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EDITORIAL

Well, the conference of the year is over and your committee has heaved a sigh of relief - mixed with regret because it was a very exciting time for us all! Many many thanks to all the delegates, speakers, chairpersons, sponsors and the staff of the Eskom Conference Centre for making it such a success!

There were several recurrent themes that popped up in a lot of the papers:

- Adaptation to change is necessary for our survival.
- Networking and convergence are becoming more and more necessary.
- Disintermediation - the theme of librarians as middlemen; what does the future hold?
- The way in which we do things is changing i.e. Web versus dialup, digital/electronic versus print collections.
- Education/training is becoming more and more a library task.

This newsletter features as many of the abstracts that I could gather together so you can confirm these for yourselves.

The evaluation forms that you filled in and returned revealed what a mixed bunch you all are!

Some people hated the product review-type papers; others found them informative and interesting. Some people hated the food; others loved it. You all hated the long tea queues in general.

All wanted more overseas speakers!! However, most wanted more local content. Lots of requests to have SAOIM on an annual basis, (help!) and more requests for practical (vs. theoretical) applications, such as case studies. Some of you liked the discussions on new technologies; some wanted less technical papers for the less-IT literate. Some felt 20 minutes was too short for a topic - others liked the rapid-fire pace and said it would have been boring otherwise. Requests for a longer conference; requests for a shorter conference. One wanted to finish at lunchtime, especially on a Friday before a long week-end!

Almost all wanted abstracts of papers included in the conference packs - rather difficult when some speakers don't send the papers themselves (never mind the abstracts!) by the deadlines (or even send them in at all, in spite of heavy nagging ... sigh ...) Lots of good constructive suggestions, such as the inclusion of e-mail addresses and URL's to be given as standard information by speakers.

But your voices have been heard, and we will take your comments into account when organising SAOIM 5!!

Logo results: 71 votes were received for the winning logo pictured here:



This logo will now be incorporated into our Web page, onto our Newsletter masthead, and on all our stationery. The second highest number of votes (62) was received for the image of SAOUG with an ellipse round it.

Congratulations to the lucky draw winners at SAOIM of a **NISC** disc of her choice awarded to **Martie Pretorius** of **Fishlit**, and to **Sandra de Beer** of the **Vaal Triangle Technikon**, **A van der Merwe** of **Transport Tech Infocentre** and to **Bea Pretorius** of **Wits Geomaths Library** who each won a R100 cheques in the **Swets** name badge draw.

Di Kruger, Editor

A WORD FROM THE CHAIR

Although there was a fair degree of criticism regarding the relatively poor presentation skills shown by some presenters, it must be pointed out that many presentations were very polished indeed. Please try to remember that for many presenters, this was their first delivery at a conference ever - if they can't learn at home, amongst their peers, where else should they make their mistakes? SAOUG was conceived as a mutual help organisation, and endeavours at all times to live up to this essential part of its mission.

ABSTRACTS FROM THE 4TH SAOIM CONFERENCE

(Unfortunately not all the abstracts are available but here is what we have in order of appearance!)

KEYNOTE ADDRESS: Joe Tsotetsi (Joet@dfs.mck.co.za)
The role of the National Information Technology Forum (NITF) in developing the

Information Society

The new political dispensation in SA has released our real potential - there are many opportunities available for growth. We need to grasp this opportunity and help make things happen. However, in terms of the latest World Competitiveness Report South Africa ranks as 44th out of 53 countries. We measure 46th in terms of investment in people. As well as rating badly in many of the categories we have other challenges - a general feeling of uncertainty and a high crime rate mean that people are living in fear most of the time. The NITF feels that these problems can be addressed through the appropriate application of technology. In terms of the 1996 Human Development Report South Africa has a shortage of relevant skills and other necessary resources and is burdened with an out moded, ill-defined educational system. SA has undertaken several major initiatives of a strategic nature in order to deal with these problems:

- The instigation of a Presidential Review Commission for the transformation of the Public Service in order to improve delivery efficiency of the Public Service;
- to create an institutional framework; to improve planning;
- to change the racial and gender composition;
- and to ensure financial controls.

- The National Research and Technology Foresight Programme.
- Restructuring of State enterprise.
- Creation of the information Society, which has three pillars:
 - infrastructure; consisting of telecommunication, media, energy and computers
 - applications and content of telecommunication
 - people, who are dependent upon education, training and development
 - Census 96.
-

Imagine telemedicine by means of which doctors can remotely examine the patient, diagnose, and prescribe the necessary medicines via telecommunications links from remote areas to hospitals in large cities. By means of tele-education, rural schools could be connected to the Internet which would give them immediate access to information, save on the cost of books and supply great motivation. People do not have to live in cities anymore to have access to the same infrastructure and information. Telecommunications can transform libraries, education, health care and electronic commerce.

Technology can help reduce crime by providing:

- automated fingerprint identification
- a comprehensive criminal history
- enhanced crime scene processing
- prosecution of repeat offenders
- identification of suspects

The Department of Home Affairs has started to use technology with a Home Affairs National Identification Programme which has the following aims:

- provide confidence in identification books
- reduce corruption
- provide clean voters' rolls
- reduce fraud
- provide unemployment benefits, pensions, etc. to those who are eligible

The NITF aims to:

- assess the state of Information Technology in the government
- improve service efficiency by the use of Information Technology
- to identify bottlenecks

We must adapt or die. It is necessary for us to go ahead with change and use technology to its utmost capabilities.

Colin Darch & Cathy-Mae Karelse, CALICO Infolit
[Presented by Kate Whittaker (Kate@grove.uct.ac.za)]
ENHANCING LEARNING THROUGH NETWORKED INFORMATION LITERACY

In recent times, information literacy has featured prominently on the agendas of those concerned with educational transformation. This prominence arises not only from a desire to develop capacity for life-long learning, but also from a commitment to develop an information society that will improve the quality of life for our people as a whole and enable them to participate in shaping the global information society. This paper explores the modest contribution made to this process, both theoretically and in practice, by INFOLIT, the information literacy project of the Adamastor Trust and CALICO, the Cape Library co-operative, in the Western Cape Region.

INFOLIT has helped to map levels of information literacy in the region. Its contribution to the information literacy debate is significant, in that it signals the relation between information literacy on the one hand, and knowledge production on the other, and highlights the need to take account of various specific factors, relevant in the South African and indeed the wider African context. These include:

- prior learning experiences
- contextually specific teaching and learning
- affective issues
- access skills
- use and evaluation
- higher order cognitive skills
- student-centred learning.

INFOLIT is a relatively modest project in the second year of its existence.

It aims to advance information literacy in the Western Cape through a series of initiatives, which model new ways of enhancing student-centred learning. The primary pillars of its programme include the sponsoring of a series of pilot projects which explore information literacy activities; a needs assessment study which maps levels of information literacy among learners; an audit of programmes which do in fact advance information literacy; and the development of strategies for institutionalising information literacy.

Herbert van de Sompel, University of Ghent (Herbert.vandesompel@rug.ac.be)
THE HYBRID INFORMATION ENVIRONMENT AND OUR INTRANET SOLUTION TO IT

In the first part, a theoretical discussion points out two main reorientations in the goals of recent library automation. It is stated that technical innovations created possibilities and needs for new end-user services. A first reorientation, enabled by the combination of LAN and CD-ROM brought libraries into the domain of database networking. A current reorientation - amongst others - caused by client-server technologies and global information networking, brings libraries into the development of services, aiming at the disclosure of a new hybrid information environment. The discussion tries to identify the potential scope and characteristics of new library solutions in this new context. A second part introduces the Executive Lounge, a new library solution developed by the library automation team of the University of Ghent, according to the propositions made in the first part.

[[Herbert is submitting his paper for publication to one of the recognised journals - keep an eye out for it, and if he lets us know where it is accepted, we will advise you accordingly.]

Suzette Oosthuizen, University of Fort Hare (suzette@ufhcc.ufh.ac.za)
CRYSTALLBALL GAZING: TO CONVERGE OR NOT TO CONVERGE - AN OVERVIEW FOR SOUTH AFRICAN LIBRARIES

Electronic information resources and the networked environment are two salient characteristics affecting South African academic libraries as we wane out of the 20th century. Whilst our profession is becoming increasingly interdisciplinary and greyed, libraries and librarians have to establish their niche in the information society. Information technology as a tool for empowerment is also a tool for autonomy where departments seek to become independent. Convergence, on the other hand, is a process whereby the library and computer centre merge to provide an information service based on information technology. With severe financial and resource cutbacks facing South African academic libraries, the question of convergence comes to mind. This paper aims to elucidate and opens discussion of the issue of convergence for South African higher education, more especially though for libraries. Being essentially a synthesis of the issues raised in the literature from experiences both in America and the UK, it is hoped that the advantages and disadvantages of this process will be discussed. International experiences translated into local needs will help steer the discussion and create an awareness amongst our colleagues so as to influence future decision making.

Dianne Kruger (dik@rmb.co.za) & Caroline de Wet (cdw@rmb.co.za), Rand Merchant Bank
INTERNET, INTRANET, ELEPHANTS AND US

Sometimes it takes a great idea to change the world. Sometimes it takes two. That's the case with Intranet technology, a major advance in corporate computing based on two great ideas:

- the Internet, and
- the World Wide Web

From the former, Intranets inherit the proven, cost-effective technologies of the global Internet. From the Web, Intranets inherit the hypertext linking of documents across boundaries.

In this paper we will briefly discuss:

- Internets and Intranets
- Elephants and Organisations
- Libraries - and thoughts on empowerment
- How we made an Intranet work for us - the Rand Merchant Bank example

Ina Fourie, Dept of Information Science, Unisa (fourii@alpha.unisa.ac.za)
SHOULD WE TAKE DISINTERMEDIATION SERIOUSLY?

Since the early days of online searching the influence of end-user searching on the role of the information specialist has been debated on. Lately the concern about disintermediation (i.e. end-users replacing the intermediary) has been raised again. This is partly due to the popularity which Internet is gaining amongst end-users, the greater availability of personal computers, user-friendly CD-ROM products, and databases available on the World Wide Web. A number of concerns have been raised about disintermediation. The concerns are based on mere opinions, experiences with end-user searching and research projects on end-user

searching and satisfaction. Future scenarios have been depicted and cognisance taken of the effect of disintermediation in other fields and occupations. Based on these aspects, the timely reaction to possible disintermediation will be argued.

The paper will consider the meaning of disintermediation, influences in other occupations, and methods for investigating the influence of disintermediation. The main arguments from current research and opinion papers will be summarised before arguing a new emphasis in the role of the information specialist. Such a shift in emphasis will require timely adaptation. Before discussing a few possibilities, it is however, necessary to question the general capability of librarians in South Africa to adapt to the challenges of online searching. Are information specialists really effective online searchers (considering the results of research studies), and do their undergraduate studies prepare them sufficiently for their roles as trainers, adding value to end products and negotiating with vendors? Or are there only a few information specialists who can meet these challenges?

Accepting the possibility of disintermediation, a number of possible roles for information specialists will be discussed in more detail, namely resource-based education, the training and advising of end-users, value addition and negotiations with vendors. Taking these roles as point of departure, questions arise over initial and in-service training of information specialists. A few ideas will be proposed in this regard, since it is very important to ensure that information specialists are capable of meeting the new challenges.

Rosalind Hattingh, SABINET Online (info@sabinet.co.za)
THE ADVANTAGES OF DEVELOPING SEARCH INTERFACES FOR DATABASES ON THE WORLD WIDE WEB

SABINET Online has recently implemented the OCLC (Online Computer Library Center Inc.) SiteSearch software. OCLC SiteSearch software is a family of information integration tools for libraries or information providers to build electronic library collections, access resources, and make local resources available globally. SiteSearch offers a complete solution for building, integrating, and accessing Z39.50-based information resources in a Web environment. The OCLC WebZ software is compatible with a number of Web browsers namely Netscape, Mosaic, Internet Explorer as well as web browsers using Macintosh, X Windows, Windows 3.1 or Windows 95. It is also compatible with the text-based Web browser LYNX. SABINET Online has called its implementation of the OCLC system on the SABINET Online databases, MagNet. It has been in implementing this search interface that SABINET Online gained valuable experience that is the basis for this paper.

CWI Pistorius and L Amero du Pisani, University of Pretoria
BEYOND THE BORDERS OF SOUTH AFRICA - DISTANCE EDUCATION VIA DIGITAL SATELLITE TELEVISION: A report on the status and potential of interactive teleteaching [ITT] at the University of Pretoria

A normal classroom in the Engineering Faculty building at the University of Pretoria was equipped for interactive television and experimental transmissions of graduate programmes in electronic engineering in the middle 1980's. This was inspired by the successful interactive television project at the School of Engineering of the Stanford University of California.

The original purpose of the project was to offer graduate courses in electronic engineering through interactive television to students at various high-tech business organisations in the Pretoria area. With the facilities available at the time, only a single microwave signal could be transmitted to a single receiving point.

Alternative applications for interactive television were considered and two programmes were selected:

- A bridging programme in science subjects to black schools in the Pretoria area, and;
- Transmission of undergraduate lectures to the Witbank Campus.

To accommodate these programmes it was necessary to extend the technological capability of the Interactive Teleteaching Unit (ITT). A broadcast studio was established in the Education and Law building and the University negotiated with the signal distribution division of the SABC for the provision of an omnidirectional microwave transmitter on the Lukasrand tower in Pretoria.

An extensive bridging programme in a number of matric subjects was developed and transmitted through the microwave facility to schools in the Pretoria area. Telkom provided a fibre optic link to Witbank and transmissions of undergraduate lectures to the Witbank campus commenced in 1992. The Telkom link was initially provided at no cost to the University until 1994, when full commercial charges were then levied. The schools programme was extended in 1995, when the University installed a second microwave transmitter at the Hartebeespoort Dam which gave coverage into Atteridgeville and areas to the north-west of Pretoria.

The limited coverage of the terrestrial-based technology in use by the University until the end of 1996 however, limited the scope of interactive television in tertiary programmes. The only tertiary programmes offered through the ITT unit up to the end of 1996 were:

- Selected subjects in undergraduate courses in the Faculties of Economic and Management Sciences, Arts and Education were transmitted to Witbank.
- An undergraduate course offered by the Department of Nursing to the students at Witbank.

In April 1997 the University entered into an agreement with Orbicom for the lease of a satellite television channel, with national coverage. This facility created a tremendous potential for tertiary interactive television programmes.

Johann Moller, University of Pretoria (jmoller@cbt.up.ac.za)
A VIRTUAL CLASSROOM: A MUST FOR THE FUTURE

New teaching strategies are required to accommodate massification in tertiary education to provide highly skilled workers for a society in desperate need for economic growth and to put a new South Africa on track for the future.

This paper lifts the veil on what the future holds for education and training: how a student will have to work on his own and learn how to work with information. In the presentation a demonstration will be given of the newest software developed by the Department of Educational Technology. Explanation will be given how it is implemented at the University of Pretoria and the implications for the Academic Information Centres will be highlighted.

Johann Fouche, University of Pretoria (jfouche@cbt.up.ac.za)
TECHNOLOGY-BASED LEARNING AND TEACHING TO ADDRESS AN ARCHAEOLOGICAL PROBLEM

The Department of Archaeology at the University of Pretoria identified the following problems:

- Senior students studying Archaeology, forgot essential facts learned in their first year course. These facts are essential for application in new situations.
- There was a drastic decline in the number of students enrolled for courses in Archaeology.
- The existing curriculum in Archaeology does not necessarily focus on outcomes-based learning and problem solving. Career training receives little attention.

The Department of Archaeology and the Centre for Educational Technology attempted to address these problems through technology-based learning and teaching. Two multimedia programs were developed - an Infokiosk for marketing the Department, and an interactive multimedia tutorial to address the knowledge problem.

Lorraine Grobler (groblm@alpha.unisa.ac.za) & Marieta Snyman (snymamj@alpha.unisa.ac.za), Unisa Library
THE ELECTRONIC MBL: PROVIDING SOUTH AFRICAN BUSINESS STUDENTS WITH ACCESS TO REMOTE INFORMATION

Many institutions of higher education are offering courses of instruction at centres that are often far removed from the primary campus. Many of these institutions find it difficult to provide library and information services to their off-campus students. The cost to build and maintain satellite libraries away from the campus is prohibitive and even unnecessary.

Developments in electronic delivery systems and the availability of remote access provide learning institutions with many applications to overcome geographical boundaries and bring the world of library and information to the desktop of the remote student.

The Unisa Graduate School of Business Leadership (SBL), in conjunction with the University of Athabasca, have initiated a pilot project to deliver the MBL (MBA) programme electronically. An electronic delivery system (EDS) has been developed for document delivery to students enrolled for the MBL programme.

This joint presentation will cover the background investigation, implementation of the system and consequences of the EDS to the library for the redesign of existing information and document delivery procedures.

Magda Bornman, Johnson & Johnson Health Management Institute & Anseri Swanepoel, Anseri Art & Design
FROM ELECTRONIC PUBLISHING TO PRINT-ON-DEMAND - A SOUTH AFRICAN CASE STUDY

Drastic changes in the health care industry and concurrent developments in information technology prompted Johnson & Johnson Health Management Institute (JJHMI) to rethink its method of delivering health care information to its diverse clientele. The present client base consists of employers, employees and organisations in the health care management industry. The literacy levels of individuals are as diverse as the clients themselves, which presents a special challenge to JJHMI in our endeavour to be the health education company in the developing world that is accessible to all in an equitable manner.

As in other industries, the Institute is subject to strong competition in the market, and ever-increasing publication, storage and distribution costs. Owing to these circumstances, a new method of publishing has been developed in co-operation with a graphic design studio.

The design problem presented to the Studio was the following: The Institute wants to publish information both online and in paper format for a variety of target groups of diverse literacy levels. The publications must optimise the benefits of online publishing while conforming to good publishing standards. The image of JJHMI as a progressive leader in the health care industry must be supported.

The solution decided upon combines Apple Mac design strength with PC accessibility. Home page development has been undertaken and pages are maintained from the studio's server. However, the Institute has joint control over the information contained in the pages. Online communication between the Institute and the Studio are maintained through a dedicated line and printing can be done at either the Studio or the Institute.

Other areas in which high design capabilities coupled with PC accessibility are needed, for example for undergraduate students and literacy courses, may benefit from the experiences gained by our undertaking. In this paper, therefore, some of the problems we encountered in deciding on and setting up the system, as well as their solutions, are discussed.

[More abstracts follow in the next issue of the Newsletter.]

OBITUARY

Robert Poller (1941 - 1997)

It was with great sadness that I learned of the stroke and subsequent death of Robert Poller in March this year. I first got to know him in 1986 when I was struggling to get to grips with the then "state-of-the-art" technology - a new interactive software program for online searching. Having learnt to search first in the late 1970's with an acoustic coupler and a 300 baud line linked to the National Library of Medicine database, MEDLARS, and with a break in my career where searching wasn't part of the job, I was really struggling to catch up with the latest new technologies - including a brand new IBM pre-286 model, DOS-based PC. Robert was the soul of helpfulness, and was instantly amused by my "lightbulb" flash of understanding when he demonstrated what was essentially a very simple procedure, but one which was almost meaningless in the theoretical context with which I had been struggling. We discovered he was part of a unique club - those with birthdays falling on the 28th March (I have no fewer than three members of my family with birthdays on that date), and that we shared a mutually quirky sense of humour. I shall never forget Robert's answer when I asked how he had learnt so much. He simply pointed to the walls of his office and asked if I could see the "scratches" on them, as well as the "blood" on the carpets ...

Robert told me he was going to bake lots of bread when he left Unisa, because there was nothing more satisfying to the soul than watching yeast dough rise and the smell of freshly baked bread. Farewell, Robert - I hope there are lots of bread ovens wherever you find yourself. I'm looking forward to your home-made bread when I get there too.

Glenda Myers

BASIC TRAINING COURSES FOR DIALOG AND DATASTAR

Basic training in the use of the command language for DIALOG will take place at SABINET Online, Centurion, on the following dates:

15 October; 16 October; 20 November ;25 November

Basic training for the DataStar command language will take place on:

18 September; 23 October; 12 November

These are one-day courses, commencing at 9:00 each day. Only 8 people can be accommodated on any one of these dates. The cost of each course is R600.00, including hands-on online searches and course materials. Refreshments will be served.

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