



Info Forum

Newsletter of the Potchefstroom Campus Libraries



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32 YEARS' PRIVILEGES

I will soon be retiring after 32 years in the Ferdinand Postma Library. Together with the four years that I was a lecturer in International Politics this gives me 36 years at the Puk, and combined with the five years before that at Military Intelligence, my professional career spanned 41 years. Of this, I spent the last twelve years in the office I am now vacating.

One can spend a long time reflecting and expanding on developments in the university and information fields, on the future, and on challenges. Let me limit myself to a few thoughts on the privileges I experienced.

- The 46 years that I was involved with the Puk – as student and as staff member – were years of unqualified happiness. It may sound trite to refer to the University as a home, but that's the way it is. Many new people and many new things over the years (like the merger and establishment of the NWU in 2004) did not detract from this, but merely confirmed it. It was never difficult to love and be loyal to the Puk and my numerous friends here.
- My years in the Library are excellent proof of this. The proficiency, professionalism and service orientation of a strong mutually bound staff corps make the Library what it is: an outstanding example in the ranks of academic libraries and an example for any support unit in any place. With the positive attitude and stability of all the staff, and with the proficiency and dedication of the managers of all the divisions even a brick could have been die Director Library Services.
- I was privileged to be involved in the computerisation efforts of the Library almost right from the start, and help lay the groundwork. It was almost overwhelming to experience all the subsequent dramatic developments. And the process is not even close to being completed. Drastic developments regarding the use of information technology



and the role to be played by the Library – including with the space it has available – in supporting students and researchers still lie ahead. The Puk is well geared for this.

The matters that deserve to be mentioned are endless. I can leave with gratitude and pride. I do not doubt for one moment that my successor, Elsa Esterhuizen, and everybody who supports her will in the years ahead start and complete wonderful new initiatives. I look forward to seeing some of the changes that are ahead.

My regards to you all.

Tom Larney

INTERVIEW WITH TOM LARNEY

Tell us something about where you come from.

I was born in the hospital in Ventersdorp on a Sunday evening in 1946 (quite considerate), two years after Eugene Terreblanche. At the time we lived on a small farm to the north of Makokskraal, where nobody could survive and allow his children to be educated. That is why my Dad left for the mines in 1952. In 1954 we moved to Stilfontein, where I wrote matric ten years later. Today I am still proud of the parents who raised my friends and me there. Nobody is allowed to malign a mining town in my presence.

And then you went to the Puk?

Yes, in 1966. Naturally after I had completed my military service in 1965, and then worked on the mine for a few months to earn my own study fees. I lived in Over-de-Voor, studied BA with Political Science and Economics, and spent considerable time being a student: editor of Die Wapad and Die Besembos, two years on the Students' Representative Council, and even a year on the house committee of Drakenstein in 1969.

Is that where you also met Ment?

The highlight of my life as student, yes. She came from a farm near Settlers on the Springbokvlakte, attended school in Nylstroom and came to the Puk in 1968 to study Home Economics. Lived in Karlien. We were married in 1972 – my friend Neels Smit's first wedding ceremony.

Where did you start working?

I started at the then Division for Military Information in 1971, merely because they were quicker than Foreign Affairs to invite me for an interview. The highlight of the five years there was when Ment and I lived in Taiwan and Hong Kong for eighteen months in 1973 and 1974 to learn Chinese. Which has naturally largely been forgotten since then.

When did you return to the Puk?

At the beginning of 1976, as lecturer in International Politics, with such august presences as Theo Cloete, Niekie van der Berg and Theo Venter in the class. But after four years I moved to the Library at the beginning of 1980. Initially I was responsible – with the aid of very competent colleagues – for the Library's computerisation projects. Until I became director in 2000 – in accordance with the Peter Principle.

What about hobbies and activities outside your work?

I always had too many loose interests to get stuck in one hobby. Outside the work environment I was active in the military for 30 years without accomplishing any major heroic feats – I never set foot in Angola, for example. I was second in command of the Puk Military Unit when it was disbanded in 1995.

Consequently camping and the outdoors were never the love of my life. But I did hike through the Fish River Canyon in Namibia last year and earlier this year. That's out of this world. "See Naples and die."

And then naturally the quizzes. It was great fun over the years to take part in stuff like Kampioenvasvra, Klop die Kampioene and Flinkdink. Eventually I lost almost as many times as I won. But the two cars came in handy.



Tell us about your family.

The core of my life. Ment was with Consumer Sciences on the Puk and retired two years ago as lecturer. And then our four girls. Janette studied at Stellenbosch, but is now a lecturer with BMI here at the Puk, Annemarie was a pharmacist when she died in 2002, Mentje became an actuary like her big sister and Elisabet is a lawyer's clerk in Rosebank after completing her LLB here and in Leiden last year. And our twin grandchildren are here, in Potch. Annemarie and Frederik van der

Westhuizen. They are four-and-a-half and like everybody's grandchildren they are the prettiest, cleverest and cutest.



You have a doctorate in Practical Theology. Why, and why in the family as religious unit?

No major academic reason or necessity. It had more to do with the insistence of my supervisor, George Lotter, that I should start something. And I did want to give my father, Isak, who is 94, the satisfaction of seeing his son's doctorate, for which he has been waiting a very long time. The topic? Perhaps it has something to do with the support we all experienced in a close family after Annemarie's death in a car accident in 2002.

What are you going to do now, after retirement?

Everything except nothing. I hope to do some interpreting, translation, language editing and other things that keep your brain alert and do not need an office. And learn a lot – including Latin and Setswana. At 95 I will sit on the stoep and become smug.

We have a place in Bettys Bay. Just to prove to myself that we are now retired, we are going to stay there for three days longer than usual in January. But move there? No. It is much too nice to see the sea for the first time again every time we go there.

Not travel too much. Ment and I are planning to go to the Far East next year for about three weeks. "For old times' sake", as they say. And Holland in summer is also on the itinerary.

And perhaps more cooking. I make a mean lentil soup and half a dozen other tasty things. But the food channels on DSTV have things that still challenge me daily.

Other staff who are retiring at the end of 2011

It is always sad to say goodbye to staff members. In addition to Dr Tom Larney, Bessie Schoenfeld, Gerda van Rooyen and Suzette Coetzee are also leaving the Library's employ at the end of 2011. The parting is made particularly difficult by the number of years that these three ladies were part of the Library. A total of 84 years: Gerda has been in the employ of the Library for 21 years, Bessie for 39 and Suzette for 24 years. We wish them all the best for the next phase of their lives.



Bessie Schoenfeld



Gerda van Rooyen



Suzette Coetzee

Special collections

The Ferdinand Postma Library has acquired a considerable collection of rare and valuable books, documents, manuscripts and other material over the years. Some of the material was catalogued and made available through digital databases in the course of the year. An example of two of the new electronic databases is the [Cloete Manuscripts](#) and the [Pierneef Collection](#).

The Library also builds databases at the request of departments on the campus, who then maintain the databases themselves. Some of the databases link up with the full-text documents. For further information in this regard, contact the [Division for Information services](#) at (0)18 299 2803. A list of the special collections is available on the [Library's webpage](#).

Our new director: Elsa Esterhuizen

Everything comes to an end, and in 2011 an advert had to be placed for a director to take over the reins from Tom Larney from 2012. A new era starts with the appointment of Elsa Esterhuizen as Director Library Services of the Potchefstroom Campus. Her appointment makes her the first female director in the history of library services on the Potchefstroom Campus. InfoForum would like to extend a warm welcome and wish her all the best in her new office. Elsa responded as follows in an interview to get to know her better:

Back to where you started – Potchefstroom. What paths did your career follow?

I was born and raised in Potchefstroom – went to school here, studied here, married here, worked here. This included a few years of teaching and jobs in various libraries – including Ferdinand Postma and Potchefstroom Public Library – and a little lecturing experience at the former Potchefstroom Technical College (now the Vuselela College). I then worked for almost 20 years in the library services of the former Technikon Pretoria (later Tshwane University of Technology) as an information and training librarian. At the ripe age of 58 I obtained an MEd (Educational Technology) in the company of the young people of today. That was a highlight in my life, because I realised again that your learning curve should never be allowed to drop, and that all experiences serve as building blocks for your suitability for the next experience. My return to Potchefstroom after all these years? A strange town with a familiar name – everything has changed so much that I couldn't even show my husband where I grew up. All the houses in the street are gone and were replaced with brand new student accommodation. After a few months we don't miss the city at all, and we are spoilt by two additional hours every day that we can use for living instead of being caught in traffic.

Are libraries becoming superfluous?

I am convinced that libraries will never disappear or become superfluous. The appearance and content of libraries and the technology through which services and content are offered may change, but the need for libraries will remain. Technology cannot cover all the functions attributed to libraries, and human intervention is – among all aspects of libraries – still at the top of users' lists.

What would you like to communicate to a young person who is just starting out in their profession?

Earn fun at work by giving 100% of yourself as far as possible. Without sounding pedantic, the main thing is to be aware that you are writing your own reference. Even if you do the simplest job, your diligence and dedication or passion are the qualities that will allow you to advance – make yourself indispensable. See it this way: if the employer is forced to retrench someone, their attitude should be "anyone but her/him". My first encounter with the Ferdinand Postma Library years ago was that I had to check the same shelves every morning for three months. Initially I wondered why, until I worked at the lending counter full time and realised how important it was for me to know how the small things allowed the bigger things to function. I also think that the more you know, the more you can do and the more

you can offer your employer. Qualifications and sound experience offer you a competitive edge and give you bargaining power with regard to salary and other benefits.

What do you think you cannot live without?

Faith, people, peace, love, books – all the things that feed your soul and make you peaceful. Oh, and some water too! Your family is your firm security, and health and good friends are a critical investment.

Is there a person or persons who have had a particularly positive effect on your life? What did you learn from this person/persons?

Throughout my life I have been lucky to know many people whose influence has helped to mould me. I come from a family that likes to laugh and joke and whose knowledge of and love for each other kept our feet on the ground. I think I was quite a demanding child and my mother and father raised me with string of wise sayings. When I was young I once had a major setback and they placed a quote by Helen Keller, who was a blind deaf mute, on my bed: "Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved." This taught me that there are degrees of suffering and problems, and that introspection and the weighing of your own problems against those of others provide you with perspective and self-knowledge that enable you to be as good as you can be.

What would you like to change in the libraries in Potchefstroom, or what would you like to achieve in the years that you are the director?

It is risky to feel that you would like to change something even before 1 January 2012 has arrived! However, I believe in change only when change is necessary. Tom and the management have done considerable long-term planning in which I could participate, and I would like to see this being achieved over the next few years as far as this is possible. This also makes the transition process from one director to the next much easier. What I really would like to achieve is to get to know the staff better, maintain their current support for further studies, among other things, and make services and conditions for everybody as ideal as possible. I would like to have a motivated team who all pursue the same goal and thus to establish the library service as one of the best in the world.

What are your likes and dislikes?

I don't like meetings, even though I realise they are essential to our work! I do not like turncoats and people who blow hot and cold or who have hidden agendas and act negatively. I like comfortable, open and honest relationships, with a large dose of humour. I greatly admire people whose feet stay firmly on the ground despite great achievements or great wealth. I admire consistency, integrity and loyalty and can go a long way with someone who works with passion.

- Oh yes – and I don't like snakes and spiders, and am mad about salty snacks!



PEER EVALUATION

During his inauguration as rector of the Potchefstroom Campus in March 2010 Prof Van Schalkwyk emphasised in his speech among other things the importance of quality assurance to the survival of the University. His view that quality should dominate the vision of the University and that the pursuit of quality should be embedded in the culture of the University emphasises that a process like peer evaluation, where experts from the same profession of field act as evaluators, can be an asset and essential to any organisation.

At the end of 2010 the Library was informed of a peer evaluation in 2011, and the date was set for 18 and 19 October. The Library received considerably support from the quality office, and information and assistance were always available. Because expert colleagues from other universities were to be invited to evaluate the way in which the Library carries out its core tasks, make recommendations on possible problems and propose improvements, the Library studied its policies, its service delivery and planning for the new generation of users and academics anew. In the process during which everything was updated, we looked critically again at what we do and how we do it, and this in itself was valuable.



Before the evaluation session, every member of the panel received a hefty portfolio containing the vision and mission and policies of the Library, a quality manual, a self-evaluation document completed by the staff of the Library in which the Library took a critical look at strengths and weaknesses, an annual report for 2010 and a document with objectives for the future. In addition to the portfolio a display depicting the activities of the Library was prepared so that panel members could bring themselves up to date quickly on the scope of the Library's services. The jam-packed two days started off with an information session for the panel, followed by a welcome and information session by the Director of the

Library. Line managers from the university management, academic staff, postgraduate and undergraduate students and members of the library staff were then interviewed. Branch libraries were visited and a tour of the main library was also included in the programme.

The two-day visit was concluded by each panel member being granted an opportunity to provide the library staff with a brief summary of their experience of the Library and its activities. The panel also expressed its gratitude for the reception and the smooth course of the evaluation process.

The panel's report is currently being processed and will be supplied to the Library via the Quality Office. The Library experienced the process as informative and will study the panel's recommendations and findings to ensure that the Library remains seriously committed to quality service delivery.



From the left are Mr Robert Pearce (Nelson Mandela Metropolitan University, Director: Library and Information), Ms Hannie Sander (University of Johannesburg, Executive Director: Library and Information Centre), Dr Glenda Myers (WITS: Health Sciences Library) and Dr Judy Henning (Unisa, Executive Director: Library Services).



Library services Potchefstroom Campus: LibQUAL 2011



The Library of the Potchefstroom Campus started May 2011 on a high note with the introduction of the Library's participation in the international LibQUAL user survey.

The month-long action kicked off with the use of colourful balloons outside and throughout the Library, accompanied by colourful posters to promote participation in the survey. The library staff attended an informative convivial tea session and were requested to encourage users to participate. The ideal period for conducting such a survey is during May, when most users have had an opportunity to get to know the Library better.

LibQUAL 2011 was advertised widely through emails to all users (as far as possible) and colourful web animations on the Library's home page. Ten lucky participants could each win an attractive prize, and these were handed over at a special function.

What is



?

LibQUAL is a questionnaire that was developed by the Association of Research Libraries. It measures the three most important dimensions of libraries, namely service delivery, the library as a place, and its collection and accessibility. Libraries worldwide use the results to draw conclusions and interpret trends about the status of and improvements to the service. In 2011 the NWU's Potchefstroom Campus was one of only two South African libraries to participate in the survey. By taking our participation in 2005 and 2008 into account as well, this year's results could be used effectively to observe user trends.

Why do we do this?

The Library continually strives to adjust its services and products to the needs of its users. Regular opinion polls and measuring instruments like LibQUAL ensure the relevance of the Library. The Library's long-term planning revolves around what users can be offered to optimally support and promote their academic achievements.

Intresting facts about LibQUAL participationdom ...

Valid Surveys by Branch:			
Branch	Valid	Percentage	Count
Hoofbiblioteek:	611	72.91 %	<div></div>
Musiekbiblioteek:	25	2.98 %	<div></div>
Natuurwetenskappe-Biblioteek:	118	14.08 %	<div></div>
Opvoedingswetenskappe-Biblioteek:	53	6.32 %	<div></div>
Teologiese Biblioteek:	31	3.70 %	<div></div>
Total:	838		

Valid Surveys by Discipline:			
Discipline	Valid	Percentage	Count
Opvoedkunde:	73	8.70 %	<div></div>
Ingenieurswese :	69	8.22 %	<div></div>
Regsgesleerdheid:	67	7.99 %	<div></div>
Ander:	32	3.81 %	<div></div>
Lettere en Wysbegeerte:	142	16.92 %	<div></div>
Ekonomiese en Bestuurswetenskappe:	143	17.04 %	<div></div>
Natuurwetenskappe:	119	14.18 %	<div></div>
Gesondheidswetenskappe:	159	18.95 %	<div></div>
Teologie:	35	4.17 %	<div></div>
Total:	839		

A few findings...

- The Library's service delivery has exceeded the expected level, particularly with regard to personal attention to academic staff and postgraduate students.
- Participants were extremely satisfied with the location and layout of the Library.
- The physical facilities like the provision of an area for group studying and seminar rooms were rated very highly.
- Users noted that the Library's webpage was easy to use and that it was easy to get to electronic sources.

The Library management views all needs and/or problems of users in a very serious light and undertakes to attend to matters like increasing the number of silent areas in the Library, the possibility of WiFi printing, updating of certain parts of the collection with more recent sources, provision of more electric power outlets for laptops, better control of noise levels, etc.

The Library has decided in principle to continue its participation in LibQUAL in future. For the full official report as provided by the LibQUAL organisers, as well as feedback on the basis of user requests and the Library's replies, visit the Library's webpage at http://www.nwu.ac.za/library/libqual_potch_2011.html

The Library management thanks everyone who helped and participated in this very successful undertaking. Comments like "You are a special team of angels" and "Ons bib is ongelooflik en die atmosfeer daar is uitstekend vir leer en werk. Ek gaan kruip gereeld daar weg (om te werk): wat dan volg is 'n ongekende toename in my produktiwiteit" confirm that we do the important things in the right way and at the right time.



Boloka top 10

The following theses and articles were downloaded most frequently via Bobloka, the University's [institutionele repository](#) from 1 June to 31 October 2011.

- [An impact and cost-benefit analysis of some SAPS personnel capacity-building programmes](#) / by Alice May Blignaut (212 besoeke)
- [Onrus en geweld: 2008\(1\)](#) (146 besoeke)
- [Job insecurity, organisational commitment and job satisfaction of engineers in a parastatal](#) / by Mantombi Eldah Tshabalala (119 besoeke)
- [A model for the improvement of democratic school governance in South Africa : an education law perspective](#) / by Marius Hilgard Smit. (118 besoeke)
- [Die leesbaarheid van akademiese tekste : 'n tekslinguistiese ondersoek](#) / M. Pienaar (110 besoeke)
- [Artis bene moriendi, voorskrifte & tekeninge vir 'n goeie dood : Memorandum : 'n verhaal met skilderye](#) / Alwyn Petrus Roux (108 besoeke)
- [Die Carolina-kommando in die Tweede Vryheidstoorlog, 1899-1902](#) / deur F.J. Grobler (91 besoeke)
- [Om een skerpe oog in't zeil te houden : die geheime diens in die Zuid-Afrikaansche Republiek](#) / deur Hendrik Jacobus Gerhardus Kamffer (82 besoeke)
- [Die Cruywagens van Suid-Afrika : 'n genealogiese en kultuurhistoriese ondersoek, 1690-1806](#) / Willem Adriaan Cruywagen (64 besoeke)
- [Die geskiedenis van die Gatsrand vanaf die vestiging van die trekkerge-meenskap omstreeks 1839 tot die proklamering van Carletonville in 1948](#) / E. S. van Eeden (58 besoeke)

IUG-SA 2011

The Ferdinand Postma Library this year offered the annual IUG-SA ([Innovative Users Group – Southern Africa](#)) conference on the Potchefstroom Campus from 14-16 November 2011. The aim of this gathering was to promote the optimum use of the Innovative Millenium Library management system between member libraries through the sharing of ideas.



The conference were attended by approximately 140 delegates from across Southern Africa and 31 papers was be read.

Interesting facts about the coffee shop

1. The busiest day in R value: 26 July 2011 – R10 799,00
2. The busiest day for transactions: 26 October 2011 – 606 transactions
3. The most popular dish: Ham and Cheese tart (1 192), with Bar-One cake second (1 072)
4. Filter coffee mugs (3 592), and the winner: Cappuccino (3 890)
5. The division between student card and cash: 76,39% of sales on student cards6. Gemiddeld van 393 transaksies per dag
6. Average of 393 transactions per day
7. We are continually studying the menu and are currently exchanging ideas on the possibility of serving wraps with healthy fillings like avo, feta, Peppadews, etc. We revise our menus annually – be assured of a surprise in the new year.

Power sockets for laptops

An increasing number of students and staff come to the Library with their laptops. In view of this the Library has over the past year made more power sockets available on the second floor of the Ferdinand Postma Library. A number of booths were also recently provided on the first floor where students can work on their laptops. They seem to be very popular.

The expectation is that because of the national initiative to make laptops available to students at affordable prices, the need for power sockets will increase. This can lead to a need for more sockets to be installed.

Glass partitions

As a result of complaints in the LibQual project regarding noise in the Library we have tried to find a solution to make at least certain areas in the building a little quieter.

Aluminium partitions with soundproof glass were installed on the first and third floors, and they make an enormous difference to the noise levels. The first and third floors have now been designated as quiet areas.



Marketing material

Colourful brochures were recently developed to market the newest library services available to the various user groups:

- **Library services: Academic staff and researchers** focuses on services and sources that the Library provides in support of research, teaching and learning.
- **Library services: Postgraduate support** was developed to help meet the unique needs of this user group. The focus is on the information and research support provided by subject librarians, and the library services and information sources available.
- **Library services: Undergraduate survival guide** was developed as a colourful brochure for undergraduate students. Full information on library and information services available is provided to help junior students to find their feet in the academic environment.



New database

We recently subscribed to [Nursing@Ovid](#), which provides access to a comprehensive collection of highly regarded LWW (Lippincott Williams & Wilkins) e-journals. This portal provides information relevant to Nursing Practice, Nursing Education, Research, Management and Administration.

An additional subscription was taken for a large number of nursing and health-related e-books, also available on the [Nursing@Ovid](#) platform.

Virtual tour

Under the guidance of Elsa Esterhuizen VirtualAfrica recently created a virtual tour of the Ferdinand Postma Library. The tour was created with a view to making the Library more visible on the campus. [Have a look at the tour on the Library's website.](#)



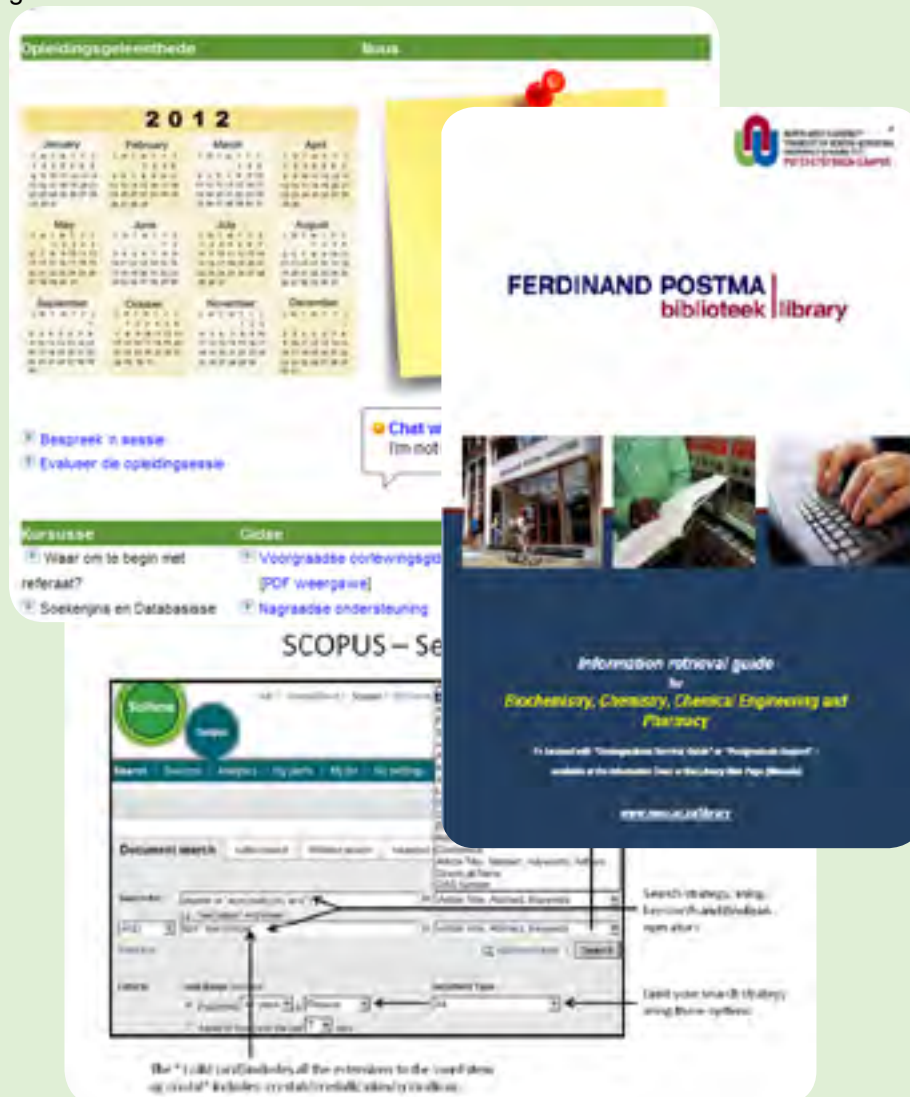
Seminar rooms

The Library has several seminar rooms available for group work. The rooms can be [booked online](#).



New training website

As a result of the LibQUAL survey the Library became aware of a need among students for more training in the use of the various databases. The new [training website](#) was consequently created. Please note the subject-specific guides.



Articles written by: Corrie Breitenbach, Henriëtte Groenewald, Hester Spoelstra, Elize van Eldik, Elsa Esterhuizen, Louise Vos,

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InfoForum is available on the web at <http://www.nwu.ac.za/library/newsletter/potch/index.html>