UWC LIBRARY
empowering through knowledge

LIBRARY
ANNUAL REPORT
UNIVERSITY OF THE WESTERN CAPE

2019

empowering through knowledge

01

OUR STRATEGIC FOCUS

02

PEOPLE AND PROFESSIONAL DEVELOPMENT

OUR VISION, MISSION, GOALS AND VALUES

VISION:

A strategic partner recognised for our excellence in innovative and relevant library services.

MISSION:

To enrich the learning, teaching and research experience by providing relevant resources and expertise to enable academic success and enhance UWC's standing.

GOALS:

The strategic goals of embedding the Library services in Teaching, Learning and Research centres around:

» Having the right capabilities to deliver the vision of excellence and innovation for relevance;

» Leverage best-practice technologies to facilitate innovative learning, teaching and research experiences;

» Collaborate internally and externally to benchmark, advocate and assess relevant needs and practices; and

» Offering physical and virtual spaces that promote a flexible learning environment.

VALUES:

Professionalism

» We shall resonate professionalism by being punctual, appropriately dressed, display competence and delivering quality results
» Build & contribute towards a positive work environment by being responsive, consultative and committed
» We remain disciplined, productive and open to new challenges
» Demonstrate a positive attitude and challenge ourselves to step outside of our comfort zone

Integrity

» Drive a team climate of trust, honesty, unity and loyalty
» Commit to meet deadlines & being reliable in our duties
» Take responsibility for our actions

Respect

» We will foster sound communication by being open minded, listening actively and acknowledging diversity
» Support each other with respect and align towards achieving team goals

Sustained UWC Core information resources.

HDI funding enabled the library to sustain all of the core information databases to support learning, teaching and research output in the university in 2019. Potential big databases cancellations were averted due to HDI funding.

THE HIGHLIGHTS OF 2019

Webpage Re-design:

The library webpage took a new exciting look in 2019 with enhanced web-support for a digital library service to meet student expectations/needs and timeous access to quality academic information.
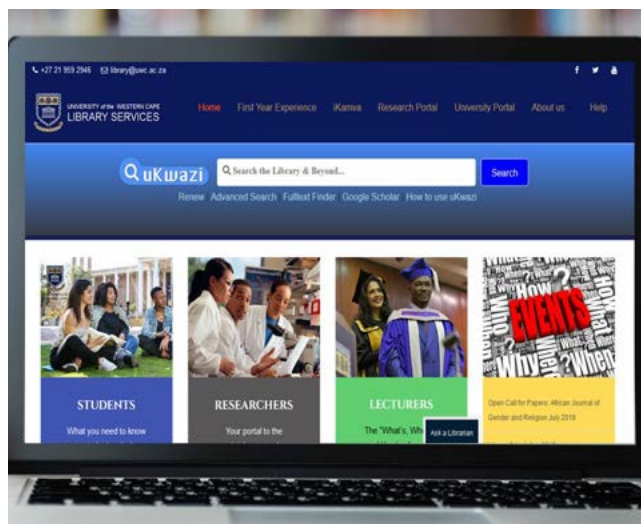
DVC Research Awards and Recognition Evening

DVC Research and Innovation Evening was held on Thursday 22 August 2019, at the Cape Town Marriott Hotel Crystal Towers – The Library acknowledged Ms Pelisa Vanda (Faculty Librarian: Economic and Management Sciences), for the best librarian who has supported the faculty and the institution towards research excellence in 2019. Ms. Grace Van Niekerk (Faculty Librarian: Law) was the runner up.

IFLA

Dr Shirlene Neerputh and Mr Anwa Adriaanse attended the annual conference of the International Federation of Library Associations (IFLA), hosted from the 24th - 30th August 2019 in Athens, Greece. The conference theme was **Libraries: dialogue for change**.

Research Support Services boosted the Library Institutional Repository(IR) Uploads:

The significant jump in records uploaded to the Economics Management Science (EMS) and LAW Faculties IR was due to a cooperative project between the Library and PLAAS as well as the Dullah Omar institute. Personnel were trained by the Library Scholarly Communications Manager. The institutes have subsequently appointed staff to manage their repository collections with library support.

The Digital Humanities Conference: Mr Mark Snyders (Digital Scholarship) and Ms Thozama Bici (Arts Librarian), presented a paper at an international Digital Humanities Conference at the University of Pretoria in March 2019. The paper discussed the role that librarians play in supporting and participating in Digital Humanities research projects.

E-Research Partnerships: A series of Carpentry training workshops, which included representatives from the library, were hosted by the E-Research Director. The workshops were well attended by colleagues and researchers from all the regional universities.

INTERNATIONAL OPEN ACCESS SCHOLARLY PUBLISHING

Mr Alfred Nqotole attended the OPEN ACCESS SCHOLARLY PUBLISHING Conference held from the 24 to 27 September 2019 at The Royal Danish Library in Copenhagen, Denmark. The conference was of value to the research support portfolio as it afforded an international opportunity for current trends and practices of policies and guidelines to advocate open science publishing in universities.

UWC Library scoops LIASA HELIG Branch Award 2019

Mrs Shehaamah Mohamed entered the annual LIASA competition by submitting a poster about her work with literacies. She won the 2019 HELIG LIASA Western Cape Branch award for academic libraries as recognition for the efforts conducted by UWC Library.
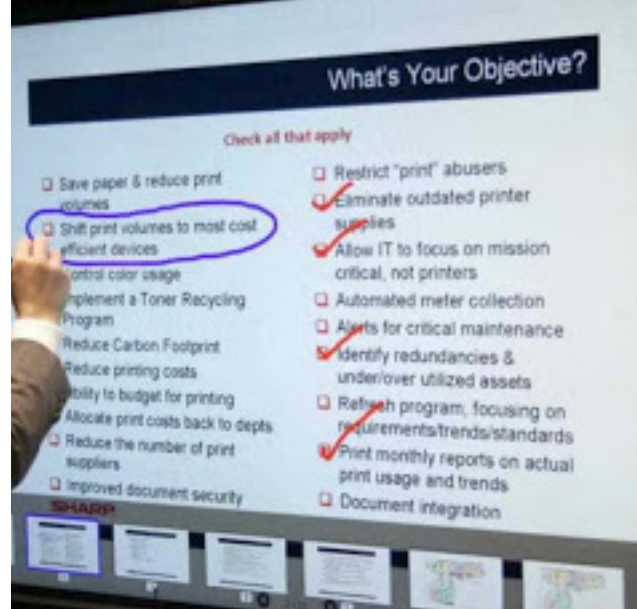
Programme Co-ordinator: César Salinero; Shirlene Neerputh and Carmen de Miguel

International Staff Mobility:

Dr Shirlene Neerputh was awarded the UWC Erasmus+KA 107 Staff Mobility to the University of Valladolid 24-29 June 2019.

Training lab upgraded

Thintana training lab on level 6 of the Knowledge Commons was upgraded with an interactive white board. The level 9 training room received new pc's.

SALI TRUST

Dr Shirlene Neerputh as Co-ordinator received the SALI Trust Grant of R30 000 to manage the CHELSA - State of Academic Libraries in South Africa Project.

Staff year end function

Library staff took time out together for their year end function at Karmanel in Joostenbergvlakte on 29 November 2019.

New Air-conditioning Unit installed

The Library received a new central air chiller installed in the rooftop which grossly improved the airflow for a conducive learning environment.
Acknowledgements to the Technical and Infrastructure department.

Community Engagements

Community engagements: The library team assisted in Mandela Day by knitting colourful blankets for the Old Age Home and also donated food and books.

Marketing and Library profiling

Library profile - 2020 events organised by the Marketing team (spearheaded by Ms Allison Fullard, Mr Errol Solomon, Ms Asanda Mdayi and Mr Duane Bowers) such as *Raise your voice for Human Rights*, *Books and Reading Love-in Campaign, FYSE initiative* as well as input into the new library webpage contributed substantially to uplift the value of UWC Library services.

FYSE award

The University of the Western Cape Library Services vision is to be student centred in our endeavour to strengthen the student experience and learning in the university. The Library responded to the South African National Resource Centre for the First Year Experience Month celebrated in May 2019, by the use of video technology to showcase student success.

The Library organised a series of video presentations, focused on exam or study tips by some of the university's top achievers. The Library took the initiative to personally invite the Dean's Merit Awardees per faculty to talk about their exam and study tips, which could potentially benefit other students and instil confidence.

The video footage centred around a short Introduction of "Meet the students"; What worked for each of them?; What motivates them?; What techniques helped to improve their memory of subject content? ; What special practices did they follow on exam day? Acknowledgments to the 7 awardees, who responded to the call and willingly shared their experiences. This video series is available on the UWC library webpage, https://lib.uwc.ac.za/ with great 'view' statistics.

Acknowledgments to the following library staff for their efforts and time devoted to this initiative:
Ms Allison Fullard (Deputy Director); Mr Errol Solomon; Ms Shehaama Mohammed, Mr Dwane Bowers; Ms Asanda Mdayi.

INTRO

SOUTH AFRICAN PUBLIC HIGHER EDUCATIONAL INSTITUTIONS FACED A PLETHORA OF CHALLENGES IN 2019. ISSUES OF STUDENT ACCESS AND GOVERNANCE, INSTITUTIONAL FUNDING AND BUDGET CONSTRAINTS, STUDENT PROTESTS AND ACADEMIC DISRUPTIONS, DECOLONIZATION OF THE CURRICULA, OPEN ACCESS TO RESOURCES AND FLIPPING OF THE JOURNALS, CHANGES IN RESEARCH POLICY, ETHICS AND IMPACT, WATER AND ELECTRICAL POWER CUTS PLAGUED HIGHER EDUCATIONAL INSTITUTIONS.

Despite these challenges, universities continued delivering on their performance plan, with academic libraries bravely soldiering on to enhance learning, teaching and research.

National government funding of academic institutions has not kept pace with the demand for access to higher education, evidenced by increasing and recurring student protests against fees, annual increases in the cost of studying, student debt and a severe shortage of student accommodation, among a litany of other student grievances. For these and a variety of other macro and micro-economic reasons, the budget allocations to academic libraries remain constrained and the challenges to maintain access to information resources continue without reprieve.

The Library shifted towards a digital strategy in close alignment to the research intensive university focus, in favour of core electronic books and journals. The strategy

DUCTION

attempts to develop a sustainable UWC resource collection in the long term.

Library Staff realignment project towards transforming the role of the Library in becoming an active partner for effectively contributing to the UWC vision and mission and IOP, concluded late December 2019. Library management and team acknowledge: Human Resources Department, in particular Mr Mafata, Labour Relations and the Unions, DVC: Research and Innovation. Gratitude to the current dedicated Library Management and Staff complement in the effective change management process that they patiently endured.

In light of decolonisation of the South African higher education curricula and academic preparedness for 21st century graduate attributes, the library has a vital

and more than ever before, an embedded role to play in curricula and research advocating for critical citizenry.

The changing landscape of Research and innovation, also thrusts upon the Library a key and critical role to make research open, collaborative and ensure impact in society.

This report captures the key performance indicators of the Library Services Business Plan in contributing to the Student Experience; Learning and Teaching and the Research and Innovation endeavours at the University of the Western Cape (UWC) in 2019.

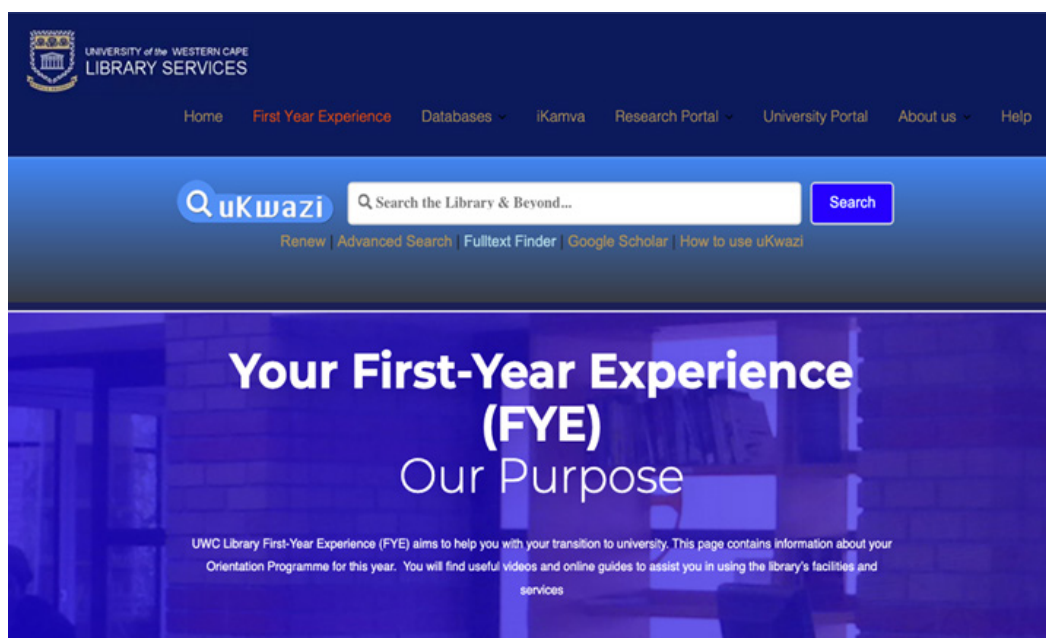# OUR STRATEGIC FOCUS

THE STUDENT EXPERIENCE

First Year Experience (FYE)

The Library dedicated considerable time preparing materials and resources that sets up the first years for productive academic study. The Orientation week programme entailed flyers, brochures, booklets and videos designed with enhancing student success in UWC.

The Library's Annual Orientation programme reached 2958 students, roughly 70% of the total number of new students.

Phase 1 of Library Orientation incorporates a video overview of library services and facilities as well as a physical tour with peer facilitators.

Phase 2 uKwazi Training sessions were conducted from February until March twice-daily. Lucky draw prizes were offered weekly. The total number of attendees was below 200 for the period. One lecturer allocated a mark for this training.

The highlight for FYE in 2019 was the production of a series of 4 videos in which top achieving UWC students shared their study and exam tips. The videos have been viewed more than a thousand times and this project succeeded in raising the Library's contribution to campus-wide FYE efforts. Thus, UWC won a digital badge in a national FYE competition. The small Marketing team worked well to coordinate efforts in communicating with faculty officers, volunteering students, and in post-production editing.

An innovative idea which contribute to student success arose from negative feedback about the difficulty of locating databases within the new library website. The Databases by Discipline webpage was produced to aid effective learning and teaching.
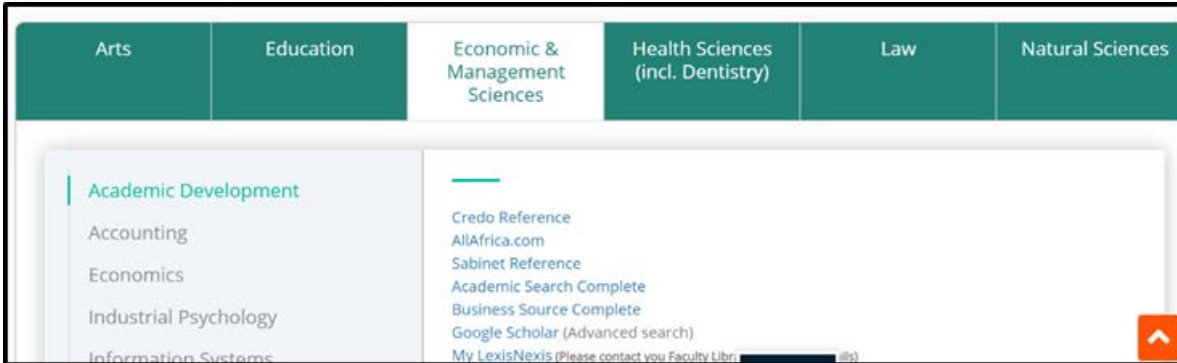
Dr Shirlene Neerputh - Chairperson: LIASA Higher Education Libraries Interest Group (HELIG) hosted a professional development workshop at the FYE –South African National Resources Workshop held on 22 May 2019 in Durban.

Focusing on the Role of the Library: How Academic Libraries Can Enrich the First-Year Experience (FYE) in South Africa in the Context of the Fourth Industrial Revolution.

Abstract:

This workshop speaks to the changing role of the academic library in the context of the 4th industrial revolution, the implications for South Africa's universities and how they can accordingly promote academic learning for students through the library. It explores the various opportunities for stronger collaboration with different university stakeholders to provide for a focused and holistic development of the millennial student. Particular reference is made to such key stakeholders as faculties, teaching and learning centres, health and counselling departments including that of specialised HIV Aids centres, writing centres, international offices, student residences etc. Such key stakeholders interface strongly with students and provide an ideal platform to advance student-related interactions and relationships with the library. Within an interactive instructional framework, this workshop will outline and discuss the most effective library strategies to promote the First-Year Experience. Participants will be encouraged to think through the insights offered in relation to their own specific FYE programmes. The workshop will add value in ensuring a seamless, interactive partnership plan is designed for universities in the digital age.

Another noteworthy and innovative FYE project was initiated by **Ms Thozama Bici, Arts Faculty Librarian**. Noting that students struggle with unfamiliar academic jargon, she worked on producing an English-Xhosa glossary entitled: Creating a glossary of information literacy terms for first year students in the Faculty of Arts which was presented at the Library and Information Conference (LIASA) held in Durban.

Abstract:

Librarians at the University of the Western Cape work closely with faculties to support teaching and learning. Each faculty librarian is assigned duties for multiple departments, such as information literacy, reference, liaison and engagement, research support and digital scholarship, and collection development. For the past four years, the author has been working at the University of the Western Cape Library, teaching information literacy to undergraduate and post graduate students. The author observed that students who are coming from disadvantaged schools without libraries, do not understand the concepts that are used during information literacy sessions. The author realized that additional support is needed and created a glossary of terms to enhance student learning for the Faculty of Arts.
This paper will outline how the author came up with the idea of creating the glossary of terms. The paper will also discuss what motivated the author to develop the glossary. Furthermore, it will highlight the challenges and lessons learnt while creating the glossary. Secondary data was collected through a review of literature to understand previous studies on the topic with similar user population. The glossary of terms will be a benefit to all students who are coming from disadvantaged schools, whose first language is not English.

Client Services

Library Client Services consists of the Lending Services, the Reading Room, the hub for students with disabilities, 24/7 services, Work-integrated and the Inter Library Loans Services for the university community. The Short Loans Collection is a high demand closed collection that stocks all prescribed books, recommended library materials and a collection of DVD's. The Library's statistics shows that more than 50% of all print loans, are issued from this collection.

The Reading Room is very popular due to high student demand for access to prescribed current journals, daily newspapers and a "print-and-go" facility located there.

Physically Challenged Persons Facility

The Library offers a universal access dedicated adapted facility for the physically challenged population in the university. The LICT section, in collaboration with Circulation Services, completed the following service-orientated changes to the unit:

- Updated the personalized password on each desktop PC to counter the encroachment from able-bodied students. This was made possible due to a list of registered students that was provided by the Office for students with disabilities (OSWD);
- Upgrading the software to Windows 10;
- Re-imaging of all of the Desktop PCs within the unit.

We continued to collaborate with the Centre for Student Support Services and ICS for the installation of a loop system at the Library entrance area for hearing impaired students. This service consists of a wiring system, microphones and a control box and it would enable hearing impaired person who has a cochlea implant, to make use of this system. This project is still outstanding but the library is hopeful for a solution in 2020.

Circulation of Information Resources

The provision of core Information materials to support the curricula and research needs are offered by the Library to enhance student success.

The ALMA library system is a cloud based system designed to enhance the student experience in access and information retrieval for study and research. A plethora of core resources with specific value in subject and research disciplines are offered by UWC library.

The Library circulation statistics continued to reflect the shift to electronic resources, although users still largely depend on the short loan section to access prescribed materials and recommended readings. The Short loan section accounts for approximately 58.55 % of all the loans and despite the drop in circulation figures, the breakdown has remained the same. The same holds true for the patron status figures where the undergraduate students' loan figures accounts for just over 75% of all loans.

## CIRCULATION STATISTICS – 01/01/2019 – 31/12/2019

SUB-LIBRARY	LOANS	RENEWALS	RETURNS
Institute of Public Health	88	2	78
Dentistry	1531	342	1466
Community Health Services	632	49	630
Main Library	47168	4822	46599
TOTAL	49419	5217	4873

INTER LIBRARY LOANS:

The Inter Library Loans section was relocated from Level 4, to the Reading Room on level 5 to better integrate with Client Services and profiling of the service. The Inter Library Loans section employs one student assistant to assist with the posting of library material, ensuring that the Cape Higher Education Consortia Library Information Networks (CHELiN) deliveries are dispatched.

UWC AS REQUESTER:

Material supplied to UWC

Articles Received; 218
Books Requested; 426
Articles Requested; 372
Books Received; 286
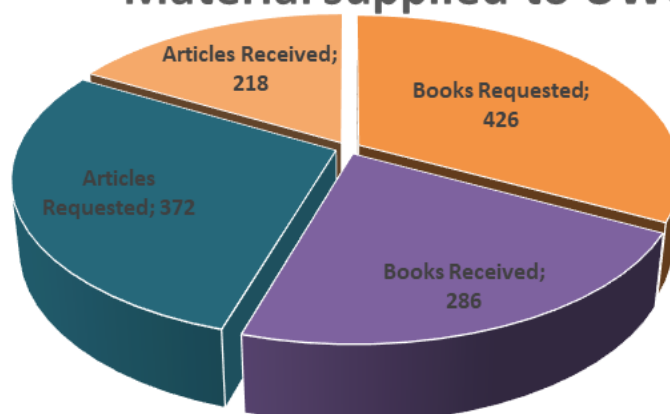
UWC AS BORROWER:

Material supplied by UWC

Articles Supplied; 289
Books Requested; 572
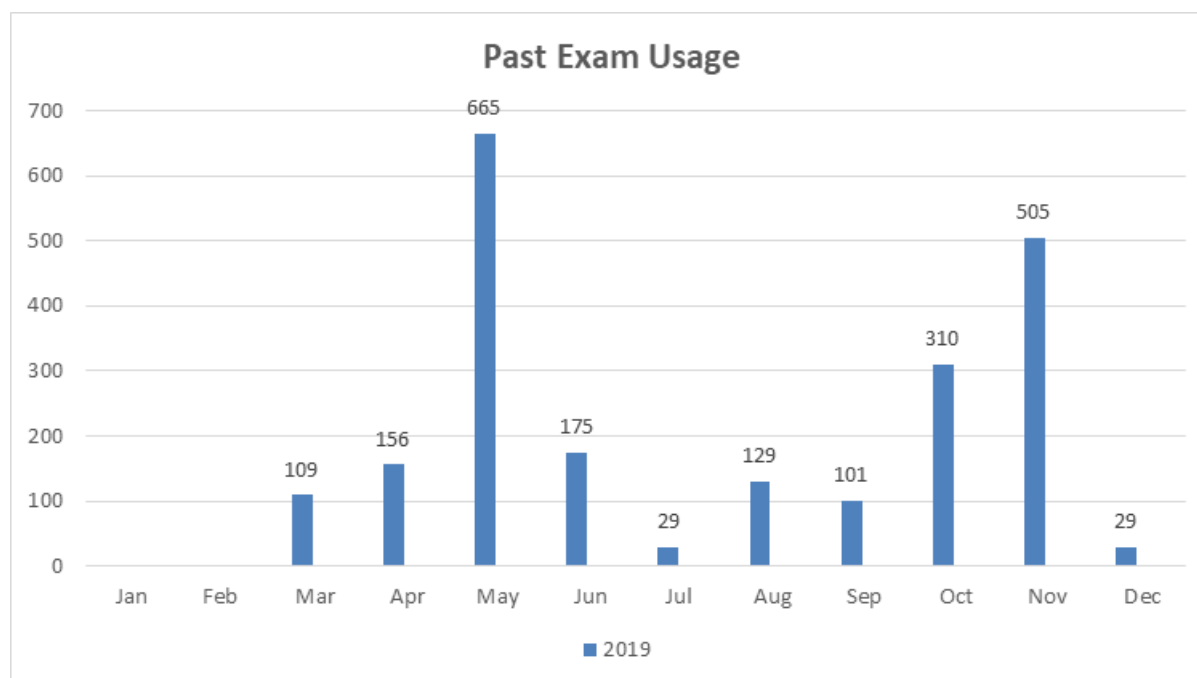Books Supplied; 309
Articles Requested; 1087
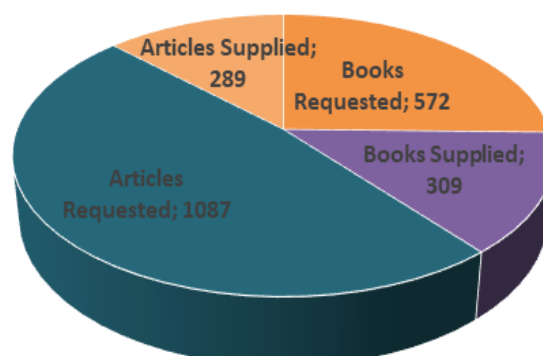
■ Books Requested   ■ Books Supplied   ■ Articles Requested   ■ Articles Supplied ■

Exam Papers

The Library hosts the Exam paper repository for student access and retrieval on the Library Webpage in collaboration with the Registrar's unit and Faculty.

The following statistics depict the Exam Paper usage with the highest downloads done in May ahead of examination schedules.

Past Exam Usage

Month	2019
Jan	
Feb	
Mar	109
Apr	156
May	665
Jun	175
Jul	29
Aug	129
Sep	101
Oct	310
Nov	505
Dec	29

LIBRARY AS A SPACE:

Air-Conditioning

Improved airflow was highly appreciated by our users, although there are a number of concerns with regard to how freezing the library is in the evenings.
The Post Graduate Resource facility in general was a challenge because of too high chilled air flow. This was however significantly improved, acknowledgments to Technical and Infrastructure services.

Libguides (online guide to core information resources)

The LibGuides are carefully prepared by Faculty Librarians who provide the core information resources and links for enhancing student access and success. These are regarded as a pathfinder when the faculty librarian is not available and easily available on the library webpage.

Library 24/7 Study Hall

The project to refurbish the library study hall which was planned in 2018, started an implementation phase in 2019. The inaccessibility of the Study Hall, during refurbishment, prompted Library management to open the library foyer area on a 24/7 basis for the duration of the project, providing an alternative for 24/7 student use of a secure and comfortable space in the interim.

The contractor completed the building alterations by end-May 2019. Delays continued to plague the refurbishment project to the extent where 24/7 library services had to be offered in the Main Library for the end-of-year examinations as well. However, security features: access control measures, security cameras and a security monitor which ensure student safety remained unfinished at the end of 2019.

24/7 Library Services

The continued delays in completion and opening of the library study hall resulted in this new facility not being available in time, to support students preparing for May/June or Oct/Nov 2019 exams. The Library therefore provided 24/7 library services during these periods. Services were provided for the duration of the exam periods, excluding supplementary exams. As per previous 24/7 service periods, from the start of the supplementary exams, opening hours were scaled back to normal operating hours [i.e. midnight] during the week while extended hours were provided on Saturdays and Sundays.

Work Study Programme

The Library upholds the principle of employing students studying at the UWC Library School to enrich both the student experience and the Library profession generally. The Client Services' team is supplemented by a core of over 50 student assistants. The programme offers good value to the workplace training and professional development, also offering some financial assistance for tuition and residential costs.
The proposals for the Work Study Programme approved for enhancing client services are: Main Library (General), Knowledge Commons and Post Graduate Resources Facility and the 24/7 Library Services.

UWC also hosted Ms Nonkoliso Dlamini, a final year Library and Information Science student from the Durban University of Technology Library and Information Department for the integrated learning programme, from 24 June to 16 August 2019. Ms Dlamini was exposed to all areas of the library learning, teaching, research and student cantered library services and workflows.

Books and Reading Love-In

This campaign aimed at injecting fresh life into the student recreational reading collection and to spread the joys of reading. The Library invited the campus community to share their best-loved book of all time or a recent exciting read.
Respondents filled in a survey indicating what was special about the book and whether they would be prepared to speak about the book at an event. We were pleased to receive 182 survey responses with enthusiastic endorsements of good books.

Over 90 student-selected titles to the Recreational reading collection were added due to this event.

Raise your Voice for Human Rights

This event involved the student voice on the vital issues to commemorate Human Rights Day, a powerful day in South African history. The Library invited students to submit original or creative ideas in which they defended a specific human right. The Library foyer and all level ramps were packed with deep interest on the issues and activities of the participants and the BonFire Dance theatre company.

There were ten individual "acts" representing poetry, story, song, and a poster. To bring pizzazz to the event, the Library hired the Bonfire Theatre Freestyle Company to improvise on the human right that had been highlighted by each student. The audience grew as students could hear the creative sounds emanating from the Atrium. It was a very successful event

The Marketing team was responsible for the Library's representation at UWC Open Day. The university attracted a bumper turnout, with massive queues in the library foyer to view the library prepared video. 1000 Open Day cloth bags emblazed with the Library logo were handed out.

LEARNING AND TEACHING

"It is imperative to claim that the future of academic librarianship depends on our collective ability to integrate services and practices into the teaching and learning process." Shank, J.D. & Bell, S. (2011).

Shank and Bell envision librarians who fully participate as "facilitators, navigators and teachers" in the work of educational institutions. The quote combines several elements that underpin the UWC library vision and mission.

COLLECTIVE

refers to the combined efforts of all sections of the library to contribute to the overall student experience. This implies that there is good communication and synergy towards this shared goal.

[Staff Re-alignment Project at UWC]

ABILITY

The word "ability" references an important library strategic goal which is to build capacity to deliver the library vision.

[Library Management and Team]

INTEGRATE

This verb reflects the overriding goal of academic libraries – that of partnering and collaborating in the university projects of learning and teaching in order to demonstrate the relevance and value of the library's services and expertise.

[UWC Library Strategic Plan – aligned to the IOP 2020]

These three elements (collective/ability/integration) represented important strategic drivers for 2019 in transforming the role and value of the Library in a digital university.

- **COLLECTIVE**: The primary intention of the realignment project was to introduce better synergy and to assign staffing resources needed for key functions. The new order provides more freedom to pursue the library's goals more effectively.

The new reporting structure came into force end of July. This was a relief since all staff had long been aware of the impending changes. Trust and mutual support and learning builds the foundation for our collective goals, since there are fewer faculty librarians in the new structure. The change in the size and nature of the Faculty librarian team required a significant shift in oversight, coordination and management.

- **ABILITY**: Library management conducted Performance Development System (PDS) planning sessions during October and November, arising from the staff realignment process. These will inform the Library's skills audit plans for 2020.

- **INTEGRATION**: nurturing of teaching and learning partnerships is still in infancy stages, but is a very strong focus of the Snr Librarian: Information Literacy. Faculty

had commented positively on the scholarly approach that the library adopted.

The collaboration of the Training Librarian and the CHS Librarian, with Dr. S. Bharuthram commenced in 2018 when they piloted a team-teaching approach for English for Educational Development modules, within several CHS faculty departments. In 2019 they worked on the fourth iteration of this. In line with the scholarship of teaching and learning, the group has refined and improved the method of co-teaching with each iteration. Their work was presented at the Academic Literacies Colloquium at UWC in May.

All Faculty Librarians collaborate with academics in the following ways:

- Serve on Teaching & Learning Committee meetings;
- Meetings with academics regarding planning of Library Information Literacy training and content;
- Visits to academics in the Faculty/ departments;
- Conduct Research support Services and engage in capacity development programmes for academics and students;
- Engage on curricula and co-curricular needs;
- Engage in marketing the resources and services of the library;
- Provide Reference services.

Fareed Davids
Faculty Librarian Dentistry

The Faculty Librarian, for Dentistry partnered with academics in offering information literacy teaching class. The Faculty Librarian shares the successful story of the Nursing Foundation and first year classes below:

"Mrs. Cornelisson and I met to discuss assignment topics/tasks to prepare for training sessions. I prepared training according to assignment/tasks given and included the IL thresholds concept when I conducted the training. The training focused on the introduction of the library website; basic search skills and referencing. uKwazi (library catalogue) was used as the main search engine to find information in the library. Also, very important was to find information in different types of information sources for their assignment/case studies."

Karen Cook
Faculty Librarian Community Health Sciences

The Faculty Library for CHS, articulated the benefit of the Branch Library which offers greater collaborative planning for the librarian's training, evidenced in the above excerpt.

Close collaboration is also evidenced in the planning for a shared research module for several CHS departments:

"I was invited to conduct training on Literature Searching & Referencing at the Shared Research Module Workshop on 20th June. The library literature searching and referencing module were slotted in with the Literature Review module. I participated in the program committee meeting in preparation with this shared research module and met with Dr. G. Fielies (IPE) Planning Literature Search session. The faculty librarian co-presented the Literature Search aspect of Literature Review with Dr. Gerard Fielies, Inter-Professional Unit."

The Library's strategy for achieving stronger partnerships was to have the Snr Librarian: IL participate in the monthly meetings for Deputy Deans: Learning and teaching and the Faculty Learning and Teaching Specialists. Each month the library features as an agenda item which strengthens the library's offer to faculty teaching and learning.

Good relationships were fostered with the Teaching and Learning Specialists in Natural Sciences, Dentistry and EMS.

Two distinctive ways that the Library can work with lecturers:

1. To incorporate disciplinary information and knowledge practices in learning assessments.
2. The second involves even closer understanding of the tacit disciplinary thinking processes that have become automatic for the expert lecturer.

> Embedding literacies in learning assessments to develop and enhance disciplinary information and knowledge

> Decoding the bottlenecks through rethinking pedagogical practices

The Snr Librarian can assist in identifying specific obstacles that deter learners from progressing. The onus is upon the Deputy Deans and Teaching and Learning Specialists to take up opportunities for greater collaboration with the librarians.

TEAM GOALS

The current status of library efforts in light of rapid and dynamic changes both within the information ecology and within higher education teaching and learning was unpacked to effect the new role of the Library's educational mission to achieve the university objectives.

The strategic plan breakaway session on 24-25 January provided the team an opportunity to assign specific objectives for 2019:

OBJEC

Review the Information Literacy process to ensure fitness for purpose

The Deputy Director prepared a briefing paper on the status of information literacy at UWC in August 2018 ("Indaba on Information Literacy and Learning and Teaching"). The document took stock of what the Library had tried to do to advocate for information literacy within the institution in the past and reset the library information literacy embed process to new educational mission focus.

Context of our educational mission

End-goal: contributions towards UWC Graduate Attributes: promote critical thinking and lifelong learning

Partner with faculty to embed IL into curricula

Supporting, tactical goals

Conduct research into disciplinary information practices

Integrate library services and resources into iKamva

Develop capacity: knowledge, skills, relationships
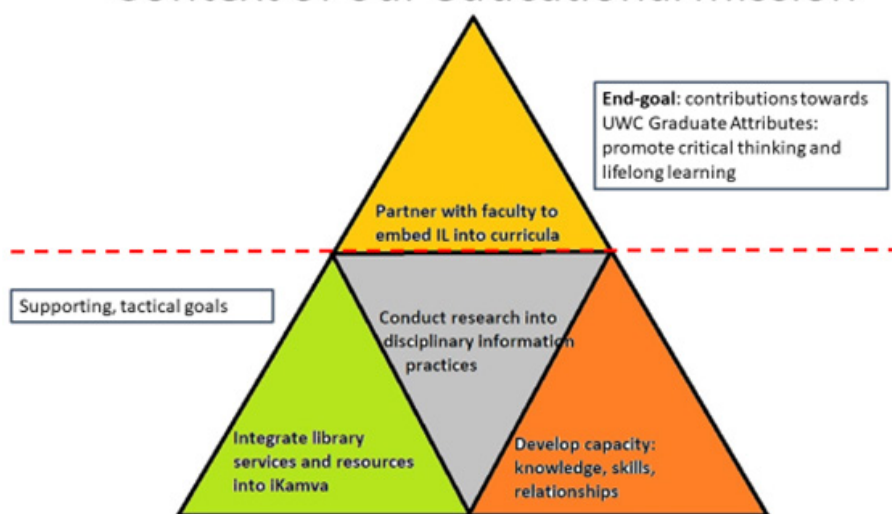
The Snr Librarian: Information Literacy, is already actively working in the orange quadrant, partnering with faculty to embed information literacy into curricula. Bringing the faculty librarian team to this work will involve the green, grey and brown quadrants, which have become team goals.

TIVES

Integrate Library Services and Resources into iKamva
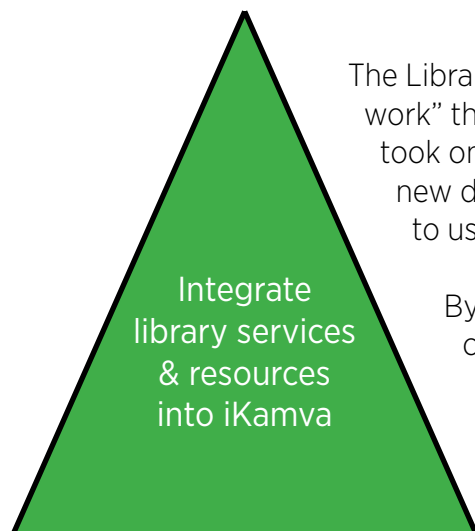
The Library pursued a potent initiative – to produce a series of "units of work" that could be presented in the eLearning platform. The team then took on the challenge to produce online tutorials, which is an entirely new dimension. The aim is that librarians and lecturers might be able to use these as a starting point from which to work.

By mid-April the Deputy Director: Learning and Teaching completed an online course on designing and facilitating online learning. The course was designed for librarians who are teaching credit-bearing online classes. A programme of 9 online tutorials was conceived to represent the three main thrusts of information skills training.

Integrate library services & resources into iKamva

Making the most of your searches

-- Topic analysis

--Sources of information; understanding citations

-- Using Library Databases

--Google and Google Scholar

Evaluation of sources

-- Critical evaluation (credibility; relevance; bias; recency; purpose and target audience)

Using and Creating information

-- Getting to grips with Copyright; Creative Commons; Open Access

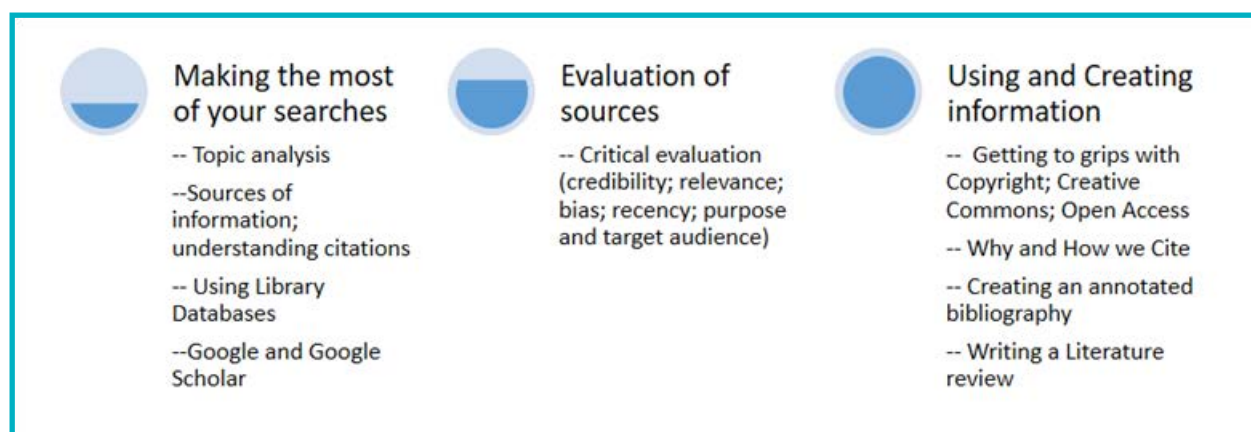-- Why and How we Cite

-- Creating an annotated bibliography

-- Writing a Literature review

Proposed Units of Work

Each librarian was assigned a tutorial and we held a two-day workshop to focus on the principles of instructional design and also conduct an environmental scan so that librarians could appreciate the possibilities and limitations of self-paced library tutorials.

"All Librarians recently underwent training on how to support Faculty teaching and learning by producing units of work which will be embedded in iKamva. This is to help students with various skills. More importantly, this is a clear case of preparing for future roles and building better relations with Faculty, through direct involvement to assist constructively with teaching and learning."

"I attended a two-day workshop on how to create instruction design in an online environment like IKAMVA. It was not an easy task for a person with limited teaching experience, but a good understanding of the process was created. Practice is needed to hone the skills of librarians and we may need to use other people's models as a first attempt then move on to our own. It was very informative, but had a steep learning curve for librarians with no formal teaching or graphic design skills"

The target dates were met in all cases but significant revisions were made to ensure that the material provided a fit for purpose learning opportunity. The following aspects required detailed attention: explicit learning goals, building student motivation, rich content, illustrations, modelling, practice and evaluation. Several tutorials require students to perform tasks in a parallel space, the library is keen to lease software SideCar Learning to perform this function.

Conduct research into disciplinary information practices

Conduct research into disciplinary information practices
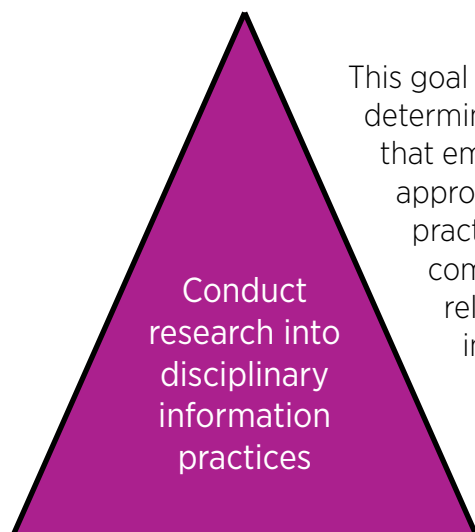
This goal was shaped by a desire to consult with faculties in order to determine fruitful ways of embedding information literacy. We maintain that embedding of information literacy will entail a socio-cultural approach to literacies. This recognises that information literacy practices are governed by powerful norms within disciplinary communities of practice. True embedding rests on strong relationships and good understanding of these disciplinary information behaviours, which was also underlined at the ICIL conference (see below). It was also a key message in the Library's contribution to the "Towards Professionalization of Teaching and Learning" short course (see below).

Develop capacity, knowledge, skills

Develop capacity, knowledge, skills
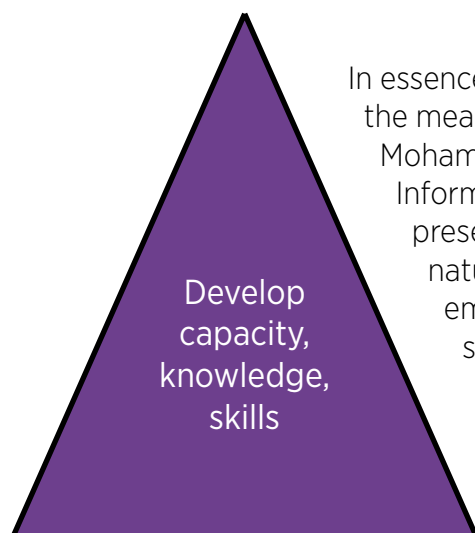
In essence, this entails a deeper and more dynamic appreciation of the meaning and goals of information literacy. In September Ms Mohamed and A. Fullard attended the International Conference on Information Literacy (ICIL) held at the North-west University. Several presentations confirmed our own ideas regarding the expanded nature of information literacy that now accommodates a growing emphasis on digital, media and critical literacies. Another striking message was the importance of ensuring that faculty is involved in integrating knowledge and skills about disciplinary information practices in their own teaching. Several speakers maintained that information literacy does not belong to libraries alone.

The Deputy Director: Learning and Teaching is working with the team of faculty librarians to renew the practice of a bi-monthly reading club intended to enable development of a deeper understanding of the Information Literacy Framework in order to apply it in meaningfully to UWC.

Develop knowledge and skills for Learning and Teaching

Each year the library facilitates a session within the UWC *Towards Professionalization of Learning and Teaching* course for new lecturers. This requires a great deal of reading and preparation to ensure that the Library message aligns with the aims of the programme.

The library collaborated with the Writing Centre to present a session on Graduate Attributes and Academic Literacies. The presentations engaged the lecturers-participants' thinking on how they might intentionally use their disciplinary know-how to enable student's access to knowledge through using academic literacies as forms in meaning making. This entail socialising students into the disciplinary ways of thinking, inquiring, reading, writing, speaking and listening. The Library elaborated on enabling pedagogies such as inquiry based learning and teaching methods that transform classrooms into communities of inquiry in which teacher and student dialogically make sense of important concepts through activities that require students to understand, evaluate, integrate and create information to build their knowledge.

LIBRARIANS' TEACHING ACTIVITIES

INFORMATION LITERACY STATISTICS BY FACULTY

The following charts depict UWC information literacy training statistics. The Faculty of Community Health Services was the highest 94%, followed by Arts and Dentistry (19%); Law (24%); Education (22%) and Science and EMS (6%).

No of Training Sessions

SCI, 6, 3%
ARTS, 19, 9%
LAW, 24, 11%
EMS, 6, 3%
EDUC, 22, 10%
CHS, 94, 45%
DENT, 40, 19%

■ ARTS ■ CHS ■ DENT ■ EDUC ■ EMS ■ LAW ■ SCI

No of Students Taught

394
613
1111
378
1301
1840
585

■ ARTS ■ CHS ■ DENT ■ EDUC ■ EMS ■ LAW ■ SCI
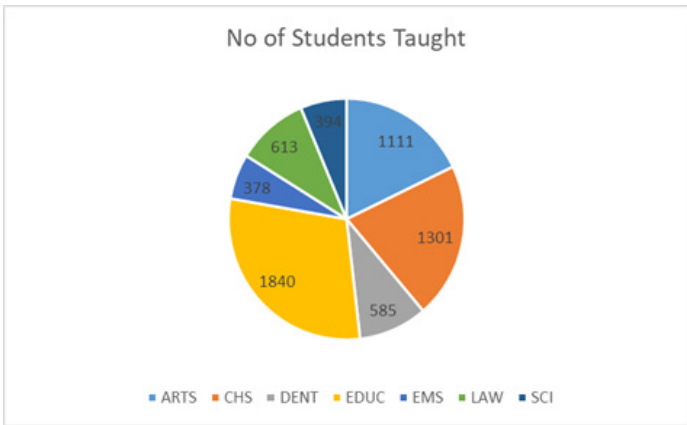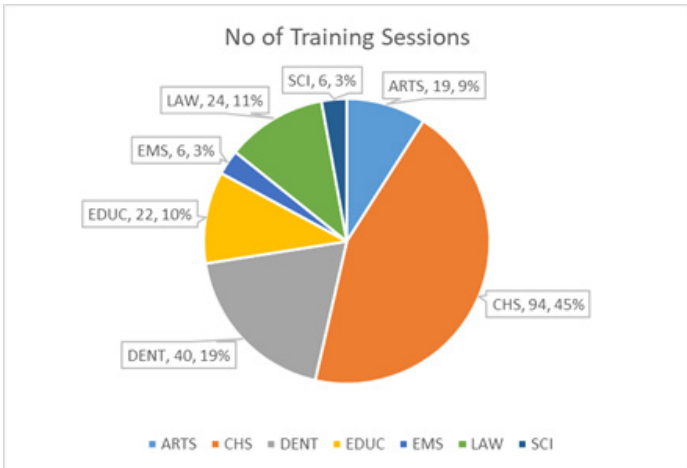
In addition to the team goals mentioned above, the faculty Librarians advocated for student training. Each of them has delivered on their learning and teaching functions, both in group training and one on one coaching. The following selected excerpts denote the various ways the library contributed to teaching undergraduates, postgraduates and faculty.

- **Arts:** The Arts faculty librarian taught many repeat sessions to the Arts Foundation classes due to the large class sizes.

- **Dentistry:** The Faculty Librarian booked numerous appointments with staff who wanted more clarity on how to conduct a systematic review search strategy. The one-on-one session made them feel more comfortable with better understanding of the content.

- **Education:** Maths Foundation Phase lecturers were invited by the Faculty Librarian to demonstrate e-book access and use for their classes.

- **EMS:** The Faculty Librarian enjoyed presenting the Citation function of uKwazi (library search engine). Students understand the content better via the use of fun technology.

- **CHS:** The Faculty Librarian posed the challenge of getting the librarians, training librarian, teaching and learning specialist and the writing centre involved in the process to enhance 21st century literacies and graduate attributes for student success and lifelong learning. Consultations were conducted with academics preparing IL training with subject specific groups.

- **Law:** The Law Librarian offered Legal Research Training to all first-year law students, which includes primary and secondary sources and the use of the different law databases and referencing. Feedback was in the form of a MCQ test that was created by the lecturer. This year, the law librarian participated in training in the 4th year program in the mandatory Research Paper course. Five LibGuides have been developed and published in support of the academic programme for the postgraduate law students.

- **Sciences:** The Faculty librarian conducted small group training. She observed that finding and evaluating credible sources of information were problematic for students. Students also need significant assistance with reading and understanding high level scholarly sources such as peer-reviewed research.

RESEARCH AND SCHOLARLY COMMUNICATIONS

Electronic Theses and Dissertations Repository

The thesis repository grew from 4817 to 5391 records representing a growth of 11.92%.

A small number of older print theses were digitised and uploaded to the repository during the year. This digitisation on demand service occurred at the request of the authors and inter-library loans requests for copies of older print theses.

THESES Digitization Project

The research legacy project was initiated in the latter half of 2019. There are large numbers of theses that are available in the Library in print format only. In regard to premium shelf space, a workflow plan for the digitization project was compiled by the Manager: Digital services, due for implementation 2020. Print theses were checked against the repository to establish a digital footprint. Where none was found the theses were digitised and the catalogue record reflected the online availability.

Institutional Research Repository

This repository continued to grow steadily as the university research output increased. During 2019 the repository grew by 24.99% from 3201 to 4051 records. Research publications, conference papers and posters are continually being harvested by staff to add to the repository. Online alerts, direct communication with authors and the use of library databases all contribute to the growth of the repository.

In December 2018 two projects were initiated that would run consecutively in 2019. In both cases research articles and reports produced at both institutions were uploaded to the research repository. Both projects for Poverty, Land and Agrarian Studies (PLAAS) and the Dullah Omar Institute for Constitutional Law were concluded successfully during the year and have initiated regular deposits to the repository. In both institutes students and staff were trained to upload records to the repository. This collaborative model has proved to be effective in building the repository as well as encouraging capacity building in the participating departments. The two major projects initiated by the Faculty of Law and Faculty of Economics and Management Sciences, in collaboration with the library, boosted open access uploads for UWC in 2019.

The metadata for most of the records uploaded by the library in 2019 were harvested from CONVERIS.

Research Publications Uploaded in 2019
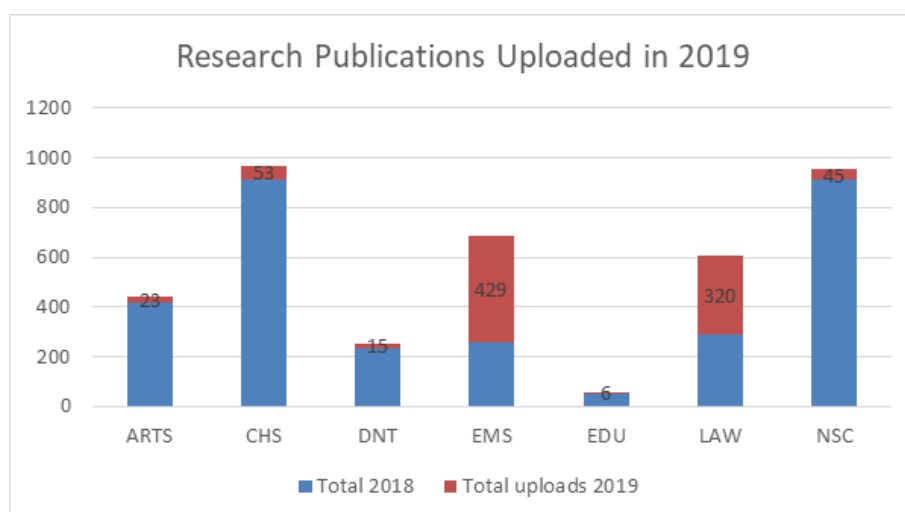
The chart reflected an increase - total 954 record uploads.

Research Data Management

Zenodo Research Data Repository was set up in addition to the already existing Kikapu (Figshare) data repository to assist UWC researchers to store and manage their research data in a secure and accessible manner. Researchers whose content was available on other communities were requested to grant transfer rights to the library so that their content can be hosted in a secure database.

Research Data Management advocacy continued throughout the year at various fora. Researchers were made aware of the value of their data, especially with regard to confidentiality and for re-use by other researchers. Researchers were encouraged to use data management plans (DMPs) in depositing data onto the university or discipline specific research data repositories.

Creative Works and the Copyright Amendment Bill

Toward the end of the year the library was informed by the Research Office that the Department of Higher Education and Training required the upload of creative works to the UWC Figshare repository. This effort was also supported by the Copyright Amendment Bill for creative works to be assessed as academic output and protected author rights. The documents, supplied by the Research Office, included the comic book Crossroads Series by Koni Benson from the History department. Other formats included documentary films and music albums, successfully uploaded to the repository.

Online Publishing Support Service

One of the major challenges for the year was the delay in publishing three UWC journals. A fault in the software (Open Journal Software) was discovered. It was not possible to upload records

to the platform, effectively stopping journal issues from being developed for publication. It was determined that the software does not function well within the university's online networked environment and infrastructure.

To resolve this issue the journal software was rebuilt on a virtual server using an earlier version of the OJS software. Alternative publishing software, possibly proprietary, may have to be considered to host journals in the future. OJS, however, remains the most robust open source platform that is freely available.

SPARC AFRICA

UWC Library Services was part of the organising committee for the SPARC Africa Conference 2019, via the collaborative efforts of UCT Library Services. The conference kicked off on the 2nd December with three pre-conference workshops, Curricula and publishing workshop was hosted by UWC. One workshop covered a library publishing curriculum that provided greater insight into the structure of an online publishing support service. Discussions with conference delegates also provided insight into different methods of dealing with Open Access resources to increase more effective access to those resources.

The SPARC Africa pre-conference workshop to discuss the development of a library publishing curriculum highlighted several aspects that would significantly strengthen the UWC Library online publishing support service. Key to building a more robust service is the development of a service level agreement as well as appropriate documentation to support the establishment of the publishing service as an entity within the library. The information shared at the workshop demonstrated that the UWC service still has some way to go to firmly establish its presence as a publishing support entity. While the curriculum international, adaptations can be effected to the local and national context.

Open Access Week

The Open Access Week event planned for the 25th October was to be jointly hosted by the Library and the Technology Transfer Office (TTO). Planned activities for 2019 included visits to the various faculties to discuss Open Access, research support services and delivery of research support pamphlets at Faculty. A webinar was planned for the 25th October that included a pre-recorded interview with Prof Tucker (Computer Science) and a presentation by an intellectual property attorney from Spoor and Fischer. Activities, however, were interrupted due to student protests and therefore postponed.

Research Training and Conferencing

The following training events were constituted in 2019:

Presentations at the faculties which discussed Research Data Management (RDM) and Open Access. The discussions included various aspects of RDM such as the use of the data repositories and Data Management Plans (DMPs). Researchers were also asked to consider Open Access publishing to ensure access to research output.

The Digital Humanities conference paper was presented by Mr Mark Snyders, at an international Digital Humanities conference at the University of Pretoria in March of 2019. The paper discussed the role that librarians play in supporting and participating in Digital Humanities research projects.

The Carpentries training events included representatives from the library, who engaged with the E-Research Director, resulting in a series of workshops at UWC. The workshops were well attended by colleagues and researchers from all regional universities.

The Library presented at the research integrity workshop hosted by the Research Office. The issue of academic predatory publishing practices were discussed. These practices include identifying and avoiding predatory publishing as well as predatory conferencing. This training session is supported by specially crafted LibGuides.

In addition to the library, capacity building was extended by working on the research repository projects with PLAAS and the Dullah Omar Institute for Constitutional Law. Postgraduate students were trained to search and upload research publications to the repository for their respective institutes.

RESEARCH DATA AND IMPACT

The Research Data & Impact (RDI) service is responsible for co-ordination and extending the Library's role in providing services cantered on the acquisition, development and use of research data as well as activities related to research impact across the Library and the University.

Primary activities

The RDI services consists of 5 core activities that provide a cross cutting function to UWC research community schematically set to:

a) Actively advocate and promote the value of research data services for a research-intensive University;
b) Develop an instruction program and design training materials for researchers;
c) Support the discovery, use and management of locally created and externally available data;
d) Provide tools and services for citation analysis, research publications metrics and unique author identifiers;
e) Track and engage with current tools and methodologies for data-driven research.

Various workshops were organized and hosted by the library/ and/ or in collaboration with the stakeholders:

• Elsevier Publishing Workshop
The workshop was attended by 60 registered candidates keen on publishing. The Elsevier presenter shared their publishing processes, from conducting searches on Scopus in order to establish relevant journals, the submission process, peer review, the publisher standing in terms of data supporting publication, the period between acceptance and publication, etc.

• Emerald Publishing Workshop
The workshop shared the publication process for Emerald Publishing, the presenter shared data on a total number of UWC affiliated authors that have published with Emerald according to disciplines.

• Cambridge University Press Publishing Workshop
Cambridge University Press shared their publication cycle and the short turnaround time which could be two weeks depending on the discipline and content.

• Researcher Profiles Workshop
A collaborative workshop hosted by the library and the DVC Research and Innovation office for 15 attendees on Emerging researchers Cohort 1.

• EndNote Training Workshop
This training was organised for the part-time postgraduates researchers who normally do not have time to attend during the week. Three library presenters shared information and functionalities of the product.

• Predatory Publishing Workshop
The predatory publishing workshop provided information and advice Open access publishing and finding accredited journals as well as analysing the characteristics of predatory journals. Over 20 postgraduates including staff members attended the workshop.

• Introduction to RDM Workshop
First of its kind training session provided basic introduction and gave an insight into all aspects of research data management: data collection, data documentation, data storage, data security, data selection and preservation, and data availability for reuse. The training was attended by 12 participants, including postgraduate students and staff members.

• RDM Capacity development Workshop
This workshop introduced RDM to librarians. It was designed to unearth the role librarians play in the RDM activities, it further discussed why these activities are spearheaded by libraries.

• Library Carpentries Workshop
The workshop equipped Information professionals with skills on creating, maintaining and analysing sustainable and reusable data, visualizing, manipulating and cleaning data using software's such as Open Refine, GIT and Unix Shell.

The workshop facilitators were Mr Rainiere Gaia Silva from Data Carpentries, Dr Oghenere Salubi from UWC School of Library Science, who is also a certified Data Carpentries instructor and Rooiweither Mabuya from SADiLAR - North West University.

STAKEHOLDER
ENGAGEMENTS

The library engaged with different stakeholders to co-ordinate RDM and advocacy activities both internal and external:

- **Technology Transfer Office**
  A meeting with the TTO that discussed collaboration activities, integrated workshops and knowledge exchange and support for the two offices on areas of speciality. A session was organised where the TTO shared basic information on how their office work and the library also presented on the functionalities of Scopus more especially (Patent search) that can help the unit in discovering patents that are registered under UWC, as well as to assist their clients on how to look for potential patent areas.

- **Library Committees at different Faculties**
  CHS Faculty Library Committee meeting, deliberated on various library issues but mostly issues of OA and RDM were discussed. In this meeting it was noted that researchers are keeping sensitive data in external drives which could pose a problem if data was lost.

  Arts Faculty Library committee afforded us an opportunity to report on the activities of the Scholarly Communications unit, ranging from access services, copyright issues, open access and RDM. Also discussed were collaborations with the e-Research directorate and the culmination of the Carpentries Workshops and the School of Library Science as an active collaborator in the workshops.

- **Faculty Board Meetings**
  The RDI participated in the advocacy drive through the Faculty Board Meeting, to remind the university community of the Library Research services which alluded to the workshops run and organised by the library, access to subject guides to gain topical content, open access, repositories and research data management.

- **E-Research Directorate**
  The RDI had engagements with the unit whereby the library took advice on how we could implement RDM activities and the areas of partnership between the unit and the library. Other stakeholders such as ICS, DRAMS, and Faculty representative were part of the meeting. The Library worked closely with E-research unit for the Data Carpentries Workshops.

- **Ilifu RDM Workgroup**
  The RDI participated in various Ilifu meetings at CPUT where the group reflected on the previous workshop that took place on the 29th of March 2019.

RDM Conferences

UWC library participated in various conferences and workshops, as a delegate to share and learn new developments:

- **E-research Africa Conference at UCT 15-17 April 2019**
  The conference deliberated on the following areas: The importance of data visualisation and interpretation for the benefit of understanding data as well proper metadata curation for discoverability and understanding of the end user; Principles of good visualisation to avoid misleading and distorting data; Understanding the purpose of the data visualisation at hand in order to determine the audience and the correct method of delivering the interpretation; Descriptive metadata for repositories; The importance, best practices; The role of data stewards. The importance of collaborations between the ICT, Research Unit as well as Library Services in institutions to deliver a working e-research support service to researchers; An update on the NICIS project, its ecosystem and national impact, context, principles and elements (Ilifu and DIRISA projects linked to RDM).

- **The National Data Workshop at CSIR 2-4 July (DIRISA)**
  The workshop deliberated on the following areas: A highlight on the importance of research data sharing and re-use practices and the factors deterring proper sharing and re-use remain poorly understood;

  UWC shared their journey towards implementing the RDM framework, highlighting events, milestones and current activities that are geared towards successful RDM services which are hoped to enhance institutional research productivity, competitiveness and visibility as an intensive research university.

  A presentation on how big data can present potential knowledge for unlocking understanding of negative and positive impact of our interaction with the environment which could be the key to achieving the United Nation's Sustainable Goals which most African Countries are signatories. DIRISA shared a progress report which provided background information on the establishment, objectives, overview and current status and developments of DIRISA.

- **UCT-SPARC Africa Symposium 2019 (2-6 December 2019)**
  The expected overall outcome of the symposium was to develop a cohort of participants who will become advocates of open access at their institutions while also attaining skills taught at the symposium and implementing those skills at their respective institutions. Mr Mark Snyders also attended the ***Library as publisher: setting-up and managing an e-book/journal workshop***. In this workshop participants were provided with technical skills to publish journals and monographs using Open journals System (OJS) and Open Monograph Press (OMP) publishing software. The expected outcome of the workshop was that attendees would be up-skilled in delivering an alternative publishing model, gaining in-depth skills in OJS and OMP in order to also provide researchers with guidance on publishing using the same software.

INFORMATION RESOURCES AND SYSTEMS MANAGEMENT

There has been a strategic change in the approach to collection development and management at UWC Library services, with a distinct shift away from large expenditure on print books journals in favour of electronic books and journals. This is also done to enhance the digital strategy of the university and sustain UWC library resource collections.

Funding

The chart below shows the percentage of the information resources budget that is allocated to Books, Databases and Periodicals between 2018 and 2019, respectively. A general increase in the percentage allocated to and spent on electronic resources has been evident over the past few years.

INFORMATION RESOURCE BUDGETS 2018 – 2019

Information Resources Budgets

	Books	Databases	Periodicals
■ 2019	7,45	85,76	6,79
■ 2018	9,86	80,63	9,51
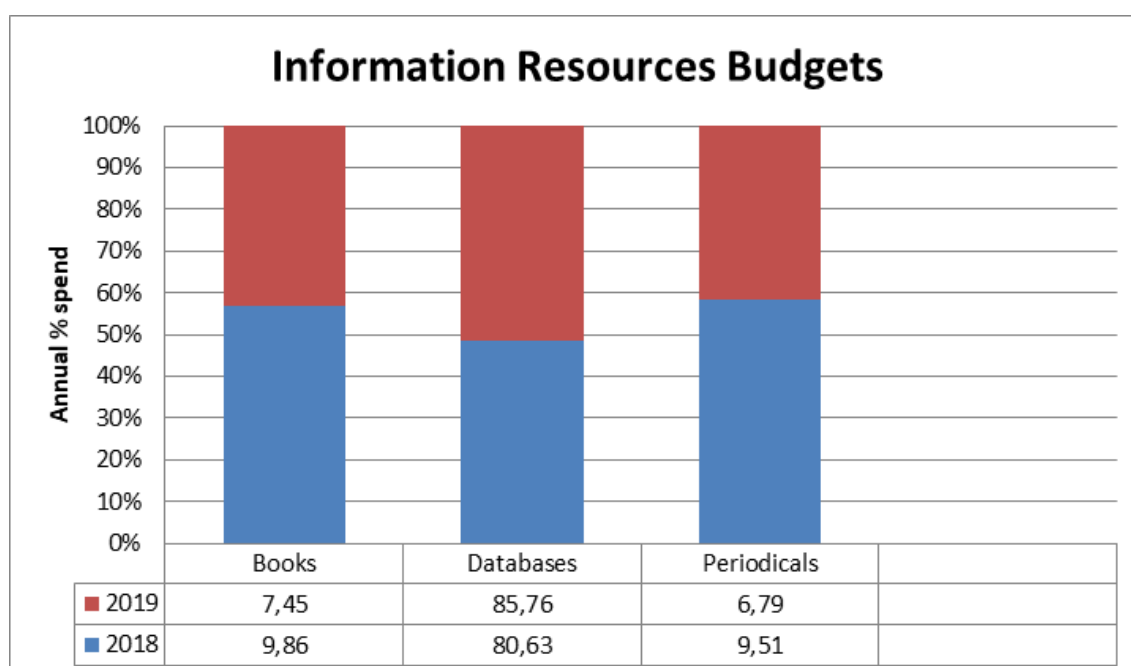
The increase in expenditure on electronic resources (which also includes e-book collections) is reflected by the 85.76%, of the total information resources budget, allocated to Databases in 2019 compared with 80.63% the previous year. Over the same two year period a noticeable reduction in allocation to Books and Periodicals is apparent with 7.45% allocated for singular title books (in print- or online format) in 2019 down from 9.86% in 2018, and 6.79 percent allocated for singular title periodicals, in either print or online format, down from 9.51% in 2018. These sharp decreases, in allocations to Books and Periodicals, are linked to the large increase to Databases, necessitated by the shortfall in funding to retain database subscriptions year-on-year.

The library budget contracted by more than one percent from the previous year.

The resultant shortfall in funding to renew subscriptions would usually be absorbed through the cancellation of resources. In 2019, a decision

was taken to divert funding from the Book, and Periodicals Budgets to prevent large scale cancellation of databases. This strategy was successful in retaining database subscriptions while impacting negatively on the acquisition of monographs, which remain an important format for supporting learning and teaching in most faculties.

UWC Library continued to benefit from HDI Grant funding, absorbing the shortfall of information resources even further. Over the past three years databases to the value of more than 7 Million Rand have been subscribed to annually through grant funding. This additional stream of funding comes to an end in 2021 with serious implications of access to the sustainability of crucial information resources.

Library Acquisitions

UWC Library's collection development policy increasingly advocates for the acquisition of electronic information resources in preference to print material. The bulk of electronic resources in the form of databases, which include e-journals and e-books, are acquired on a subscriptions model. Subscriptions are however difficult to sustain in light of budget limitations, resulting in frequent cancellations. To mitigate against the negative impact of cancellations the library continued to pursue a multi-pronged strategy which, along with the large volumes of subscriptions, also includes the purchasing of material in order to ensure perpetual access to resources. As with most strategies, it is acknowledged that this strategy has both positives and negatives, while being employed to provide diversity in the range and license conditions of acquisitions.

The strategy of once-off, outright purchasing of resources includes the acquisitions of stand-alone e-book titles as well as collections of e-books. The major benefit of outright ownership as opposed to an annual subscription is of course the ensuring of perpetual access. The most telling detraction from this strategy is that information starts dating almost immediately after publication, hence the preference for journal subscriptions which always feature current research. UWC Library also continues to advocate for the purchasing of print material. This is done in acknowledgement of the needs expressed by academic departments and the identified needs of students, despite print books having the same limitations as e-books, described above.

Information Resources Acquisitions

A summary expenditure report of the Library information resources budgets for 2019. The nearly 100% expenditure reflects the utilization of a contingency spending plan. This plan calls for the acquisition of identified interdisciplinary e-book titles. The nature of information resource acquisitions, being subjected to frequent last minute cancellations often result in some small portions of budgets remaining unspent, hence the small balance in Book expenditure.

BUDGET ENTITY	% SPENT
BOOKS	99%
PERIODICALS	100%
DATABASES	100%
TOTAL INFORMATION RESOURCES BUDGET	99.93%

Databases

The ever present challenge to retain access to subscriptions from the previous year was a familiar refrain ushering in 2019. A significant shortfall in funding to retain database subscriptions was partly managed by transferring funds from other budget entities as described under Funding.

Despite this expedient means of dealing with a shortfall in funding, some tough decisions had to be taken at the start of 2019, including: EconLit was cancelled due to very poor usage as reflected by the high cost per full-text article download; RefWorks was cancelled with the intention to subscribe to the institutional version of Mendeley, the latter however proved to still be in a production phase and not available. The free version of Mendeley continued to be utilised; UWC Library also had access to a version of End-note due to a Web of Science subscription; Medicines Complete (a platform providing access to two pharmaceutical reference works, namely Martindale: the complete drug reference; and Handbook of pharmaceutical excipients) was cancelled. The two-simultaneous user license previously subscribed to was no longer available and in 2019 an unlimited user license was the only option. The difference in cost between the user-access models for this product was prohibitive and difficult to justify. Print editions of these reference works were purchased to ensure continued access; Juta print subscriptions were complemented with a 3-user license to electronic versions of journals. This was done in preparation for cancelling print copies in 2020; The funding of HeinOnline as a donation to UWC by DAAD ended and provision was made for the continued payment of this database, due to very heavy usage and an extremely low cost per full-text article.
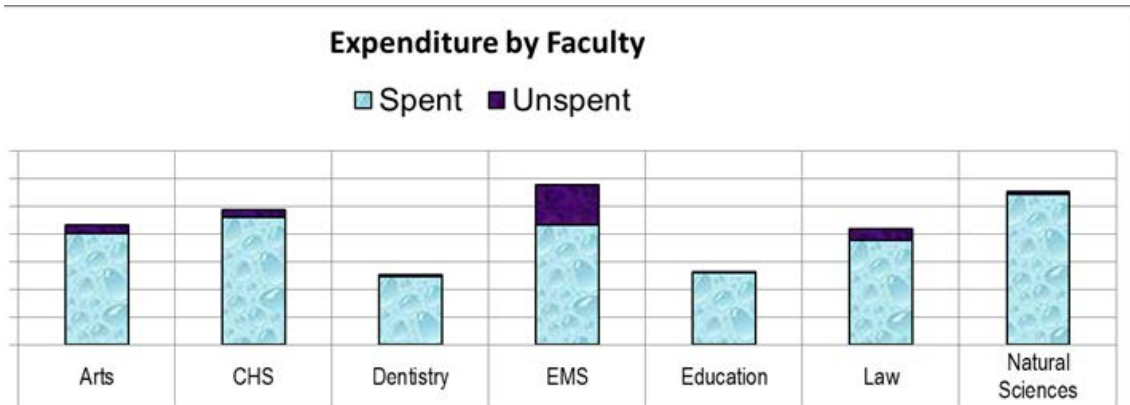
Databases: Cost per Usage: Nov 2018 – Oct 2019

Databases	Usage	Cost per usage
African Writers Series (Hosting fee payable)	1557	R1.08 per search
My LexisNexis	109207	R1.36 per page view
HeinOnline	59344	R4.15 per full text download
Jutastat (3 simultaneous user license)	15493	R5.67 per PDF download
Taylor and Francis e-Journals database	86654	R10.36 per full text download
Credo Reference	9521	R11.17 per full text download
SpringerLink	60523	R24.36 per full text download
ScienceDirect	272415	R25.45 per full text download
OUP e-Journals	21634	R25.60 per full text download
OCLC FirstSearch + WorldCat Local	1409	R28.76 per search
Institute of Physics database	9066	R30.10 per full text download
SA ePublications	10865	R31.06 per full text download
Nature e-Journals (3 titles)	4041	R32.90 per full text download
MathScinet	5066	R34.76 per search
SAGE e-Journals	42073	R35.78 per full text download
Scopus (Elsevier)	20374	R38.97 per search
AccessPharmacy (unrestricted license)	11787	R39.20 per full text download
Cambridge Journals Online	4921	R39.42 per full text download
PsycARTICLES with Full-Text	8177	R40.43 per full text download
EBSCOhost (Base Package)	27819	R40.62 per full text download
Web of Science	7647	R41.79 per query
GenderWatch (Proquest)	636	R44.17 per full text download
Wiley Online Library	82893	R48.16 per full text download
Science Online (AAAS)	3342	R48.78 per full text download
DOSS with Full-Text	5824	R50.11 per full text download
Emerald	18059	R50.22 per full text download
Library & Info Science Source	1569	R50.78 per full text download
SocIndex with Full-Text	3144	R55.83 per full text download
American Chemical Society database	15130	R56.57 per full text download
Annual Reviews database	2544	R63.78 per full text download
American Physical Society eJournals	1288	R74.70 per full text download
SA Media	1344	R79.40 per full text download
SciFinder Scholar	7416	R87.20 per search
CINAHL with Full Text	1101	R128.12 per full text download
ACM Digital Library	1149	R160.54 per full text download
SPORTDiscus with Full Text	838	R210.45 per full text download

Most databases showed good usage, as reflected in the table above, with the exception of a couple which have been cancelled for 2020, e.g. SPORT Discus with Full Text (R210.45 per full-text download) and CINAHL with Full Text (R128.12 per full-text download). Science Direct, our most expensive database provided an excellent return on investment (viz. R25.45 per full-text download).

Other expensive databases such as Taylor and Francis, Springer Link, and SAGE e-Journals also showed good usage (i.e. R10.36 per full-text download, R24.36 per full-text download, and R35.78 per full-text download, respectively). The databases with extremely low cost per usage were My LexisNexis, Hein Online and JutaStat.

Book budget

The tables below depict Book Budget expenditure which shows that most Faculties spent more than 90% of their book budget allocations. The remaining balances were expended using the Library's contingency plan for unspent information resource funds. These funds were used to purchase two e-book packages pertaining to African Studies, comprising 159 titles, as well as four major reference works and two e-book archives, comprising 136 titles. E-books were purchased from all three components of the Information Resources Budget, (viz. Books, Periodicals and Databases). The acquisition of these e-book packages and archives contribute significantly to the Library's strategy to ensure perpetual access and usage for sustainability.

Expenditure by Faculty

□ Spent   ■ Unspent

Arts | CHS | Dentistry | EMS | Education | Law | Natural Sciences

Acquisitions trends

The ratio of print one-time to electronic one-time books purchased in 2019 was 89:11. Some faculties favoured e-book orders more than others.

Print Books Versus Electronic Books: 2019

□ print books (one-time)   ■ e-books (one time)

11%

89%
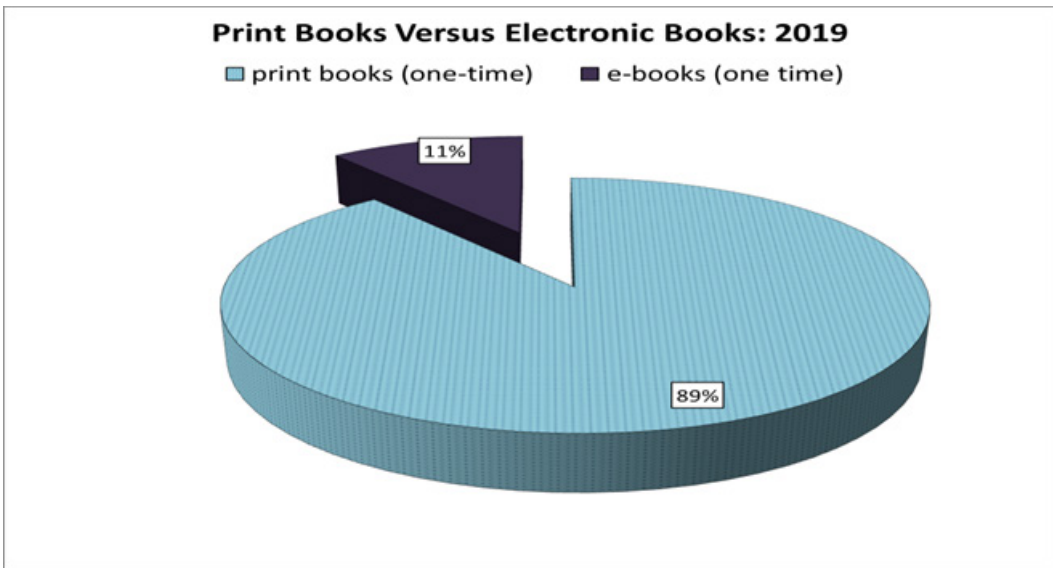
E-books are offered in a variety of access models by publishers and agents, and the Library pursues a policy of acquiring e-books with an unlimited, simultaneous user access license where possible and justified. This inevitably results in higher costs for most e-book titles. The collections strategy of increasingly purchasing more electronic titles may therefore result in fewer titles being acquired. In 2019 the average cost of a stand-alone e-book title was more than double the cost of a print title, as shown in the chart below.
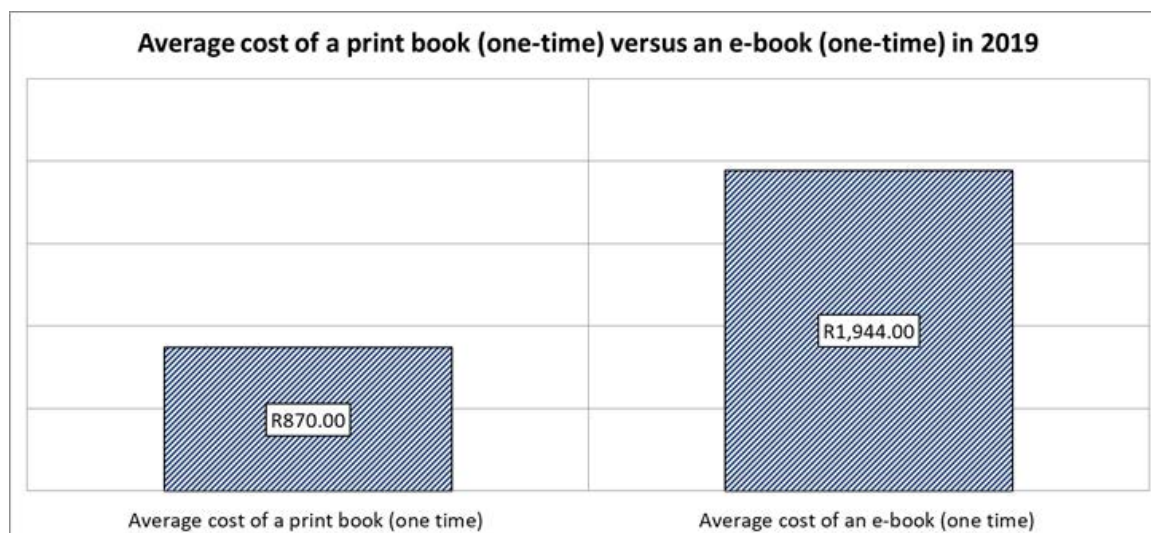
Despite the wide difference in price, e-books have many advantages over print books, including: e-books can be checked out remotely; can be accessed by multiple users simultaneously; have additional functionalities such as text-to-speech, facilitating access to visually impaired and other differently-abled users; do not require any shelving space or maintenance; and cannot be stolen or misplaced.

Collection growth

2019 saw the acquisition of 2295 books, a higher number of books than acquired in 2018, despite Book Budget funds being diverted to Databases. A possible reason for this is the ratio of e-books to print books ordered in 2019 (11:89) which was lower than in 2018 (22:78). The price difference between print books and the far more expensive e-books may account for the difference in the numbers of titles acquired.

Continuing the Library strategy of purchasing material as opposed to being reliant on subscriptions, the collections and reference works listed below were acquired as once-off, outright purchases.
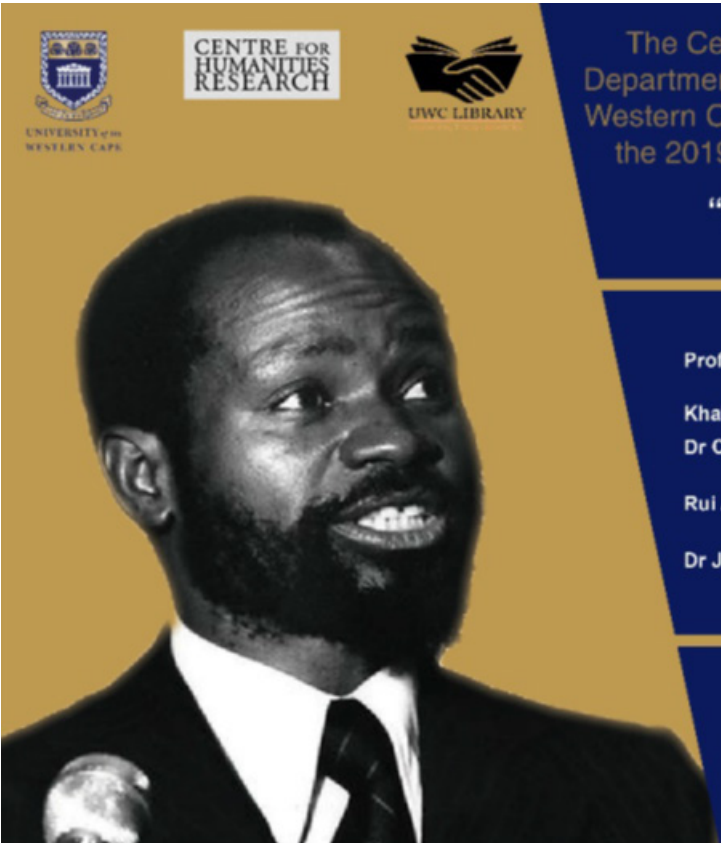
Supplier	Description	Number of Titles
Emerald	Business, Management & Economic eBook Collection Purchase (2013 Archive)	59
Emerald	Social Sciences eBook Collection Purchase (2013 Archive)	77
Springer	Cherry-picked reference works	4
WWIS	ProjectMUSE eBook Collection - African Studies 2019 Collection	118
WWIS	Cambridge University Press eBooks - Wits University Press	41
		299

SPECIAL COLLECTIONS

Following the successful lecture of 2017, the History department, Centre for Humanities Research and the Library jointly hosted the 2019 annual African History Library lecture held on 12 February. Prof Allen Isaacman with four other panellists contributed to discussions under the title: **_"The Living Legacies of Samora Machel"_**. There were 50 participants who included students, academics from UWC and UCT, Barbara Isaacman and dignitaries from the Mozambican and Angolan Embassies. Once again, the event was recorded and can be viewed on the UWC Library's YouTube Channel. (To view the recording click on the link: https://www.youtube.com/watch?v=pa3J4kQijWM). The Special Collections Librarian, Centre for Humanities Research, the History Department and the library marketing team played a pivotal role in making this event a success.

BOOKS

This event is one of the library's strategies for marketing the materials in Special Collections especially the Allen Isaacman collection.

Book Acquisitions – Allen Isaacman Fund

During 2019, the library purchased ten (10) e-book titles at a cost of R14,242,69. While R13,576.72 had been allocated for purchasing AIC books the overspent amount was paid for from the Library Book budget. A detailed report of expenditure is in the Library Acquisitions department report. Table 1 shows the titles purchased using the Allen Isaacman fund.

Book Acquisitions - Special Collection (SPC)

A total of 41 new books were purchased and placed in Special collections, including 34 that were purchased using the History department book budget. Due to budget constraints only 7 books were purchased using the Library General book budget. Table 2 shows new books added to SPC collection. The majority of books that had been proposed for purchasing by the Special Collections Librarian were not bought due to lack of funds. Books not purchased in 2019 will be placed on the list for purchasing next year 2020. The Special

Collections Librarian's recommendation for future book purchases for the section is that there must be a separate budget for book purchases. This will enable her to monitor the budget.

Donations

The library continued to receive book donations from generous donors. In 2019 a total of 154 titles, including 115 titles from Prof Ned Alpers; 30 from Patrick Harries donation; 9 from Dr Colin Darch; and 2 from Prof Israel were added to the Allen Isaacman collection.

Ned Alpers Books:

The library, through funds made available from the AIC fund, hired a part time cataloguer (Ms Joan Fortuin) to catalogue the Ned Alpers books and a sub-set of the Harries donation selected for inclusion in the Allen Isaacman Collection (AIC). Details of the part-time cataloguer's salary are in the AIC expenditure report prepared by Ms Anne Moon. Ms Fortuin successfully completed cataloguing the 115 books between April and July 2019. The cataloguing and classification of these books took time because most of them are in Portuguese. Because of their rarity, some required original cataloguing. The catalogued books are now available in Special Collections. A separate list of the catalogued books was prepared.

Patrick Harris donation:

Identified/verified whether books were already in our collection. The task of verification has been completed, what is left is for decisions to be made on books to be incorporated into the collection. The Special collections Librarian and the Senior

Library Assistant started this process, they expect to complete the process by March 2020. The cataloguing of the books selected will commence once cataloguers are in place. There has been a shortage of staff in the cataloguing department hence the delay in cataloguing material. To date there are 400 items waiting to be catalogued.

UWC Library continued to attract large numbers of donors and donations of print material. Historically, the volumes of donated material have exceeded the rate at which donations are processed, resulting in a backlog of items. Donations processed in 2019 was 657, up from 546 in 2018. An additional bottleneck to getting donations shelf ready is the cataloguing of donations, which remain problematic due severe staffing constraints during 2019. UWC Library's highest profile donation continue to be the Allen Isaacman Foundation, used to purchase the list (below) of titles added to the eponymously named collection.

2019 Allen Isaacman Collection

| Number of simultaneous user licenses	Author	E-Book Title	Year of Publication
Three-user licenses	Campos, A.	An Oral History of the Portuguese Colonial War : Conscripted Generation	2017
Unlimited User License	Cann, John P.	Brown waters of Africa : Portuguese riverine warfare, 1961-1974	2014
Single User License	Colin Darch	Historical Dictionary of Mozambique	2018
Three simultaneous user licenses	Gupta, Pamila	Portuguese Decolonization in the Indian Ocean World : History and Ethnography	2018
Three simultaneous user licenses	Guthrie, Zachary Kagan	Bound for Work : Labor, Mobility, and Colonial Rule in Central Mozambique, 1940-1965	2018
Three simultaneous user licenses	Khan, Sheila; Meneses, Maria Paula; Bertelsen, Bjørn Enge	Mozambique on the Move : Challenges and Reflections	2019
Single User License	Marcum, John A; Clough, Michael; Burke, Edmund	Conceiving Mozambique	2018
Three-user licenses	Ndege, George O.	Culture and Customs of Mozambique	2007
Single User License	Premawardhana, Devaka	Faith in Flux : Pentecostalism and Mobility in Rural Mozambique	2018
Unlimited User License	Venter, A.	Portugal's Guerrilla Wars in Africa : Lisbon's Three Wars in Angola, Mozambique and Portuguese Guinea 1961-74	2013
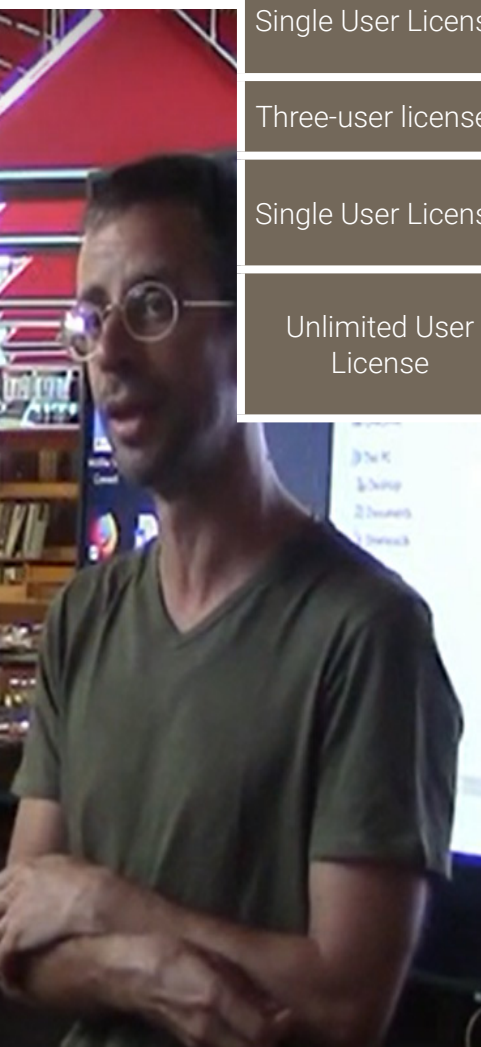
Periodicals

The pie-chart below depicts Library expenditure on stand-a-alone periodicals (excluding journals in databases e.g. *Science Direct* and *Springer Link* or even SANLiC negotiated subscriptions for very expensive high-demand journals such as *Science* magazine and *Synfacts*.
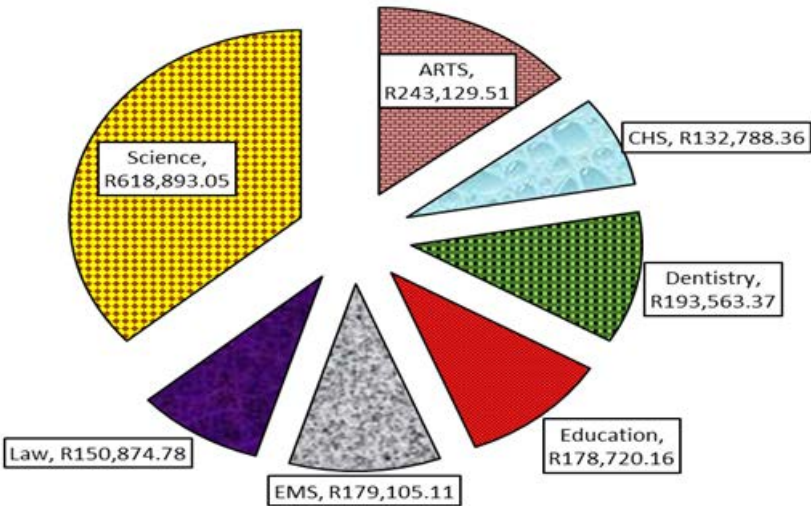
The Library continued to work towards reducing the number of print journal subscriptions. In line with the library strategy, a decision in consultation with the Faculty of Law, was taken to subscribe to e-only in terms of law journal subscriptions.

BOOK RECOVERY

The ALMA system has been configured to generate courtesy, overdue and long overdue notices. The Lending services have been actively flagging defaulters on the SASI system throughout the year. In addition, the Student Administration department provides potential graduate lists, prior to graduation ceremonies which allows for checks on the SASI system.

Challenges: The Library system is not integrated with SASI and therefore the system is still manual. The library is dependent on the Student Administration dept. to provide the lists timeously. ALMA system's alerts for items that become long overdue.

Opportunity: The new ALMA system offers an opportunity to integrate with SASI which has added charges to the system. Options to establish the viability of this integration are being investigated further.

ITEMS WITHDRAWN

Total of 602 items have been withdrawn from the Main Library on the ALMA system. The number reflects largely, items that have been identified for pulping and includes lost library material. The ALMA system dictates that for a lost item to be

replaced, the existing record of the lost item must be deleted in order to avoid duplicate records.

CLIENT SERVICES FISCAL REPORT (JANUARY – NOVEMBER 2019)

The Fiscal Report details the amount of money that was paid to the Library for general fines, visitors fees and lost library material.

MONTH	Z READING FROM	Z READING TO	AMOUNT
JANUARY	Z10026	Z10040	R3287.36
FEBRUARY	Z10041	Z10062	R3190.00
MARCH	Z10063	Z10097	R3989.00
APRIL	Z10098	Z10124	R7755.70
MAY	Z10125	Z10146	R4134.00
JUNE	Z10147	ZZ10170	R1965.00
JULY	Z10171	Z10195	R2963.68
AUGUST	Z10196	Z10235	R3876.00
SEPTEMBER	Z10236	Z10273	R3356.00
OCTOBER	Z10274	Z10307	R1364.10
NOVEMBER	Z10308	Z10323	R2695.10
DECEMBER	Z10324	Z10343	R1286.00
TOTAL	**Z10026**	**Z10343**	**R39861.94**

BINDING OF BOOKS

Due to the process of the weeding of the Journals project, the binding and repair of books were downscaled and only the repair of items from the short loan section was done.

A large number of regular (open shelf) items needed repair. Client Services is very dependent on the Binding services for the repair of items from Short Loans and from the open shelves.

The statistics for the repairs and preservation of library books for 2019 is as follows:

PERIOD	HARD COVER REPAIRS	SOFT COVER REPAIRS	TOTAL
January - April	120	40	160
May - June	130	140	270
August - October	60	156	216
GRAND TOTAL	**310**	**336**	**646**

TECHNOLOGIES

The LICT Team in the Library is driven by: staying abreast of appropriate and relevant ICT including developments in open scholarship and e-research; implementing technologies in support of learning and teaching; optimising the use of the Library Management System (LMS); ensuring effective process management to facilitate access to electronic collections and services; promoting digital and other literacies through an appropriate framework, partnership and advocacy; and ensuring the technical expertise for digital innovations are in place.

Library Systems

A major focus area for LICT is to ensure the efficient functioning and optimisation of all library systems. The library management system, ALMA, is one of the key systems and significant time and effort is dedicated to managing and quality control of the system. Core modules in the ALMA system include Circulations, Acquisitions and Cataloguing, among others. Extracting analytics reports is important in analysing efficiencies of these modules and various scheduled analytics reports were automated, with reports in standard document file types such as Excel and PDF, sent by the LMS via email on predefined dates.

LICT developed a script to clean up and update student records and is currently investigating a secure way of displaying user photos in Alma using PHP scripting via API protocols. This will enhance security immensely around the use of student cards to borrow library material as staff will be able to identify students from a photo.

LICT is also continuing the investigation of the course reserves functionality on ALMA. A demo course reserves instance was setup in the ALMA sandbox to test the course reserves procedures and workflow possibilities on ALMA. Another Alma/PrimoVE System configuration being tested in the sandbox or test environment is the addition of new search profiles for physical items. After testing is complete, it will be incorporated into the production system. Loan rules were amended for short loans and special collections.

Systems Administration & Security

Systems performance monitoring is paramount and is conducted on a daily basis. During 2019 most servers in the library were updated with software and security patches: The MyPC Reservation server was upgraded to version 6; the Deepfreeze server to version 8; the Open Journal System (OJS) was upgraded to the latest version.

During 2019, LICT started aligning all library servers to relevant ICS policies. An audit was conducted of all library software and servers running on ICS infrastructure. Software and servers found to be obsolete i.e. not in use for a considerable period of time were decommissioned. Some applications, found to be problematic was scheduled to be upgraded or moved to appropriate servers in January 2020. In consultation with IT experts on and off campus, Library server administration and application processes were streamlined to effect easier workflows.

Hardware

Microsoft Office 2019 was installed on all student PC's, 15 new PC's were acquired, with DVC funding, for a proposed new lab for Honours students on

level 9; Student PC's in the postgraduate lab on level 13 were upgraded and re-imaged.

An NVDA screen reader, a free JAWS alternative, was installed on computers in the unit for Differently-Abled students; At the Bellville Medical Campus Library, The operating systems on these PC's were also upgraded to Windows 10 and solid-state drives were installed for faster login, three new scanners with requisite functionality was acquired for collections management in the library.

Innovations

To enable seamless workflows between the researcher/faculty/ research and postgraduate offices and the library, ORCiD authentication and integration was explored by LICT. An API to merge UWC researchers' ORCiD's with the University Institutional Account was done to capture all UWC researcher records onto a database. LICT created a UWC profile on ZONODO for small research datasets that do not comply with ingestion into the UWC Figshare repository. LICT created on a library server, the DMP Roadmap to assist researchers with research data management plans.

The Library continued to develop content for the library YouTube Channel. Content is focused on staff and students alike, promoting collaboration and skills-sharing. Recent campaigns include the "Raise Your Voice for Human Rights" and our "Study Tips" series. A Video Production Committee meets to share ideas and approaches for creating content that is current and informative. Input from students is important regarding content and therefore a voluntary student group, with a varied demographic makeup, is consulted. This provides an accurate pulse of students, allowing for content planning to be fluid and adaptable. The

library also invests in equipment to facilitate the development of media in-house.

The Library initiated an investigation into the creation of an in-house venue for Live Streaming and Interactive Tutorials. A team within the LICT Department has subsequently been testing equipment and solutions. The aim is to seamlessly stream an event while enabling attendees to interact with the facilitator in a 'live' forum. This initiative has the potential to address issues related to limited space within library training venues, and at the same time make events more accessible and convenient.

LICT also engaged ICS to access student data from SASI. An ongoing issue in recent years related to the ingestion of student data into the library's LMS. LICT liaised with ICS's Database Administrator and identified the criteria and format needed to facilitate this transfer of data. A SQL automation script is currently being developed for the 2020 ingest.

Close collaboration exists between the library LICT team and the printing solutions vendor CBA on campus, to test and integrate CBA's Papercut print server on the UWC Domain, as well as keep communique for student Library IT needs.

Library Website Development

Website Views

- 2019
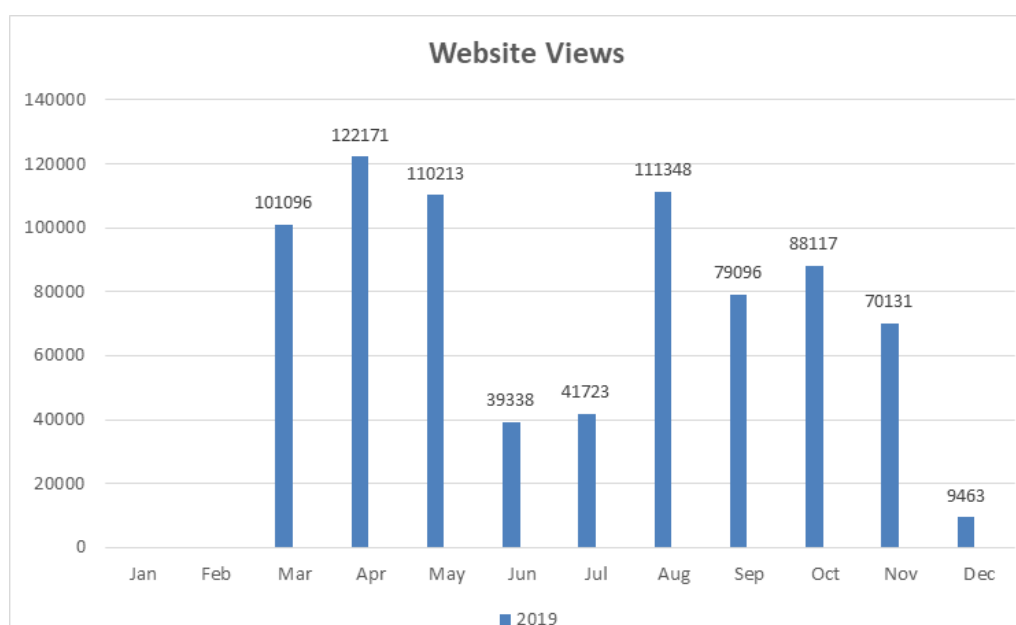
Communication, Public events and campaigns

The Marketing Team engaged in promoting **Mandela Day 18 July**. Staff members had hand-knitted hundreds of colourful squares that were combined into two rugs for delivery at an old age home. The handover also included boxes of non-consumables that had been donated by library staff and other units on campus which was graciously accepted.
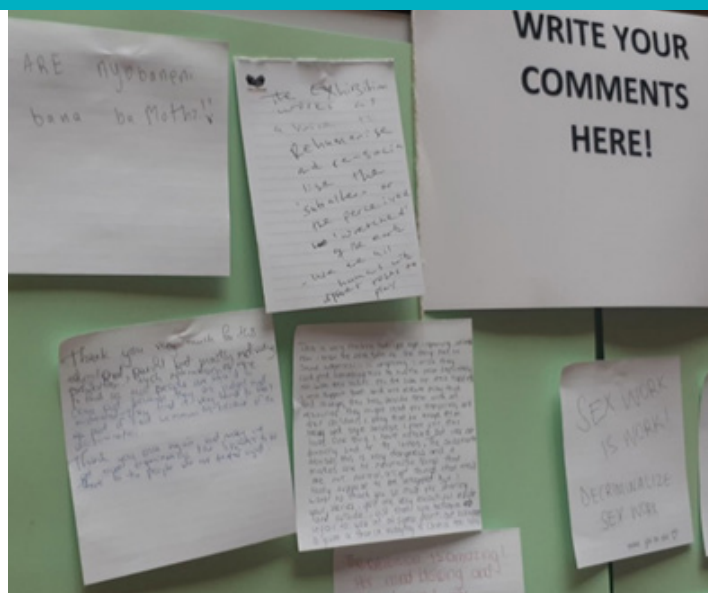
EXHIBI

Two other events took the form of exhibitions that were initiated by Women's & Gender Studies

'Gender Activism in Africa' exhibition coincided with Women's month in August and displayed the portraits and stories of ten transgender African activists. We set up a noticeboard for students to provide their comments.

Two of these:

"Good job fighting heteronormativity and being true and proud of who you are";

"We should practice uplifting one another and stop judging each other – the exhibition is beautiful and educational";

The second exhibition, Alikeness Embodied:
Representations of Sex Work, combined photographs, posters, artworks and texts curated by SWEAT and launched at a public occasion on 10 October in the Library Atrium.

TIONS

PEOPLE AND PROFESSIONAL DEVELOPMENT

People and Contributions

DR SHIRLENE NEERPUTH
LIBRARY DIRECTOR

ALLISON FULLARD
DEPUTY DIRECTOR

LEARNING AND TEACHING

RESOURCES AND SYSTEMS

MOGAMAT ANWA ADRIAANSE
DEPUTY DIRECTOR

RESEARCH AND SCHOLARLY COMMUNICATIONS

ALFRED NQOTOLE
DEPUTY DIRECTOR

JACQUELINE DENTON
SECRETARY

UWC Library current staff complement is 52 permanent employees. The following occurred in 2019:

Retirements
Mrs Carol Powan who served the institution for 10 years retired in January.
Mrs Sandra James who served for 32 years retired in January.

Resignations
Ms Sindiswa Sota resigned in December after 9 years of service.
Ms Patiswa Zibani, who served the institution for 8 months resigned in December 2019.

The retirement of the Dean: Faculty of Dentistry brought to an end the faculty-sponsored employment of a Library Assistant - Mr Eric Abrahams who served the Tygerberg hospital Dentistry Library for 10 years.

According to the staff realignment principles and processes, the following persons were interviewed and placed in new positions in UWC library:

| POSITION	STAFF MEMBER
Senior Library Assistant: CHS	Ncedo Mbekeni
Senior Library Assistant: Evening Services	Tyrone Adams
Senior Library Assistant: Evening Services	Songezo Mpikashe
Senior Library Assistant: Scholarly Communication	Khanyisa Yekwani
Faculty Librarian	Khonziwe Mpandle
Systems Librarian	Morne Petersen
Systems Administrator	Dominic Wolf
Coordinator: Marketing & Communication	Errol Solomon
Technical Officer: Marketing & Communication	Duane Bowers
Senior Librarians: CHS Branch	Karen Cook
Senior Librarians: Dentistry Branch	Fareed Davids
Assistant Librarian: Client Services	Jacques Manuels
IT Technician	Beauren Simon

Formal Staff Development:

The library invested in the educational and professional development of several staff members:
- Mr Duane Bowers attended a five day **Video Editing course** at Orms Photography School in June.
- Mr Gerald Louw obtained 62% pass mark for the Masters level elective offered by UCT Library School, **Teaching and Learning for LIS Professionals.** The 12 week course combined theoretical and practical elements.
- Ms Allison Fullard completed a six week online course offered through Library Juice Academy, **Instructional Design for Online Teaching and Learning**.

Qualifications upgrade:

- Mrs Shehaamah Mohamed registered for the **Developing the Research Scholar** programme, an initiative offered by the Office of the DVC: Research and Innovation. The programme is aimed at aspiring PhD students who are employed as academic or support staff at the institution. The modules provide insight into and guidance for the PhD journey in terms of developing a research profile, providing quality evidence in research, expanding the research network and developing writing skills for publication. Ms Mohamed was the first student in her class to have submitted a journal article to the Programme coordinator in 2019. This was an important requirement for graduation to the second year of the course. The article, which is entitled *"Decoding information literacy ways of thinking in student learning: influencing pedagogic methods"*, is in production and will appear in the *South African Journal of Higher Education* in 2020.

- Mrs Karen Cook, Mr Alfred Nqotole, Mr Gerald Louw, Ms Grace van Niekerk and Ms Pelisa Vanda are at different stages of progress in their thesis for the M.Bibl degree.
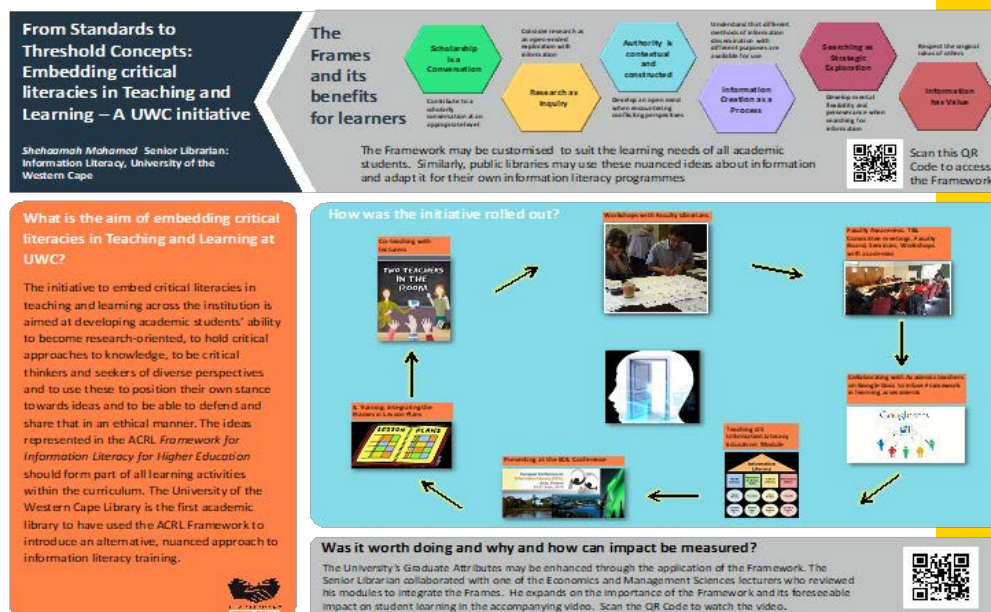
THE SENATE LIBRARY COMMITTEE

PROF J FRANTZ

Chairperson

PROF B FIELDING

Director of Research

PROF L van der POLL

Law

DR W ELLIS

Arts

PROF D PUGH

Science

PROF B MNGOMEZULU

Senate Rep on Council

DR K COLLETT

Education

DR S NEERPUTH

Library Director

PROF S ZINN

Library Science

PROF H JULIE

CHS

DR J ZIEGLER

Dentistry

PROF J JANSEN

EMS

MR A NATHA

ICS Operations Manager

MR MA ADRIAANSE

Library Deputy Director

MR A NQOTOLE

Library Deputy Director

MS A FULLARD

Library Deputy Director

PROF M SMITH

Director: Postgraduate Studies

MR A REGAL

Executive Director: Finance

MR W BORAINE

Secretariat

Contributions and Representations beyond UWC

- **Digital Humanities of Southern Africa conference, University of Pretoria, 25-29 March**

Ms Thozama Bici (Arts librarian) and Mr Mark Snyders (Digital Scholarship) presented a paper "Library support for Digital Humanities: Creating a collaborative environment".

- **#1Lib1Ref campaign**

UWC Library participated in the international sprint within a 10 day period to improve the reliability of Wikipedia by sourcing reliable references to substantiate claims made in existing articles.

"Some tasks like 1Lib1Ref were challenging to ourselves too and making it be everyone's responsibility was a good thing, making librarians aware of the benefits of Wikipedia and contribute to a global campaign. We learnt how to edit Wikipedia and put UWC Library on the map."

Standards for Academic Libraries (CHELSA) – Dr Shirlene Neerputh was a member of the Task team that drafted the Standards for academic libraries in South Africa working document. This guidelines will enable South African higher educational institutions to aspire towards benchmarks and quality in service excellence. The document is available on the CHELSA webpage.

Dr Shirlene Neerputh was awarded the Erasmus+KA 107 Staff Mobility to the University of Valladolid 24-29 June 2019.

"The Erasmus+KA107 Staff Programme afforded me a "once in a lifetime" opportunity to be part of an international Spanish culture, and experience the university of Valladolid Libraries. The experience, knowledge has enriched me. This mobility was so well worth it, which enabled good networking with professional colleagues".

Acknowledgments to: The Library Director: Ms Mercedes Arrant; Library Programme Co-ordinator: César Salinero; International office of the University – Ms Lidia Alba and the Erasmus Team for this "once in a lifetime opportunity".

Programme Co-ordinator: César Salinero; Shirlene Neerputh and Carmen de Miguel

Entrance of the Faculty of Law Library in Spain, Valladolid

Carefully preserved University inherited special collections with limited tourist viewing, tourists are only allowed to view the Library of from a glass viewing deck due to the sensitivity and valuable nature of ancient centuries manuscripts.
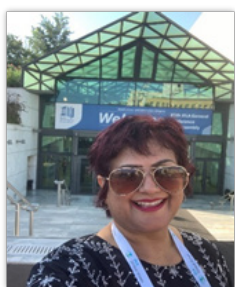
- **"Information Literacy in my Library: 3 years later-where are we now?" (LIASA HELIG Colloquium, CPUT, 30 July)**

Mrs Shehaamah Mohamed helped to organise a regional HELIG colloquium for academic librarians. The purpose was to enable exchange of information concerning initiatives to integrate information literacy within courses. The occasion showed us that similar objectives are being sought at our sister institutions. Mrs Shehaamah Mohamed and Mr Gerald Louw presented their pilot study on their team teaching approach in an EED module. Dr Shirlene Neerputh gave a FYSE talk at this colloquium to approximately 60 participants.

- **International Conference on Information Literacy (ICIL) Conference, North West University 23-26 September**

Mrs Shehaamah Mohamed's presentation was entitled "Decoding information literacy ways of thinking in student learning: influencing pedagogic methods". Her presentation reports on a pilot study that she conducted with two academics from the EMS Faculty. Ms Allison Fullard also attended the conference.

Libraries: dialogue for change

World Library and Information Congress
85th IFLA General Conference and Assembly

24–30 August 2019, Athens, Greece

2019 IFLA WLIC

Dr Shirlene Neerputh and Mr Anwa Adriaanse attended the annual conference of the International Federation of Library Associations (IFLA), hosted on the 24th - 30th August 2019 in Athens, Greece with the theme: Libraries dialogue for change.

Libraries in South Africa and globally are vehicles of change management in the profession and looking at ways to add value to the society or institutions they serve. President Glòria Pérez-Salmerón aptly stated that: Libraries are Motors of change – to break down silos, to work with and through the Sustainable Development Goals to change the societies they serve, to update our own mind-sets through the Global Vision. More than 3,600 participants from 140 different countries attended IFLA.

Library & Information Association of South Africa (LIASA) Conference, Durban International Convention Centre, 1- 4 October 2019. Ms Patiswa Zimbani; Ms Pelisa Vanda, Mr Gerald Louw; Dr Shirlene Neerputh and Ms Thozama Bici attended the conference.

Mr Gerald Louw) presented a paper on: Team teaching between librarian and lecturer: a case at the University of the Western Cape – (The presentation highlighted how the faculty librarian and lecturer collaborate in teaching information literacy. The study focused on: How team teaching in concept mapping assisted the undergraduate students in finding relevant information.

Ms Thozama Bici presented a paper on **Creating a glossary of information literacy terms for first year students in the Faculty of Arts**. (Ms Bici's presentation highlighted the challenges and lessons learnt while creating the glossary). Secondary data was collected through a review of literature to understand previous studies on the topic with similar user population.

Ms Patiswa Zibani, Ms Pelisa Vanda and Mr Alfred Nqotole, presented a poster entitled: Implementing Research Data Management (RDM) at the University of the Western Cape Library: Opportunities & Challenges. The poster was designed by **Mr Errol Solomon**.

Mrs Shehaamah Mohamed entered the annual LIASA competition by submitting a poster about her work with literacies. She won the **2019 HELIG LIASA Western Cape Branch** award for academic libraries as recognition for the efforts conducted by UWC Library.

- **Mr Alfred Nqotole** attended the **OPEN ACCESS SCHOLARLY PUBLISHING Conference** held on the 24 to 27 September 2019 at The Royal Danish Library Copenhagen, Denmark. The conference was of value to the research support portfolio as it afforded an international opportunity for current trends and practices of policies and guidelines to advocate open science publishing in universities.

Mr Alfred Nqotole and Prof Crewe (ASSAF and the University of Pretoria)

UWC Library scoops LIASA HELIG Branch Award 2019

Representing the University

Dr Shirlene Neerputh is Chairperson of Higher Education Libraries in South Africa and held the AGM at the conference. She also serves on LIASA management committee.

Chair-Elect of CHELSA
Dr Shirlene Neerputh was elected Chair-Elect for CHELSA (Committee of Higher Education Library Directors in South Africa) in 2018,

Dr Shirlene Neerputh is the current Chairperson of LIASA Higher Education Interest Group (HELIG) 2018-2020.

Dr Shirlene Neerputh serves on the South African National Library for the Blind Society 2016-2019 Board;

Mrs Shehaamah Mohammed was elected as LIASA Chair of HELIG: Western Cape 2018 - 2019

Mr Alfred Nqotole – Represents UWC on the iLifu Project

Mr Ricardo Davids, Mr Trevor Fortune and Mr Anwa Andriaanse serve on the Cape Higher Education Consortium (CHEC) Library working groups.

External (local/International): iLifu RDM, Ad
Hoc CHELiN Website Working Group, UWC Carpentries, The Carpentries (International)

Conclusion

UWC library services contributed proactively in ensuring close alignment to the vision mission and IOP. Quality, Performance enhancement and major change management presided over the library services, with deep acknowledgement for the dedicated and loyal staff team 2019.

The highlights alluded to in this report also showcase the higher profile of the UWC Library. The budget was well expended towards goal achievements, Although the budget diminished for core information resources, appreciation is noted for the HDI grant which enabled UWC to hold sustainable core information databases which are well used and in demand by academics and researchers.

The library made good progress towards Open Access information resources with a dedicated LibGuides on OER's produced to assist the academic community find full text open sources.

This report also reflects upon the Good partnerships and collaboration practices achieved to drive the research led agenda of the university under the DVC: Research and Innovation ambit. This year the library as well as the university benefitted from the appointment of the Director: E-Research (Prof Mattia) which also strengthened the Library research and scholarly communication role. Further, the DVC: Research and Innovation held an interactive workshop at the Tygervalley Hotel on the 02 May, which dwelled upon the various ways that the library services and other units can deepen our partnerships to intensify the research agenda.

We envisage the new vibrant 24/7 facility to enhance the student experience in learning and research to be opened early 2020. The new revamped library page provided additional value to the digital university.

Acknowledgments to:

SENATE LIBRARY COMMITTEE

Prof J Frantz (Chairperson), Prof B Fielding (Director of Research, Prof L van Der Poll (Law), Dr G Davis (Arts), Prof D Pugh (Science), Prof B Mngomezulu (Senate Rep on Council), Dr K Collett (Education), Dr S Neerputh (Library Director), Prof S Zinn (Library Science), Prof H Julie (CHS), Dr J Ziegler (Dentistry), Prof J Jansen (EMS), Mr A Natha (ICS Operations Manager), Mr MA Adriaanse, Mr A Nqotole, (SRC), Ms A Fullard, Prof L Holtman (Director: Postgraduate Studies), Mr A Regal (Executive Director: Finance), Mr B Geyer (Secretariat)

DVC: Research and Innovation and Executive Management; Library Management and staff and all other partners/stakeholders for their time and efforts in providing a quality library service 2019.

References

Shank, J.D. & Bell, S. (2011).

Blended librarianship: re-envisioning the role of librarian as educator in the digital information age. *Reference & User Services Quarterly*, 51(2): 105-110.