

CHALLENGES FACING SPECIAL LIBRARIES IN SOUTH AFRICA

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1. INTRODUCTION

South African special libraries have a long and proud history within the South African library and information profession.⁽¹⁾ Since the establishment of the first public library in the early 19th century, various associations have been formed to address the challenges facing the library profession.

In 1945 Betty Lunn, librarian at the Industrial Development Corporation, planted the seed for collaboration among special libraries. At that stage, about 14 special libraries were active in Johannesburg (see the list at the end of the chapter). This led to the formation of the first special libraries' association in 1947 – the Special Libraries' Section of the Southern Transvaal branch of the South African Library Association (SALA) (Walker, 1992) – under the direction of Emily Dean, librarian for the United States Information Library in Johannesburg. By the end of 1947, 21 libraries had joined as members; by 1957, after a period of rapid growth, there were 50 members.

From 1957 to 1977, however, the Section suffered several ups and downs. Its name was changed in 1975 to Special Libraries and Information Services (SLIS) – the name which is still used today. In the late 1970s, the SLIS become the pre-eminent professional library and information association in the Witwatersrand area, with a membership of 118 in 1980. Its current membership stands at 200+.

In 1976 another specialised library association, the Organisation of South African Law Libraries (OSALL), was formed independently of the SLIS. It was established for law librarians with the “aim to link and support everyone interested in law librarianship in South Africa”, as well as “enhance and develop the practice of law librarianship and provide opportunities for professional growth for law librarians and training for those who work with legal material in libraries or information centres” (OSALL, 2007). It has 140 members, ranging from university libraries to publishing houses. The SLIS and OSALL have built a strong relationship over the years and regularly share meetings, workshops and conferences.

¹ For the sake of consistency, the terms “special library” and “special librarian” will be used throughout this document. These terms are interchangeable with “information professional”, “information centres”, “corporate librarians” and “corporate libraries”.

The year 1979 saw the formation of the Southern African Online User Group (SAOUG) due to the proliferation of information technology in the library and information services (LIS) profession. SAOUG was the brainchild of Neville Spicer and became a forum for the identification and utilisation of opportunities in the expanding field of online information, and for providing insight into the growth and activity of the information industry (SAOUG, 2007).

All three associations are still active in the Gauteng province and enjoy a “cross-pollination” of their membership. They “have flat structures and are directly accountable to their members through elected committees” (Walker, 2006).

The Library and Information Association of South Africa (LIASA) is another professional non-profit organisation focusing on institutions and people working in LIS in South Africa. The launch in July 1997 marked the end of the process of unifying all existing library organisations in South Africa, excluding SLIS, OSALL, SAOUG and the Library and Information Workers Organisation (LIWO). This process was initiated in January 1995 at the Conference on Libraries and Information Services in Developing South Africa (LISDESA), an initiative of the South African Institute for Library and Information Science (SAILIS) and the African Library Association of South Africa (ALASA). The first Steering Committee for the Unification of Library and Information Stakeholders (ULIS) was elected at the conference and given the mandate to carry forward the process for a new organisation.

LIASA has several interest groups, including one for special libraries (LiSLIG). LiSLIG has two branches, one in KwaZulu-Natal and the other in the Western Cape. LiSLIG in the Western Cape was a culmination of LIASA’s special libraries interest group and the Special Libraries Interest Group (SLIG) in 2005.

A common need among these associations, apart from their profession of interest, is to create collaboration among libraries and librarians in an attempt to solve challenges. Literature reveals that several challenges special libraries face today are the same as those special libraries had to deal with 60 years ago in 1947. Minutes from a 1948 SLIS meeting listed them as: “convincing managers of the value of information, properly trained librarians, image of the special librarian in the world of commerce and industry, the need for continuing education and for keeping abreast of developments in technology” (Walker, 1992).

2. CHALLENGES

The world has changed dramatically since 1947 and has added more challenges to our profession. Special librarians are confronted daily with the effects of globalisation, technological developments, organisational transformation and performance, and economic growth factors.

This chapter highlights some of the major challenges faced by special libraries and librarians in South Africa. It is also interesting to note how they interlink with one another and, in some cases, overlap.

2.1 Succession planning

According to Lynch (2002), more than one-quarter of librarians with Master’s degrees

in the United States will reach retirement age (65 years) by 2009. This is also the retirement age in South Africa and the situation is similar. Due to a lack of proper statistics, however, the percentage of special librarians close to retirement cannot be quantified.

South Africa is also experiencing an increasing shortage of young people in the LIS profession. Attracting young people to the profession is difficult due to past librarian stereotypes. Moreover, the trend is for businesses to appoint non-LIS professionals to manage their information. Special librarians remain on the wayside as business environments are requiring more subject expertise – people with directly applicable knowledge and who would add more value to the performance of the business.

Special libraries in South Africa urgently need to develop junior staff for future leadership positions. As change is a constant in our profession, continued education and training are a necessity. The first professional duty in the LIS profession is to *learn* (Holt, 2007). Junior staff continuously need to be given opportunities for developing into positions of greater responsibility and should be provided with leadership and business management skills. This points to a serious need for mentorship programmes in the South African LIS profession, as only a small number of special libraries have mentorship programmes in place.

Junior staff should be assisted to attend professional conferences and workshops that would allow them to network with peers and fellow colleagues. Conferences and workshops give them the opportunity to “escape from the work environment” (Massis, 2004), thus preventing them from becoming complacent and losing their ability to distinguish the important from the insignificant. Massis refers to it as the “revitalising experience”, one that will inevitably lead to innovation.

Apart from developing junior staff, special libraries in South Africa also need to focus on developing all their staff. All LIS professionals need to be continuously aware of new trends and developments. Knowing what skills are becoming more valued and required will aid in identifying what areas of staff development need attention. For succession planning to be successful, we need to give added attention to the development of leadership skills across staffing levels.

2.2 Skills development and continuous education

Due to a lack of proper benchmarks, South African special librarians rely heavily on standards set by international associations such as the Special Libraries Association (SLA). The SLA did groundbreaking work in compiling a document identifying a series of competencies needed by special libraries to adapt successfully to the ever-changing business environment and making them a valuable commodity. These competencies relate directly to the skills special librarians need to develop. The majority of special libraries in South Africa have adapted these competencies by applying them as targets during recruitment and performance appraisals.

The two core competencies identified by the SLA are categorised as “professional” and “personal”. Professional competencies relate to the special librarian’s knowledge of relevant information resources, access, technology and management, and the ability to apply this knowledge in order to provide a high quality information service. The four major professional competencies are:

- managing information organisations;
- managing information resources;
- managing information services; and
- applying information tools and technologies.

Personal competencies relate to the special librarians' attitudes, skills and values that enable them to contribute effectively and positively to their organisation, clients and profession (SLA, 2003).



Restoration of valuable volumes at the NLSA.
(Courtesy of the NLSA)

Through informal discussions with special librarians, most of them have embraced these competencies. The largest skills development need identified by special librarians in South Africa, however, is in the area of management – human resources, budgeting, marketing, cost-effective performance, profitability and leadership. Due to the nature of special libraries' parent organisations, special librarians need to understand the business principles applied in creating the bottom line of an organisation. They need to talk the “talk of business” to emphasise effectively the value of their service to their employer or organisation.

Special librarians in South Africa currently rely on workshops and conferences hosted by South African-based LIS associations to build the necessary skills. Organisers

have taken it upon themselves to ensure that the South African audience is exposed to international speakers such as Stephen Abrams, Karen Schneider, Greg Notess, Genie Tyburski and Marydee Ojala. Some service providers voluntarily contribute to the skills development of special librarians. For instance, the local agents for Thomson Dialog, South African Online Information Services, regularly host quarterly Quantum workshops focusing on leadership skills required for future development.

The main focus of short courses presented at tertiary institutions is competitive intelligence and knowledge management. The course content is usually highly theoretical, with little or no opportunity for skills development. The institutions focus more on these fields, as the business environment perceives competitive intelligence and knowledge management to be more valuable to their bottom line.

A huge responsibility lies with the special librarian to take ownership of his or her own education. According to Holt (2007), “the first task of librarians is intellectual” and librarians “must continue learning through the whole time they claim to be library professionals”. Our profession is constantly under threat – digitised communication is transforming the availability of information, but it is also remaking the economy where information needs are easily satisfied through virtual sources (Holt, 2007). If special librarians fail to take ownership of their own skills development, they will not be able to anticipate shifts either in their profession or organisations. Special librarians need to make sure they evolve as their organisations and clients evolve.

2.3 Tertiary education

As mentioned, tertiary institutions in South Africa offer little or no short courses aimed specifically at the development of skills for qualified LIS professionals, although the education of future leaders of the LIS profession rests firmly on their shoulders. Currently, 12 South African tertiary institutions offer formal education in mainly Information Science (see Ocholla & Bothma’s chapter in this book).

There exists a perception among South African LIS professionals that there is a move away from Library Science towards Information and Knowledge Management. These 12 institutions are following global trends, but by comparing the local curriculum with those of international schools, South African schools might be making short-sighted decisions that have a detrimental impact on our library profession and, specifically, on succession planning.

It is the responsibility of tertiary institutions to:

- strengthen students’ expectations for professional development in a profession that is rapidly changing and in which lifelong learning is integral;
- develop innovative curricula that enhance the value of the librarians’ professional contributions (this includes Library Science, which forms the basis for information and knowledge management and for competitive intelligence);
- emphasise advancing innovation through the effective application of information technologies, as this will determine our future outlook;
- develop competencies to equip graduates for leadership roles in organisations; and
- demonstrate the value of library and information science education to corporate decision-makers (Chindlund et al., 2005).

Curricula need to focus more on business management principles to enhance the value of the librarian. Many librarians are placed in management positions early in their careers, where they usually have to deal with situations they never encountered during their formal training. This can have serious implications on the effectiveness of the special library, one of which is librarians' inability to communicate the value of the library to the parent organisation, thus creating the impression of the library being just another overhead cost that does not add to the bottom line.

2.4 Value

The matter of "adding of value" or "the value of the special library to the organisation" has become a constant challenge in special libraries worldwide. In South Africa, several corporate libraries have been closed, downsized or outsourced during the last few years due to lack of financial or managerial support. Management justifies their actions based on contributing factors such as the ever-increasing cost of special libraries, their professional staff and information resources, compared with the "free" information on the Internet.

Special librarians in South Africa need to take responsibility for their situation by demonstrating the value of their competencies. The effective management of knowledge and information is, and will continue to be, a critical success factor in business performance. Special librarians need to find opportunities to work closely with project teams and specialised units within their organisations. This might even mean moving out of the library environment.

Schachter (2006c) emphasises one of special librarians' major competencies by asking the pertinent question: "What other profession is so accurately summed as someone who can weed through the vast arrays of information to synthesise different pieces of valid information and provide a cogent analysis of that information? Librarianship has a long history of developing hugely qualified and skilled professionals who have the abilities to review data as information, without any presuppositions."

With the onset of the Internet with its vast array of free information, special librarians (and librarians and information professionals in general) can now come to the forefront, as the need for relevant information "has made our profession more valuable to decision-makers" (Schachter, 2006c).

Schachter adds that the "most crucial and ... least accessed ability of librarians is that of generating an analysis from the information gathered". Some would call this "evidence-based information retrieval". For example, Glenda Myers from the Health Sciences Library of the University of the Witwatersrand has done extensive research on this aspect as it relates to the medical field in South Africa. Why have we not explored this unique skill – could it be because our organisations have not required this level of expertise from us? There lie huge potential and value in this untapped skill of the special librarian.

It is, therefore, vital that special librarians market their skills and develop a better understanding of their value to their parent organisations. By leveraging the capabilities of electronic communication channels, special libraries can reach a larger audience not bound by physical space. Several special librarians in South Africa have started to make use of Web 2.0 applications to communicate the value and content of their libraries to

their clients, but also to draw clients into their social networking environment. For instance, Mary Bruce from the KwaZulu-Natal Law Society has become a leading expert in South Africa on the application of blogs, wikis and RSS feeds.

Apart from promoting their services and expertise, special librarians urgently need to promote themselves in their organisations. By leveraging their skills and experience built up through continuous learning, they can empower themselves and be valued as an asset. Even so, librarians generally feel uncomfortable promoting themselves, as the promotion of their service comes first.

Schachter (2006b) focuses on how special librarians can promote their service and use “self-promotion” effectively. Special librarians need to:

- be overt as to what they are doing as staff members providing a service, and how they are having a positive impact on the organisation;
- create awareness of the library as a valuable organisational resource – self-promotion is one important means of getting the word out and attracting more customers; and
- for personal career development, improve the calibre of their service, ensuring that others are also aware of the special efforts they make, and making the most of their unique skills, to everyone’s benefit.

Schachter (2006b) adds:

Being invisible is dangerous, and you should make sure that it never occurs, by getting the message out in as many ways and as frequently as possible. Getting this message out isn’t done solely through self-promotion, but that is one way of focusing attention on the personal contributions that lead to your significant effect on corporate decision-making, and ultimately on the bottom line.

Due to the volatility of the business environment, special libraries and librarians are in constant flux. The ability to adapt and be flexible is critical in value creation.

2.5 Change

Holt (2007) calls it living “in interesting times”. For special librarians it means constantly staying relevant and developing new knowledge and tools to ensure they and their organisations have the competitive advantage. Special librarians need to embrace this and become “catalysts for new thinking” (Latham, 2007).

Literature identifies several change trends (Frey, 2007) that will have a direct impact on service delivery in special libraries and challenge the skills development of special librarians. The biggest “threat” is the online and free availability of information and users’ ability to search for information themselves through the continuous evolution of information technology. The South African LIS environment is not exempt from these trends.

2.5.1 Trend 1: Exponential growth in the demand for global information

Think about business information or intelligence written or recorded in languages other than English. China and India are world players in the world economy. Organisations in

the Western world now demand accurate information on doing business in these countries, their business and social cultures and their economic and political stability. A majority of special libraries in South Africa are “branches” of their organisations’ global operation – PricewaterhouseCoopers, KMPG, Ernst & Young – allowing them access to a vast array of global information and knowledge. Special librarians’ willingness to collaborate will streamline access to authoritative global information.

2.5.2 Trend 2: The new era of global systems

Globalisation is here to stay. Frey (2007) identifies global systems as: international trade, sea transportation, the metric system, global news services, air transportation, GPS systems (e.g. Google Earth) and the Internet. Special libraries “will play a key role in the development of global systems and libraries themselves are a global system representing an anchor point for new systems and new cultures”. The British Library is a prime example of this. South African special libraries still need to make their mark in the global arena.

2.5.3 Trend 3: Transformation from a product- to an experience-based economy

The key in this transformation is the client’s experience. Not only is it their experience that is changing, the clients themselves are transforming, leading to the fourth trend.



Oliver R. Tambo Law Library at the University of Pretoria, one of the leading law libraries in the country, also contains the comprehensive Law of Africa collection on the legislation and law reports of other African countries.

(Courtesy of the University of Pretoria)

2.5.4 Trend 4: From Baby Boomers to Generation Y

The entry of Generation Y into the workforce is set to have a huge impact. They are highly educated, technologically orientated, confident, competitive, optimistic and ambitious. Being brought up in highly structured and organised environments, they constantly need stimulation, engagement and challenges. “They thrive on multitasking” (Chindlund et al., 2005).

They expect real-time access – surveys have shown they access multiple libraries around the world via the Internet at any time and require information resources to be available 24/7, thinking they can get everything they need on their own by using technology and without having to interact with another human being (Gardner, 2005). This results in their needs constantly changing and at a very fast rate.

They further expect personalisation. Being user-centric they customise things according to their liking. Due to the Internet’s structure and ease of use, Generation Y-ers have earmarked the Internet as their preferred vehicle (“one-stop shop”) for searching for information, often retrieving only customised pieces of the original whole. They often see only the “piece” of the information they need in isolation from its original context.

In both Google and electronic research databases, they retrieve sections of web pages, reprints of articles, or chapters of books; seldom do they have to deal with the whole website, entire journal or unabridged book (Gardner, 2005). They also expect the value of community, or rather social, networks with no physical bounds. This has magnified the value of common interests and knowledge-sharing.

What are the implications for special librarians? This new generation will (and, in some cases, are already) demanding that special librarians and libraries modify their services and find new and innovative ways to deliver information in their preferred format (preferably customisable). We actively need to convert this generation into becoming active clients of our libraries by providing quality individualised services, or else suffer irrevocable damage to our value in our organisations. We also need to adapt to, and provide for, their ever-changing thirst for information and knowledge.

2.5.5 Trend 5: Transformation of the library from centre of information to a centre of culture

As mentioned, the evolution of the Internet and electronic communication channels is causing the special library’s role as repository of information to change. To survive and add value, our roles will have to change and our libraries become the cultural hub of our organisations. We need to tap into the spirit of the organisation and focus on providing relevant resources to support matters deemed most important. We need to go to our clients rather than waiting for them to come to us.

2.5.6 Trend 6: Innovation

If we closely examine the trends discussed above, it all comes down to innovation. Innovation is key to the success of special libraries and librarians. In South Africa, special libraries have not really been faced with the challenge to innovate. We are complacent with the situations we are in and would rather repackage ideas made successful by others. This is understandable, as management buy-in and financial support are limited in

the majority of South African special libraries. Innovation is, however, only limited by our imaginations.

It also implies moving beyond physical and professional boundaries. The skills and competencies special librarians have can be applied more innovatively to problem-solving in their organisations. The latest Web 2.0 trends are available at our fingertips – we can reach our clients and they can contact us across the globe without the restrictions of time and place.

These change factors have led to another challenge to South African special librarians. The concept of the learning organisation has been instilled in South African organisations for some time, and within these organisations our skills and abilities can come to the forefront.

2.6 The learning organisation

The learning organisation is one in which information-sharing and knowledge-sharing form an integral part of daily activities and where huge value is placed on human capital. These organisations value learning from mistakes as well as successes (Schachter, 2006a). Learning organisations rely heavily on communication and the sharing of information through information hubs – some are evolving and taking on the characteristics of social networks. More and more organisations in South Africa have adapted the principles of a learning organisation.

An integral ingredient in the value and success of a learning organisation is its special library, which enforces the organisation's commitment to knowledge development through information-sharing. Special librarians need to become a part of the formal organisational information network across all staff levels. The Centre for Business Knowledge at Ernst & Young South Africa, for instance, is actively involved in its company's knowledge-sharing and development activities. The company has been awarded the "Global Most Admired Knowledge Enterprise (MAKE) Award" by Teleos on numerous occasions for its ability to transform the knowledge of its professionals into value for its clients (Ernst & Young, 2007).

The challenge to special librarians in the learning organisation is to be at the forefront of information provision, proactively or in response to needs. They need to apply their synthesising skills to eliminate "noise" in the vast amounts of information available. They need to be outside of their traditional and physical library to assist in developing informal information networks in the organisation. Special libraries need to become meeting places and "cultural centres" – not just in the physical sense – where learning is promoted. The special library and librarian in the learning organisation must become the "clearinghouse for ideas and organisational connections" (Schachter, 2006a).

Furthermore, special librarians need to empower staff in the learning organisation to access and use relevant information resources. This would require knowing who is working on what project and making the right connections to enable the clients to use the relevant information.

This brings us to our biggest challenge – special libraries and librarians' adaptability to information technology.

2.7 Information technology

Special librarians have always been able to make their mark in their organisations by using information technology effectively and making it work for them. Currently, however, access to affordable broadband of sufficient capacity is a huge problem in South Africa. A single operator, Telkom, owns the fixed-line communication and service providers are forced to use these lines in providing Internet access services to home and business users. “Telkom also controls our access to the global Internet through the Sat 3 under-sea cable” (Govender, 2006).

With Telkom having the monopoly in the country at present, consumers are at the mercy of its pricing structures (Govender, 2006):

We have one of the most expensive Internet services in the world, and you would think this means we have the best connection and the best service, but this is far from the case. In South Africa it takes 9.5 days to download 100GB of data at a cost of around R9000. You can achieve the same by flying to an Internet café in Hong Kong, download your 100GB in 13 minutes, and return to South Africa. It will take four days and it will cost R1000 less. The top Internet speed in South Africa is not only much slower, but it can be up to a thousand per cent more expensive than other developing countries ... and up to 2000 per cent more than the developed world. Children in huts in South Korea are accessing the Internet from huts, and South African children can't download pictures for their projects. Why? Because it is too expensive.



Inside the Nazeema Isaacs Library in Khayelitsha in the Western Cape, a community facility which recently received the first IkamvaYouth computer lab (tuXlab).

(Courtesy of the Directorate of Library Services, Western Cape)

This situation can be extremely detrimental to the continued existence of special libraries in South Africa, as information technology, especially access to the Internet, forms the backbone for service delivery and reaching clients when they need it and wherever they are. With the world dramatically “shrinking” and the economics of connectedness increasing, South Africa urgently needs to solve this problem.

South African special libraries and librarians can be left behind if infrastructures are not rectified with the onset of technologies such as the following (Frey, 2007):

- Communication systems are rapidly changing the way information is being accessed. Global network implementations have the consequence that the flow of information will break boundaries.
- Technology is constantly evolving. What is commonly used today will be replaced by something new with more capabilities. Some examples are: bandwidth to burn, pervasive sensory networks using radio frequency identification devices (RFID), lightweight infrastructure, modular/scalable power and communication grids, and nanotechnology.
- Issues around stabilising information storage and retrieval ability are growing.
- Search technology will become more complicated. Search engines base their search capabilities mainly on text, as well as images, audio and video. The next generation search engines should be able to search using taste, smell, texture, reflectivity, mass, density, tone, speed and volume attributes.

As mentioned, special librarians in South Africa have started to embrace the use of social software (e.g. the Library 2.0 application) to help create a presence with users within and outside their physical organisations. Unfortunately, the success of these endeavours can only be measured by their online availability.

Users tend to measure libraries according to how they utilise information technology to fulfil their needs. Clients also tend to measure the relevancy of information according to the “newness” of the technology used in special libraries. In other words, technology is defining the “notion of what makes a library successful” (Holt, 2007).

David Clark, one of the original Internet architects who is currently working to help inspire a new, improved Internet, recently said in an interview: “We don’t presently have a roadmap of where we are trying to go with the Internet, where we would like to be in 10 to 15 years ... If the story is compelling enough, people will figure out how to get there” (Anderson & Rainie, 2006).

2.8 Other challenges

Mention must also be made of other challenges facing South African special libraries. For example, South African “information users” have a huge gap in terms of information literacy. The assumption is usually made that users with a tertiary degree should be information literate, but it is becoming increasingly evident that this is not necessarily the case. As part of their service delivery, special librarians need to take it upon themselves to make their clients information literate. This will emphasise their own skills and competencies, and enforce the value they add to their organisations by empowering staff.

Services delivered by special libraries are instilled in technology – electronic information, data and documents. To date, the South African Copyright Law has not made any amendments to include the use of electronic information. The majority of special libraries are using and distributing electronic information under the “fair use” clause of the South African Copyright Law.

Over the years, special libraries and librarians in South Africa have built sound relationships with their content suppliers, both nationally and internationally. Unfortunately, due to the poor performance of the rand in relation to other major currencies, international content has become increasingly unaffordable. Several libraries have had to cut their services due to budget constraints.

Content suppliers are willing to negotiate discounted rates for academic and public libraries, but special libraries are often forced to pay “corporate rates”. Suppliers generally are of the opinion that libraries linked to large organisations are financially sound and can afford these rates. This is a huge misconception, however, as special libraries constantly have to demonstrate their value to their organisations and the scope of their budgets is limited. Special libraries and suppliers possibly need to enter into a reciprocal agreement, whereby special libraries can, among other things, become a “shop window” for suppliers.

3. CONCLUSION

Even though special librarians are faced with several challenges, we can be sure that:

- We are not just living in “interesting times”, but rather in “exciting times”. Our profession is still stereotyped, but with all the changes happening globally, the world has become our oyster.
- We no longer have to be bound by physical space or traditional roles in order to function. Our roles and spaces have, and still are, evolving and our business models are adapting accordingly.
- We make organisations competitive. We add value to the competitiveness of organisational departments with our global outlook.
- We have developed expertise in our respective fields and can provide in-depth perspective and knowledge.
- We are professionally trained experts in various disciplines, who teach, advise, consult and customise information for the pursuit of competitiveness.
- We are the true backbone of business and it is time the world becomes aware of it (Chindlund et al., 2005).

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SPECIAL LIBRARIES ACTIVE IN JOHANNESBURG IN 1945

Chamber of Mines Library
 Electricity Supply Commission Library
 Government Chemical Laboratory Library
 Government Metallurgical Laboratory Library
 Government Mining Engineer Library
 Industrial Development Corporation Library
 Municipal Electricity Department Library
 Rand Mines Library
 South African Federation of Engineers and Manufacturing Association Library
 South African Institute of Medical Research Library
 South African Railways and Harbours Technical Library
 Technical College Library
 Union Observatory Library
 United States Information Library
 University Medical School Library
 Zionist Federation Library