actions, Tools, Window, Help) and a toolbar with various icons. The main content area displays a search results page for 'DiscussionByCategoryNotes'. The search results are organized into categories such as Academic, Assessments, Library, Journals, Library Tutorials, Library Usage Documents, and Online Resources. Each entry in the list includes a date, a subject, and a creator name.

Two callout boxes with green arrows point to specific entries in the 'Library Tutorials' section:

- The first callout box points to the entry '1 Using the Unisa library homepage' and contains the text: "Each of these contain further content".
- The second callout box points to the entry '9.2 Keeping up to date with your research' and contains the text: "Allows for answering queries or participating in discussions".

Date	Subject	Created By
2011.04.20	Data Resource	SIHLE BUSISIME DLAI
2011.03.17	Error message when accessing prescribed article LM Grobler	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	LM Grobler
2011.01.07	e-journals business and management general list LM Grobler	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 SEBUSIS
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	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"

<b>Title:</b> Journal of Education for Business	All Issues
<b>ISSN:</b> 0883-2323	+ 2011
<b>Publisher:</b> Taylor & Francis Ltd	+ 2010
<b>Information:</b> 4 Park Square	+ 2009
Milton Park	+ 2008
Abingdon, Oxfordshire OX14 4RN	+ 2007
United Kingdom	+ 2006
<b>Bibliographic Records:</b> 09/01/1990 to present	+ 2005
<b>Full Text:</b> 09/01/1990 to present (with a 12 Month delay)	+ 2004
"Full text delay due to publisher restrictions ("embargo")	+ 2003
<b>Publication Type:</b> Academic Journal	+ 2002
<b>Subjects:</b> Business Education	+ 2001
<b>Description:</b> 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
<b>Publisher URL:</b> <a href="http://www.taylorandfrancisgroup.com/">http://www.taylorandfrancisgroup.com/</a>	+ 1999
<b>Frequency:</b> 6	+ 1998
<b>Peer Reviewed:</b> 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 page title is "Additional Resources". The location is "eLibrary SBL Resources | Case Material". Below the location, there is a table of resources. The table has columns for Title, Access, Created By, Modified, and Size. The resources listed are:

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 title is "Case Studies". The page lists several case studies with download links:

- Download Anglo Case Study 2009
- Download Waq's Case Study 2009
- Download Governance in Africa Case Study 2009
- Download Zimbabwe Case Study 2009
- Download BEE Case Study 2009
- Download Kenya Case Study 2009
- Download Dikgang Publishers Case Study
- Download CEO Case Study 2009
- Download Woolworths Case Study 2009

**CONTENT:**

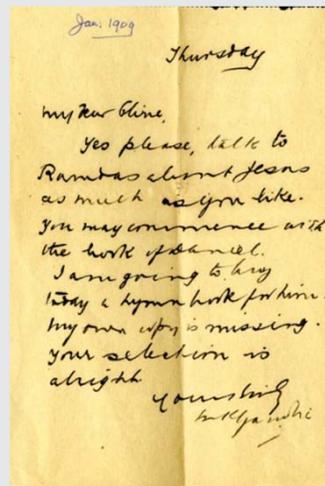
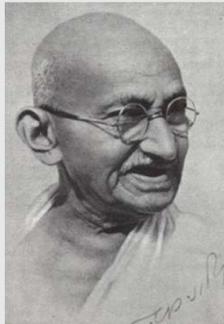
# E-content



- 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)

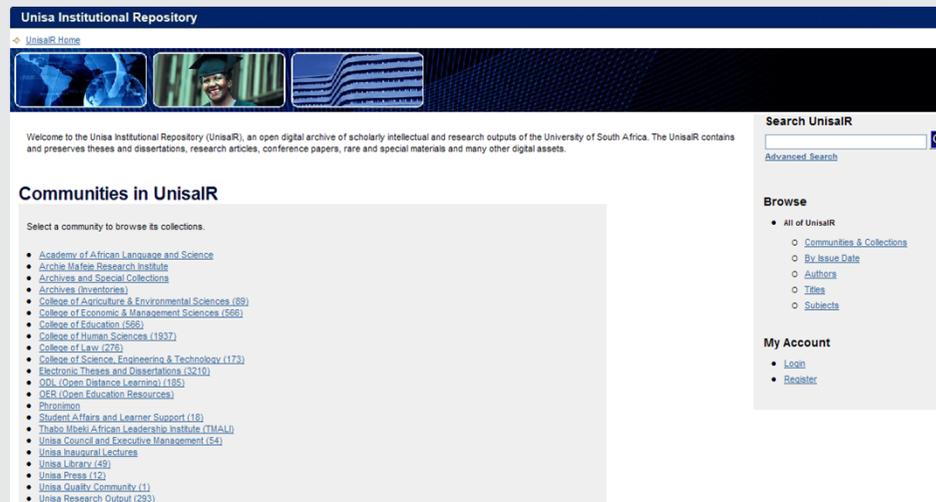


The work of Jeanne Kotze Louw

**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, a "Go" button, and a link to "Advanced Search". Below the search bar is a "Browse" section with a list of categories: "All of UnisaR", "Communities & Collections", "By Issue Date", "Authors", "Titles", and "Subjects". At the bottom of the right side 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:

[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:

[Advanced Search](#)

### Browse by

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

### Recent Submissions



UNISA



# Data Management



**RESEARCH SUPPORT VIA  
MOBILE TECHNOLOGY**

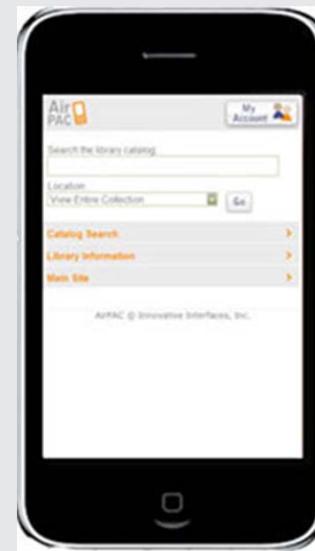
# AirPAC

- 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

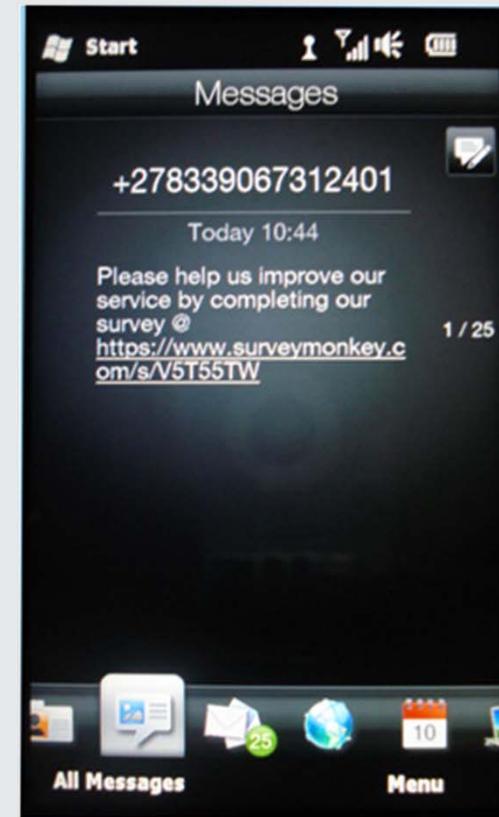
Exit this survey

### 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"/>				
I received enough references.	<input type="radio"/>				
The references were relevant.	<input type="radio"/>				
The literature list was easy to understand.	<input type="radio"/>				
The attached guidelines/instructions were valuable.	<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**

Dr Buhle Mbambo-Thata  
[mbambtb@unisa.ac.za](mailto:mbambtb@unisa.ac.za)