

This issue presents ten articles, which deal with a variety of subjects, including the utilisation of community library services, Miles Blackwell's contribution to South African librarianship, reading and information needs and interests of gays and lesbians, information seeking behaviour of undergraduate students in the humanities in universities in Nigeria, service quality determinants for customer satisfaction in university libraries in Sri Lanka, use of information technology to support information and knowledge management by lawyers in context, the training needs of general library workers in the South African public library sector, profiling of students using an institutional information portal, use of Internet resources in Africa, and the research output of academics in science and engineering faculties in southern Nigeria.

Genevieve Hart reflects on a case study of a group of six school-based dual use libraries in rural South Africa. She suggests that staff education and focused programming might enable the libraries to fulfil their community role. This article is followed by a historical analysis of the contribution of BH Blackwell, and specifically of Miles Blackwell, to the development of libraries and librarians in South Africa. Tony Hooper and Professor Viljoen tell a story of a man who was prepared to stand up against enormous political pressure from his peers in Europe and North America, and perhaps his fellow board members, keep channels of published information flow open to his customers in South Africa.

Public libraries play a key role in providing information services to the community. However, their service ethos should be based on equity and inclusiveness. Genevieve Hart and Ncumisa Mfazo report on the provision of gay and lesbian literature and of information services to gays and lesbians in Cape Town's public libraries. Many public libraries in Cape Town neglect the reading and information needs and interests of gays and lesbians. Librarians should bear in mind that the right to information and equal services is a human right. Turning to Nigeria, Emmanuel Baro, George Onyenania and Oni Osaheni discuss the information seeking behaviour of undergraduate students in the humanities in selected universities. Undergraduate students use textbooks, journals, Internet and human resources as sources of information. There is a significant difference between male and female students use of sources of information in the humanities.

Using focus group interviews Chaminda Jayasundara, Patrick Ngulube and Mabel K Minishi-Majanja investigate service quality determinants for customer satisfaction in selected university libraries in Sri Lanka. Their study aimed at establishing service quality determinants, which may impact customer satisfaction in university libraries in Sri Lanka. They recommend the use of the identified quality determinants by library administrators and policymakers to gauge the levels of customer satisfaction in university libraries and to assure quality of service.

Solomon Bopape discusses the use of information technology to support information and knowledge management by lawyers in Polokwane City. Lawyers utilise information technology systems such as word processing, e-mail, client billing and online databases for searching legal information. Non-utilisation of other systems available in the marketplace may be linked to non-exposure to information technology and unfamiliarity with information and knowledge management tools. He recommends that legal schools should include, in their curriculum, modules on the application and role of information technology. Hester Meyer discusses the training needs of general library workers in the South African public library sector and recommends closer working relations between practitioners and educators for the effective training of general library workers in the public library sector.

The last three articles are based on informetric, webometric and bibliometric analyses. Using data mining techniques, Omwoyo Onyancha examines the Bachelor of Arts (General) degree's data available in the University of South Africa's institutional information and analysis portal (IP) maintained by the Department of Information and Strategic Analysis. The study draws a demographic profile of the students and demonstrates the potential use of an IP in monitoring and evaluating the performance of individual qualifications as far as registrations, cancellations and graduation rates are concerned. Williams Nwagwu and Tolulope Ibitola look at the number and origins of links to Africa and recommend that a major step in boosting the use of Internet resources in Africa will be in developing policies that will encourage African countries to use information developed by other African countries. Victoria Okafor concludes this issue by discussing the research output of academics in science and engineering faculties in southern Nigeria. The null hypothesis shows that there is a significant difference in the mean productivity of academics in science and engineering faculties. Academics in zoology published more journal articles than others in the sciences. Strategies to provide an environment conducive to research include reducing the workload of academics and equipping the library with books, journals, e-journal and Internet facilities.

Enjoy the read!!
Patrick Ngulube
Editor-in-Chief