



# Info Forum

## Newsletter of the Potchefstroom Campus Libraries



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### LibQUAL

#### You say “.....”, we listen and do!

In a LibQUAL opinion poll in April 2008 these were some of the “wishes” our users expressed:

... somewhere to eat and drink while we’re swotting; even just coffee would do

I think something like a coffee shop in the main library would be nice

A space where we could buy and have coffee, such as a coffee machine, for example!!!  
and

chairs in the library are not the ones where one can sit for 4 hours and study

... it is difficult however to get together to do group work.

So what happens in 2011? The coffee shop will become a reality after the winter holidays and the second floor has been equipped for group work with comfortable and colourful seats and practical tables. The suggestions above are just some of those made by users and that we are happy to fulfil.

We want our users to be content, so it’s important for us to know what their expectations and perceptions are. This is why we are conducting another LibQUAL opinion poll again in May. LibQUAL is a questionnaire developed by the Association of Research Libraries, measuring libraries’ service levels through questionnaires. The completion of questionnaires allows for measuring users’ perceptions on the quality of service delivery, so that gaps between users’ perceptions of ideal service delivery and the service they experience can be identified. The survey measures three core aspects of our service, namely the attitude of our staff, the quality of our provision of information and the experience of the Library building as a place.

We therefore request 6 minutes of your time in May to [complete the questionnaire](#). We must and would like to know what you think so that our Library can provide optimal support and assistance in the academic environment.



## Ferdinand Postma Library Stone Laying, 17 March 1951 – 60 years ago

Saturday 17 March 1951 was a significant date in the history of the University and the Library. It was the culmination of the celebrations of the PUK's independence – henceforth the PU for CHE. It was also the day the cornerstone was laid for a new Library building. After the rooms in the north-eastern wing of the historical Main Building, which then housed the Library, had been destroyed by a fire in 1949, the erection of a “new fireproof library building” was given a very high priority. [Read more ...](#)



## WiFi

Now you can read your e-mail, visit eFundi or conduct a search on the electronic databases from between the shelves in the Library building! This is due to the University's (WiFi) radio network that more or less covers the entire building. You no longer have to traipse downstairs to go and find an available computer in the lab – all you need is your laptop, [a short procedure](#) and an active staff or student number to link to this network. It will shortly be available throughout the campus. If you only need Internet access, you can link to the Safricom network. Vouchers are for sale at the Library's cashier.



## Facebook

The Libraries of the Potchefstroom campus recently started a [Facebook page](#) for placing information on the Potchefstroom libraries. The mission of the page is to be involved professionally and creatively in the NWU's quest for knowledge and innovation.

Go and  the page and remain informed of the latest developments in the Library. There is also a  [1-Stop Library](#) where you can access databases, dissertations, interlibrary loans, your user record and much more.

## A Coffee Shop in the Library?!

We want to make your visit to the Library a pleasant and rewarding experience and we therefore see the provision of something to eat and drink as an extension of the Library's services. Worldwide, the provision of refreshment facilities almost always forms part of the rejuvenation of libraries toward greater openness and social group-centeredness.

The space identified for the coffee shop forms part of a space that is currently being used for, among others, reading newspapers and magazines, or relaxing with a best seller. Sometimes lively conversations on almost any topic take place. It is adjacent to the group study space where silence is not demanded and where students can discuss and perform assignments in groups on laptops and with other study material.

We know that there is definitely a need among staff and students alike for making adjustments about refreshments in the Library and that it may be a challenge to manage it. On the other hand, we realise that bringing food into Library can probably not be any worse for the books than they are exposed to after being issued and consulted at home over a cup of coffee and a pizza. The refreshments for sale will consist of readymade light refreshments. The kitchen will thus not prepare food, but will provide e.g. sandwiches, fruit, cake, muffins, coffee, tea, chocolate drinks, fruit juice, etc. The ideal would be to concentrate on low fat health foods, but there will always be room for cheesecake and other decadent temptations! These refreshments will be served in the coffee shop and students will not be allowed to take food into the rest of the Library.

Demolition and building to the coffee shop has begun, most of the furniture has been bought and we can't wait for 18 July! We will open the coffee shop in festive style with a free cup of coffee to all our users!



## Electronic lockers

Electronic lockers have been installed on the ground floor in the Ferdinand Postma Library, next to Nashua.

The 48 lockers offer an easy, safe and convenient facility for students and staff to safely store personal items such as laptops, bags or any other items for a certain time.

The lockers work on a R1 an hour basis:

1 hour = R1

2 hours = R2

5 hours = R5

Instructions for their use appear on the lockers.

The Library reserves the right to remove unclaimed items after 72 hours.



## Free books

In the past we used to place all the old, redundant Library books on tables in the foyer from time to time where students could help themselves.

We now have a special shelf in the foyer where these books will be continuously placed. No special notices will therefore be sent out in future. Please visit the Library yourself from time to time to see what is available.

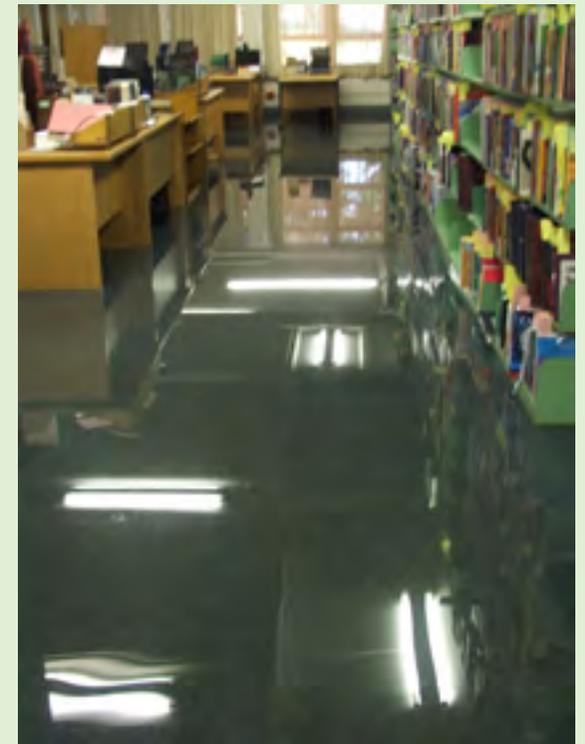
For enquiries e-mail Renie Laage at [renie.laage@nwu.ac.za](mailto:renie.laage@nwu.ac.za) or phone 018 299 2789.

## Water damage

On 5 March 2011 a tap was left running in the Ferdinand Postma Library during maintenance on water pipes.

The result was that water poured into the Cataloguing Room and Information Department on the ground floor of the Library. Some water even seeped into the basement. Some furniture in the Library was damaged.

We appeal to users always to turn the taps off, even if no water is running.



## New databases

The Library recently gained access to the following databases:

### ACM Digital Library (Advanced Computing Machinery)

ACM is regarded worldwide as the leading association for computer scientists. Prominent journals, conferences, workshops and electronic forums in the world of computers are made available via ACM Digital Library.

### Journal indexes

At the beginning of 2011 the Library subscribed to the following three journal packages: **SpringerLINK**, **Wiley Online Library** and **Taylor & Francis**.

These subscriptions add a dramatic increase to accessing electronic journal content. The content of these packages are made available from one platform within the **A-Z journal list**.

### PsycArticles

This database of the APA (American Psychological Association) is available via the EbscoHost interface. PsycArticles give full text access to around 80 journals of the APA and is not only useful to Psychology, but also to Health Sciences in general and to Education.

### SciFinder

SciFinder is primarily used for obtaining chemistry information and is compiled by the American Chemical Society.

### SMART Imagebase

This database allows access to more than 20 000 illustrations and animations in anatomy, physiology, surgery, disease, embryology, histology and other related topics in the health sciences.

### CAB Abstracts

CAB Abstracts® (1973 to Present), available via EbscoHost, covers research literature in the applied life sciences, including agriculture, forestry, human nutrition and the environment.

### RILM Abstracts of Music Literature

Also available via EbscoHost, RILM is a comprehensive bibliographical database in music. It gives a variety of cover to music researchers. The cover varies from hip-hop music to Händel, from music therapy to music teaching and theory, since 1967.

## New books

New books are placed on the new book shelves next to the cashier in the Ferdinand Postma Library. New acquisitions can also be viewed electronically at: [http://www.nwu.ac.za/library/new\\_acquisitions\\_a.html](http://www.nwu.ac.za/library/new_acquisitions_a.html)

For any queries about the purchase of material please get in touch with Christine Schutte at 018 299 2789.



## Training rooms

The Library has two training facilities namely *Besembos* and *Tarentaal*. Students and staff may book these facilities at the Information Desk of the Main Library or by phoning Ria Adelaar at 018 299 2812.



Besembos



Tarentaal