

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



Tuesday, 4 June 2024 - Conference, Day 1	
07:30 - 08:30	Registration
08:30 - 10:30	SESSION 1: Session chair –
08:30 - 08:45	Move in to Auditorium
08:45 - 09:00	Welcome from the SAOIM Organising Committee Chair – Jacqueline Wilson
09:00 – 10:00	<p>Keynote: PROF: MARLENE HOLMNER Title: Innovate with Integrity: Generative AI Ethics in the Realm of Education</p> <p>Abstract: This presentation explores the ethical concerns of generative AI from an Information Science perspective, focusing on privacy, accuracy, property, access, and security. Privacy concerns arise from the large amount of data generated, which can encroach on individuals' privacy rights. Accuracy is crucial as it can misinform or manipulate individuals, undermining trust in information sources. Property rights are challenged when AI blurs the lines between original and generated content, raising questions about ownership and attribution. Access to AI technologies must be equitable to prevent widening information inequalities. Security vulnerabilities in generative AI systems can lead to various risks, including manipulation, fraud, and cyberattacks. Safeguarding against such threats is imperative to protect individuals' and organizations' interests in an increasingly interconnected digital ecosystem.</p>
10:00 - 10:30	<p>Invited speaker: PROF LORETTE JACOBS Title: R2-D2 and other artificial intelligences: Aggrandisement or degradation of information access towards social advancement</p> <p>Abstract: Artificial intelligence is reshaping the landscape of information services by offering faster, more personalised, and efficient access to information. Through artificial intelligence, challenges related to content overload, security threats, and user engagement can be overcome. Through natural language processing, machine learning, deep learning, robotics, the Internet of Things (IoT), robotics, and digital twinning, to name but a few, artificial intelligence technologies can be used to develop intelligent systems to enhance the delivery, accessibility, and use of information services. By optimising artificial technologies, information services can offer innovative solutions to meet the evolving needs of individuals in the digital age. As artificial intelligence continues to advance, its applications are expected to enhance resource discovery, knowledge access, and scholarly communication. By harnessing the power of artificial intelligence, responsibly and ethically, the potential exists to create a better future for all. However, the reverse is also true, where uncontrolled artificial intelligence may present key risks that can influence the achievement of sustainable development goals, privacy, and security. The key issue to be explored is related to the</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>extent to which artificial intelligence may transform society. Is the use of artificial intelligence to advance information access really an aggrandising towards social development or a degradation of the ability of humans to engage with information? To find answers to this question, the existing literature was analysed through the application of a futuristic framework to provide scenarios on the manner in which artificial intelligence impacts humanity. Findings emphasise the necessity of applying ethical principles such as beneficence, value-upholding, lucidity, and accountability to drive the manner in which artificial intelligence is used in advancing access to information.</p>
10:30 - 11:10	TEA
11:10 - 12:45	SESSION 2: Session chair –
11:10 - 12:10	<p>Keynote: HELENE RUSSEL (VIRTUAL) Title: Navigating difficult times: the value in failure</p> <p>Abstract: There is no doubt that these are challenging times for those working in Knowledge Management, with new technologies becoming rapidly available and changing the practice of law. In turbulent times such as these, missteps are common. How can we, as Knowledge Managers, help ourselves to deal with our own failures compassionately, and help the lawyers we support learn from their mistakes, especially when it feels like the legal sector is full of anxious perfectionists. Drawing inspiration from the Japanese art of Kintsugi, Helene will talk about seeing the beauty and value in mistakes and failures, and how to support teams in drawing out their lessons without judgment, building and learning in the flow of change.</p>
12:10 - 12:30	Speaker Call for Paper:
12:45 - 14:00	LUNCH
14:00 - 16:10	SESSION 3: Session chair –
14:15 - 14:45	<p>Invited speaker: DR LOUISE PATTERTON Title: Risky business: Recommendations linked to data at risk in a dynamic and evolving multidisciplinary research environment</p> <p>Abstract: At-risk data is an unfortunate research reality and can be present in all data formats in a range of research disciplines. Research data at risk are defined as data that are at risk of loss due to factors including deterioration of the media, lack of accompanying explanatory documentation, or data existing in non-digital formats, and often involve historic and irreplaceable data. With continued access to older data being associated with a range of benefits, the factors placing valuable data at risk are cause for concern. This paper reports on a multi-method study comprising a survey and interviews and reports on the results of a case study into data at risk at a leading albeit relatively resource-constrained South African multidisciplinary research institute. In conducting research, development and innovation for the past seven decades, the institute had over time undergone a</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>multitude of dynamic, progressive and often interruptive changes. This case study describes the prevalence, nature and causes of factors identified by research group leaders (RGLs) as threatening the continued access and usability of research data. The paper also reports on the challenges encountered by RGLs when addressing at-risk data. Several recommendations and strategies are put forward to address identified risk factors. Besides the obvious recommendation that a data rescue project be launched, suggestions include awareness training around data at risk, involving the LIS sector in data rescue, continued efforts to acquire a dedicated institutional data repository, and ensuring the scope of project risk management includes data considerations. It is anticipated that the combined implementation of recommendations will ensure the accessibility and usability of older at-risk data and lessen the odds of current and future data becoming compromised.</p>
<p>14:45 - 15:05</p>	<p>Speaker Call for Paper: HAPPY MPH AHLELE Title: Use of Data analytics in academic libraries: UJ Library Case Study</p> <p>Abstract: Libraries have been facing the challenge of justifying their existence mainly to budget constraints. We are in an era where statistics are used as a powerful tool to measure the use of resources and services in libraries. Most importantly, it is important to identify which metrics to collect statistics for with a clear understanding and reasons why. Libraries are able to redefine and reimagine the roles of librarians through library statistics analysis. Library analytics has been evolving through centuries and libraries should stay ahead with their library data management processes so that they are not left behind in these rapidly evolving trends. Libraries should maximise the use of library data for as long as there are relevant and appropriate platforms in place, with clear workflows in place. The disruption due to Covid -19 pandemic contributed to the evolving processes libraries were going through. The importance of using existing data in libraires for decision making became even more critical during Covid-19 with drastic shift on how academic libraries provide access and support to students through online services and online collections. Covid-19 fast-tracked data analytics and revealed the gaps in the provision of information resources in academic libraries. Decisions to change how services and collection were used were easily identified using statistics that were gathered consistently. The case study focuses on how UJ Library is using statistics for informed decision making. It also identifies the importance of data literacy, data ownership, data accuracy, and the tools used to manage statistics. The case study will also highlight the challenges we faced, lessons learned, successes made thus far, and the way forward.</p>
<p>15:05 - 15:25</p>	<p>Invited speaker: SUSAN VELDSMAN Title: Accelerating progress to Open Science in Africa</p> <p>Abstract: Open Science represents a paradigm shift in the way scientific research is conducted, communicated, and utilized. This transformative approach emphasizes transparency, accessibility, and collaboration throughout the entire research process, from inception to dissemination. Open Science encourages (un)restricted access to research data, methodologies, and findings, fostering transparency and reproducibility. By making scientific knowledge freely available to all, regardless of geographical</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>location or institutional affiliation, Open Science democratizes access to information and promotes inclusivity within the scientific community. Moreover, it enhances the efficiency of scientific inquiry by facilitating the exchange of ideas, enabling researchers to build upon each other's work, and accelerating the pace of discovery.</p> <p>In this presentation, we provide an overview of the status of Open Science in (South) Africa, highlighting its principles, challenges, and future implications in (South) Africa. Highlighting the concerted efforts of researchers, funding agencies, publishers, and policymakers to create a culture of openness and transparency within the scientific community. Special attention will be given to scholarly journals in South Africa, specifically open-access journals, with a focus on diamond open-access journals.</p> <p>In conclusion, Open Science represents a powerful catalyst for innovation and collaboration in the scientific community. By embracing openness, transparency, and inclusivity, we can unlock the full potential of scientific research and address the complex challenges facing our world today.</p>
<p>15:25 - 15:45</p>	<p>Speaker Call for paper: NTOBEKO SIKHAKHANE</p> <p>Title: Epistemological Investigation of Academic Information Professionals in the Context of Artificial Intelligence</p> <p>Abstract:</p> <p>The significance of artificial intelligence (AI) in the information fraternity has been extensively deliberated on by industry-seasoned individuals and scholars. While a prevailing consensus underscores the symbiotic relationship between AI and human efforts, the dynamic and evolving nature of this concept continues to evoke apprehension among stakeholders. This study delves into the nuanced exploration of challenges and opportunities posed by AI in academic libraries, aiming to contribute insights for informed decision-making and ethical implementation. Adopting a comprehensive approach, the study scrutinises various dimensions influencing the acceptance and ethical use of AI. These encompass anthropological considerations, psychological impacts, AI legalities, alignment with skill-set, and a futuristic perspective. The researchers employed a mixed-methods case study with probability sampling to collect and analyse qualitative and quantitative data. The research traverses beyond conventional assessments, leaving no stone unturned in the examination of factors shaping the integration of AI in academic libraries.</p> <p>The study's findings uncover critical information that warrants dissemination, emphasising the imperative need for a balanced discourse on the implications of AI. The researchers present not only the discovered challenges but also offer strategic recommendations for addressing them. Additionally, the study introduces innovative ideas for the transformation of the library and information fraternity, outlining considerations for ethical boundaries. Furthermore, the researchers emphasise delineating the crucial aspect of discerning when to draw the line in AI implementation. By shedding light on the preliminary findings, the study adds a practical dimension to the discourse on AI in academic libraries, guiding stakeholders in judicious decision-making. This paper aspires to contribute substantively to the ongoing dialogue surrounding AI in academic libraries, offering a holistic perspective that extends beyond the conventional discourse and equipping stakeholders with the necessary insights for navigating the evolving landscape of AI integration.</p>
<p>16:00</p>	<p>Closing</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



Wednesday, 5 June 2024 - Conference, Day 2

07:30 - 08:30	Registration
08:30 - 10:25	SESSION 1: Session chair -
08:30 - 08:45	Move in to Auditorium
08:45 - 09:45	<p>Keynote: PROF. JUDITH MAVODZA</p> <p>Title: Commenting on the relationship between Artificial Intelligence (AI), ChatGPT, Open Access, Sustainable Development Goals (SDGs), and data management.</p> <p>Abstract: Artificial Intelligence (AI), ChatGPT, Open Access (OA), Sustainable Development Goals (SDGs), and data management are all mutually dependent. AI uses data analysis to help achieve the SDGs, as does ChatGPT. A feature of ChatGPT's GPT-4 called Advanced Data Analysis enables users to upload data straight to ChatGPT so they may build and test applications. Meanwhile, OA democratizes AI and promotes cooperation in the pursuit of the SDGs. SDG-aligned efforts are supported by ethical and efficient AI use, which is ensured by effective data management. When together, they create an ecosystem that propels innovation and global progress.</p>
09:45 - 10:15	Invited speaker:
10:15 - 11:00	TEA
11:00 - 12:30	SESSION 2: Session chair –
11:00 – 12:30	<p>Workshop: DR. DOBRICA (DOBIE) SAVIĆ</p> <p>Title: Unleashing the Potential of Digital Transformation</p> <p>Abstract: This presentation explores digital transformation (DT) in scientific research institutes, outlining its definition, importance, and key drivers. It highlights benefits and exemplifies successful DT initiatives while addressing challenges and offering strategies for mitigation. Through some examples, it illustrates effective approaches and forecasts the future of DT in research, emphasizing its pivotal role in driving innovation and progress.</p> <p>Workshop: Helene Russell</p> <p>Title: KM project metrics</p> <p>Abstract: With considerable technological changes come new ways of working. How can Knowledge Managers understand and demonstrate how their new ways of supporting learning, enabling collaboration, and delivering knowledge to lawyers, are</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>working and value for money? Measurement is always a difficult topic in KM. This workshop looks at various ways to understand KM project metrics: helping you to choose the right measurements for the right project, so that you can understand the benefits and problems and demonstrate these to the C-Suite, whilst avoiding the “gaming” that lawyers are often brilliant at. Bring a project and work through your choices of metrics at the workshop or help a peer with theirs.</p>
12:30 - 14:00	LUNCH
14:00 - 16:05	SESSION 3: Session chair –
14:00 - 14:15	Product Review: SABINET
14:15 - 14:45	<p>Invited speaker: LUCIEN PIERCE Title: Lecture Synopsis and Outcomes</p> <p>Abstract: The three “Rs” – Reputational, Regulatory and associated Risks are what every organisation’s governing body must focus on when considering using artificial intelligence (AI) products and services. Information professionals and the organisations they typically work with e.g. libraries, will not escape AI’s impact and will need to embrace it. They will, however, be faced with important considerations such as intellectual property rights, privacy and cybersecurity, amongst others. Consider the impact on an organisation’s <i>Reputation</i> stemming from its misuse of AI. <i>Regulatory</i> sanctions, including fines, may follow. There may be additional <i>Risks</i> such as financial losses, for example, legal costs, remediation costs and the like. This session will outline important AI legal and regulatory considerations for information professional and their organisations, and how they can ensure that the benefits of using AI, far exceed the risks.</p>
14:45 - 15:05	<p>Speaker Call for Paper: NTOBEKO SIKHAKHANE Title: Integrating Artificial Intelligence in Cataloguing Practices: A Case Study Approach</p> <p>Abstract: An increasing number of sectors are progressively integrating digital technologies. Libraries have followed this trend, especially academic libraries that have integrated artificial intelligence technology (AI) to improve their services by using various applications, including expert systems. Significant benefits have been found in technical services, particularly in resource management, information retrieval, research, and dissemination services. A case study of a South African University that incorporates research, teaching, and learning in its institutional framework discusses the successful integration of AI technologies into cataloguing processes through an expert system to improve workflows and quality aspects. The article employs an exploratory research design using qualitative techniques. The purposive sampling methods were applied to the characteristics of the sample frame that involved the technical services department.</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>Use of professional systems in cataloguing has changed metadata creation by making it more efficient, accurate, user-friendly, and discoverable. AI reduces repetitive tasks and saves costs and time. Application of AI tools such as Optimal Character Recognition, Natural Language Processing, Expert systems, can significantly enhance resource discovery and streamline cataloguing processes in various domains. It will offer AI-driven classification, generative subject headings, and automated metadata enrichment. In return, AI promises wider access to information through metadata agility using advanced indexing tools. Among the adopted concepts is BIBFRAME, a conceptual model and standardised vocabulary meant to encode and publish cataloguing data, allowing for more interconnected and accessible bibliographic information.</p> <p>The results channelled workflows in research data management and support through intelligent document delivery services. Quality control is significant for reliable search interfaces to provide access to existing online resources and interrelated systems. Through the application of AI tools in metadata services, information retrieval is efficient, accurate, enhanced, and most importantly provides multilingual support to serve diverse communities.</p>
15:05 - 15:30	Lighting session
15:30 – 15:50	<p>Speaker Call for Paper: BIZIWE TEMBE Title: Preparing academic library staff for digital transformation and innovation</p> <p>Abstract: In today's rapidly evolving educational landscape, the integration of digital technologies and innovative practices is imperative for academic institutions to remain competitive and relevant. Digital transformation and innovation are crucial for academic libraries to remain relevant in the rapidly evolving information landscape, which presents opportunities and challenges for library staff. Libraries are complex departments from collection development both in print and digital, library technology, library management system, user services, library staff, library spaces, organisation of information by experts, offering targeted services and programmes like information literacy, providing convenient physical, digital, bibliographic, or intellectual access. Too often, library projects bringing in new services, workflow innovations, or improvements do not yield the expected success due to staff's resistance to change, lack of knowledge among some library staff members about the role of the library within the university, and lack of effective communication from management about the expected changes to the whole library team. What can be done to prepare staff for digital transformation and innovation in academic libraries? Academic libraries require leaders who will be able to gauge the ability of the library team, change their operational model, and gain insights into their department's level of acceptance for change to embrace challenges brought by digital transformation within the library as part of the university and the chances of successful innovation. This paper explores strategies for equipping library staff with the necessary skills and competencies to leverage digital tools and resources effectively. It highlights the importance of leadership, professional development initiatives, and collaborative partnerships in fostering a culture of innovation and continuous learning to ensure academic libraries can adapt to the digital age and remain vital hubs of information and knowledge dissemination in the modern academic landscape.</p>
16:00	360 photo booth

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



17:00 - late Social function at Groenkloof

Information

The additional cost of the function is R300 per person. Non delegates can also attend this function – please book via the registration form in the slot provided for the social function.

Join us for an evening of entertainment!

The Conference social function which will be held on the evening of the 5th of June at Groenkloof Campus in Pretoria. The entertainment will be provided by the Drumming/Marimba activity.

Thursday, 6 June 2024 - Conference, Day 3

07:30 – 08:30

Registration

08:30 – 10:25

SESSION 1: Session chair -

08:30 – 08:45

Move in to Auditorium

08:45 – 09:45

Keynote: AZHAR AZIZ ISMAIL

Keynote Title: Knowledge Management & Legal Research in the World of AI and Legal Technology

Abstract:

In an era where technology is reshaping the legal landscape, the intersection of Knowledge Management (KM) and Legal Research stands at the forefront. In this keynote address, Azhar Aziz-Ismail, a seasoned Knowledge Manager at a prestigious international law firm draws from his multifaceted roles as co-vice chairperson of the Johannesburg Attorneys Association, executive member of the Gauteng Attorneys Association and faculty member at the London-based Legal Technology & Innovation Institute, and will delve into the symbiotic relationship between AI, legal technology and the art of managing legal knowledge and conducting legal research.

During this keynote, Azhar will canvass

1. The Power & Responsibilities of AI in Legal Research

- Explore how AI enhances legal research efficiency, enabling practitioners to sift through vast volumes of information swiftly.
- Discuss the positive impact of AI on legal precedent analysis, case law retrieval, and contract review.

- Understanding that with great power, comes great responsibility, and how to successfully manage the risks of using AI with legal research, and where to draw the line with reliance on AI.

2. Challenges and Ethical Considerations:

- Uncover potential pitfalls of overreliance on AI tools in legal research.
- Address ethical dilemmas related to bias, transparency, and accountability.
- Highlight the need for robust risk mitigation strategies.

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>3. Navigating the Legal Technology Landscape:</p> <ul style="list-style-type: none"> - Understand the evolving role of Knowledge Managers in integrating AI solutions. - Identify best practices for harmonizing human expertise with technology. <p>4. Mitigating Risks:</p> <ul style="list-style-type: none"> - Azhar will share practical insights on minimizing risks associated with AI adoption. - Discuss proactive behaviours to ensure responsible use of AI tools. - Emphasize the importance of continuous learning and adaptability. <p>Join in as we unravel the intricate dance between AI, legal technology, and the guardians of legal knowledge.</p>
09:45 – 10:15	<p>Invited speaker: DR ZUBEIDA DAWOOD</p> <p>Title: From Bytes to Blunders: Addressing Fake News and Cybercrime in South Africa's AI-Powered Environment</p> <p>Abstract: The emergence of generative artificial intelligence (AI) has revolutionized numerous sectors, yet it has also brought about unprecedented challenges, particularly in the realm of fake news dissemination and cybercrime proliferation. In the South African context, where technological advancements intersect with unique socio-political dynamics such as the digital divide, understanding and combating these issues is crucial. This talk delves into the intricacies of fake news propagation and cybercrimes fueled by generative AI within South Africa, exploring the underlying mechanisms, implications, and potential solutions. Through a comprehensive analysis of recent trends, case studies, and policy considerations, this talk aims to equip stakeholders with the knowledge and strategies necessary to navigate and mitigate the adverse effects of AI-driven misinformation and cyber threats in the South African landscape. Furthermore, the importance of collaboration between policymakers, technology companies, and civil society organizations is proposed as a solution to address these issues. This collaborative effort can lead to the creation of educational initiatives to promote media literacy, the implementation of regulations to hold parties accountable, and the development of technological safeguards to detect and prevent the spread of AI-generated misinformation.</p>
10:15 – 11:00	TEA
11:00 – 12:40	SESSION 2: Session chair –
11:00 – 11:30	Lighting session
11:30 – 11:50	<p>Speaker Call for Paper: MAROPENE RAMABINA</p> <p>Title: Exploring the utilisation of ChatGPT by law students in academic Institutions: A self-reflection perspective.</p> <p>Abstract:</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>A new era of advancements in communication, automation, and information processing has been ushered in by the rapid expansion of technology, which has fundamentally changed the way people live today. Specifically, artificial intelligence (AI) has transformed many sectors, including higher education. This study delves into the utilisation of ChatGPT by law students within academic institutions, examining the integration of this technology from a self-reflective standpoint. Through qualitative analysis, we explore the ways in which law students engage with ChatGPT as a tool for academic assistance, legal research, and critical thinking development. By employing self-reflection as a methodological lens, we aim to uncover the students' perceptions, challenges, and benefits associated with incorporating ChatGPT into their legal education. The findings offer insights into the potential implications of integrating AI-driven tools like ChatGPT within the legal education landscape, shedding light on both the opportunities and considerations for its effective implementation.</p>
11:50 – 12:10	<p>Speaker: JANICE DE WEE, PROF M HOLMNER AND DR M VAN DEVENTER Title: Mitigating social media risks: A framework for academic libraries</p> <p>Abstract: Academic libraries nationally and internationally have adopted social media over the last decade and more. Social media has become pervasive and are used for a variety of different purposes: from marketing and promoting library services, to communicating with library clients and engaging with the library community, to name a few. These technologies however, pose challenges and risks to academic libraries which may lead to negative events that could cause harm (i.e., reputational damage, financial loss and more). Research for this paper was conducted among members of the Standing Conference of Eastern Central and Southern Africa Library and Information Associations (SCECSAL) members. This paper focuses on two major aspects that were investigated prior to developing a risk focused social media governance framework for African academic libraries. The first aspect discloses the types of social media risks and challenges that academic libraries must keep in mind when deciding to use social media. The paper then further discusses how these social media platforms must be managed so that the risks and challenges can be mitigated. The framework was developed for academic libraries but could be of use to all library types.</p>
12:10 – 14:00	LUNCH
14:00 – 16:05	SESSION 3: Session chair –
14:00 – 15:00	Exhibitors Hour
15:00 – 15:30	Invited speaker:
15:30– 15:50	<p>Speaker Call for Paper: NOMOYA MAHLANGU Title: Digital Transformation and its Impact on Customer Experience in Academic Libraries: A Review of Literature</p> <p>Abstract:</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>Digital transformation is a vital 21st-century worldwide phenomenon. Its development across all industries is due to globalization where international and national have been linked together into one big open market. Libraries, like most industries, have been undertaking digitization of services for decades. However, the onset of the Fourth Industrial Revolution and Artificial intelligence exacerbated the scope and pace of digitalization and digital transformation. Whilst it is common course that digitalization has inherent benefits for the success of businesses and industries, there are also various risks embedded in the process. The focus of this paper is on the risks presented by digitalization on customer service and experience in academic libraries and how these can be averted or reduced.</p> <p>The main objective of digitalization for business is to satisfy its customers and therefore grow its revenues. Digitalization and Artificial intelligence in academic libraries present challenges related to customer service and experience. These challenges are due to the exponential development and growth in technological advancement in the field of library and information services. The growing pace of these digital resources is overwhelming for libraries and librarians to cope with as they do not always have the technical expertise to use these products that are meant to support teaching and learning research.</p> <p>Literature suggests that various factors contribute to the negative impact that AI and digitalization have on academic library patrons. The lack of librarians' technical expertise, poor technology infrastructure and support, poor internet connectivity, and slow broadband in Sub-Saharan Africa contribute to the challenges that some patrons face when accessing digital libraries. Electricity disruptions in Sub-Saharan Africa exacerbate the above challenges as digitalization and 24/7 information access rely on the availability of electricity. The above scenario presents a customer service gap and an opportunity for librarians to seize as they close the gap presented by these challenges. In a nutshell, the paper acknowledges the inherent benefits of digitalization in academic libraries whilst it also aims to bring to the fore some of the challenges that are experienced by library patrons and some measures to address the negative impact.</p> <p>To sum up, the paper presents the following points:</p> <ul style="list-style-type: none">● An overview of digital transformation● Impact of digitalization on customer service experience in academic libraries● Measures to limit the impact on library patrons through the application of customer service principles.● Way forward and conclusion
15:50 – 16:10	<p>Speaker Call for Paper: MICHAEL MAKANANISA AND RAFIEKAH ABRAHAMS</p> <p>Title: The impact of data visualisation in managing electronic resources</p> <p>Abstract</p> <p>In our increasingly electronic information-driven world, it's more important than ever for academic libraries to find innovative ways to manage their electronic resources. Emerging data visualisation technologies provide the capability to demonstrate the effectiveness and efficiencies to communities and the institutions they serve.</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>The Electronic Resources Management (ERM) core function of all academic libraries is to ensure that all electronic resources (e-resources) are discoverable and accessible to all its users. To realise this, every single uniform resource locator (URL) needs to be checked. Most of the time the dead links are reported by the user and an email is forwarded to the ERM office to troubleshoot. This process has impacted negatively on our user experience and service delivery.</p> <p>As a result, Nelson Mandela University Library and Information Services (NMULIS), has developed a tool using data visualisation technologies to mitigate dead links before it is reported. By using raw data, we have written a custom script to develop this tool. This powerful plug-in tool can run through all our e-resources and highlight those URLs where access to the e-resource is denied. Furthermore, not only does the URL flash red if access is denied, but error message codes are also built in to display the error e.g. 401, 403, 501, etc. Additional capabilities are, that the tool can check on and off-campus access, the timer can be set to how often you would like the tool to check the URLs, an error code will display if the link is redirected too frequently and a warning will display if the link changes. Each of these scenarios is represented by a different colour code. This tool runs on our monitors and attention is given as soon as a red light flashes.</p> <p>The visual display of information, which is a form of data visualisation technique, is currently the go-to tool for many businesses, to analyse and share information. Using this method, not only provides an excellent way for us to present data to non-technical audiences without confusion, but also the data is in real-time. The beauty of this tool is that it can work on any library site. Should this proposal be accepted, a live demonstration will be provided at the conference.</p>
--	---

Friday, 7 June 2024 – Conference, Day 4	
07:30 – 08:50	Registration and Tea
08:50 – 10:00	SESSION 1: Session chair -
08:50 – 09:00	Move in to Auditorium
09:00 – 10:00	<p>Keynote: DR. DOBRICA (DOBIE) SAVIĆ Title: Thriving in the Digital Age</p> <p>Abstract: In an era defined by rapid technological advancements, the digital landscape impacts every facet of our lives. As we navigate the fourth industrial revolution, characterized by innovations in information technology and artificial intelligence, individuals and organizations must adapt to thrive. This keynote delves into the current state of our digital age, exploring its unique characteristics and challenges. The heart of the presentation lies in identifying the essential skills required for success in this dynamic environment. From cognitive agility and technical proficiency to social intelligence and holistic well-being, attendees will gain insights into how to not only survive but truly flourish in the digital era. Join us as we unravel the secrets to thriving amidst disruption, harnessing the power of digital literacy, resilience, and adaptability. Let's get ready for a future where we not only survive but thrive in the ever-evolving digital landscape.</p>
10:00 – 10:20	Speaker Call for Paper : SITHENJISIWE NYANINGWE

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	<p>Title: Librarians' Perceptions of the Adoption of Artificial Intelligence (AI) at Nelson Mandela Library and Information Service (NMU LIS)</p> <p>Abstract: The Impact of Artificial Intelligence in academic libraries Artificial intelligence (AI) technologies are rapidly reshaping academic libraries, revolutionizing traditional practices and offering innovative solutions to meet the evolving needs of users and institutions. This paper explores the multifaceted role of AI in academic libraries, focusing on its potential to enhance services, streamline workflows, and transform scholarly communication. Drawing on current research and case studies, the paper discusses key areas where AI is making an impact, including information discovery and retrieval, personalized recommendations, collection development and management, metadata enhancement, virtual reference services, digital preservation, text and data mining, accessibility, predictive analytics, and educational support. Through AI-powered algorithms and tools, academic libraries can provide users with enhanced access to resources, personalized assistance, and tailored learning experiences. Furthermore, AI enables libraries to optimize resource allocation, improve operational efficiency, and advance research and scholarship. However, the adoption of AI in libraries also raises important considerations related to privacy, ethics, and equitable access to technology. Qualitative research methodology will be used to collect data from the participants. The paper concludes by highlighting future directions and challenges for integrating AI into academic library services, emphasizing the need for collaboration, experimentation, and ongoing evaluation to harness the full potential of AI in advancing the mission of academic libraries.</p>
11:00 – 13:20	SESSION 2: Session chair –
11:00 – 11:20	<p>Speaker Call for Paper: CHUENE SHIELA SEANEGO Title: Open Access awareness for institutions of higher learning</p> <p>Abstract: Three decades ago, in the early 1990s, a global conference of key stakeholders in scholarly publishing proposed Open Access (OA). Open access publishing describes a set of principles to provide access to research outputs free of charge or barriers. The traditional model of scientific publishing funded through subscription is now evolving into a landscape where authors and institutions pay publishers substantial article processing charges (APCs). Open Access is a funding model, which was proposed as a way to achieve two major goals. The first goal was to eliminate the paywalls for reprints of published articles in peer-reviewed journals, so as to make research findings universally accessible, without cost to readers. The second goal was to make a significant reduction in overall publishing and access costs for researchers, their institutions, and funding agencies, particularly the increasingly burdensome costs of major journal subscriptions for institutional libraries. For researchers based in Nelson Mandela University, recent transformative licence agreements with several major scientific publishers now allow Open Access publication without the payment of any APCs – so-called “Read and Publish Agreements”. However, the appears to be an element of “postcode lottery” here, in</p>

16th INTERNATIONAL SOUTHERN AFRICAN ONLINE INFORMATION MEETING

SAVE THE DATE

4 - 7 JUNE 2024

The Future is Now, are You ready?

Exploring the advancement of technology in the Information Sector.



In collaboration with



	that many talented researchers' have not participated in these negotiations. Despite these developments, many productive researchers are still not fully compliant with OA principles, preferring instead to continue with the time-honoured model of subscription-funded journals, paywalls for reprints, and no APC for authors. Open Access publishing is a growing momentum which has a potential of becoming the standard, but with several different business models. Hence an interest in spreading awareness to institutions about the deal Open Access.
11:20 – 12:20	Closing Speaker: PROF NGOEPE
12:20 – 13:00	Conference Closure & Lucky Draws
13:00	LUNCH (PACKED)