15th Information Studies (IS) Annual Conference Theme:
“Informetrics and Information - Seeking Research in Africa”

The purpose of the conference is to create awareness and popularize informetrics and information-seeking and retrieval as a growing research and teaching domain in Information Studies.

Date: 3rd-5th September, 2014
University of Zululand, South Africa

Conference Chair: Prof. BJ Mostert
Programme Chair: Prof. DN Ocholla

Programme Committee:
Prof. Theo Bothma (University of Pretoria)
Ms. Xolile Coetzer (University of Zululand)
Dr. Neil Evans (University of Zululand)
Prof. Janneke Mostert (University of Zululand)
Prof. Stephen Mutula (University of KwaZulu Natal)
Mr. Ntando Nkomo (University of Zululand)
Prof. Dennis N Ocholla (University of Zululand)
Prof. Bosire Onyancha (University of South Africa)
Dr. Shana Ponelis (University of Wisconsin Milwaukee)
Prof. Daniel Rotich (Moi University)
Mr. Mzwandelile Shongwe (University of Zululand)
## 15th IS Annual Conference Programme

### 3 September 2014 - Day One

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<td>Administrator: Dr. Neil Evans</td>
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<td>Opening Remarks</td>
<td>D.N. Ocholla (University of Zululand)</td>
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<td>8:50 - 9:10</td>
<td>Research Evaluation and Performance Management at the University of Zululand</td>
<td>R. Midgley (DVC – Research and Innovation, UZ)</td>
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<td>9:55 – 10:20</td>
<td>Research and Data Management</td>
<td>S. Mutula (University of Kwa-Zulu Natal)</td>
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<td>10:20 – 10:45</td>
<td>Analysis of the Dispersion of Research Performance Within and Between Selected Universities in South Africa</td>
<td>D. Jacobs and D.N. Ocholla (University of Zululand)</td>
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<td>10:45- 11:15</td>
<td>Refreshments</td>
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### Session 2

#### 11:00-13:30

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<th>Chair: Prof. Daisy Jacobs</th>
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<td>11:25-11:50</td>
<td>Research Visibility of University of Zululand and Moi University Academics/Researchers in WoS and SCOPUS from 2003 to 2013</td>
<td>D.N. Ocholla, B.J. Mostert (University of Zululand) and D. Rotich (Moi University, Kenya)</td>
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<td>11:50-12:15</td>
<td>Research Collaboration in Archives and Records Management Across and Beyond Universities in Africa: An Informetrics Analysis</td>
<td>M. Ngoepe, J. Maluleka and O.B. Onyancha (University of South Africa)</td>
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<td>12:15-12:40</td>
<td>Research Productivity and Visibility of Academic Staff at the College of Health Sciences, Moi University, Kenya Between 2002 and 2012.</td>
<td>D. Rotich (Moi University) and O.B. Onyancha (University of South Africa)</td>
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<td>12:40-13:05</td>
<td>Using Social Network Analysis to study Influence and Susceptibility Among Facebook Users: Recommendations for Research in the African Context</td>
<td>C. le Sueur (PhD student, University of Pretoria)</td>
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### Session 3

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<td>14:00-14:40</td>
<td>Are Altmetrics a Panacea for Citation Delays? A Critical View of the Journey of the Citing Document Through the Research Process</td>
<td>Professor Bosire Onyancha (University of South Africa)</td>
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<td>14:40 -15:05</td>
<td>Research Support Services at the University of Zululand Library</td>
<td>L. Ocholla, P.Zibani, G. Mutsvungununa and P.Dlamini (University of Zululand Library)</td>
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<td>15:05-15:30</td>
<td>Empirical Bibliometric Credentialing of Medical Open Access Journals of Nigerian Origin</td>
<td>W. Nwagwu (University of South Africa) and O. Ojemeni (University of Ibadan)</td>
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<td>15:30-15:55</td>
<td>Mapping Open Access Research Trends: A Bibliometric Analysis</td>
<td>W. Chilimo (University of Ibadan)</td>
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<td>15:55-16:20</td>
<td>The Use of Social Media for Information Dissemination by Librarians in Some Federal University Libraries in South West Nigeria</td>
<td>G.O. Quadri (University of Zululand)</td>
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<td>16:20-16:45</td>
<td>Use and Perception of EBooks in Academic Libraries: A Case Study of the University of Zululand</td>
<td>P. Badenhorst (University of Zululand)</td>
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<td>16:45 – 17:10</td>
<td>The Adoption, Usage and Availability of Information and Communication Technology Among Civil Servants in Nigeria</td>
<td>K.A. Owolabi; N.A. Aderibigbe (University of Zululand) and O.A. Osunrinde (The Polytechnic, Ibadan)</td>
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### Session 4

#### 8:00 – 8:30

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<td>8:30 -9:10</td>
<td>The Symbiotic Relationship Between Information Retrieval and Informetrics</td>
<td>Prof. Dietmar Wolfram (UWM, USA)</td>
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<td>9:10 – 9:35</td>
<td>The Role of the Media in Communicating Agricultural Information for Development in Zimbabwe</td>
<td>T. Mugwisi (University of South Africa)</td>
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<td>9:35-10:00</td>
<td>Information Needs of Women Parliamentarians in the Kwa-Zulu Natal</td>
<td>V. Jiyane (University of South Africa)</td>
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<td>Session 7:</td>
<td>Research in Progress</td>
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<td>16:10 – 17:00</td>
<td>Knowledge and Skills as Determinants in the Use of ICTs Among Librarians in University Libraries in Nigeria and South Africa</td>
<td>Prof. Veli Jiyane (UNISA)</td>
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<td>16:20-16:30</td>
<td>Evaluation of Information Literacy Skills of Teacher-Librarian in South Africa</td>
<td>O. Durodolu (PhD Student, University of Zululand)</td>
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<td>16:30 – 16:40</td>
<td>Investigating the Awareness and Use of Scholarly Open Access Resources by Researchers at the University of Zululand: A Pilot Study</td>
<td>C. P. Makuze (MLIS Student, University of Zululand)</td>
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### Session 7: Research in Progress

**Chair: Zululand)***

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### Session 7: Refreshments /Exhibitions

11:20-12:00 (Keynote)  
**Title:** Teaching and Research in Information Retrieval in LIS Schools in South Africa  
**Speaker:** Prof. Theo Bothma (University of Pretoria)

12:00-12:25  
**Title:** Information Needs and Information-Seeking Behaviour of International Students of the University of Kwa-Zulu Natal, Pietermaritzburg Campus.  
**Speaker:** I. T. Ibimina (University of KwaZulu Natal)

12:25-12:50  
**Title:** Is Children’s Literature and Reading Promoted in the Current LIS Curricula in South African Universities?  
**Speaker:** T. Mugwisi, V. Jiyane and H. Knoetze (University of South Africa)

12:50-13:15  
**Title:** Challenges in the Provision and Utilisation of School Library Services in KwaZulu Natal’s Secondary Schools  
**Speaker:** L. Shandu, N. Evans and J. Mostert (University of Zululand)

13:15 - 14:00  
**Lunch /Exhibitions**

### Session 6: Cross cutting themes

14:10 – 14:35  
**Title:** Information Needs, Information Seeking Behaviour and Use of ICT in Knowledge-based South African Growth SMMEs  
**Speaker:** S. Pónele (University of Wisconsin Milwaukee)

14:35 – 15:00  
**Title:** Status of Parliamentary Library Services in South Africa  
**Speaker:** D. E. Mohlabwana (Gauteng Legislative Library)

15:00 – 15:25  
**Title:** Reflection on the Assimilation of the E-government System at the Ministry of Trade and Industry in Botswana: a Structural Analysis  
**Speaker:** K. Motupa and T. Kalusopa (University of Botswana)

15:25 – 15:50  
**Title:** Academic Libraries as Agents and Architect of Transformation in South Africa  
**Speaker:** S. Makhubela, M. Fombad & V. Jiyane (University of South Africa)

15:50 – 16:15  
**Title:** Critical Analysis of the Contribution of Information Sciences Research Towards the Achievement of Social Economic Development in Kenya  
**Speaker:** E. Makori (University of Nairobi)

### Venue: Arts Auditorium at University of Zululand

5 September 2014 - Day Three

**8:00-8:30**  
**Coffee/Tea**

**8:30 - 11:00**  
**Student Workshop**  
Venue: Arts Auditorium, University of Zululand

**Moderator/Chair:** Dr. Shana Ponelis (UWM, USA)

**Panelist:** Prof. Janneke Mostert, Prof. Deitmar Wolf

**9:00 - 11:00**  
**Workshop – Session One**  
**Theme:** Cross cutting themes 1

- The Acceptance of Social Media for Formal Communication and Information Sharing in the Department of Information Studies at the University of Zululand.
- The Case of the Library and Information Science (LIS) Facebook page
- The Awareness and Use of Databases Among Undergraduate Students in the Faculty of Arts at the University of Zululand.
- The Evaluation of the Fieldwork Programme

**18:30 - 22:00**  
**Conference Dinner**  
Protea Hotel Waterfront, Richardsbay

**Venue:** Arts Auditorium at University of Zululand
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<td>Workshop – Session Two Cross cutting themes 2</td>
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<td>11:30-13:00</td>
<td>Cross cutting themes 2</td>
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<td></td>
<td>The Investigation of Ethical Concerns Pertaining to Surveillance Technologies: A Case Study of the Electronic Tolling Systems in Gauteng</td>
<td>B. Lechaba and T. Maloka (Honours Students, University of Pretoria)</td>
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<td>Challenges Faced by the Registrar’s Office in Managing, Preserving and Maintaining Students’ Records at University of Zululand</td>
<td>N. P. Mncwango (Final Year Student, University of Zululand)</td>
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<td>Is the Quality of Education at High School Level Enough to Meet First Year Demands at Universities?</td>
<td>N. Zungu (Final Year Student, University of Zululand)</td>
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<td>A Study of Plagiarism Among Undergraduate Students in the Department of Information Studies</td>
<td>S. T. Mlambo (Final Year Student, University of Zululand)</td>
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<td>The Lack of Career Advice Services and its Impact on Second Year Students at the University of Zululand</td>
<td>T. Thabede (Final Year Student, University of Zululand)</td>
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<td>The Challenges Faced by the Department of Information Studies Students When Conducting Research</td>
<td>N. Nzama (Final Year Student, University of Zululand)</td>
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<td>13:00-14:00</td>
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<td>14:00-14:30</td>
<td>Top Three Outstanding Student Paper Awards and Closing Remarks</td>
<td>Prof. D.N. Ocholla and Prof. B.J. Mostert</td>
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The conference theme

The conference theme is "Informetrics and Information Seeking Research in Africa". The purpose of the conference is to create awareness and popularize informetrics and information seeking as a growing research and teaching domain in Information Studies. Informetrics is widely known to include bibliometrics, scientometrics, webometrics and altermetrics as interlinked sub-disciplines. They belong to the general field of Information Science and are all employed for the quantitative analysis or measurement of all forms of recorded information by studying their distribution, circulation and use pattern, largely within or among individuals, disciplines, organizations or countries. The informetric disciplines thus contribute to evidence-based and informed knowledge about scientific research and provide input for research and innovation policy-making worldwide. Information seeking largely focuses on theories, processes, models, context and how people search, find and use information. The conference is expected to encourage the growth of research and increased national and international collaboration. The 15th IS Annual Conference will provide an international open forum for scientists, research managers and authorities, library and information science academics/scholars and practitioners, students and information and communication related professionals, largely from Africa to share knowledge. The forum will focus on the current status and advancements of informetrics/ scientometric and information seeking theory and applications, with emphasis on the progress of informetrics and information seeking research in Africa.

We invite researchers worldwide, but more specifically from Africa, to submit original full research papers, research-in-progress papers or posters within the area of informetrics and information seeking/retrieval.

Keynote Speakers

Theo Bothma, Professor

Theo Bothma is professor and head of the Department of Information Science at the University of Pretoria, South Africa and chairperson of the School of Information Technology. His teaching and research focus on information organization and retrieval (including information literacy), web development and electronic publishing, as well as on curriculum development. He is the author and co-author of numerous publications and has presented many papers at local and international conferences. In terms of current international research collaboration, he is a member of the SeLA research initiative (University of Hildesheim) (funded by the German DAAD), a collaborator of CentLex (Aarhus University, Denmark), a collaborator of the International Centre for Lexicography (University of Valladolid, Spain) and an expert resource person of the IFLA FAIFE Committee. In 2010 and 2012 he received large grants from the Carnegie Corporation of New York for the development and presentation of a Master's programme in IT for academic librarians and for the development and presentation of a continuing professional development programme in IT, also for academic librarians. In 2009 and 2012 he was recognised by the University of Pretoria as an exceptional academic achiever, a three-year award. For more details see http://web.up.ac.za/default.asp?ipkCategoryID=3706.

Andrew Kaniki, Executive Director

Andrew Kaniki is Executive Director: Knowledge Fields Development at the National Research foundation (KFD). The Directorate is responsible for funding research in all fields through various funding instruments, strengthening of existing and the development of new fields of knowledge. He was Executive Director: Knowledge Management and Strategy between November 2002 and June 2008 at the NRF. Prior to joining the NRF he was Professor of Information Studies at the then University of Natal (now University of KwaZulu Natal). Between 2000 and 2002 he was Pro-Vice Chancellor and Acting Deputy Vice Chancellor (Academic) at the same university.

He holds a PhD, MS in Information science and BA degrees. He has published and presented a number of scholarly and peer reviewed articles, book chapters, and conference papers. Dr. Kaniki has supervised 14 doctoral and 13 masters’ theses and dissertations, respectively and examined over 80 masters’ and doctoral theses and dissertations. He served as President of Southern African Research and Innovation Management Association (SARIMA) 2003-05; served on CHE Board and DoHET Research output evaluation panel 2006 - 2013. He is current member of Higher Education Quality Committee (HEQCG), chair of the SALI Trust and is a member of the Library and Information Association of South Africa.

We invite researchers worldwide, but more specifically from Africa, to submit original full research papers, research-in-progress papers or posters within the area of informetrics and information seeking/retrieval.
Omwoyo Bosire Onyancha, Professor

Prof Omwoyo Bosire Onyancha is the Chair of the Department of Information Science at the University of South Africa. Prior to joining Unisa, he worked at the University of Eastern Africa, Baraton, Kenya as the Deputy Librarian and as a contract lecturer at the University of Zululand, South Africa. Prof Onyancha received his PhD in Library and Information Science from the University of Zululand in 2007 after completing a Master’s Degree in the same field at the same University in 2002. Both the Masters and PhD studies focused on informetrics as a research method. He completed his Bachelor of Science Degree in Information Science at Moi University, Kenya, in 1992. Prof Onyancha holds the National Research Foundation (NRF) C2 rating, which he obtained in 2013. He has authored a total of 44 research articles and one book chapter. His research areas include Informetrics/Scientometrics/Bibliometrics/Webometrics/Altmetrics, Information Resource Management (IRM), Management of Information Services, Knowledge management and organisation, and Information Searching and Retrieval (ISR).

Dietmar Wolfram, Professor

Professor Dietmar Wolfram has been a member of the UW-Milwaukee School of Information Studies (SOIS) faculty since 1990. He received his Ph.D., MLIS and B.Sc. degrees from the University of Western Ontario in Canada. Dr. Wolfram teaches courses at the undergraduate and graduate levels in information science, information retrieval and research methods. He was instrumental in the development of the bachelor’s program in Information Science and Technology at SOIS and, more recently, the Ph.D. program in Information Studies, having served as the program’s founding director. He is a widely published researcher in the areas of applied informetrics, information retrieval and user studies. Nationally, he has served on the Board of Directors of the American Society (now Association) for Information Science and Technology (ASIST) and is a member of five international journal editorial boards. Dr. Wolfram has been ranked in the top 2% of library and information science faculty members in the United States for publication productivity in refereed journals in two studies appearing in 2000 and 2006, respectively. He was recognized in 2011 with an Emerald Literati Network Award for Excellence - Outstanding Reviewer for his service to the journal Online Information Review. More recently, Professor Wolfram received the 2012 ASIST - Thomson Reuters Information Science Teacher of the Year Award.

Research Indicators and Performance Management in African Research and Development Systems: What Role Can Information Scientists Play?

Andrew M. Kaniki  
NRF, South Africa  
amandik@nrf.ac.za

**Abstract**

Indicators provide evidence that a certain condition exists or certain results have or have not been achieved (Brizius & Campbell, 1991). They enable decision-makers to assess progress towards the achievement of intended outputs, outcomes, goals, and objectives. Indicators have been closely associated with programme management and, more specifically, monitoring and evaluating programmes as part of a results-based accountability system. In recent years and increasingly in African Research and Development and innovation systems, stakeholders and structures are paying or “being forced” to pay attention to the management of Research and Development (R&D) and its performance. R&D indicators are an integral part of research performance.

This paper looks at the rise in the use of and attention to research indicators and research performance management in Africa. It further considers the role Information Scientists can play in the development, collection, and assessment of appropriate and reliable indicators for research management and decision-making.

**Keywords:** Research indicators, research performance management, African research, African development, information scientist

Research Data Management, Information Society and the Digital Divide

Stephen M Matula  
School of Social Sciences, University of KwaZulu Natal  
Matula@ukzn.ac.za

**Abstract**

Research data management refers to all activities involved in data lifecycle including but not limited to planning, data collection, storage, description, indexing, retrieval and disposal of data. This paper uses Saunders (2006) onion layered model to explain the complexity of research data management environment as an ecosystem consisting of metadata and dynamic techniques that provide robust retrieval tools to help navigate the traditional different metadata formats, heterogeneous and interconnected data in a diverse overlapping scholarly research space such as a university.

This paper situates the complex nature of research data management on the same pedestal and league as the digital divide because both phenomena present access and retrieval challenges and can potentially marginalize certain constituencies from the benefits of the information society if they are not properly managed. The effective management of data generated from any type of research (contract, collaborative, applied, basic, etc.) have broader technological, policy, intellectual property, governance and provenance implications.

**Keywords:** data management, research, access, retrieval tools, data curation, data archiving, information society, digital divide, digital scholarship, digitisation, data preservation
Analysis of the Dispersion of Research Performance within and Between Universities as an Indicator of Competitiveness in Higher Education

Daisy Jacobs and Dennis Ocholla
Department of Information Studies, University of Zululand
daisyjacobs@yahoo.co.za, ocholla@unizulu.ac.za

Abstract

This paper examines the research output of selected hard sciences in South African universities with specific reference to the dispersion of research performance within and between universities as a potential indicator of competitiveness in higher education systems. The subject fields surveyed in the seven top universities are: Physics, Chemistry, Biology, Civil Engineering and Architecture, Earth sciences, Mathematics, Computer Science and Medicine. The study endeavours to see if these top institutions present levels of concentration of performance within universities that are high or very high and greater than that between them. We investigate the level of correlation between performance in research and its dispersion in the universities. The field of observation is made up of all the South African universities active in the hard sciences. Research performance is evaluated using bibliometric analysis, through publications indexed in the Web of Science between the years 2005 and 2013. Relevant data for the study was downloaded from the Web of Science using largely Science Citation Index (SCI) but also Social Sciences Citation Index (SSCI) and Arts and Humanities Citation Index (AHCI). From the several bibliometric indicators of research performance evaluation (such as publication output, trend, citation analysis, impact factor and Hirsch Index), we used publication output by the scientists. The citation count and impact were used to indicate the research output and performance of researchers and what differentiates them from others.

We observe that the South African education system presents levels of concentration of performance within universities that are high and at times greater than that between them. This situation, to a certain extent, allows the search for a competitive advantage with the resulting production of outstanding research institutions, which are capable of attracting and retaining the top scientists both nationally and internationally. This has the potential to bring about the dispersion of performance and indicates the intensity of competitiveness in research institutions and universities. We also notice that in the competitive system, the variability of performance within is much less compared to between universities. The results of the research shows that two universities with the same average research performance could have altogether different impacts on national economic development. As far as competitive systems are concerned, the dispersion of performance within universities is so high that it is very difficult to perceive strong differences in performances between universities. The results obtained can be used as indicators for policy-making and to examine the effectiveness of selective funding of universities based on national research assessment exercises.

Research visibility in reputable and international research outlets/databases such as ISI, Web of Science (WoS) and SCOPUS from 2003 to 2013

Dennis N. Ocholla and Janetke Mustert Daniel Ratich
University of Zululand and Moi University
ocholla@unizulu.ac.za, mostertJ@unizulu.ac.za, danielratich@moi.ac.ke

Abstract

Research visibility in reputable and international research outlets/databases such as ISI, Web of Science (WoS) and SCOPUS is highly regarded as an indicator of quality research. While quality research and research visibility internationally has been largely determined by the number of papers indexed in WoS, the quantity of papers indexed in SCOPUS has considerably increased. This paper reflects on the representation of the University of Zululand and Moi University research publications in WoS and SCOPUS between 2003 and 2013 as an indicator of active research engagement, quality and international visibility. Descriptive and behavioural bibliometric theories have been interrogated to inform this study. The research questions are: Do the researchers’ publications appear in the databases and to what extent? Is there a link between the rank of the researchers and their publication records? Is the publication trend of the two universities from 2003 – 2013 increasing or declining? In which subject areas/domains do they publish? What is the comparative level of indexing research publications by the researchers in WoS and SCOPUS? What is the impact of these publications? What is the subject coverage of the publications? An Informetrics technique through content analysis was used as a research method. Data for the duration of ten years has been downloaded from the two databases by the names of academics / researchers and captured in an Excel document and categorised by author, rank, discipline, title of paper and source of publication and finally analysed by using relevant bibliometric quantitative techniques. The results reveal an even growth of publications, weak output, stronger representation of publications in Science and Technology, and a weak research impact. The paper discusses the complexities associated with these results in sufficient detail and provides helpful recommendations for Research Evaluation and Performance Measurement (REPM) for the institutions.

Keywords: Research visibility, research publications, REPM, University of Zululand, Moi University.

Research visibility of University of Zululand and Moi University academics/researchers in WoS and SCOPUS from 2003 to 2013

Dennis N. Ocholla and Janetke Mustert Daniel Ratich
University of Zululand and Moi University

Abstract

Research visibility of University of Zululand and Moi University academics/researchers in WoS and SCOPUS from 2003 to 2013

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Abstract

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Dennis N. Ocholla and Janetke Mustert Daniel Ratich
University of Zululand and Moi University

Abstract

Research visibility of University of Zululand and Moi University academics/researchers in WoS and SCOPUS from 2003 to 2013
**Research Collaboration in Archives and Records Management Across and Beyond Universities in Africa: An informetrics Analysis**

**Mpho Ngoepe, Jan Maluleke and Boitse Onyancha**  
University of South Africa, Department of Information Science  
ngoepm@unisa.ac.za, onyancha@unisa.ac.za, maluleke@unisa.ac.za

**Abstract**

Due to technological development, research is increasingly becoming more complex and requires a wide range of skills. This challenge is compounded by a lack of resources and platforms to publish research outputs. This, among other factors, leads to low research output, especially in most developing countries in Africa in the emerging field of Archives and Records Management (ARM). However, through collaboration, individuals or researchers with a wide range of knowledge, skills and techniques from different countries, sectors, and institutions can share their knowledge and optimal use of resources that will lead to the sustainability of more research output. Utilising informetrics analysis as well as co-authorship, as the measure for collaboration, this article examines the nature, trend and type of ARM research collaboration in Africa by identifying individuals, institutions and countries that collaborate in order to recommend ways of improving or strengthening such collaborative activities.

Quantitative data was extracted from the database of African Journals Online (AJOL), which indexed 15 African journals on Library and Information Science, and this data was analysed by means of various software packaging such as UCINET, Net Draw and Excel spreadsheet. The key finding suggests that the level of collaboration among ARM researchers is low, with the collaborative work produced by academics collaborating mostly from within one institution. The contribution by practising archivists and records management practitioners was found to be low. The study concludes by arguing that social and physical proximity are some of the factors contributing to research collaboration in ARM in Africa. Bearing in mind the scarcity of literature in ARM in Africa, the article recommends more collaborative projects between novice researchers and established researchers with the aim of nurturing and mentoring novice researchers to be self-sustainable in producing scholarly literature. It is hoped that this would in turn help to formulate a research agenda to address grand societal challenges such as a lack of accountability, poor audit results and poor service delivery, which will stem from a breakdown in the records system and a non-sustainable ARM profession in Africa. These challenges need to be addressed in order for ARM in Africa to be on par with the rest of the world.

**Keywords:** research collaboration, co-authorship, archives, records management, Africa, universities.

**Research Productivity and Visibility of Academic Staff of College of Health Sciences, Moi University, Kenya between 2002 and 2012**

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**Abstract**

This paper analyses research productivity of academic staff of College of Health Sciences at Moi University in Kenya between 2002 and 2012. The college comprises of four schools with a total population of 211, namely: School of Dentistry (17), Medicine (120), Nursing (45) and Public Health (29). The academic staffs are in the academic ranks of Graduate Assistants, Tutorial Fellows, Assistant Lecturers, Lecturers, Senior Lecturers, Associate Professors and Professors. The paper aims to establish the research productivity and visibility of the academic staff of the college. The specific objectives are: establish the number of publications annually in the period, establish the areas of research, identify the areas of research, identify the level of collaboration among academics within the college and outside the college and establish where the research findings are published. The names of academic staff of the college and research productivity in the employment at the end of 2012 have been listed and subjected to a visibility search with publish or perish software that uses Google Scholar as its source.

The findings indicate that at the School of Dentistry 3 publications from 3 academic staff representing 17.6 per cent in all the academic rank categories were visible. In the school of Medicine visible research output was 469 counts consisting of journal papers, conference papers, inaugural lectures, chapters in books and books.

**The majority of the publications, 145 of them representing 30.9%, were contributed by Associate Professors (11) which were 10.1% of the total academic staff. Visible research output at the School of Nursing was 25 counts consisting of journal papers, conference papers, chapters in books and books. The majority of the publications, 19 of them representing 76%, were contributed by Lecturers (5) which were 31.3% of the total academic staff. The majority of the publications, 41 of them representing 51.2%, were contributed by Senior Lecturers (5) which were 48.3% of the total academic staff. The Department of Epidemiology and Nutrition with 14(44.8%) academic staff had the highest number of visible publications (6480%). The most researched areas include: infant, woman, prevention, antiretroviral, prevalence and asthma. There is evidence that staff within the college collaborate among themselves and with others outside the college due to the presence of co-authorship. There were fourteen (4) journals with more than four articles with the most popular journal being the East African Medical Journal having seventy (70) articles within the period.

**Keywords:** Research productivity, research visibility, College of Health Science Moi University, Kenya

**Using Social Network Analysis to Study Influence and Susceptibility among Facebook Users: Recommendations for Research in the African Context**

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**Abstract**

Social Network Analysis (SNA), as a strategy for understanding social structures, allows for the mapping and visualisation of massive data sets in order to gain understanding of, inter alia, the complex relations and information sharing patterns between users of online social media networks such as Facebook. The two major subfields referred to in this paper used SNA to manage samples of 1.3 million and 1.6 million Facebook users respectively. SNA methods and findings have significant implications for the efficient diffusion of ideas or adoption of behaviours among millions of social media users, since individual or group targets for acting as catalysts can be pinpointed with remarkable accuracy. This is because the “influential” and “susceptible” Facebook users can be easily identified in well-visualised SNA results even when massive samples are studied. The importance of being able to handle such samples becomes evident when one considers that there are about 500 million people globally who use Facebook. Even though Facebook was created and launched in the USA, about a tenth of the users today are situated on the African continent. The use of Facebook in some African countries is growing quickly, with Egypt and Morocco gaining 3 million and 1 million users respectively in the space of a year.

Social media platforms such as Facebook present a landscape for mass user-to-user dissemination of information which, according to studies, if injected into the right section of the network, could efficiently lead to the large-scale manipulation of opinions and behaviours – which could be used for moral or immoral purposes. In this context, it becomes important to understand the factors that determine both the users’ ability to influence, and to be susceptible to influence. American studies have indicated age and gender to be very important factors in understanding influence and susceptibility, showing that susceptibility decreases with age and those men are both more influential and more susceptible than women. In terms of age, the bulk of Facebook users in African countries like Nigeria, Algeria, Tunisia, Kenya and the Democratic Republic of Congo are between the ages of 18 and 34. In terms of gender, males make up two thirds of Facebook users in Nigeria, Algeria and Ghana. Apart from gender and age, the American studies also consider online clustering behaviour and the relationship status of users in determining influence and susceptibility. In the African context, additional factors such as cultural dynamics, education levels, literacy levels, information literacy levels and English proficiency could also be added to understand influence and susceptibility.

It is important to conduct studies on online influence and susceptibility in Africa, since it can play a major role in understanding and manipulating information sharing patterns, whether for educational purposes or political mobilisation efforts. This paper will offer recommendations for such studies in the African context.

**Keywords:** Social network analysis, Facebook users, Africa
Cybermetrics and Cross Cutting Themes

Are altmetrics a Panacea for Citation Delays? A Critical View of the Journey of the Citing Article(s) through the Research and Impact Cycles

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Abstract

Among the many different areas where citation analysis has been applied in research evaluation is the assessment of the impact of journals. In some instances, citations have been used as indicators of scholars' influence among their peers. Controversially, but rarely, citation analysis has been applied in personnel (especially academics/researchers) employment, tenureship, and/or promotion and retention. Despite their various applications, including the aforementioned, the use of citations to measure impact has been heavily criticized. One of the criticisms of citation analysis concerns what some scholars have called citation delays. This paper acknowledges this criticism and attempts to elaborate the fact that citation delays are much longer than what has been expressed in various bibliometrics/informetrics studies. To that end, the paper examines the research and publication journey that a citing article takes using the research cycle and impact cycle models and points out the various citation time lags that occur in the steps that constitute the research process, on the one hand, and the research impact cycle, on the other. Finally, the paper examines and compares a selected number of journals in the University of South Africa's (UNISA) institutional repository, as an example, to illustrate that altmetrics can be used to fill the citation time laps.

Keywords: Alter metrics, citation delays, citing articles, research impact cycle

Research Support Services at the University of Zululand Library

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Abstract

International and national university ranking clearly shows that the University of Zululand (Unizulu) needs to improve its position. Research is one of the most important criteria's of ranking. The Unizulu Library's mission statement clearly outlines the support to research functions of the University of Zululand. Although the library provides support to its research community, comprising largely of academic staff and postgraduate students, not all of them use the library to its full potential due to inadequate awareness of the services and facilities offered by it. Responding to the changing library information environment, due to rapid impact of information technologies, librarians are continuously obtaining new knowledge, skills and attitudes to be competent and to provide better information services for library users. The purpose of this paper is to create awareness among the Unizulu research community about the existing information services (e.g. information search and retrieval, training workshops, consultations, etc.), new research support services (open access publishing, researcher ID/ profile, citation metrics, social media platforms, reference management software, etc.), and new library facilities (Research Commons and Infor Cellar), which can positively contribute towards the improvement of the institutional research productivity and impact. We propose that the Library and Research & Innovation Office should work together to provide better support for researchers. Library services should be widely known by the library users.

Keywords: Library research support, University of Zululand Library, library services,
researchers, scientists, university administrators, funding agencies and even national governments. Zao and Gang (2007) pointed out that OA is a widely debated issue in the scientific community, library world, and publishing industry and as the movement continues to evolve, there has been a surge in publications on this emerging phenomenon. This paper presents preliminary findings of a study that is being carried out to examine research output, trends and growth of knowledge in the field of OA as indexed and reflected in three databases, namely: Library and Information Science Abstracts (LISTA); Library, Information Science & Technology Abstracts (LISTA); and Library and Information Science Sources (LISS). Specifically the study sought to investigate the following: the number of research articles published in the field of OA; journals that publish OA research; open access policies of journals that publish OA research; profiles of authors that publish OA research i.e. their country of origin, institutional affiliation and discipline; the most published subject areas in OA; trends over the years; and academic disciple mostly represented in OA research. Bibliometric analysis was used as a methodology to carry out the study.

Data collection involved a thorough search for articles about OA published in scholarly journals between 2003 and 2013 and indexed in the three Library and Information Sciences databases, namely: LISS, LISTA and LISA. Data was analysed using Bihedex software and Excel. Preliminary findings indicate that about 1395 articles touching on the subject of OA were published in journals indexed in LISA, LISTA and LISS between 2003 and 2013. The year 2011 and 2012 were the peak years for the literature production on the subject of Open Access. Out of the 20 journals that published the most articles, only 6 (30%) were OA journals. The remaining 16 (70%) were closed access journals. Out of the 16 closed access journals, 2 (13%) offers delayed OA while the remaining 14 (87%) offers were the hybrid model of open access whereby authors are given an option to make their articles freely available online upon publication in return for the payment of the article processing cost. Furthermore, most of the research in the access of open access is published in closed access journals. It was further observed that unless researchers embrace self-archiving of either pre-print or post print of their publications as per the publishers’ policies, most of this research will still not be freely available online.

Keywords: Open Access, research trends, bibliometrics analysis

The Use of Social Media for Information Dissemination by Librarians in Some Federal University Libraries in South-West Nigeria

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Abstract

The study investigated the use of social media for information dissemination by librarians in federal university libraries in South-West Nigeria. The study adopted a descriptive survey method with the academic librarians as the target population. The sample of the study consisted of all the 82 academic librarians in the University of Ife, Obafemi Awolowo University, Ille-Ife, and the Federal University of Agriculture, Abeokuta. A structured questionnaire was the instrument used for data collection while the data collected was later analysed through descriptive statistics involving frequency count and percentages run on SPSS. The study established that there was a high level of awareness of social media tools such as Facebook, Google+, Twitter, LinkedIn, Academia.edu, etc., out of which only Facebook, Google+, and Twitter were the most used tools for disseminating information services like reference services, SDI, CAS, and updates on the arrival of new library services. However, challenges like an erratic power supply, poor internet connectivity and a lack of infrastructure were impediments to the use of social media by librarians to reach out to their user community. It therefore becomes necessary for university libraries to increase the existing bandwidth in order to improve internet connectivity within the library to facilitate effective use of social media for improved service delivery.

Keywords: Social media, information dissemination, librarians, university libraries, Nigeria

Use and Perception of E-books in Academic Libraries: A Case Study of the University of Zululand

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Abstract

Libraries today have realized the urgent need for electronic resources due to the digital environment in which users demand access to information faster and wherever they are. E-books, as a result, have become an essential supplement to the collection in academic libraries and have changed the way academic libraries operate. This paper sought to identify the use of e-books among academic students and the challenges experienced by users. A survey of e-books in the University of Zululand will be conducted and questionnaires will be used to collect data from students. Electronic resources librarians will be interviewed. The result of this study will offer new ideas for academic libraries on the management of e-books as well as promotional strategies.

Keywords: Electronic books, academic libraries, e-book usage, University of Zululand

Adoption, Usage and Availability of Information and Communication Technologies among Civil Servants in Nigeria

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Abstract

The study examines the adoption, usage, availability and type of Information and Communication Technology among the civil servants in Nigeria. One thousand and two hundred (1200) civil servants were randomly selected from six states that make up South-West Nigeria. Questionnaires were used as the main instrument for the gathering of the data. Some of the findings revealed that information and communication resources have been adopted among the civil servants in South-West, Nigeria. All the civil servants admitted that they used the ICTs resources to communicate with their colleagues and to have access to timely information about their professions. The majority of the civil servants agreed that ICTs have positively impacted their jobs, the Internet is the most used ICT resource and cyber cafes are where they access the internet. The following obstacles were identified as the major problems they encounter in their use of the ICT resources: poor internet connectivity and irregular power supply. The paper recommends, amongst others, the provision of relevant ICT resources in all the offices, adequate training regarding ICT use and the need for a constant power supply.

Keywords: ICT, civil servants, Nigeria

Implementation of Information Literacy Programmes in Public Libraries: A case Study of Kenya National Library Services (KNLS)

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Abstract

The use of information is important for lifelong learning and informed decision-making in our daily activities. Libraries act as information repositories which enable people to meet their information needs. One of the major roles of public libraries and librarians is to educate the users to effectively utilize both print and electronic information resources. This paper presents the findings of a research in-progress regarding the implementation of information literacy in the public libraries in Kenya. The study is based on a case study research design that will explore the implementation of information literacy programmes at the Kenya National Library Service (KNLS). The objectives of the study are to identify if there is a policy governing information literacy at the KNLS, identify the type of users provided with information

Keywords: Information literacy, public libraries, Kenya
literacy skills, establish the category of staff that provide information literacy skills; establish instructional methods used; identify the problems encountered in the provision of information literacy programmes and suggest ways of addressing the challenges experienced. The study is based on Bruce’s Seven Faces model of information literacy. The study adopts the qualitative research method through questionnaires, interviews and observation for data collection. Purposive and random sampling techniques are used. Qualitative data is analysed thematically while quantitative data is analysed by using relevant statistical methods. The study provides strategies for the implementation of information literacy programmes in public libraries and suggests possible solutions to the challenges that are facing the library management and services, the users and the stakeholders.

Key words: Information literacy; information literacy programmes; information public universities; public libraries, Kenya National Library Services

Session 4

Chair: Prof. Stephen Mutula (8:30 – 10:50)

Information- Seeking and Information Retrieval

The Symbiotic Relationship between Information Retrieval and Informetrics

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Abstract

Informetrics and Information Retrieval (IR) represent foundational areas of information science. Historically, researchers have not fully capitalised on the potential research synergies that exist between these two areas. Methods used in informetrics can reveal empirical regularities found in information retrieval system content and use, which can benefit IR system development and evaluation. Similarly, developments in database technology have made the study of informetric phenomena less cumbersome, and recent innovations in IR research have provided new tools that may be applied to research problems in informetrics.

This presentation begins with an overview of each area and their mutually beneficial relationship. Examples are provided of informetric aspects of IR for both representing and understanding IR system content and use. For instance, most frequency distributions of IR system content follow power laws similar to those found in traditional metrics research. Other types of distributions may also be observed depending on the source data of interest. Knowledge of IR system content regularities, in turn, can lead to a better understanding of IR processes and potential applications for system design and evaluation. This can be seen in a number of research studies that have examined regularities of different aspects of IR system content, including index term distributions, term co-occurrence, document growth, obsolescence patterns, and Web link studies.

More recently, methods used in IR have helped to inform informetrics research, which has become computationally more demanding as a result of the larger datasets available for study. The process of science overall has entered an era of “big data” where sophisticated systems are needed for data storage and curation to support research. The same is increasingly true of metrics research. Bibliographic records, which have served as a primary data source for informetric study, lend themselves to database and IR applications. The mutual contribution by each area is exemplified by the use of PageRank. PageRank, which was popularized by Google to guide the ranking of retrieved Web-based documents, was itself influenced by ideas from citation analysis. In more recent years, PageRank has been found to be a useful tool for evaluative metrics research. Another contribution by IR research to metrics has been the application of language models and, in particular, topic models, which have provided new ways to support information retrieval and the matching, process between queries and documents. These approaches have more recently found their way to metrics research to complement more traditional methods that rely on co-occurrence data associated with citations, authorship, or individual terms.

There are areas that overlap both IR and informetrics that await more detailed exploration. The presentation concludes with additional areas for investigation.

Key words: Information retrieval, informetrics

The Role of the Media in Communicating Agricultural Information for Development in Zimbabwe

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Abstract

The success of agricultural development programmes in developing countries largely depends on the nature and extent of the use of mass media in the mobilisation of people for development (Aung, Bilo, Abdullahi, Makauwa, and Amina 2013). Radio and television have been acclaimed to be the most effective media for diffusing scientific knowledge to the masses. Radio and television are significant, as they transfer modern agricultural technology to farmers in different geographical regions of the country. Mass media methods in agricultural information dissemination, generally, are useful in reaching a wide audience at a rapid rate (Chhuchhhar et al 2012, Hassan et al 2011). They are useful as sources of agricultural information to farmers and constitute methods of notifying farmers of new developments and emergencies (Oni and Baba, 2009). The role of the media in the dissemination of information, especially in the agricultural sector, has long been recognized as an important tool in informing citizens on a variety of issues: social, academic, economic and so forth. The radio, for example, is relatively an inexpensive medium to produce for its audience, and, therefore, enjoys a wide range of diffusion even among rural and less literate people who have access to fewer information resources. It has also been observed that among all communication media (print, film, telephone, television, and new media), radio consistently enjoys the highest rates of diffusion and use in the developing world. The current study seeks to investigate how media houses (through print and electronic media) are contributing towards the communication of agricultural information for development in Zimbabwe. A questionnaire will be distributed to all media houses in Zimbabwe and qualitative and quantitative data will be analysed using SPSS and content analysis respectively.

The following research objectives will be addressed:

a. To establish which media houses are involved in disseminating agricultural information in Zimbabwe (which, how)
b. To determine the extent to which media houses cover and report agricultural and rural development news (content, frequency)
c. To determine the languages and format in which the information is distributed, taking into account minority language groups
d. To ascertain whether there is any collaboration with other groups (agriculture subject specialists) in the production of agricultural information/news
e. To determine the challenges media houses face in disseminating agricultural information/news and what recommendations do they propose

Data will be collected through a questionnaire distributed to the media houses, both private and public and specialising in print, broadcast or both. In order to verify the frequency and content, the study will also conduct searches from archives of the online newspapers using key word searches for articles e.g. agriculture, farming, farmers.

Keywords: Media, Agricultural information, Zimbabwe


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Abstract

The young South African democracy is twenty years old and has seen many political parties, particularly those led by women, emerging and participating in the national, provincial and local government elections. As a result, new, young, inexperienced women parliamentarians are on the increase in the National Assembly and in all nine provincial legislatures. This study attempts to report
on the information needs of women parliamentarians in the Kwa-Zulu Natal provincial legislature post the 2014 general elections. Using the narrative research approach, interviews were done with women parliamentarians in the Kwa-Zulu Natal provincial legislature. Though there is a strong support for women leadership and standing on political matters and a genuine call for them to participate in parliament, there is a need for them to access political information and be empowered with skills relevant to their daily routines. It is critically important that parliamentary library services be tailored to meet the changing landscape in the legislature as women have influence on the advancement and growth of the South African democracy and political environment.

**Keywords:** Information needs, women parliamentarians; politics; Kwa-Zulu Natal, parliament library

**Predictors of Users' Preference for Digital Information**

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**Abstract**

Scholarly communication the world over is experiencing a paradigm shift towards digital scholarship, which is predicated on digital information. This paradigm shift has affected the information-seeking behaviour of library users in different environments. This paper evaluates predictors of users' preference for digital information at the Oceanographic Research Institute (ORI) Library in Durban, South Africa. Using the Technology Acceptance Model (TAM), the case study sought to examine user attitudes towards the use of digital information, evaluate user competencies in the use of digital information, examine available ICT infrastructure to facilitate access to digital information and assess usage patterns of electronic resources. The mixed method approach was employed. Data was collected using focus group discussions, semi-structured interviews, participant observations, document reviews and survey questionnaires. The findings of the study indicated; there was increasing preference of digital information over print information by scholars, usage of digital information was high by virtue of being easy to use and useful for scholarly work; scholars had developed a positive attitude towards digital information, and user experience with computers and the availability of infrastructure within the organisation were found to be facilitating conditions for digital information usage behaviour. The results further showed that respondents lacked relevant skills for the effective use of digital information and the ORI library lacked adequate computers and electronic resources to satisfy user needs. The paper recommends the development of a digital repository and user training to improve the use of digital information resources.

**Keywords:** Users preference, digital information, Oceanographic Research Institute, Durban, South Africa

**The Implementation of an Innovative Continuous Assessment Model for an Information Science Undergraduate Class: Possible Information Ethical Considerations**

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**Abstract**

In order to stay relevant in the current technological environment together with the associated changing expectations and demands of students, new approaches in teaching, learning and assessment are needed. Traditional systems are increasingly seen as being too rigid, which has resulted in a growing focus on the idea of blended learning: a term that describes learning activities that combine face-to-face teaching with technology. As new information specialists prepare to enter the work force, they must be taught not only the relevant information skills, but they also need to develop and refine their own individual sense of ethics, especially with regard to the ethical use of information and technology. This article discusses the development of a new blended model for a first year Information Science module comprising of a variety of theory and practical activities, using various technologies, and underpinned by basic information ethical considerations. The article provides an overview of the rationale for undertaking the project, discusses the blended learning approach, and concludes by highlighting some of the positive outcomes experienced.

**Keywords:** Continuous assessment model, information science, information ethics, LIS curriculum

Session 5  
Chair: Dr. Trywell Kalusopa  
(11:20 - 13:30)

**Information-Seeking/Retrieval**

**Teaching and Research in Information Retrieval in LIS Schools in South Africa**

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**Abstract**

Defining the core topics of Information Science is a contentious issue. Few would, however, disagree that information retrieval is one of these topics, embedded within the larger framework of information-seeking and information behaviour. The flipside of information retrieval is information organisation, often also referred to as knowledge organisation. The assumption here is that information that is not organised cannot be retrieved, and, conversely, that one organises information so that it can be retrieved. This paper will look at both these topics in a South African context, from both a teaching and research perspective.

From a teaching perspective, one should distinguish between at least three levels of teaching, viz. basic, intermediate and advanced retrieval and organisation skills.

- At the basic level, these topics form part of information literacy, whichever framework or model of information literacy is accepted. This should be taught to all students entering university as a “life skill” that is needed not only during university studies but at all levels of life, including the work, business and leisure environments. Retrieval skills should include searching the internet at fairly advanced levels (including the use of Boolean operators), as well as understanding the different tools available. In terms of organisation, students should understand the principles and use of metadata to organise information, both in, for example, e-journals databases and standard office documents and multimedia, including the role of tagging.

- Students in Library and Information Science, at an intermediate level, should be taught a deeper understanding of all the issues of the basic level. At the retrieval level, this could include more complex searching with Boolean operators, specialised search engines, advanced search interfaces etc. At the organisation level, students should have an understanding of different metadata schemas, how to combine different metadata schemas and at least an introduction to the semantic web. Depending on the specific job environment for which the students are prepared, “traditional” cataloguing and classification systems should be included in the curriculum. Designing and presenting an information literacy programme to students and all other patrons of libraries (including the general public) should also form an integral part of the curriculum.

- At an advanced level, theoretical models of information retrieval should be studied, including set-theoretic, algebraic, probabilistic and feature-based retrieval models, as well as relevance theory. At a more practical level, topics such as cross-language information retrieval, multilanguage information retrieval and principles of image, video and sound retrieval, should be included in the curriculum, as well as an understanding of the technologies underlying both the organisation and retrieval of information. Teaching higher level information literacy skills to all clients, especially researchers, should form an integral part of such a curriculum.

Research on how to contextualise the teaching of all of these topics within a South African context is needed and should be encouraged. Such research should also take into account teaching methodologies and making provision for different learning and thinking styles and preferences, e.g. teaching in a so-called Whole Brain way. Because of the multiple official languages in South Africa, research on cross-
language and multi-language information retrieval and experiments with South African languages could make a meaningful contribution to research on these topics in the international arena. Inter- and multi-disciplinary research should be encouraged, especially with Computer Science researchers and interface design and usability researchers.

The issues outlined above will be discussed in detail in the paper.

**Keywords:** Information retrieval, information retrieval teaching, LIS schools, South Africa

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**Information Needs and Information-Seeking Behaviour of International Students of the University of Kwa-Zulu Natal, Pietermaritzburg Campus**

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**Abstract**

Information is vital within and outside the university environment and so it is important for students at any level to have access to the right information in order to progress in their studies. The focus of this study is the information needs and information-seeking behaviour of international students in the School of Religion and Theology (SORAT) at the University of KwaZulu-Natal, Pietermaritzburg campus. The study was conducted during the author’s post-graduate diploma’s study, which can be carried out by students in other institutions of learning in the same field of study.

The study was conducted during the first semester of 2010 (February to June 2010). The survey method was used to collect data. Data was also collected through a questionnaire that was administered one-on-one to the respondents in the then School of Religion and Theology (SORAT).

The study found out that majority of the international students needed information when they encountered problems. Thirty (30) questionnaires were administered to international students in the SORAT. One student did not return his questionnaire; therefore a response rate of 97% was recorded. Out of the twenty-nine (29) respondents who returned their questionnaires, 23 (79.3%) said they encountered problem(s) where information was needed, while six (20.7%) said they did not encounter any problem(s) regarding information needs.

**Keywords:** Information needs, information-seeking behaviour, international students, University of Kwa-Zulu Natal.

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**Is Children’s Literature and Reading Promoted in the Current LIS Curricula in South African Universities?**

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**Abstract**

There are a lot of changes embedded within the South African higher education framework gazetted in 2007. According to Majanja (2009:1), within this framework, comprehensive universities have the luxury of being able to offer qualifications at all levels and of all types, although this will expose them to the risk of spreading themselves thin while the non-comprehensive universities can be selective in terms of both the levels and the niche areas. However, this could make them run the risk of abandoning some important core LIS areas of practice. Children’s literature and reading are some of the niche areas one would expect from the qualifications of South African LIS schools’ curricula. In 2008, the National Reading Strategy was developed by the Department of Education in recognising the need to improve reading in South Africa, after the findings that 63% of learners in the intermediate phase could not read in 2005. Among other things, the National Reading Strategy is aimed at putting reading firmly on the school agenda, promoting reading across the curriculum, as well as affirming and advancing the use of all languages. This study examines the LIS curricula in South African universities to determine the extent to which children’s literature and reading are infused and promoted. It examines the course content to determine its coverage, it establishes the number of such modules that are compulsory and those offered as electives, and it determines the challenges experienced in teaching children’s literature and reading in South African LIS schools. The procedure in data collection was through content analysis of LIS school’s curricula and questionnaires which were sent to the heads of LIS schools in South Africa. Preliminary findings indicate that there is limited coverage of children’s literature and reading in many LIS schools in South Africa.

**Keywords:** LIS curricula; children’s literature; reading; South Africa

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**Challenges in the Provision and Utilisation of School Library Services in Katlehong’s Secondary Schools**

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**Abstract**

This study sought to identify the issues and challenges facing school libraries in secondary schools in Katlehong, Gauteng province, South Africa. It is the responsibility of the Gauteng Department of Education (GDE) to make the provision of the resources in the schools for the effective functioning of the libraries.

Qualitative and quantitative research methods were used to conduct this study. Both non-probability (purposive sampling) and probability (simple random sampling) sampling methods were applied. The study clustered specific schools in Katlehong, i.e. 14 secondary schools, and purposively selected the teacher-librarians, principals, teachers and learners in these schools, and a Gauteng Department of Education (GDE) official to participate in the study. Purposive sampling was used to sample the 102 teachers who participated in the focus discussion groups, and simple random sampling was used to identify the learners in each school who participated in the study. Four hundred (400) questionnaires were distributed to learners, and three hundred and forty (340) were returned. Interviews were held with the teacher-librarians, principals and the GDE official, while Focus Group Discussions (FGDs) were held with the teachers.

The results from the study revealed that school libraries in Katlehong’s secondary schools face challenges that include lack of staff, outdated and inadequate collections, mis-catalogued and poorly organized books, lack of funds, insufficient library orientation, and the absence of guidelines and leadership from the GDE. Very few schools had qualified teacher-librarians in their employ. The teachers who were employed as teacher-librarians confirmed that they were managing the school libraries without the professional skills required to guide both teachers and learners in the use of library resources. All the teacher-librarians had to teach in addition to managing the library and, in most cases, the library was closed when they were in class. It was also mentioned that the school timetable did not always include a compulsory library period for all the classes. The need for a collection development policy and the lack of support from the school management team were also highlighted as challenges. Based on the findings, both teachers and learners confirmed that: their use of the library is restricted in terms of the time they had to use the libraries, there is no sufficient space, there is poor library orientation, there is insufficient library furniture, the libraries.

**Keywords:** School library services, Katlehong secondary schools, South Africa

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Abstract

Small, medium and micro-enterprises (SMMEs) play an important part in all economies but are particularly important in developing economies. Whilst survivalist SMMEs play an important role to alleviate poverty and provide a source of income, non-survivalist or growth SMMEs drive economic growth and international competitiveness. Although resources are particularly scarce for survivalist SMMEs, growth SMMEs also have limited resources that need to be utilised for maximum return. To do so, timely information about the organisation, its processes, its customers, its business partners and its environment must be available to inform decisions and actions to achieve or maintain a competitive advantage in the marketplace. In such a business context, information needs arise as a result of “a specific task that is associated with one or more of the work roles played by the professional” (Du Preez & Fourie, 2010:69), which drives the professional to seek information (Choo, 2006). The resulting information-seeking behaviour is “the purposeful seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems (such as a newspaper or a library) or with computer-based systems (such as the World Wide Web)” (Wilson, 2000: 49). The ability to utilise computer-based systems to meet information needs is a key influence upon the competitiveness of SMMEs (Levy and Powell, 2005: vii) with even micro-enterprises broken down as follows: thirty (36) action officers; fifteen (15) MTI clients; five (5) departmental managers. The study recommended that a deeper implementation of policies on rules and standards for information security, unreliable internet infrastructure and a lack of top management support still persist. The study recommends that a deeper implementation of policies on rules and standards for information security, unreliable internet infrastructure and a lack of top management support still persist. The study recommends that a deeper implementation of policies on rules and standards for information security, unreliable internet infrastructure and a lack of top management support still persist.

The aim of this study, therefore, is to engage with knowledge-based growth SMMEs in Gauteng, South Africa to explore the extent of information and ICT use in these enterprises. Knowledge-based SMMEs continually gather information, develop skills and use experience to enhance their products and services (Levy & Powell, 2005: 267-268). The expectation is that these knowledge-based firms would be more likely to use information for decision-making and have knowledge and experience of ICTs given the importance of intangible and systemic resources to their operations. The objectives of this study are to determine the information needs of owner-managers in SMMEs, identify the sources of information owner-managers used to meet their information needs and identify the role of ICTs in meeting SMME owner-managers’ information needs. An interpretive approach using semi-structured interviews was used to collect data from the owner-managers of knowledge-based growth SMMEs in South Africa selected through purposive sampling, using Leckie et al’s (2005) general model for information-seeking behaviour of professionals’ as analytical framework. The results suggest that both information and ICT play an important role in the selected knowledge-based growth of SMMEs but that support and guidance is needed to ensure that ICT is used appropriately to fully exploit available information for decision-making in addition to expanding available information sources.

The study can help participating SMME owner-managers through the reflection that the research method engenders and other SMME owner-managers can benchmark themselves against the participating SMMEs. The results may also be of value to information providers and policy makers and enable them to create an environment that better meet SMMEs’ information needs. For academic researchers this qualitative study explores and develops propositions for further research.

Keywords: information needs, information-seeking behaviour, ICT, decision support, small, micro- and medium-sized enterprises, knowledge-based, growth, SMME, South Africa, owner-managers, exploratory study, interpretive research, semi-structured interviews
Academic Libraries as Agents and Architects of Transformation in South Africa
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Abstract
Since the demise of apartheid and the dawn of a democratic “rainbow” nation in 1994, South Africa, more than any other country, is striving to make radical changes in all aspects of life. The country is committed to eliminating the legacy of racial discrimination, economic exploitation, inequality in education, and political authoritarianism in order to build a democratic and equitable South Africa. Different organisations are confronting this issue in various ways. The museum and the heritage community, for example, has played a crucial role in bringing about a new democratic society based on a truthful and influential examination of the past, as well as a creative participatory approach to the future (Galla, 1999). As Dewey (1916) observed, “democracy needs to be reborn in each generation and education is its midwife”. To this end, South African universities are playing an important role in the transformation process by embracing a learner-centred approach to teaching and engaging in research and community development as its core mission. These universities are also attuned to the communities, businesses and government by constantly looking for collaboration in ways that will enhance the life of all South Africans. However, university libraries, which are generally regarded as the “heart” of a university, are yet to recognize the significance of their position in the transformation process. It may be because the mission statement of these libraries focuses only on enhancing teaching, learning and research of its community and for serving as depositories for the government.

Given the many activities that have taken place recently to celebrate the last twenty years of democracy in South Africa, this paper takes a closer look at the role of academic libraries in the transformation process and suggests ways by which academic libraries may serve as architects in this process. It argues that transformation envisaged in South Africa will be best served when academic libraries recognize a significant role they may play beyond the university community to be active in the democratic discourse and community renewal across all traditional barriers and legacies of the past. The first part of this paper examines the meaning of social transformation on academic library. The second section looks at the mission statements of different academic libraries in South Africa. The third section briefly examines the theories of transformation and relates these theories within the context of South Africa. The fourth section examines the different roles academic libraries may play as agents and architects of transformation, and the fifth section suggests how academic libraries may serve as agents of transformation. The paper ends with some concluding remarks.

Keywords: academic libraries, social change, social transformation, South Africa

Critical Analysis of the Contribution of Information Sciences Research towards the Achievement of Social-Economic Development in Kenya
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Abstract
Research is a fundamental aspect of the modern society, influential in the development and growth of new knowledge. Across the world and in all disciplines of human beings, research has been a provider of solutions to the numerous problems and risks in society and organizations. In the fields of business, education, political, humanities, social and information technology research has made positive contributions towards the development of social-economic aspects.

In business the contributions of research have made remarkable progress in empowering the business community. Research in political sciences and related fields are popular globally. Education and health related issues have also been solved chiefly through the influence of research findings. In the same context, African countries have already marked 50 years of self-independence with various contributions of research exemplified in different fields of specialization.

The old adage that a “picture speaks a thousand words” is as true as the contribution and realization of information science scholars playing an instrumental role in providing solutions to solve societal problems. As African countries, including Kenya, continue with post-independence celebrations, there is a need to measure the socio-economic value of information science research and its contribution in addressing developmental aspects in society. The study utilizes descriptive design and survey approaches to collect and analyse data from information science academics scholars and professionals. The aim of this study is not only to critically analyse the contribution of information science research towards the achievement of social-economic development in Kenya, but also to indicate how scholars in the information profession have empowered society and humanity with knowledge fundamental in dealing with and solving problems.

Keyword: Information science, social development, economic development, Kenya

Knowledge and Skills as Determinants in the Use of ICTs among Librarians at the University of KwaZulu Natal and the University of Ibadan Libraries
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Abstract
This paper argues that knowledge and skills are a critical success factor in the utilization of ICTs in the changing economic world of technology. The purpose of this paper is to sensitise librarians on the need to improve on their knowledge and skills that would efficiently enhance the use of ICTs in rendering information services to users locally, national and globally. The paper focuses on the following research questions: To what extent do academic librarians in Nigerian and South African university libraries have the required knowledge and skills to use ICTs for support of knowledge management? What are the challenges facing librarians in applying their knowledge and skills in the use of the ICTs at the two sampled university libraries? The positivism research approach by using questionnaire was adopted for data collection from the University of Kwa-Zulu Natal and the University of Ibadan library respondents. Both qualitative and quantitative data analysis techniques were used (qualitative made use of content analysis while quantitative analysed data of variables from respondents). Findings from the research revealed that the use of ICTs requires librarians to be...
The provision of information to farmers, particularly those in the rural areas, is very important. This is because it will help to enlighten them on the policies and programmes of the government in the area of agriculture. The libraries, particularly the public libraries, have greater roles to play in the provision of information to farmers in the rural areas. This can be effectively done with the use of mobile libraries or the establishment of service centres in the rural areas. This method will enable rural farmers to have access to information that will be very beneficial to their agricultural businesses.

**Keywords:** Information seeking, user behaviour, rural farmers, South East Nigeria

### Evaluation of Information Literacy Skills of Teacher-Librarians in South Africa

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This research deepens the conceptual framework to explain the correlation between information literacy skills and technology acceptance model. This theory is anchored on two important variables, namely: Perceived Usefulness (PU) and Perceived Ease of Use (PEU) which are the bedrock of an individual’s attainment of information competence. Each of the variables can also be sub-divided into different activities guiding information literacy acquisition. This model scrutinises issues influencing the preference of how and when certain techniques are implored to achieve the desired purposes, and the attitude that must be espoused towards using particular information resources. It will determine the intention to use and then generates the actual usage behaviour. The foremost rationale of the Technology Acceptance Model (TAM) is to present a foundation for ascertaining the impact of external variables on internal beliefs, personal abilities, attitude, mind-set and intention in attaining information literacy skills.

**Keywords:** Information literacy skills, teacher librarians, South Africa

### Investigating the Awareness and Use of Scholarly Open Access Resources by Researchers at the University of Zululand: A Pilot Study

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Research information is beneficial only in so far as it can be disseminated and shared. The Open Access (OA) movement seeks to increase this dissemination by encouraging researchers and publishers to think in terms of global good of sharing discoveries at no cost to fellow researchers and not just in terms of profit margins. Even with limited financial resources, a researcher with access to the internet is in a position to access data or information from across the globe, all at just the cost of the internet connection.

One regularly hears of the ‘digital divide’ and this prompted the researcher to investigate this phenomenon as it pertains to our information situation. While South Africa has made tremendous strides, it is still made up of an entire 42 million people, most of whom might not have access to flush toilets…yet almost all households have access to internet – be it through the mobile phone or other more formal connections. This study was prompted by the realisation that the so-called digital divide is not so imposing when it comes to keeping up with academic advances. However, the question remains whether these resources that are being availed are being maximised or is there a cry for a Utopian ideal without consideration of what is already present? The University of Zululand was found to be a good starting point to investigate whether researchers in a rural-based university in Africa are benefitting from OA and, if not, what the hindering factors are.

A mixed methods approach was taken with a questionnaire being used in a survey, focus groups were conducted for a qualitative analysis to corroborate the questionnaire responses, and semi-structured interviews were carried out with library staff to get a view from the custodians of information tasked with educating researchers on searching for information.
The preliminary results indicate that there is very limited awareness of what OA is. Researchers that have made use of OA material and have stumbled upon it unknowingly and by chance, tend to fear its free status and are unlikely to use it regularly.

The study recommends that there be a deliberate effort on the part of the librarians to actively promote OA. It recommends a compulsory bibliographic instruction course for all new students, conducted at the various entry points—first year, honours, masters and PhD—which should assist in producing researchers who are able to search comprehensively and exhaustively. It also recommends that staff members be equipped with the necessary knowledge to train effectively. Once researchers are aware of their ability to conduct meaningful online research and dissemination, regardless of location, there is likely to be an increase of depth in research papers and contributions on the international research output scale.

**Keywords:** Open access resources, information use, University of Zululand researchers

### The Balance between Freedom of Expression and Censorship in South Africa: A Silencing Battle

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**Abstract**

This paper aims to explore the theme of freedom of expression and the effect of censorship of information in a South African context. When the constitution of South Africa was formed in 1996, it was stipulated in the Bill of Rights that each citizen, the media included, has the right to freedom of expression and, more specifically, may read or speak their mind, within reasonable limitations. South African comedians, such as Trevor Noah and LoyisoGola, or controversial cartoonists, such as the infamous Zapiro, have often upset authorities by displaying racism and portraying those in power in a crude or distasteful manner. In early 2012, Brett Murray's artwork, The Spear, caused havoc for the ANC who were disgusted by the vulgar painting. Examples like these raise controversies regarding the misuse of the right to freedom of expression. This paper, however, will only focus on the comedian Trevor Noah.

The paper will also investigate whether the right to freedom of expression could possibly be infringed by the censorship that the Protection of State Information Bill No. 6 of 2010 stipulates. The aim of this research study is to delve deeper into the rights related to freedom of expression in South Africa, the laws regulating them and how censorship influences the aforementioned.

The research study will be done in the form of a literature review, as well as analysing relevant articles or literary works. Examples will be used to support factual evidence, especially that of the comedian Trevor Noah. The content from his various shows will be used for this purpose.

This topic will also explore what crucial state information could be withheld from the public if the Protection of State Information Bill No. 6, was currently instituted. The extent, to which the comedian Trevor Noah will be compromised, will be thoroughly explored. Information will be drawn from various media sources, academic journals, and the website of the government, to create an unbiased and factual report.

Keywords: information ethics, freedom of expression, censorship, South Africa

### The Acceptance of Social Media for Formal Communication and Information Sharing in the Department of Information Studies at the University of Zululand: The Case of the Library and Information Science (LIS) Facebook Page

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**Abstract**

The study investigated the acceptance of social media for formal communication and information sharing in the Department of Information Studies at the University of Zululand: The case of the Library and Information Science (LIS) Facebook page. Specifically, the study sought to identify that used the LIS Facebook page and which tools they used to access Facebook. It also sought to determine the challenges that hindered academia from using the LIS Facebook page and to suggest solutions to these challenges. A questionnaire was employed for data collection from the sample of 60: 45 undergraduate students and 5 teaching staff responded. The major findings were that the majority of students are aware of the Library and Information Science Facebook page use it and usually retrieve relevant information concerning academic purposes. The tools used by the majority are cell phones and computers to access the Facebook page. The challenges that are usually faced by respondents are that: a few of them do not have a Facebook account, there are limited computers to access the Facebook page and there must be awareness about the LIS Facebook page so that every member in the department knows and uses the page. The study concluded by providing recommendations that can be used to improve the usage of the page such as making every student in the department aware of the Library and Information Science Facebook page. Also, it must be compulsory that all students and lecturers have a Facebook account so that there can be easy access and communication between students and lecturers regarding the LIS Facebook page.

**Keywords:** Social media, Facebook, information sharing, Department of Information Studies, University of Zululand

### The Awareness and Use of Database among Students at the Faculty of Arts, University of Zululand, Kwa-Dlangdzwa

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**Abstract**

Information as a resource meant to meet diverse users' information needs has become a vital entity that must be well managed. This has given libraries and individuals the need to adequately revitalise the mechanism used over time in managing information. This has made the writer to investigate the awareness and use of database among undergraduate students at the Faculty of Arts, University of Zululand, and Kwa-Dlangdzwa. The study raised three questions: Are undergraduate students in the Faculty of Arts, University of Zululand, aware of what databases entail? What types of databases are undergraduate students at the Faculty of Arts, University of Zululand, familiar with? To what extent are undergraduate students at the Faculty of Arts, University of Zululand, able to access databases in storage and retrieval of their required information? The mixed methods research approach grounded on questionnaires and interviews was adopted in eliciting information/data from respondents. Findings from the study revealed that: very few undergraduate students are aware of what databases entail as they confuse databases with search engines; the types of databases they know and use are Google, Journal, Emerald, Ebscohost, Juta, Science Directory, Aluka and Justor; and the use of databases among undergraduates is very poor as the majority preferred to use search engines such as Google when searching for information. Based on the findings above, we recommend that: the Faculty of Arts should offer courses on databases to students in their first and second year levels in the curriculum., students need to engage in compulsory work that requires the use of databases; and a campaign for databases should be encouraged during orientation for students to know what is available for them and what the university offers when it comes to searching for information.

**Keywords:** Databases, faculty of arts, undergraduate students

### The Evaluation of the Fieldwork Programme Offered by the Department of Information Studies

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**Abstract**

The study was about evaluating the fieldwork programme offered by the Department of Information Studies. Specifically, it was meant to ground the challenges that students face during the fieldwork and
to find out good outcomes that the fieldwork programme produces. The study also needed to gain an insight into how students perceive the fieldwork programme and to identify what can be done to address the challenges that students face during the fieldwork. The mixed method was used in this project and a survey was used as a method A questionnaire was used in the sample of twenty-five (25) AIDEG2 students and four (4) AHON13 students from the Department of Information Studies in the Faculty of Arts. The findings reveal that students experience challenges in their fieldwork. The challenges are: time frames, placement conditions, and also balance between theory and practice. However, there is a great deal of positive outcomes students receive from the fieldwork which includes skills and knowledge based on their field of study. Almost all students perceive fieldwork as the good programme.

**Keywords:** Fieldwork, experiential learning, Department of Information Studies, University of Zululand

**An investigation of the information needs and seeking behaviour of the Kwa-Dlangezwa High School learners**

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**Abstract**  
The study examined the information needs and seeking behaviour of the learners of the Kwa-Dlangezwa High School. The aim of the study was to determine the information needs and seeking behaviour of the learners in Kwa-Dlangezwa High School. The problem of the study was that nothing was known about the learner's information seeking behaviour and therefore the school was not capable of satisfying their information needs efficiently. The study was based on six objectives: To investigate the information needs of the learners in the school; to establish the information sources and services available in the school; to determine the sources and channels used by learners for seeking information; to determine learners' ability to search for information using electronic sources; to further establish the availability of a school library and, if available, the utilisation of the library sources; and lastly to investigate the challenges encountered by Kwa-Dlangezwa High School learners when seeking information.  

The study used the mixed method approach as the researcher applied both qualitative and quantitative methods. The researcher used an interview and a questionnaire as instruments for gathering the study data. The study target population was 928 learners and a teacher-librarian at Kwa-Dlangezwa High School. Fifty four (54) questionnaires were distributed to 54 pupils in different classes, i.e. from grade eight up to grade twelve. An interview was held with the school/teacher librarian to obtain data about the school library and the learners' perception of using the school library. In this study all distributed questionnaires were returned, although some were incomplete, i.e. not all questions were answered, especially those requiring qualitative answers.  
The researcher found that learners of the school were not satisfied with the information sources provided by the school. A few of them argued that their school library was not providing them with relevant sources, while the majority of them stated that they never used the school library. It was also mentioned by the school librarian that the school library was utilized by the grade twelve classes only, since there was a shortage of space and material in the library. Furthermore, using electronic sources was viewed as another problem encountered by the school learners. Based on the study findings, the researcher recommends that the learners must be familiarized with electronic sources, and the government must provide the school with information resources needed by the learners. It is further recommended that the school library must be available to all pupils and, if not, they must be allowed to visit or to use other means to find information, such as to use public libraries and their cell phones within the school premises.  

**Keywords:** Information need, information seeking behaviour, Kwa-Dlangezwa High School

**Challenges Faced by First Year Students at the University of Zululand in Referencing**

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**Abstract**  
A major challenge to first year students in the Department of Education is using correct referencing styles in their assignments. The purpose for this study is to investigate the challenges faced in referencing styles cited in assignments written by first year students at the University of Zululand. The survey questions focused on the understanding of referencing challenges among the first year students and how the challenges may be overcome. Data were collected using questionnaires which were distributed randomly to a sample of students from Bachelor of Education, Further Education Training (FET), Intermediate, Senior and Early childhood Development and Foundation. The findings indicated that first year students need assistance regarding referencing. A further finding is that first year students faced lot of challenges when they are referencing for their assignments because of lack of sufficient training. There is no standard referencing style recommended for use in the university. The study recommends that the University support the students with tutorials on referencing.

**Keywords:** First year students, University of Zululand, referencing, Students' Perception of the Library as a Hospitable Environment for Reading, Studying and Research at the University of Zululand

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**Abstract**  
This study was conducted at the University of Zululand with the aim of investigating whether the students at the University of Zululand perceive the library as a hospitable environment for their studies, reading and doing their research. Furthermore, this study observed the behaviour of students towards the utilization of library services and the extent at which they use such services to satisfy their information needs. The study used qualitative and quantitative methods of gathering data. The instruments which were used for data collection were focus groups, observation, questionnaires and interviews. The researcher observed the library for one day, on three different occasions which were; in the morning, mid-day and in the evening. This adds up to three hours, since the researcher observed for an hour on each occasion. 55 questionnaires were distributed to students and 53 were responded to by the students who were conveniently found in the library. Three focus groups, comprised of 6 students in each group, were formed for discussions on the researcher's predetermined open-ended questions. Among the findings of this study was that the students are not fully participating in the library services which are designed for them as the library's larger user population. This study further concluded that there is a need for more marketing strategies which will generate students' interest in the available library services and events. Moreover, the study recommends that the library advances their relations with the institution as a whole, in order to provide convenient and relevant information services to students.

**Keywords:** student perception, library services, library environment, University of Zululand

The Investigation of Ethical Concerns Pertaining to Surveillance Technologies: A Case Study on the Electronic Tolling Systems in Gauteng

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**Abstract**  
This report examines the development and implementation of surveillance technologies across national roads in South Africa. With respect to this paper, “Surveillance Technologies” are referred to as the infrastructure that is used to monitor physical attributes and collect user information for control purposes. The South African National Roads Agency SOC Limited (SANRAL) is primarily responsible...
for the management of national tolled and non-tolled roads in South Africa. SANRAL has deployed surveillance technologies to manage and collect information of motorists, resulting in the effective management of this information. With reference to the information ethical issues of privacy, security, and access, this paper aims to analyse the controversial electronic tolling system which utilizes automatic number plate recognition cameras to collect information. The ethical issues pertaining to the use of surveillance technologies will be analysed in consultation with the South African legislation. Additionally, the report refers to available literature based on local and international case studies to identify the benefits and pitfalls of the electronic tolling system.

In light of the controversial electronic tolling system in South Africa, available literature suggests that electronic tolling systems have been analysed with reference to the economic issues and benefits that arise as a result of such systems. However, there is minimal focus on these technologies as an urban surveillance mechanism. Motorists using the national roads undergo a daily extraction of personal information pertaining to their travel behaviour. This report further analyses the processing of motorists’ information with a specific focus on the protection of personal information (privacy) and the use of such information to enforce safety and security across national roads. International studies reflect that the effective use of electronic tolling surveillance can result in smart traffic solutions that can be utilized by traffic management centres, thus including traffic prediction tools and incident reporting tools which will aid traffic management centres in decision making and efficient service delivery.

It is vital to increase the academic research output using the available international literature to analyse the situation within a South African context. Additionally, such vested interest will aid in providing recommendations that may address the socio-economic issues encountered.

**Keywords:** Surveillance technologies, electronic tolling systems, information ethics, National Road Agencies, Gauteng

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Is the Quality of Education at High School Level Enough to Meet First Year Demands in Universities?  
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**Abstract**

The transition from high school to university is a significant symbol of academic prosperity and intellectual growth to any first year student at the university. This period in life is generally coupled with new discoveries, experiences, a change in perceptions, and the intrusion of some challenges. High school has to prepare learners for a smooth transition to university, so that they can cope with university studies during their introductory level. First year students are generally found struggling to cope with university studies, therefore the high school educational level was examined to establish whether or not it is enough to meet first year demands at university. University students’ failure to report, inadequate presentations, inability to use information sources and to search for information, poor communication skills, and below-average academic writing skills (e.g. referencing) demonstrate that high school quality of education is not enough to meet first year demands in universities. The aim of the study was to examine whether or not, the quality of education offered at high school level is good enough to meet first year demands in universities, such as the University of Zululand. The study found out some weaknesses underlying the quality of education at high school which results in failures, such as: high school learners being spoon-fed with information; minimal passing requirements; narrow subjects, shortage of learning resources; delivery of education by unskilled educators; and lack of career guidance. Furthermore, it is recommended that high schools and universities pay closer attention to this concern and establish some means to optimize the smooth transition of high school learners to university.

**Keywords:** Quality of education, high school, first year student, university education, South Africa

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A Study of plagiarism among Undergraduate Students in the Department of Information Studies at the University of Zululand  
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**Abstract**

Plagiarism is a major challenge to students in higher education institutions largely because of a lack of knowledge on how to prevent it. The purpose of the study was to explore the status, causes, perceptions and challenges of plagiarism among undergraduate students in the Department of Information Studies at the University of Zululand. The study objectives were to: find out students’ perceptions about plagiarism, investigate why students plagiarize, determine what could be done to avoid plagiarism and investigate the challenges of plagiarism among the students. This study used both quantitative and qualitative methods and data was collected by using survey questionnaires. The questionnaires were used to gather data from students in the Department of Information Studies at the University of Zululand. A convenience sampling techniques was used. The findings indicated that students were generally aware of what plagiarism entails. All students (34,100%) sampled agreed that there was a need for them to be taught about plagiarism in order to avoid it in their academic work. They suggested that plagiarism can be avoided by using different ways such as correct referencing and citations. The study recommends that students must be taught about plagiarism at an early stage of their university education but also at school level. All first year students in all faculties in University of Zululand must be taught about plagiarism.

**Keywords:** Plagiarism, undergraduate student, Department of Information Studies, University of Zululand

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Challenges Faced by the Registrar's Office in Managing, Preserving and Maintaining Students' Records at the University of Zululand  
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**Abstract**

The study sought to determine how records are generated, used and disposed in the registrar’s office at the University of Zululand. The registrar’s staff faced some difficulties in managing students’ records because some other student does not submit their full documents containing their biographies. A student’s records should be preserved even though the student may no longer study in that particular university so that it can be made available when necessary.

The aim of the study was to investigate the challenges faced by the registrar's office in managing, preserving and maintaining students' records at the University of Zululand. The study revealed that most of the staff at the registrar's office do not have proper qualifications in records management, which results in work not done properly. Furthermore, it is also revealed that the storeroom where the records are generated is getting smaller in every academic year because there are some other materials, such as a vacuum cleaner, old computers and old chairs, that are stored in the storeroom which are not part of the records, and this resulted in staff preserving students’ records in their offices. It is recommended that the records management staff should be qualified to do the job and workshops should also be considered in order to increase knowledge of records management.

**Keywords:** Registrar’s office Unizulu, records management, student records, University of Zululand
The Lack of Career Advice Services and its Impact on Second year Students at the University of Zululand

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Abstract
This study investigates the lack of career advice services at the University of Zululand (Unizulu) and its impact on second year students in the Faculty of Arts. The study sought to find out the importance and usefulness of career advice on second year students, to determine the detriments of the lack of career advice services on students at Unizulu, to investigate the gap caused by lack of career advice services between module selection and career interest, to investigate the correlation between lack of career advice and module selection, to determine students' satisfaction with the assistance of academic advisors during registration when selecting the majors that pertain to their career interests. The study used a mixed methodology approach and used a survey method. Data was collected through questionnaires. The major findings of the study were that the lack of career advice results in dropouts, failure and changes to career goals. Poor career advice services are promoted by the lack of qualified and trained individuals who have experience in giving career advice. Literature showed that career advice services are predominantly focused on developed countries and are only accessible to the elite. The study recommended that career advice services should be provided by trained and qualified individuals who have experience in interacting with the students. The study also recommended that career advice should start early before students go for registration and elect their majors.

Keywords: Career guidance, second year students, University of Zululand

The Challenges Faced by the Department of Information Studies Students when Conducting Research

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Abstract
The study investigated the challenges faced by undergraduate students at the Department of Information Studies when conducting research. The aim of the study was to establish the challenges that the students experience in doing research. The ability to do research is one of the requirements of most undergraduate degree programmes. The research methodology module forms the foundation for possible postgraduate studies from where the students can build on the skills they obtained during their undergraduate studies. As the module is currently taught, most students experience serious challenges in completing the practical part of the module, and therefore become discouraged about doing research. Challenges can include issues such as inexperience, lack of time and supervisory challenges. As it is a compulsory module which needs to be passed by all the students in the Department of Information Studies, it is important to establish what the challenges are and how they can be overcome. The study therefore aimed at identifying the challenges by asking the students what problems they experienced.

The study had seven objectives which the study was based on, which were: to establish how research is being taught to the students as a module, to determine how students are supervised when doing research, to establish what is expected from the students when doing their practical research project, to determine what challenges the students and supervisors experience during the research process, to solicit suggestions from the students to improve on their ability to do the research and to overcome the challenges, and to determine the students' perceptions of the contribution of the module to their future careers. In this study, both qualitative and quantitative methodology was used by using a survey method in the form of questionnaires and an interview. Questionnaires with open-ended and close-ended questions were used for gathering data from postgraduate and undergraduate students and the supervisors, while a structured interview was conducted to gather data from the lecturers of the Research Methodology module. Thirty five students (35) were targeted and twenty nine (29) responses were received, giving an 83% return rate. Six (6) supervisors were targeted of which 5 (83%) responded.

The findings of this study indicated that the Department of Information Studies students undergo a great deal of challenges when they are conducting research as part of their undergraduate degrees. It was also found that the students experience several problems in using the library services. The students faced the following challenges: lack of information sources, lack of time, and difficulty in finding respondents, difficulty in receiving questionnaires from respondents, lack of finances, lack of knowledge regarding effective research, research instruments did not give accurate information, lack of knowledge regarding data analysis, lack of communication with supervisor, lack of supervisors and difficulty in writing literature reviews. It is recommended that a proper work plan should be adopted so that future undergraduate researchers should not face the same challenges experienced by the current students conducting research.

Keywords: Students, Department of Information Studies, research challenges