

# Abridged Curriculum Vitae

Prof. Chris Rensleigh

## Personal Details

**Surname:** Rensleigh  
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**Gender:** Male  
**Date of Birth:** 15/02/1969  
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## Higher Education

1. **B-Com Informatics** (Informatics, Accounting, Business Management) *Completed in 1990 at the University of Johannesburg (f.k.a. RAU).*
2. **B-Com, Hons Informatics** (Expert Systems 1 & 2, Software Engineering 1 & 2, Programming Languages 1 & 2, Computer Graphics 1 & 2, Computer Security 1 & 2, Compilers 1) *Completed in 1991 at the University of Johannesburg (f.k.a. RAU).*
3. **M-Com Informatics** (User Access Authentication) *Completed in 1992 at the University of Johannesburg (f.k.a. RAU).*
4. **D-Com Informatics** (Consultation for Small Business Computerization) *Completed in 1998 at the University of Johannesburg (f.k.a. RAU).*
5. **BA, Hons Information Science** (Information Management Strategies, Information Economy, World-Wide-Web Management, Internet Infrastructures) *Completed in 2000 at the University of Johannesburg (f.k.a. RAU).*

## Employment History

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| 1992 to 1999 | Part time lecturer. In addition, consulting on the application and effective use of Information Systems and the management of information in the business environment. |
| 1999 to 2002 | Assistant Director Information Technology: Library and Information Centre, Rand Afrikaans University.  |
| 2002 to 2009 | Senior Lecturer, Associate Professor and then Professor at the Department of Information and Knowledge Management, University of Johannesburg.                         |
| 2010 to date | Head of Department of the Department of Information and Knowledge Management, University of Johannesburg.  |

I am currently a Professor with the Department of Information and Knowledge Management at the University of Johannesburg, lecturing post graduates and supervising research for Master's and doctoral students. In addition to the above I am also Head of the Department mandated to manage the department on an operational as well as strategic level.

I have been the external examiner on Master's and Doctoral theses and dissertations for various national and international Universities including University of Pretoria, Cape Peninsula University of Technology, University of Kwa-Zulu Natal, Stellenbosch University, Tshwane University of Technology, Nelson Mandela University, University of South Africa, University of the Free State, Rhodes University, University of Botswana, Andhra University (India) and Mangalore University (India).

### Completed Masters and Doctoral supervised studies:

1. H.J. Nortje. (Masters Study). *Information Environment of the Teleworker*. 2003.
2. C.J.P. Niemand. (Masters Study). *Peer-to-Peer File Sharing as Part of an Information Infrastructure*. 2005.
3. Z. Barnard. (Masters Study). *Information Dissemination to Alumni of the University of Johannesburg*. 2005.
4. E. Burger. (Masters Study). *Information Overload in the South African Banking Industry*. 2006.
5. D. R. Ackerman. (Masters Study). *Community Profile Analysis of the Free State and the Identification of the Information Infrastructure: A Higher education Community Engagement Project*. 2007.
6. P. Laughton. (Masters Study). *Managing Access to Online Pornography at the University of Johannesburg*. 2007.
7. Z. Barnard. (Doctoral Study). *Online Community Portals for Enhanced Alumni Networking*. 2007.

8. F. Naude. (Doctoral Study). *Impact of the Web on Citation and Information Seeking Behaviour of Academics*. 2008.
9. H.J. Chen. (Masters Study). *Online Community Portals for Small Businesses*. 2008.
10. A. Redlinghuis. (Masters Study). *Information protection in the digital banking environment*. 2009.
11. J. Errera. (Doctoral Study). *E-Counselling: an investigation into the practical application of online technology as a viable intervention mode for direct counseling practice*. 2011.
12. L. Adriaanse. (Masters Study). *How does Google scholar compare with Web of Science and Scopus?* 2011.
13. K.J. Bwalya. (Doctoral Study). *E-Governance adoption and synthesis in Zambia: context, issues and challenges*. 2012.
14. T.I. Dube. (Masters Study). *The Importance of Knowledge Management in a Research and Development Facility: Investigating Perceptions and Practice*. 2013.
15. T.H. Sekane. (Masters Study). *The importance of knowledge sharing in increasing revenue collection in SARS*. 2014.
16. J. Arthur. (Masters Study). *The use of Internet and Web technologies in the small church environment*. 2014.
17. T. Vukeya. (Masters Study). *Use of Library Electronic Information Resources by University Undergraduate Students*. 2017.
18. L. Adriaanse, (Doctoral Study). *E-Visibility of Environmental Sciences Researchers at the University of South Africa*. Submitted for examination 2019

### **Publishing Experience**

I have co-authored the following books:

- 1) Van den Berg, B. & Rensleigh, C. 1997. *Introduction to Micro Computers*, Kagiso Publishers.
- 2) Van den Berg, B. & Rensleigh, C. 1997. Kagiso Publishers.
- 3) Van den Berg, B. & Rensleigh, C. 1998. *Exploring MS Applications and the Internet*, Kagiso Publishers.
- 4) Rensleigh, C. 2004. *Information Searching*, Chapter 10, in Lessing, N & Scheepers, C (eds). *Information is a Management Issue*. CSIC: Johannesburg.
- 5) Bwalya, KJ, Du Plessis, T & Rensleigh, C. 2011. *Setting the Foundation for e-Democracy in Botswana: An Exploratory Study of Interventions*, Chapter 12, pp 229-241, in Cropf, RA & Krummenacher WS (eds). *Information Communication Technologies and the Virtual Public Sphere: Impacts of Network Structures on Civil Society*. IGI Global: Hershey.
- 6) Bwalya, KJ, Du Plessis, T & Rensleigh, C. 2011. *A Snapshot Overview of Digital Divide, e-Inclusion and e-Government in the Zambian Context*, Chapter in Bwalya KJ & Zulu SF (eds).

*Handbook of Research on E-Government in Emerging Economies: Adoption, e-Participation and Legal Frameworks*, IGI-Global: New York.

- 7) Bwalya, KJ, Du Plessis, T & Rensleigh, C. 2011. Incorporating "Quicksilver Initiatives" as Framework for e-Government Strategy Design in Emerging Economies, Chapter in Bwalya KJ & Zulu, SF (eds). *Handbook of Research on E-Government in Emerging Economies: Adoption, e-Participation and Legal Frameworks*, IGI-Global: New York.
- 8) Bwalya, KJ, Du Plessis, T & Rensleigh, C. 2012. Conceptualization of e-Parliament in promoting e-Democracy: Prospects for the SADC Region, in Sobaci, Z (ed). *E-Parliament and ICT-Based Legislation: Concept, Experiences and Lessons*. IGI Global: New York.

### **Conference Presentations**

1. C. RENSLEIGH & M.S. OLIVIER, A Cost-Effective, Low Risk Model for Consultant Engagement in Small-Business Computerisation, *South African Association of Accountancy Biennial National Conference*, Johannesburg, 1998.
2. C. RENSLEIGH & M.S. OLIVIER, A Study on Small-Business Computerisation in the South African Context, *The International Association of Management 16<sup>th</sup> Annual International Conference*, Chicago 1998.
3. C. RENSLEIGH & M.S. OLIVIER, Consultation for Small-Business Computerisation, *First Information Technology Research Indaba of the Rand Afrikaans University*, 1998.
4. C. RENSLEIGH & S. VELDSMAN, Rand Afrikaans University's Electronic Theses and Dissertations Initiative, *Proceedings of the 2<sup>nd</sup> Annual Conference On World Wide Web Applications*, Johannesburg, 2000.
5. C. RENSLEIGH, The E-Commerce Revolution, *SANLAM Annual Conference*, Rustenburg, 2000.
6. C. RENSLEIGH & H.P. HATTINGH, A Web Publishing and Document Delivery System: The Rand Afrikaans University's Examination Papers Portal, *Proceedings of the 4th Annual Conference on WWW Applications*, Stellenbosch, 2002.
7. C. RENSLEIGH & C.B. SWANEPOEL, Managing Student Internet Workstations as Part of an Information Infrastructure: An Academic Library Perspective, *The 2002 Conference on Information Technology in Tertiary Education (CITTE)*, Durban, 2002.
8. C. RENSLEIGH & S. VELDSMAN, Information Resource and Communication Technology

Challenges in the Higher Education Library Environment: A Framework for a National Strategy, *Proceedings of the Second Biannual DISSAnet Conference*, Pretoria, 2002.

9. C. RENSLEIGH & A. E. LIEBENBERG, Generating Management Information from the Innopac Library System for SAPSE Reporting: The RAU Experience, *4<sup>th</sup> Annual IUGSA Conference*, Roodepoort, 2002.
10. C.J.P. NIEMAND & C. RENSLEIGH. Investigating end-user interaction with Internet peer-to-peer file sharing systems, *Proceedings of 5<sup>th</sup> Annual Conference on World Wide Web Applications*, Durban, 2003.
11. C. RENSLEIGH & T. DU PLESSIS, A Study of the Impact of WebCT as a Teaching and Learning Support Mechanism on First Year Information Science Students, *Proceedings of the 5<sup>th</sup> Annual Conference on World Wide Web Applications*, Durban, 2003.
12. C. RENSLEIGH, Augmented Integration of the WebCT Environment and the Digital Library Academic Information Services: A model for Improved Student Accessibility, *Proceedings of the 2<sup>nd</sup> Annual WebCT European User Conference*, London, UK, 2003.
13. C. RENSLEIGH, Implementing an Electronic Theses and Dissertations (ETD) initiative within the South African context: Issues and Challenges for Higher Education Libraries, *Proceedings of ETD2003: Next Steps - Electronic Theses and Dissertations Worldwide*, Berlin, Germany, 2003.
14. C. RENSLEIGH & J. VAN DER WESTHUIZEN, A Study on End User Perceptions of the RAU Library's Electronic Course Reserves (ECR), *5<sup>th</sup> Annual IUGSA Conference*, Roodepoort, 2003.
15. C. RENSLEIGH & C. DE BEER, Simplifying the Click stream: Integrating Electronic Course Reserves (ECR) with WebCT. *Proceedings of the 2<sup>nd</sup> WebCT Innovative Conference*, Stellenbosch, 2004.
16. C.J.P. NIEMAND & C. RENSLEIGH, A Study of the Utilisation Patterns of Peer-to-Peer File Sharing Technology. *Proceedings of the 6<sup>th</sup> Annual Conference on World Wide Web Applications*, Johannesburg, 2004.
17. Z. BARNARD & C. RENSLEIGH, Investigating Web and Internet utilization for Information Dissemination to Alumni of the University of Johannesburg (UJHB), *Proceedings of the 6<sup>th</sup> Annual Conference on World Wide Web Applications*, Johannesburg, 2004.
18. C. RENSLEIGH & J. VAN DER WESTHUIZEN, Exploring the Integration Possibilities of INNOPAC'S Electronic Course Reserves (ECR) into the WebCT Environment, *6<sup>th</sup> Annual IUGSA Conference*, Roodepoort, 2004.
19. Z. BARNARD & C. RENSLEIGH & I. NIEMANN, Investigating ICTs for Relationship Marketing targeting Alumni of the University of Johannesburg. *Proceedings of the International Conference on Technology, Knowledge and Society*, Berkley, USA, 2005.

20. T. DU PLESSIS & C. RENSLEIGH, Improving Access to Course Specific Information in the Virtual Learning Environment of the University of Johannesburg, *Proceedings of the 5<sup>th</sup> International Conference on Knowledge, Culture and Change in Organizations*, Rhodes, Greece, 2005.
21. Z. BARNARD & C. RENSLEIGH, Investigating Online Community Portals for Higher Education Alumni. 7<sup>th</sup> Annual Conference on World Wide Web Applications, Cape Town, 29-31 August 2005.
22. P. LAUGHTON & C. RENSLEIGH, Controlling Access to Pornography in an Online University Environment. 7<sup>th</sup> Annual Conference on World Wide Web Applications, Cape Town, 29-31 August 2005.
23. Z. BARNARD & C. RENSLEIGH & I. NIEMANN, Investigating ICTs for Information Dissemination to Alumni of the Newly Merged University of Johannesburg, *Proceedings of the 12<sup>th</sup> International Conference on Learning*, Granada, Spain, 2005.
24. P. LAUGHTON & C. RENSLEIGH, Managing Exposure to Online Pornography. *Proceedings of the 7<sup>th</sup> South African Online Information Meeting*, 21-23 June, CSIR, 2005.
25. F. NAUDE & C. RENSLEIGH, Referencing Web Based Information Resources: a Review. 7<sup>th</sup> Annual Conference on World Wide Web Applications, Cape Town, 29-31 August 2005.
26. BARNARD, Z. & RENSLEIGH, C. Evolving an Existing Website into a Web Community Portal in order to Promote Alumki Networking: University of Johannesburg (UJ) Case Study. *Proceedings of the IADIS International Conference: Web Based Communities 2006*, p459-461. San Sebastian, Spain. 26-28 February 2006.
27. Z. BARNARD & C. RENSLEIGH, Online Community Portals for Higher Education Alumni: First Phase Empirical Results. 8<sup>th</sup> Annual Conference on World Wide Web Applications, Bloemfontein, 6-8 September 2006.
28. P. LAUGHTON & C. RENSLEIGH, A Study on the Exposure to Online Pornography at the University of Johannesburg. 8<sup>th</sup> Annual Conference on World Wide Web Applications, Bloemfontein, 6-8 September 2006.
29. Z. BARNARD & C. RENSLEIGH, Reporting Preliminary Results of a University Of Johannesburg (UJ) Alumni Online Community Needs Analysis for Relationship Management of Alumni. *Southern African Institute for Management Scientists (SAIMS) Annual Conference*, 13-15 September 2006.
30. E. BURGER & C. RENSLEIGH, Investigating E-mail Overload as Part of Information Overload in the South African Banking Industry. 8<sup>th</sup> Annual Conference on World Wide Web Applications, Bloemfontein, 6-8 September 2006.
31. C. RENSLEIGH, Extending Collaboration: Disseminating Information using Posters

Presentations. *7<sup>th</sup> Annual IUGSA Conference*, Pretoria, 9-10 Nov 2006.

32. P. LAUGHTON & C. RENSLEIGH, Exposure to Online Pornography at the University of Johannesburg: Second Phase Empirical Results. *The 3rd International Conference on technology, Knowledge & Society*, Cambridge University, Cambridge, 9-12 January 2007.
33. Z. BARNARD & C. RENSLEIGH, Online Community Portals for Higher Education Alumni: Second phase qualitative empirical results. *9<sup>th</sup> Annual Conference on World Wide Web Applications*, Johannesburg, 5-7 September 2007.
34. C. RENSLEIGH, Managing the Information Needs of Alumni for Enhanced Networking. *2<sup>nd</sup> Annual Conference of the South African Alumni Consortium*, 1-2 August 2007, (Invited Paper).
35. Z. BARNARD & C. RENSLEIGH, GradNet: A Networking Portal for Graduates. *9<sup>th</sup> Annual Conference on World Wide Web Applications*, Johannesburg, 5-7 September 2007, (Invited Paper).
36. C. RENSLEIGH, Information Dissemination: Paper vs. Posters Presentations. *8<sup>th</sup> Annual IUGSA Conference*, Pretoria, 15-16 Nov 2007.
37. Z. BARNARD & C. RENSLEIGH, Online Community Portals Supporting CRM: The Gradnet Case Study. *IADIS International Conference Web Based Communities*, Netherlands, 22-27 July 2008.
38. H.J. CHEN. & C. RENSLEIGH, Web Portals for the Improved use of Digital Information Resources in South African Small Businesses, *10<sup>th</sup> Annual Conference on WWW Applications*, Cape Town, 3-5 Sept 2008.
39. L. ADRIAANSE. & C. RENSLEIGH, Google Scholar - the Free Citation Source Compared to the Fee-Based Citation Resources Web of Science and Scopus: Substitute or Complement?, *10<sup>th</sup> Annual Conference on WWW Applications*, Cape Town, 3-5 Sept 2008.
40. C. RENSLEIGH. & Z. BARNARD, Online Community Portals for Enhances alumni Networking. *Proceedings of the 5<sup>th</sup> Biennial DISSAnet International Conference*, Pretoria, 4-6 March 2009.
41. C. RENSLEIGH. & F. NAUDE, Impact of the Web on Citation and Information-Seeking Behaviour of Academics. *Proceedings of the 5<sup>th</sup> Biennial DISSAnet International Conference*, Pretoria, 4-6 March 2009.
42. C. RENSLEIGH. & E. BURGER, Information Overload in the South African Banking Sector: with Specific Reference to E-mail Overload. *Proceedings of the 5<sup>th</sup> Biennial DISSAnet International Conference*, Pretoria, 4-6 March 2009.
43. C. RENSLEIGH. & A. REDLINGHUIS, Information protection when using Internet banking services and products. *Proceedings of the 12<sup>th</sup> Annual Conference on WWW Applications*,

Durban, 21-23 Sept 2010.

44. J. ARTHUR. & C. RENSLEIGH, Web and Intranet Technologies in the church environment. *12<sup>th</sup> Annual Conference on WWW Applications*, Durban, 21-23 Sept 2010.
45. L. ADRIANSE. & C. RENSLEIGH, Web-based Macro Evaluation Criteria for Citation Resources from an Environmental Sciences Perspective. *12<sup>th</sup> Annual Conference on WWW Applications*, Durban, 21-23 Sept 2010.
46. L. ADRIANSE. & C. RENSLEIGH, Web-based Micro Evaluation Criteria for Citation Resources from an Environmental Sciences Perspective. *Proceedings of the 12<sup>th</sup> Annual Conference on WWW Applications*, Durban, 21-23 Sept 2010.
47. K.J. BWALYA., T. DU PLESSIS. & C. RENSLEIGH, Consolidating the Law of Supply and Demand in E-Government Implementation: Case of Botswana. *Proceedings of the 6<sup>th</sup> International Conference on e-Government*, Cape Town, 30 Sept - 1 Oct 2010.
48. H-J. CHEN. & C. RENSLEIGH, Online community portals as information resource conduit for small retail businesses. *Proceedings of the 12<sup>th</sup> Annual Conference on WWW Applications*, Durban, 21-23 Sept 2010.
49. K.J. BWALYA., T. DU PLESSIS. & C. RENSLEIGH, E-Government adoption and synthesis in Zambia: the fundamentals. *Proceedings of the 10<sup>th</sup> Annual Information and Knowledge Management Conference*, Johannesburg, 22-23 June 2011.
50. K.J. BWALYA., T. DU PLESSIS. & C. RENSLEIGH, E-Government and Governance: Contemporary understanding, *Proceedings of the 10<sup>th</sup> Annual Information and Knowledge Management Conference*, Johannesburg, 22-23 June 2011.
51. A. POTGIETER., T.I. DUBE. & C. RENSLEIGH, The perception of Knowledge Management in a Research and Development facility. *Proceedings of the 8<sup>th</sup> Annual International Conference on Knowledge Management*, Johannesburg, 4-6 September 2012.
52. J. ARTHUR. & C. RENSLEIGH, Augmenting information dissemination in the small church environment via the Web and related technologies. *Proceedings of the 14<sup>th</sup> Annual Conference on WWW Applications*, Durban, 7-9 November 2012.
53. J. ARTHUR. & C. RENSLEIGH, Internet and Web: The impact on the small church environment. *Proceedings of the 13<sup>th</sup> Annual Information and Knowledge Management conference*, Johannesburg, 2 December 2013.
54. L. ADRIAANSE & C. RENSLEIGH, E-visibility to enhance knowledge sharing. *Proceedings of the 5<sup>th</sup> International Africa Research Group*, Mauritius, 29-31 July 2017.
55. L. ADRIAANSE & C. RENSLEIGH, ResearchGate: Investigating Altmetric and Bibliometric Relationships for Environmental Science Researchers at Unisa. *Proceedings of the 2018 International Conference on Multidisciplinary Research*, Mauritius, 22-23 June 2018.



56. L. ADRIAANSE & C. RENSLEIGH, Research e-visibility: Using Academia.edu for knowledge sharing. *Proceedings of the 15th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning*, Western Cape, 29-30 November 2018.

### Publications in Peer-Review Journals

1. RENSLEIGH, C. & OLIVIER, M.S. A Computerised-Consultation Service for the Computerisation of the very small Small-Business. *South African Computer Journal*, pp.25-35, 1997.
2. RENSLEIGH, C. Controlling Internet abuse through effective content filtering: a higher education implementation. *South African Journal of Information Management* 4(4), 2002.
3. NIEMAND, C.J.P. & RENSLEIGH, C. Convergence of on-line community technologies: Internet relay chat (IRC) and peer-to-peer (P2P) file sharing. *South African Journal of Information Management* 5(3), 2003.
4. NORTJE, H. & VAN BRAKEL, P.A. & RENSLEIGH, C. Information environment of teleworkers in South Africa. *South African Journal of Information Management* 6(1), 2004.
5. RENSLEIGH, C. & DE BEER, C. Streamlining the integration between INNOPAC's Electronic Course Reserves and WebCT. *South African Journal of Information Management* 6(3), 2004.
6. NIEMAND, C.J.P. & RENSLEIGH, C. A Study of the RAU Information Science Students' Utilisation of Peer-to-Peer File Sharing Systems. *South African Journal of Information Management* 6(4), 2004.
7. LAUGHTON, P. & RENSLEIGH, C. 2004. Controlling Access to Online Pornography: A Review. *South African Journal of Information Management* 6(4), 2004 (Student Work).
8. BARNARD, Z. & RENSLEIGH, C. & NIEMANN, I. Investigating ICTs for Relationship Marketing targeting Alumni of the University of Johannesburg. *International Journal of Technology, Knowledge and Society*. Vol(1), 2005.
9. BARNARD, Z. & RENSLEIGH, C. Investigating ICTs for Information Dissemination to Alumni of the Newly Merged University of Johannesburg. *South African Journal of Information Management* 8(2), 2006.
10. LAUGHTON, P. & RENSLEIGH, C. Exposure to Online Pornography at the University of Johannesburg: Second Phase Empirical Results. *The International Journal of Technology, Knowledge and Society* 3(4), 37-44, 2007.
11. BURGER, E. & RENSLEIGH, C. Investigating e-mail overload as part of information overload in

- the South African banking industry. *South African Journal of Information Management* 9(3), 2007.
12. LAUGHTON, P. & RENSLEIGH, C. Investigating Online Pornography at the University of Johannesburg. *South African Journal of Information Management* 9(4), 2007.
  13. BARNARD, Z. & RENSLEIGH, C. Investigating Online Community Portals for Enhanced Alumni Networking: A Case Study of the University of Johannesburg Alumni. *Electronic Library* 26(1), 433-445, 2008.
  14. CHEN, H-J. & RENSLEIGH, C. Study of South African small retail businesses' utilisation of information resources. *South African Journal of Information Management* 11(3), 2009.
  15. NAUDE, F., RENSLEIGH, C. & DU TOIT, A.S.A. Using the open Web as an information resource and scholarly Web search engines as retrieval tools for academic and research purposes. *South African Journal of Information Management* 12(1), 2010.
  16. REDLINGHUIS, A. & RENSLEIGH, C. Customer perceptions on Internet banking information protection. *South African Journal of Information Management* 12(1), 2010.
  17. ADRIAANSE, L. & RENSLEIGH, C. Comparing Web of Science, Scopus and Google Scholar from an Environmental Sciences perspective. *South African Journal of Libraries and Information Science* 77(2). 2011.
  18. BWALYA, K.J., DU PLESSIS, T. & RENSLEIGH, C. Multi-dimensional factors impacting on e-Government adoption in Botswana, Mozambique and Malawi. *International Journal of E-Adoption* 3(1). 2011.
  19. BWALYA, K.J., DU PLESSIS, T. & RENSLEIGH, C. E-Government awareness and development in Zambia: challenges and opportunities for inclusiveness. *Mousaion* 30(2):78-93. 2012.
  20. BWALYA, K.J., DU PLESSIS, T. & RENSLEIGH, C. E-Government implementation in Zambia - prospects. *Transforming Government: People, Process and Policy* 8(1):1-27. 2013.
  21. POTGIETER, A., DUBE, T. & RENSLEIGH, C. Knowledge management awareness in a research and development facility: Investigating employee perceptions. *SA Journal of Information Management* 15(1). 2013.
  22. ADRIAANSE, L. & RENSLEIGH, C. Web of Science, Scopus and Google Scholar: A content comprehensiveness comparison. *The Electronic Library* 31(6):727-744. 2013.
  23. ARTHUR, J. & RENSLEIGH, C. The use of Online Technologies in the small church. *SA Journal of Information Management* 17(1). 2015.
  24. BARNARD, Z. & RENSLEIGH, C. From conceptualisation to commercialisation: The Gradnet story. *SA Journal of Information Management* 17(1). 2015.
  25. ADRIAANSE, L. & RENSLEIGH, C. E-visibility of environmental science researchers at the University of South Africa. *South African Journal of Libraries and Information Science* 83(2). 2017.