UWC LIBRARY
empowering through knowledge

2021 ANNUAL REPORT

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INTRODUCTION

Globally and nationally the COVID- 19 pandemic continued to present major disruptions to Higher Education and Library Services. Disruptors to normal functioning was characterised by adaptive and innovative "new normal" modes of hybrid learning, teaching and research activities, with leadership seeking "future modes" in grappling with the challenges.

UWC Library valiantly rose to these new challenges, by offering hybrid and online information resources and services, to support the university mission to enrich the learning, teaching and research experiences. The Library was the first on campus to open the university doors to learning, in January 2021, with COVID- 19 protocols sanctioned by the Department of Health and Safety and UWC COVID-19 Task team.

An agile University and Library leadership and management bode well for the accomplishments in 2021 amidst a time of unprecedented change. Effective Information and Communication technologies, engagement and team management provided effective solutions to managing the pandemic disruptors in the Library.

Due to the rollout of vaccines as a critical health priority, the pandemic
fatalities tampered down, and hope was restored for managing the year better. UWC responded to the call by setting up the vaccination centre on campus for staff and students, with 98% staff getting vaccinated, with Wizz pass access to campus. The university moved to mandatory vaccination to ensure health and safety for all. COVID- 19 protocols prevail at all times in the Library till present.

Library Management and staff teams are to be commended for their diligence and dedication to service excellence, amidst the dual tensions in fulfilment of the 2021 plans, as well as the COVID fatigue, blurring of work/personal boundaries and isolation from working from home.

This report highlights continuity and adaptation of library operations and services to best support the university's hybrid learning, teaching and research programmes.

Strategic Envisioning

Library Management reviewed and updated the Strategic plan 2021, Operational plans with SWOT analysis, Risk Register, and the COVID- 19 Operational Plan in alignment to the Institutional Operating Plan 2021-2025. During the latter 2021, the Library provided input into the UWC Draft Discussion Document on the IOP 2021-2025; and in the CHE institutional audit draft reports. The Library Director provided input on the role of the library in the Transformation of the University Teaching and Learning during the Academic Week 2021.

The Library Strategic management targets were based on the Faculty Librarian; Research Support Librarian and the Resources and Systems Teams annual operational goals achieved.

These were re-aligned to the Library's strategic objectives and to address emerging online trends and needs, to best support the student experience and hybrid ways of promoting academic success in the university. Progress was monitored in monthly team meetings and librarians' quarterly reports, with annual PDS diligently conducted in 2021.

VISION

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

MISSION

To enrich the learning, teaching, and research experience through dynamic services to enable academic success.

GOALS

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

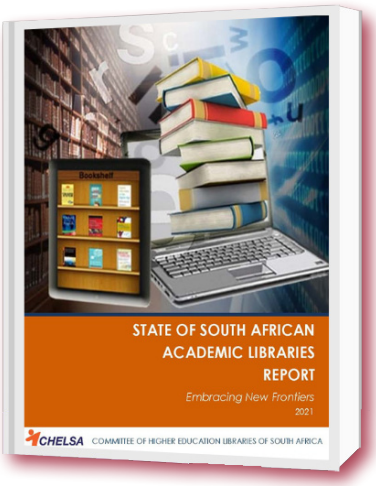
- Having the right capabilities to deliver the vision of excellence and innovation for relevance;
- Leverage best-practice technologies to facilitate innovative learning, teaching and research experiences;
- Collaborate internally and externally to benchmark, advocate and assess relevant needs and practices; and
- Offering physical and virtual spaces that promote a flexible learning environment.

VALUES

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

HIGHLIGHTS

- Dr S Neerputh (SOAL: CHELSA) and Ms U Satgoor (UCT Executive Library Director published the CHELSA (Committee of Higher Education Libraries in South Africa) State of Academic Libraries in SA Report 2021. The Report with the theme "Embracing New Frontiers" provided a broad overview of academic libraries within the context of a changing South African higher education landscape and its response to the global COVID-19 pandemic. The notion of new frontiers speaks to shedding old restraints, unlimited opportunities, optimism and future orientation. This has been demonstrated by narrowing historical disparities amongst academic libraries through benchmarking, collaboration and the conscious adoption of standards of practice; cognitive underpinning of social justice, access and inclusion; consciousness of student experience and success; the impact of COVID-19 and the agile responsiveness of academic libraries thereto; as well as demonstrating the value of academic libraries to the teaching, learning and research endeavors of the university.



- Dr S Neerputh participated at the SANLIC (South African National Library and Information Consortia) Conference, 05 August on Library Directors Reflections on Relevance, during a pandemic via the Zoom platform.

- Dr Neerputh participated as a panelist at the 16th Library Symposium of the University of Stellenbosch -10-12 October. Ms Sibongiseni Mrwashu, Faculty Librarian: Science, University of Western Cape Library presented a paper entitled **"Information and media literacy during Covid-19".** Conference website: https://blogs.sun.ac.za/libsymp2021/programme/

- The university celebrated International Open Access Week from 25 October 2021 to 29 October 2021 under the theme: **"It Matters How We Open Knowledge: Building Structural Equity".**

Open Access in UWC is achieved through the deposit of peer-reviewed research papers in repositories or through publication in open access journals – the research is thus free for all to view and use, not just those who've paid for journal subscriptions or whose libraries have allowed them access. In this way, researchers have their work read and discussed by many more people. Industry can use academic work they might otherwise never have seen, and the public can see where their funds go.

"Libraries must look at Open Access as a new norm - a way to transition our positioning of Higher Education," said Dr Shirlene Neerputh, Director of the University of the Western Cape Library. Thus, the library as a publisher, to invite open, accessible knowledge transmission. "We as libraries must develop quality repositories to house research that can be used to strengthen our research agendas, as well as learning and teaching, and that can contribute to collaborating and partnering with other institutions. Libraries are also driving the Open Educational resources agenda to invite Open Access transitions in places and cultures across the global context in light of promoting equity, social justice and aspiring to the UN sustainable goals.

LIASA Public

1. The Library contributed to the LIASA In Touch newsletter December 2021: **"Designing a digital literacies programme that aligns with the Library's Information Literacy Programme and UWC Graduate Attributes"** contributors - Mr Sylvester Jeffries Digital Literacies Librarian) and Mr Errol Solomon (Marketing and Communications) UWC Library.

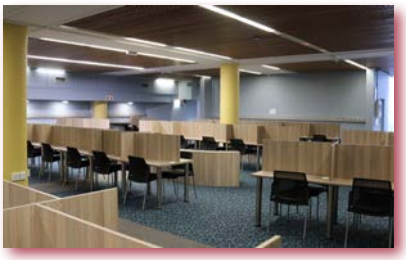
2. **"Contributors to institutional success: a participatory reflection on Achieving Strategy through Operational Excellence"** contributor - Ms Anelisa Mente-Mpako PL(SA) Research & Reference Support Librarian University of the Western Cape.

UWC Library 24/7 Learning Centre Launch

At the cost of R5-million, the Library Services opened a new safe conducive 24/7 Learning Centre in May 2021. Management and staff of the Library Services' were excited that their plan for this 50-seater self-study facility has finally been realised.

The modern centre has been described as an inspiring learning environment for students. It is characterised by a practical design that supports multimodal learning with bold colours and well-adapted lighting in line with the needs of the inquiring mind.

The new air-conditioned learning centre will be a sanctuary for students wanting to be fully immersed in serious preparations for examinations and tests. It is equipped with security facilities that include access control, cameras, and monitors.



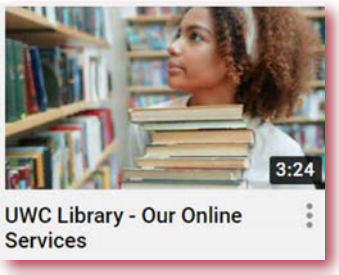
Infrastructure: The university procured a new Library lift in 2021, due to longstanding problems with the ageing lift. Student study areas were also given a boost revamp for greater comfort, with new couches and chairs, the windows on some levels including the Postgraduate labs were tinted to block out the ultra-glare lighting, a source of frequent complaints during the summer months.

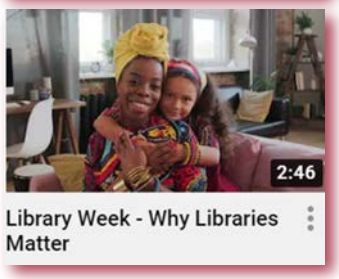
The atrium's roof, a source of continuous leaks during rainy weather, received attention during 2021 from consultants appointed to prepare the design and construction.

Video Productions

The Library creatively utilised the online platform to support the University learning, teaching and research support during the pandemic.

Meet the Librarian





Simpler Information Discovery Interface Tool – LibKey

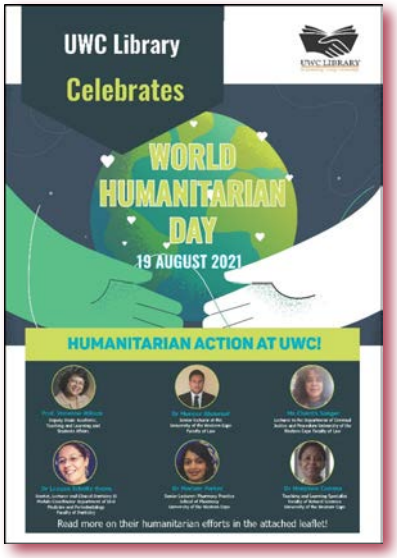
An exciting innovation in 2021 was the addition of a software package called Third Iron Complete. This software package consists of a suite of LibKey products including: LibKey Discovery; LibKey Link; LibKey Nomad; and LibKey.io. LibKey is an add-on to the Library Management System, ALMA, and is designed to enhance users' experience by vastly improving the discovery and access of resources to which the library holds a subscription. LibKey is integrated into Alma/PrimoVE and provides full-text linking from the search results page. The benefits for UWC library users are: simpler interfaces and fewer clicks; it eliminates the multiple steps required to get content; it provides consistent signposts to guide users to library supported content, regardless of starting point; or will seek open access options; improves user experience by providing one-click resolution; and saves researchers time.

UWC Library Celebrates....

The Library hosted monthly UWC Library Celebrates initiatives, which presented as opportunities to heighten awareness of global/social justice/ ethical issues via the online platform for educative purposes.
Some highlights are:

19 August World Humanitarian Day

The Library Director invited Deans to nominate a member of their faculty who has undertaken humanitarian action in their teaching or support to students. We were proud to highlight such activities in Dentistry, Law and Sciences faculties.



8 September International Literacies Day

Clement Kotze Education Faculty Librarian invited Dr Carole Bloch (Early Childhood Educa-tion) to engage with her PG students on the development of early literacies. The poster features audio excerpts from the Honors and Masters students who are also full-time teachers.

SA Library Week

World Book & Copyright Day

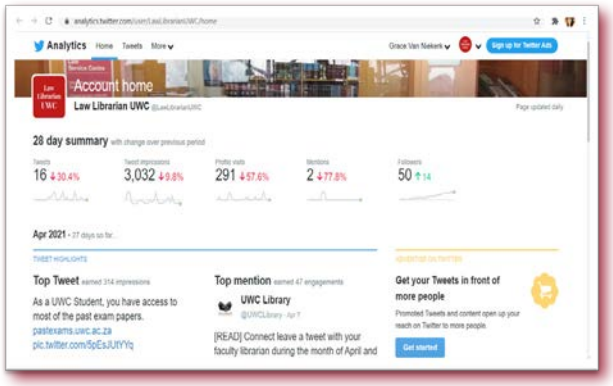
Library integration in iKamva

The Library utilized the learning management system (Ikamva) to also support students for access to research resources. The content comprised: reference instruction guides, resources on research methods, library website, literature search strategies, managing citations and bibliographies.

The three modules on Ikamva are: Literature Search Strategies, Sage Research Methods, Mendeley, EndNote & Zotero bibliographic Management Systems.

Social Media

The Faculty Librarians have set up individual professional Twitter profiles, encouraging student followers to pick up websites, videos and learning materials to enhance their digital and information literacies, subject knowledge and research skills. This involves a different way of thinking about how to re-purpose the Library resources and services to add value.

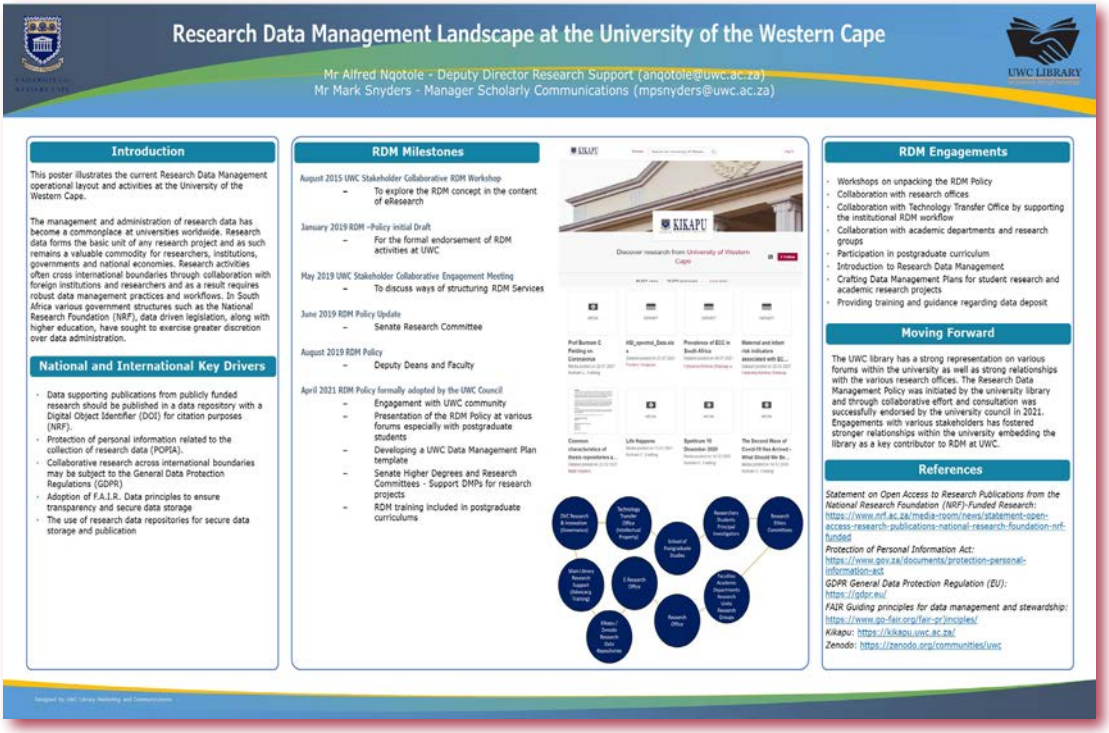


Poster for the LIASA Lightning talk session – RDM Landscape at UWC.

LIASA Conference 2021 was hosted online, a first for the Association, from 27-30 September 2021. The LIASA Virtual Indaba replaced the annual conference in 2020 due to the pandemic restrictions.

The theme for the Conference was "Libraries Matter: Reflecting on a Year of Change".

LIASA introduced virtual posters accompanied by a lightning talk as a new format.



LEARNING & TEACHING

The university embraced the "new normal", with transitions to online and hybrid modes in teaching and learning.

UWC unfolded various policies which responded to the new realities for higher education namely, the Flexible Learning & Teaching and Assessment policy; Selection, Development and Evaluation of Learning Materials; and the Framework for Curriculum Transformation and Renewal policies. These policies created opportunities for infusing library services into the delivery of academic programmes in UWC. The Library will engage in an exploration of the spaces for the Library's contribution to the Framework for Curriculum Transformation in 2022.

The Library's submissions therefore took cognizance of a renewed emphasis on blended learning, which entailed greater self-directed student learning. This renewed emphasis signaled the library to respond and instill her value proposition, for digital collections and e-resources, building graduate skills and competence; digital and information literacies, professional services to support the academic endeavours.

e-Textbooks and eBooks

The library focus on learning materials dove tailed with another protracted challenge in 2021 – the non-availability of e-textbooks to support remote and flexible learning. Access to e-versions of prescribed texts were effectively blocked by the publishing industry's resolute refusal to supply academic libraries with this form of materials.

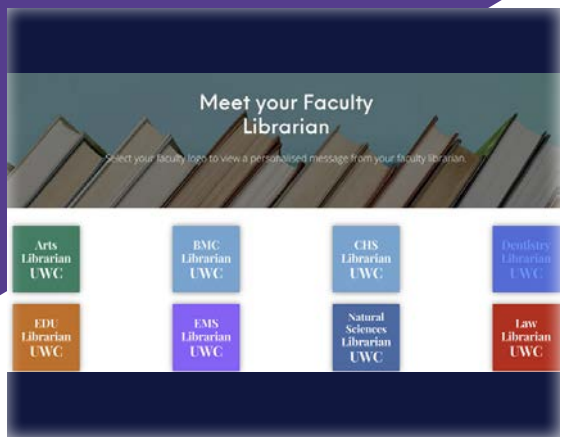
The Library explored several alternative commercial avenues with VitalSource, Perlego and Edge Education with no viable options available for Library subscription.

Academics need to indulge the OER's option, also to embrace open access, of which UWC is signatory to the Berlin Declaration of Open Access. OER's offers a sustainable solution for online teaching and learning.

Courseware/Coursebooks

The Library initiated meetings with an educational publisher, Edge Education, to learn more about alternative forms of learning materials, commonly known as "courseware". These are software programmes which combine text, multimedia demonstrations, interactive exercises, quizzes and case studies. In the context of remote/hybrid learning, this type of learning material can provide for a more engaging learning experience, especially when social learning communities become active. UWC lecturers can co-design this material with an educational publisher, the IP can be retained and a more sustainable "coursebook" can be integrated into Ikamva.

Edge Education is a SA firm that has partnered with UCT and UNW to develop coursebooks. It is envisaged that departments and academics will take up this offer to compile UWC courseware material.



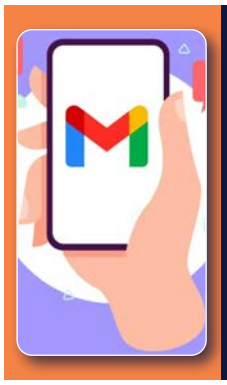
Digital Literacies

The impetus for strengthening the Library's Learning and Teaching digital initiatives were realized in the 2021 Orientation and Digital literacies programmes. The Library launched a series of 6 self-paced orientation productions on the Library's First Year Experience webpage. Student competitions were launched to link with the Librarians' Twitter profiles and the uKwazi (library search engine) tutorial.

The Digital Literacies Librarian continued to enhance the value in the Library Teaching and Learning in the university. He spent the first two semesters in consultations with CIECT, briefing meetings with faculty committees, and in researching models, prior to designing the digital literacies interventions for UWC.

The programme is characteristically practical in nature and comprises 5 different elements, with a redesign of the generic Information Literacy into an interactive tutorial. There has been a positive take-up of the digital literacies programme by students and staff. There is scope to improve the collaboration and consultations with individual lecturers which will be addressed in 2022.

Digital Literacies Programme



Google's Gmail

Google's Gmail (learn top productivity features such as: undo sending email, schedule sending email, use templates to respond quickly, setting up your email signature and vacation responder, reduce space usage, and much more)

Wednesday: 18 August & 25 August

LinkedIn

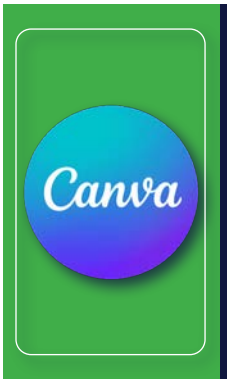
LinkedIn (learn how to get started on LinkedIn: setting up a professional profile account and how you can showcase your real potential to land higher-quality career opportunities)

Wednesday: 22 September & 29 September

Google Forms

Google Forms (learn how to create surveys / quizzes, preview and send a Google Form, receive and view responses via Google Forms and Sheets, and so much more)

Wednesday: 20 October & 27 October



Canva

Canva (explore the various possibilities of free online template designs, from brochures, logos, invitations, infographics, social media content to documents, and many more)

Wednesday: 17 November & 24 November

The Scholarship of Learning and Teaching

Since 2010, the Library has prepared an annual bibliography of UWC publications that investigate aspects of learning and teaching. The report is submitted to the DVC Academic and forms part of the publication produced by the Community Engagement annual report.

A record 76 publications that fall within a broad scope of scholarship of learning and teaching were published in 2021. The increased numbers are one of the positive outcomes of the pandemic and lockdown.

Faculty Librarian Teaching Activities

In 2021, the library followed the university's remote learning and teaching protocols. The tables below capture the librarian opportunities for online classes with students per Faculty synchronously, which are lecturer invitations to Faculty Librarians. The nature of virtual training does not permit "Hands-on" or interactive learning, although recordings are shared for students to experiment after a live session. Lecturers request librarians to prepare learning materials. Librarians prepared short, hands-on tutorials, that incorporate video demonstrations, either with Sidecar Learning Platform or LibWizard interactive tutorials.

Information Literacy Learning Outcomes

The library is ultimately seeking an integrated model for information literacy. The goal is to bring lecturers and librarians together to improve student learning through course-integrated instruction. The Librarians believe the topics related to information literacy - literature search, critical evaluation of sources, ethical use of information and referencing belong in the curriculum where subject content can be used to apply requisite understandings and skills.

Ms S. Mohammed led a Reading Club article, which recommended differentiated levels of embedding IL and a flexible approach. The lecturer brochure reflects different levels of collaboration with librarians that the library envisages. Our current objective is to build in "learning outcomes" in all our contacts with students, even in one-shot sessions and informal teaching. These become learning moments that are imbued with underpinning IL principles. These are regularly articulated. Even though these might not be systematic or assessed, they become a means of also expanding the Librarians' thinking to refine our approaches.

Librarians initial task is to work through clusters of learning outcomes derived from different institutions. These outcomes are associated with different frameworks for information literacy (ACRL Framework, Metaliteracy and Digital Literacies models). Their work is to identify useful learning outcomes and place these in beginner, intermediate and more advanced levels in curricula for imbued UWC graduate attributes.

Each of the following tables captures the nature and extent of formal training conducted by the librarians:

ARTS FACULTY

The Faculty Librarian conducted undergraduate library teaching sessions for the Department of English 1st years and the LIS 2nd year students. The ECP students had teaching lessons on Ikamva which bode a credit bearing tutorial. Only 93 of 229 ECP students completed the tutorial. The credit bearing concept is ideal for student lifelong learning and imparting graduate attribute skills for encouraging the self-independent learner and critical citizenry in UWC.

The Faculty Librarian's Lessons focused on 1: uKwazi search Engine; Lesson 2: How to Compile your search strategies; Lesson 3: Search on Google Scholar; Lesson 4: Evaluating information sources and Lesson 5: Finding, downloading and reading eBooks in uKwazi.

Lessons were also prepared for the **Postgraduate Students Online Sessions for the Department of LIS**, Women's & Gender Studies; Anthropology). Students introduced to uKwazi, Disciplinary databases, full text finder, UWC ETD's and EndNote.

Thozama writes: *"Dr Michael Batch advised the Thozama writes: "Dr Michael Batch advised the Faculty of Arts Librarians to prepare a tutorial for the ECP students. He briefed us exactly on how the tutorial should look like and, advised us to put it on our space in Ikamva. The tutorial consisted of 5 lessons with activities in between and a final quiz at the end. We created our own space on Ikamva and we used the Sidecar Learning Programme. Participation and successful completion counted 5% towards their coursework"*

CHS FACULTY: BELLVILLE MEDICAL CENTRE

The Faculty Librarian conducted online teaching for Undergraduate students in the Departments of: ECP, 1st, 2nd year Nursing, 4th year Physiotherapy and Occupational Therapy 4th year students. Training was conducted on Ikamva via Big Blue Button (BBB), zoom, google meet and MSTeams.

This online learning tutorial was developed to assist students accessing the library resources, guide them on how to unpack their assignment topic, building search strategies and search uKwazi and database finding relevant information during their research module program. Students would also be able to develop knowledge on evaluation of information, plagiarism and guidance on APA referencing style; Literature review on vaccine hesitancy and includes steps of the information research process (IL thresholds).

"Developed an outreach generic virtual Undergraduate training program for all of CHS students with Prof. Waggie and Mr Gerald Louw (Faculty Librarian).

The Postgraduate Students from the departments of: Occupational Therapy; Nursing; School of Public Health received Faculty Librarian Teaching online.

Karen comments: *"The Library Online Information & Research Skills Resource Guide was uploaded on both 4th year and 2nd year iKamva sites beforehand in order for students to work through it. Training were conducted via MS Teams & Zoom. Afterwards the presentation and training recording has been uploaded".*

CHS FACULTY: MAIN CAMPUS

Gerald and Karen devised a cross-faculty training programme presentation for all CHS 1-4th year students. It was presented on Zoom on 5 monthly sessions.

The Faculty Librarian prepared online teaching sessions for the Postgraduates in: Sports Recreation; Child & Family Studies; Social Work; Psychology, on: Systematic Review; Scoping Review: Literature Search; Mendeley.

DENTISTRY FACULTY

The Faculty Librarian conducted Undergraduate teaching sessions for the Orthodontics 1st years; LIS 4th year students on navigating the Library Webpage, databases; Library Search Engine and Google Scholar. I integrated activities into this online session which also included students having to compile their own search strings.

"I was asked to teach the application of the ACRL Framework to the LIS432 class. The concepts are integrated in such a way that activities will serve to enhance a particular way of thinking."

The faculty Librarian conducted online classes for Postgraduate students studying: Oral Medicine; Restorative & Aesthetic Dentistry; Pediatric Dentistry; PDD students. Training was also conducted with individual lecturers on Scoping reviews and PubMed.

Shehaamah writes:*" I have developed a video of the first part of a workshop that I held in July for the PDD Orthodontics students. It is found under "Information Literacy Workshops" in my libguide. I shall be uploading videos of my training sessions in this section for student's easy access"*

EDUCATION FACULTY

No online teaching activities were recorded for the Faculty undergraduates in 2021.
The Postgraduates received Orientation to the Library Services, Mendeley and Research Method trainings.

EMS FACULTY

The Faculty Librarian conducted undergraduate teaching activities for the: first years: Information Systems; School of Government students; Public Administration and 3rd year Management on: how to search Ukwazi, Google Scholar and library databases, Topic analysis/ formulating search strategies, how to incorporate Boolean connectors in a search query, importance of using Library resources vs Google, Show-casing important portals, like First Year Experience page with interactive tutorials to help them become familiar with online library services.

Postgraduates also received library training in the faculty.

Khonziwe comments: *"From these trainings, I've noticed that students are struggling in finding and evaluating whether the source is credible and fit the purpose of the assignment, students also need significant assistance with reading and understanding high level scholarly sources such as peer-reviewed research. One session is not enough for them to understand the process, I always encouraged lecturers to remind and encourage them to come to the library and consult librarians."*

LAW FACULTY

The Law Faculty Librarian conducted teaching using Interactive training material, also uploaded on the Ikamva platform to overcome problems faced by the Law Faculty and students during the lockdown. These training sessions substituted the face to face training sessions.

The Librarian developed a series of short tutorials including instructional videos, so that students were able to use the library's electronic resources. These videos are accessible from the law Libguide, Ikamva and social media platform's like Twitter and Facebook.

The Law Librarian was invited by Prof Julia Sloth-Neilsen; Prof Memur to participate in PG Writing workshops. Some of the topics covered were: finding eBooks, search strategies and law databases were covered; use of the legal Citator in LexisNexis.

Charne's iPhone - Ms van Niekerk, we kindly request a separate webinar on your presentation. It's extremely helpful and needed.

uKwazi: **viewed 44 times**

Primary & Secondary Law sources: **viewed 464 times**

Intro to LexisNexis: **viewed 4,326 times**

Jute publications: **viewed 134 times**

SCIENCES FACULTY

The faculty of Science Librarian conducted Undergraduate teaching activities for the School of Pharmacy (2nd and 4th years); Online tutorials for 2 ECP courses Intro to Science and Intro to Life Sciences. She prepared lessons on assisting students with: Finding Pharmacy Legislation in LexisNexis; Scoping Review Literature Search.

ISC 153: While only two 'lessons' were integrated in the previous year; four lessons were integrated in 2021. There was also better collaboration with the teaching staff of the module, with the planning meetings including librarians, academics and faculty teaching assistants. Librarians staff also had a stronger say on where and how IL lesson can be integrated. A challenge remained that librarians were not included in the design and development of the module assessment tasks for the module.

LFS 152: three IL lessons were also integrated in the LFS152 module Ikamva site. Although the integration was not part of the official curriculum, it was informative that the lecturers identified the need for the lessons, and this will be followed up in 2022.

Sibongiseni writes: *"It has been difficult getting feedback from the lectures. Currently I haven't any access to any study guides, hopefully I shall get access to them soon. …From my dealings with walk-ins,*

Joseph comments: *"This level of research support was quite low and required an investigation on the reasons thereof. Unfortunately, this was not addressed during the period due to the workload. …Absence of training at the Masters level in 2020 was a concern, especially considering that there was a training in the School of Pharmacy the previous year. "*

The Faculty Librarian also provided teaching activities for the postgraduate student in Medical Bioscience Honors).

StatiGo

The Deputy Director promoted StatiGo across the Library to generate statistics/data around the diverse engagements with library users. Reports shared and analysis show that the data collected is valuable.

LEVERAGE TECHNOLOGIES

Digital Literacies Librarian Mr Sylvester Jeffries comments:
"I was responsible for training on the use of Sidecar Learning and Camtasia Studio for the development of interactive tutorials. I have also collaborated with a few colleagues in the first half of the year (uKwazi Tutorial, Arts ECP Tutorial, and the CHS Shared Research Instructional Guide & Tutorial) where I was part of their design and creation processes for lessons / tutorials. These collaborations included authoring and advising on refining of learning outcomes, types of video use, need for formative versus summative assessment quizzes, etc. I then assisted with the download and clean-up of results to analyze successful participation, etc.".

MARKETING

Library Marketing and Communications goals are to support UWC Library's mission and to serve the university community to enhance the Library's brand and reputation.

UWC Library re-imagined services during the pandemic, aimed to enhance student success and targeted academic Interventions comprised of:

Ikamva Course Modules

The Library utilized the learning management system (Ikamva) to also support students for access to research resources. The content comprised: reference instruction guides, resources on research methods, library website, literature search strategies, managing citations and bibliographies.

The three modules on Ikamva are: Literature Search Strategies, Sage Research Methods, Mendeley, EndNote & Zotero bibliographic Management Systems.

UWC Library YouTube Channel

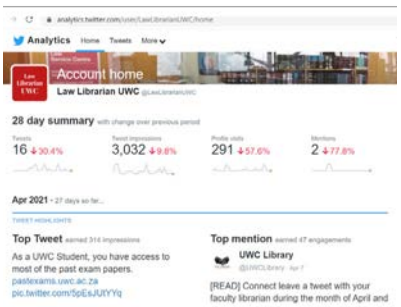
To supplement the Ikamva course modules, the YouTube channel was utilized for distributing and archiving recordings of training sessions. The recordings are uploaded on the channel and distributed as a link which directs traffic to the channel. You tube platform are millennial generation student learning platform.

Email Reference

The library-research@uwc.ac.za and library@uwc.ac.za email accounts, were actively monitored for better response time and quality feedback. Generic and individual staff email accounts are equally utilized by postgraduate students and researchers to request assistance with research support services.

Social Media

The Faculty Librarians have set up individual professional Twitter profiles, encouraging student followers to pick up websites, videos and learning materials to enhance their digital and information literacies, subject knowledge and research skills. This involves a different way of thinking about how to re-purpose the Library resources and services to add value.



Library Video Production and Content created to enhance teaching, learning and research support:

- "Online Services"
- 9 videos for "Meet the Librarian" Project
- Director "Welcome Video"
- "Library Week – Why Libraries Matter"
- Library Research Support & Scholarly Communications
- "24/7" Launch
- Introduction to Open Access Week Video 2021
- Introduction to Research Week Video 2021

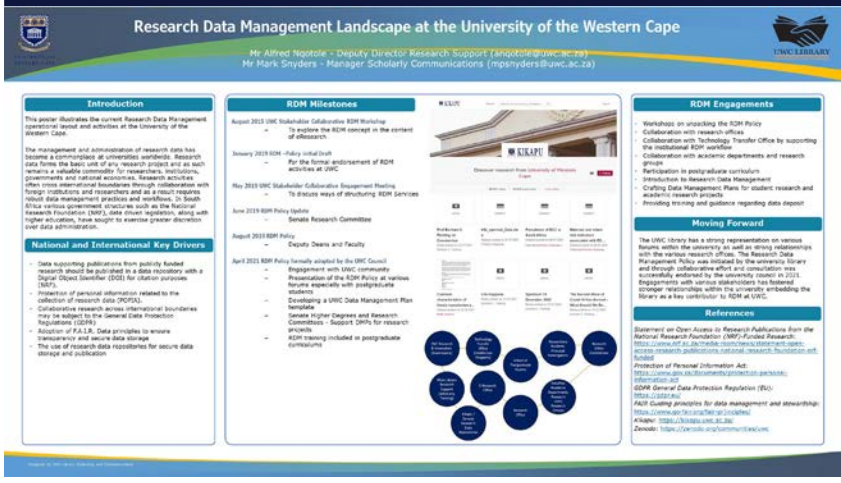
Events

Since campus remained deserted throughout 2021, Library Marketing targeted citizenry critical awareness in a series of "events" to mark significant International Days, framed as UWC Library Celebrates… The following events raised the visibility of the Library:

18 creative projects created and completed.

Notable projects include -

- First year experience campaign – "Connect with your Librarian"
- South African Library Week
- World Copyright Day
- World Telecommunications & Information Society Day
- World Ocean's Day
- International Day Against Drug Abuse and Illicit Trafficking
- Mandela month donation drive – Beneficiary "Golden Anchor"
- World Humanitarian Day
- International Literacy Day
- Digital Literacies Programme
- Updates to the Work Integrated Learning booklet
- Research and Scholarly Communications' Postgraduate Training Programme Second Semester
- Open Access Week October
- Digital graphics for social and web use
- CHELSA Newsletter
- Poster for the LIASA Lightning talk session - RDM Landscape at UWC.



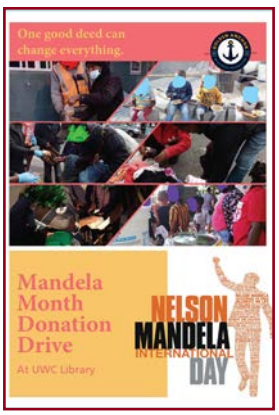
First Year Student Experience Competitions:

As part of the First Year Experience, the Library held two competitions to promote the Faculty Librarians profile and the Library's Search Engine "uKwazi". Six Winners (Amy Jade Rudolph, Rhoda Deers, Angelique Billings, Usamah Jacobs, Geo Carstens and Kara Lamoela) received R250 TakeaLot vouchers from the Library.

Two Winners for the "Connect with your Librarian" Twitter campaign received their Hoodies via courier delivery, Koketso Maruma and Mickyle James

A Hooded Jacket and Takealot voucher were presented to Kwanzaa Tjemolane, winner of the LIASA Libraries Matter campaign for her outstanding contribution.

Posters of notable events



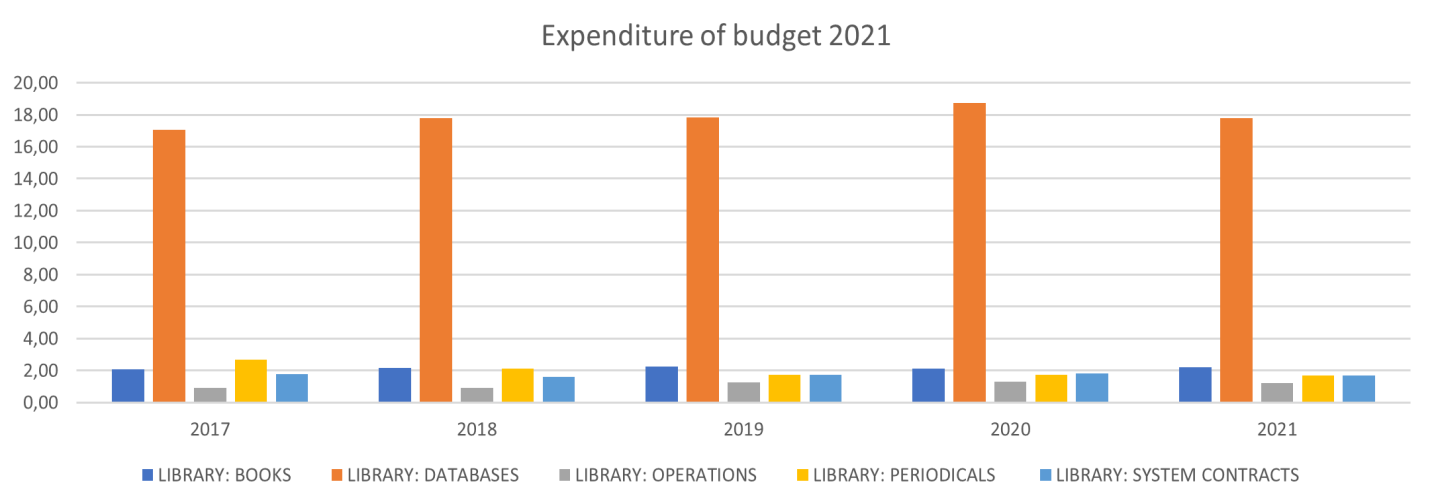
RESOURCES AND SYSTEMS

FUNDING

Funding was largely allocated to information resources in support of the academic endeavor at UWC. 2021 significantly drew to a close the 5-year HDI Grant funding. The HDI Grant boosted the library's ability to provide core information resources and part of the spending strategy ensured continued access to resources beyond the grant period, achieved through the outright purchase of some resources, in addition to the subscription model attached to most other resources. The main funding conundrum remains under-resourcing of library budgets, compounded by the exorbitant cost of information resources, unaffordable annual price increases and the weak exchange rate.

Annual budget allocations

A 5-year comparison is drawn in the table below, comparing budget allocations received from 2017 to 2021. The library budget for 2021 was approximately 4.4% lower than the 2020 budget, less than the allocation two years ago and only fractionally more than allocations five years previously. From this picture it is evident the library's budget has not kept pace with annual price increases, impacting on the retention of resources.

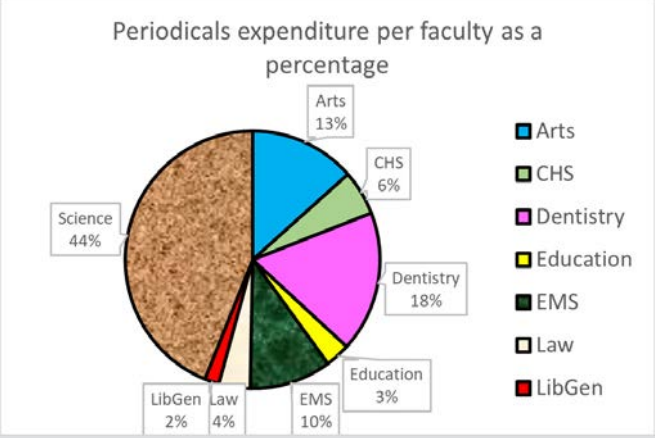


In 2021, 85.36% of the information resources components of library budgets was allocated to **databases**; 10.02% allocated to stand-alone **books**, in all formats and 4.62% was allocated to stand-alone **periodicals** (in print- or online format). In total, approximately 90% of the library information resources budget was spent on electronic resources. This affirms the continued shift from print-based resources to electronic resources.

INFORMATION RESOURCES MANGEMENT

Periodicals

The pie-chart below depicts periodicals expenditure per faculty, in 2021. The expenditure report represents stand-alone subscriptions in either print, electronic or print-plus-electronic format and excludes subscriptions which form part of databases. The Faculty of Natural Science has the highest spend at 44% while Education has the lowest spend at 3%.



Books

Book budget allocations

At the beginning of 2021 the percentages of the book budget allocated to each Faculty was adjusted to more accurately reflect the historical spending of the book budget. Responsiveness to changing needs and requests from Faculties and Departments is key to effectively supporting Learning, Teaching and Research.

Print vs E-Books

A direct impact of the Covid-19 pandemic, from the start of the lockdown periods, was the huge collection of print books in the library's various collections being inaccessible. Starting in 2020 and continuing in 2021, the library prioritized the acquisition of electronic format books in order to counter the unavailability of print books. The focus was on acquiring prescribed and recommended titles in electronic format to enable remote access by students and academics. This was facilitated by some vendors making previous print-only titles available in e-format.

An example was Juta, digitizing textbooks and making it available on different platforms. Titles were available for purchase on a 3-user license agreement which, while not as ideal as an unrestricted user license, enabled remote access. The importance of which was illustrated through the purchase of multiple licenses for certain titles, with 8-licenses bought by the Law Faculty for the title, "Beginner's Guide for Law Students". Large numbers of Juta e-textbooks, along with that of other publishers, were purchased for the various Faculties.

The shift to electronic formats is further illustrated by the ratios in which print vs e-books were acquired prior to Vovid-19 and subsequent to the start of the pandemic. Before COVID 19, the ratio of print to e-books was approximately 9:1 (89%:11%). In 2020 and 2021, this ratio changed very dramatically with far more e-books being acquired than print books. The ratio of print to e-books is now 36%:64%. The table below provides a comparison, over the past 5-year period, of the number and cost of distinct or stand-alone titles purchased in print or electronic format. The combined total of books acquired does however exclude e-books acquired as part of database packages, which often includes e-books along with journals and other publications.

Print vs E-Books: 5-year analysis

YEAR	NUMBER OF DISTINCT TITLES		COMBINED TOTAL Print + E-books PURCHASED	EXPENDITURE PER FORMAT		COMBINED EXPENDITURE	AVERAGE COST PER BOOK	
	Print books	E-Books		Print books	E-Books		Print books	E-Books
2017	1 442	51	1 493	R1 730 815.65	R354 323.65	R2 085 139.30	R1 200.28	R6 947.52
2018	1 680	192	1 872	R1 696 242.80	R478 427.46	R2 174 670.26	R1 009.66	R2 491.80
2019	3 407	416	3 823	R1 130 861.00	R313 784.00	R1 444 645.00	R331.92	R3 472.70
2020	1 107	1 955	3 062	R494 503.00	R1 619 900.00	R2 114 403.00	R446.70	R828.59
2021	873	1 534	2 407	R545 151.00	R1 451 520.00	R1 996 671.00	R624.45	R946.23
TOTALS	**8 509**	**4 148**	**12 657**	**R5 597 573.45**	**R4 217 955.11**	**R9 815 528.56**	**R657.84**	**R1 016.86**

The table above provides an illustration of the trends in purchasing of print vs e-books as well as the costs associated with acquiring each format. It shows the sharp decrease in the number of print books purchased, reflected in the decline in expenditure on this format. The change in trend in the acquisition of e-books is most obvious between 2019 and 2020 when almost five times as many e-books were purchased from the one year to the next. The trend continued into 2021, with the advantages of e-books over print as the driving factor: e-books are remotely accessible; by multiple users simultaneously; often additional features are built into the e-book enabling text-to-speech; and enlarging of print fonts to facilitate access by differently-abled users.

E-Resources

E-Resources Usage Statistics

Cost per usage: Databases

Cost per usage alphabetically	Cost per Usage		
AccessPharmacy (unrestricted license)	R 27,55	per	fulltext download
ACM Digital Library	R 103,27	per	fulltext download
American Chemical Society database	R 55,04	per	fulltext download
American Physical Society e-Journals	R 120,91	per	fulltext download
Annual Reviews database	R 120,66	per	fulltext download
Cambridge Journals Online	R 86,63	per	fulltext download
CINAHL with Full-Text	R 84,32	per	fulltext download
Credo Reference	R 15,40	per	fulltext download
Data Citation Index (Woos add-on product)	R 199,66	per	query
DOSS with Full-Text	R 56,16	per	fulltext download
EBSCOhost (Base Package)	R 62,03	per	fulltext download
Emerald	R 90,22	per	fulltext download
Full Text Finder (EBSCO A-to-Z List)	R 28,07	per	search
HeinOnline	R 5,17	per	fulltext download
Institute of Physics database	R 134,33	per	fulltext download
Jutastat (3 simultaneous user license)	R 8,78	per	fulltext download
LexisNexis (South African law database)	R 1,46	per	page view
Library & Info Science Source	R 110,22	per	fulltext download
MathScinet	R 83,32	per	search
Nature e-Journals (13 titles)	R 21,63	per	fulltext download
NISC e-Journals (22 titles)	R 10,39	per	fulltext download
OUP e-Journals	R 56,78	per	fulltext download
Sybarites with Full-Text	R 130,94	per	fulltext download
SA ePublications	R 29,80	per	fulltext download
SA Media	R 208,69	per	document view
SAGE e-Journals	R 52,72	per	fulltext download
Science Online (AAAS)	R 215,64	per	fulltext download
ScienceDirect	R 28,06	per	fulltext download
SciFinder Scholar	R115,98	per	search
Scopus (Elsevier)	R 60,49	per	search
SocIndex with Full-Text	R 105,79	per	fulltext download
SpringerLink	R 25,04	per	fulltext download
Taylor and Francis e-Journals database	R 14,96	per	fulltext download
Web of Science (WoS)	R 15,02	per	query
Westlaw	R 2,16	per	search
Wiley Online Library	R 63,45	per	fulltext download

The table on the left show usage statistics for databases, as well as a cost per download, which can be interpreted as a return on investment (ROI). It is noteworthy that the four databases with the highest return on investment in 2021 are all Law databases: *LexisNexis*: South Africa (R1.46 per page view); *Westlaw*: International (R2.16 per search); *Hein Online* (R5.17 per full-text download); *Jutastat* (R8.78 per full-text download). *ScienceDirect*, the most expensive database by price continues to show an excellent return on investment (viz. R28.06 per full-text download). Other expensive databases such as *Taylor and Francis* and *SpringerLink* are also showed good usage (i.e. R14.96 per full-text download and R25.04 per full-text download, respectively).

Among the resources which returned high cost per usage in 2021 include: *Science Online* – AAAS (R215.64 per full-text download); *SA Media* (R208.69 per full-text download); *Institute of Physics database* (R134.33 per full-text download); *Library and Information Science Source* (R110.22 per full-text download). These databases have been identified for possible cancellation in 2022, budget dependent.

The database usage statistics for the period 01 April 2020 – 31 March 2021 are provided in the table below, in an alphabetical listing. It is acknowledged that usage statistics and ROI figures do not provide a complete picture of the value a resource may provide to a Department or field of study. The library endeavors to gather additional information on which to base decisions to cancel a resource and not to rely only on statistics.

Donations

The library received large numbers of donations from a wide variety of donors. Of the 947 books received during 2021, 568 were added to the library's collections. The library also received a very large donation of approximately 15 000 LP records. Other noteworthy donations included: 16 book titles published by the Cain Price for Writing in Africa; Nursing Science and psychology books by van Schaik Bookstore via the Community Chest Organization; and 20 new law books donated by the UWC Law Student Council, which were immediately placed at the Short Loans section to enable more students to have access to the books.

Surplus donations, items not meeting selection criteria or duplicates, are made available to other institutions. The library received a request for donations from the Ntabethemba Development, an NPO operating in Ntabethemba, in the Chris Hani District Municipality. Three boxes of books were processed for donation to this organisation. There were also a few other requests for donations such as from the College of Cape Town Library. UWC library also proactively reaches out to institutions that previously requested donations.

The following individuals and organizations made donations to UWC library this year:

- Prof Lawrence Piper (UWC Political Studies)
- Dr Marie Philip
- Sussan Flanders
- Embassy of the Republic of Indonesia – Pretoria
- van Schaik Book Store through Community Chest
- Prof. Maphunye (UNISA)
- Dr. Tinashe Kondo (UWC Law Faculty)
- Law Student Council (UWC)
- Prof Hirschon
- Ms. Nasima Badsha

The library also received request to support the Kaaps Dictionary Project from the Department of Linguistics as well as a PhD Postdoctoral Fellow from University of the Witwatersrand needed information on Kader Asmal collection.

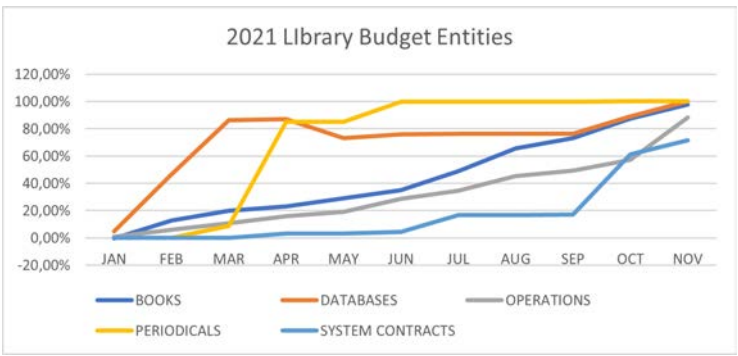
One of the offers to donate was received from Mrs. Rene De Kock, the collection comprised of Debate van die Parliament 1985 to 1993 and Debates of the National Assembly 1995 to 2007. The library also received a donation containing six boxes of books and pamphlets from Prof Allen Isaacman in the USA. This donation will be integrated in the Allen Isaacman Collection (AIC) once processed. The library is also grateful for a cash donation of 2000 US dollars donated annually by Barbara and Allen Isaacman. The 2021 endowment was used for the shipment of the consignment mentioned above.

LIBRARY OPERATIONS

Budget Management

At the start of 2021 the Rand was R14.79 to the US dollar and R20.17 to the British pound. Towards the end of December 2021, the rand traded at R16.22 to the US dollar and R21.43 to the British pound. The library's buying power was effectively reduced by between 6-10% from the start to the end of the year. Foreign vendor payments in particular may be adversely affected in 2022 if this trend continues, as was the case in recent years. Based on this trend alone the library could effectively be paying close on 10% more for materials acquired from foreign vendors, before considering annual trade increases. This is a significant risk which the library has to manage annually based on the fact that a large amount of information resources is billed in forex.

The library's budget entities were efficiently managed during 2021. Detailed planning and effective execution by staff ensured that 99.88% of library funds were spent during 2021, across the five budget entities as reflected in the table below.



The nature of the resources acquired in the various library budget entities dictates how and when funds are spent. The graph on the left illustrates this point and shows that: book funds are spent gradually, over a period of six to nine months; the bulk of the databases and periodicals budgets are spent renewing resources at the beginning of the year; and the operations and systems budgets are expended right across the year;

LIBRARY ICT & INNOVATION

The LICT identified new ways of using technologies to enhance services. Over the past two years, identifying new ways of working during a pandemic featured prominently. To that end the library invested a substantial portion of the Systems budget into equipping all library staff with a device to enable better work efficiencies. Over the past 2 years, the investment in computer equipment and data costs for library staff closed at one million Rand. Acknowledgments to the DVC: Research and Innovation for the additional funding, to cover these costs.

LibKey

An exciting innovation in 2021 was the addition of a software package called Third Iron Complete. This software package consists of a suite of LibKey products including: LibKey Discovery; LibKey Link; LibKey Nomad; and LibKey.io. LibKey is an add-on to the Library Management System, ALMA, and is designed to enhance users' experience by vastly improving the discovery and access of resources to which the library holds a subscription. LibKey is integrated into Alma/PrimoVE and provides full-text linking from the search results page. The benefits for UWC library users are: simpler interfaces and fewer clicks; it eliminates the multiple steps required to get content; it provides consistent signposts to guide users to library supported content, regardless of starting point; or will seek open access options; improves user experience by providing one-click resolution; and saves researchers time.

Features of the LibKey products include:

- **LibKey Discovery** - enriches the discovery environment by providing journal cover art [a cover image library], showing the article in context and linking the user to an article PDF with one click.
- **LibKey Link** - simplifies and expedites traditional link resolver workflows - anywhere a link resolver is used.
- **LibKey Nomad** - a browser extension which connects users from any journal website to content from the library. A search for information not starting in the library environment will be guided back to library content from the point of discovery.
- **LibKey.io** - facilitates the search for an article by using a DOI or PubMed ID.

COUNTER

LICT investigated COUNTER 5 (Counting Online Usage of Networked Electronic Resources) reporting, which is the international standard used by librarians, publishers, for reporting usage statistics for electronic resources. SUSHI/Counter usage statistics was set up by the Library to improve the accuracy of usage statistics which support better decision making in procuring information resources.

Alma

The uploading of student data into the Library System (ALMA) was significantly improved through collaboration with ICS, after years of struggling with problematic student data files. This simplified the process of registering students as library patrons.

The upgrade of the UWC Datacenter and the auditing by KPMG of ICS Infrastructure, resulted in library journal systems and individual journals requiring updated servers. The Library upgraded the software to comply with KMPG standards. One of the systems identified for upgrade was the ETD submission system, an Open Journal System customization to assist Faculties, Student administration and supervisors to assess postgrad theses for graduation. Hosted journals including, *Cristal, Multilingual Margins, African Journal of Gender & Religion* as well as the Federated Journal System which hosts many journals, were moved to a dedicated server at ICS. The KPMG audits conducted annually identifies vulnerable and at-risk hardware and software, thus requiring the library to monitor and comply with good standards.

Campus wide licenses for Zoom, Office 365 and Microsoft Teams tools were provided to facilitate online access and remote work. Microsoft Teams was investigated as an alternative collaboration and training tool. The Library procured TeamViewer subscription to support remote work from home, and help with troubleshooting issues.

Various LibWizard [a feedback and assessments tool] forms were created to support new or improved library services: research appointment forms were created for faculty librarians. The forms were added to various Subject Guides, facilitating the requesting of appointments by postgraduate students and staff; an online book request form was created which sends an email to the Circulation services email address to reserve a book on behalf of students or academics. Communication with the user regarding collection points for pick-up and drop off, via email or telephone.

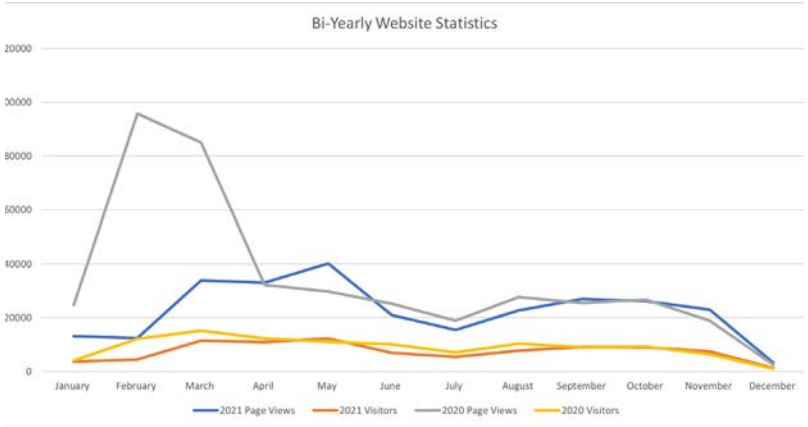
To improve remote access to print only information resources, LICT deployed a file server with a GUI (Graphical User Interface) for Circulation Staff to scan chapters on request and to upload files to the server. A URL was then generated for that specific scanned item and catalogued in Alma. The Link is then shared with the requester, also searchable in Primo.

The library received 6 document cameras from CIECT (Centre for Innovative Education & Communication Technologies), installed in the training venues, to enhance online training to a hybrid audience.

An annual health check was conducted on all university issued devices to library staff. This audit of electronic assets is designed to ensure the optimal efficiency of devices. LICT technicians inspected devices, updated Windows, removed unauthorized software, and added devices to the UWC Active Directory Domain. It was also an opportunity for staff to renew relevant documentation with the assets department for the current year.

Library Statistics

UWC Library Website Statistics



* From the above graph the library website is healthy. COVID-19 had a significant effect on website access. The 1st quarter spike is due to students actively being on campus and it stabilized as users started accessing remotely.

Exit Points to Services & Information from UWC Library 2021 (Top 10)

Description	**Services & Information** Website	**Clicks**
Databases	ezproxy.uwc.ac.za	53 571
Past Exam repository	pastexams.uwc.ac.za	10 724
Ikamva	ikamva.uwc.ac.za/portal	6 628
Library Research Portal	library-research.uwc.ac.za	6 294
Library Guides/ Subject Guides	libguides.uwc.ac.za	5 840
UWC Main Website	uwc.ac.za	3 034
MyPC Reservation	mypc.uwc.ac.za/cire	2 557
Library YouTube Channel (Faculty Librarian Campaign)	www.youtube.com	1 236
UWC Library FAQ's	libanswers.uwc.ac.za	812
Online request forms	https://uwc-ac-za.libwizard.com/	300

Student Computer Usage Statistics

Date	**Jan 2021 - Dec 2021**			
Total Attended	32918			
Total No Shows	785			
Total Attended [%]	97,67			
Total No Shows [%]	2,33			

Location	**Attended Bookings**	**No Shows**	**Attended Bookings (%)**	**No Shows (%)**
Belville Medical Campus (BMC)	0	41	0	100
Foyer_Print&Go	6531	0	100	0
Level 05_Print&Go	1941	0	100	0
Level 05_Students with Disabilities	408	56	87,93	12,07
Level 06_Discussion Rooms	2835	99	96,63	3,37
Level 06_KC	17072	549	96,88	3,12
Level 07	679	0	100	0
Level 08	428	0	100	0
Level 11	568	0	100	0
Level 13_Masters&PHD	2456	40	98,4	1,6

Top 20 Subject Guides 2021

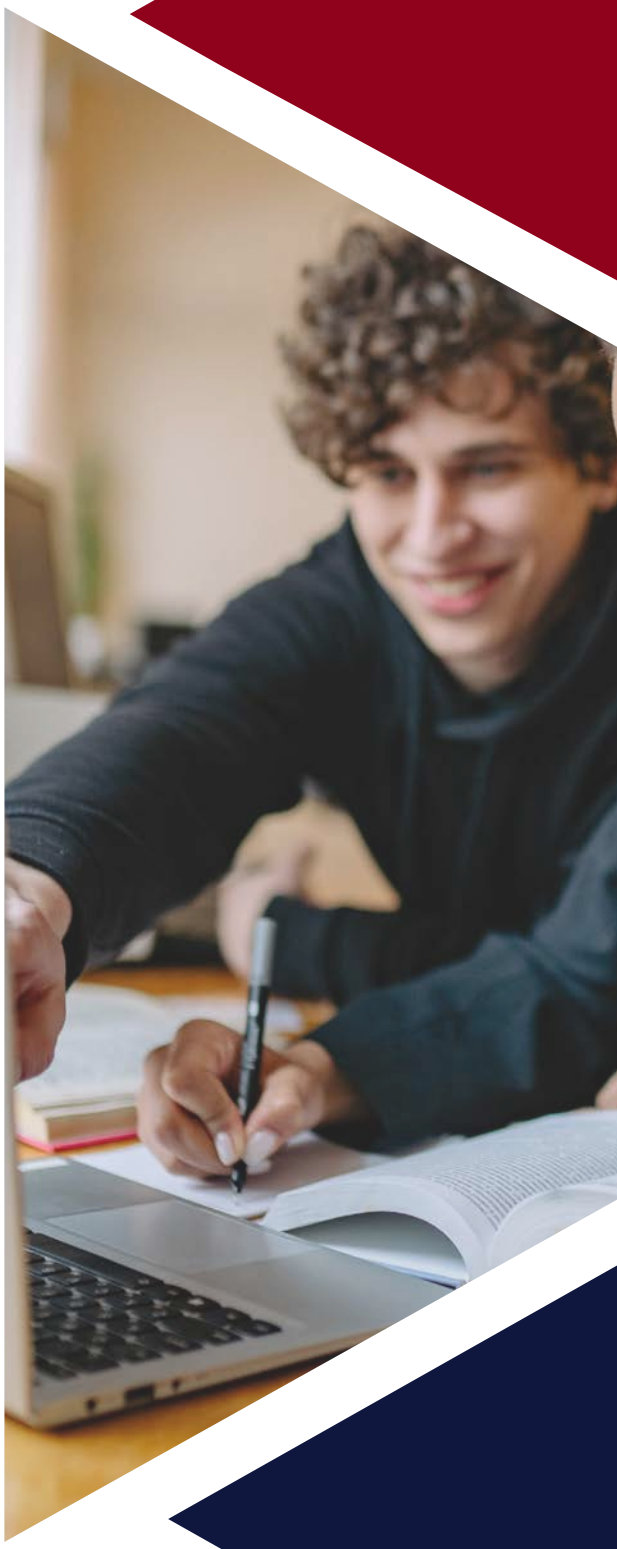
Guide ID	Guide Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
439989	Referencing Styles Guide @ UWC	152	130	1109	3181	1323	1311	221	1010	804	431	186	20	**9878**
1167985	School of Nursing	0	0	0	0	0	0	0	0	18	48	26	2	**94**
1156532	CHS - Shared Research Module: Library Online Information & Research Skills Resource Guide	0	0	0	0	0	209	643	45	26	8	4	1	**936**
1157304	Browzine widgets	0	0	0	0	0	0	2	4	1	1	1	0	**9**
866133	Undergraduate Law Support Services	78	107	277	137	66	21	53	31	66	28	27	3	**894**
439988	Information Literacy Tutorial	45	83	885	82	6719	94	75	118	80	61	45	3	**8290**
440053	Special Collections and Donations	0	1	2	0	2	23	8	1	7	20	17	1	**82**
440010	Political Studies	0	9	5	6	13	3	16	7	10	0	10	1	**80**
440047	Anthropology & Sociology	128	36	138	60	38	13	46	45	112	108	25	25	**774**
970871	Use Online Citators to Both Expand and Update your Research	12	0	1	0	0	1	1	9	1	40	9	1	**75**
928539	Animal Law Research Guide	0	14	0	3	0	0	1	3	17	21	0	12	**71**
440058	Education Library Guide	40	54	116	67	47	30	29	39	178	58	27	19	**704**
1134936	Undergraduate Law Support Services	0	0	0	150	181	121	71	39	36	39	40	6	**683**
440028	Foreign Languages	12	8	22	1	4	4	3	0	5	2	1	0	**62**
440022	Community and Health Sciences	2	1	9	3	7	8	5	7	7	5	5	1	**60**
440033	Library & Information Science	43	231	81	41	47	9	62	14	18	19	11	0	**576**
952340	International Environmental Law Research Guide	0	0	0	7	0	0	0	3	2	35	10	0	**57**
440019	Psychology	34	29	198	93	35	24	22	48	43	24	4	4	**558**
452059	Social Work Research Support	0	5	18	10	9	2	2	4	1	0	1	3	**55**
1167989	School of Natural Medicine	0	0	0	0	0	0	0	0	35	12	7	0	**54**
1166239	Dentistry Subject Guide	0	0	0	0	0	0	0	0	0	0	2	51	**53**

Ask a Librarian (LibChat) Statistics 2021

Status	*Jan*	*Feb*	*Mar*	*Apr*	*May*	*Jun*	*Jul*	*Aug*	*Sep*	*Oct*	*Nov*	*Dec*	*Total*
Answered	51	116	385	382	361	251	86	235	265	72	196	6	**2406**
Missed	8	32	69	90	62	94	24	24	36	10	43	2	**494**
Totals	**59**	**148**	**454**	**472**	**423**	**345**	**110**	**259**	**301**	**82**	**239**	**8**	**2900**

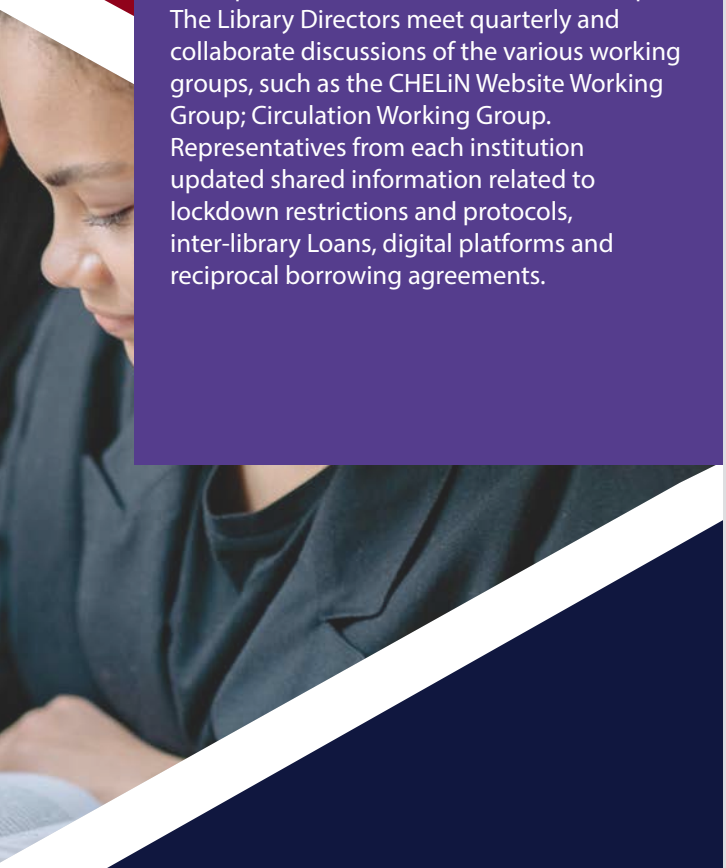
600000
400000
SUBJECT MATTER E
17
18

RESEARCH SUPPORT & CLIENT SERVICES



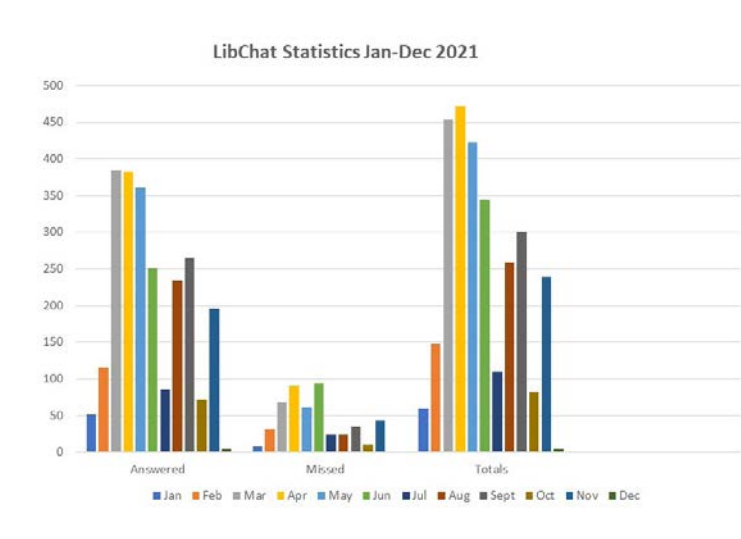
This section covers the Library Clients Services, which includes reference services, circulation and Interlibrary Loans; research support Limited access to campus during the pandemic required alternative means of service provision that enabled access to resources.

The Library received diverse reference enquiries by users from different virtual platforms ranging from a live chat, library guides and the email reference service. The Libchat reference service was monitored by trained library personnel who readily available to respond to instant messages/queries. This is a real-time messaging service that is available during library operating hours.

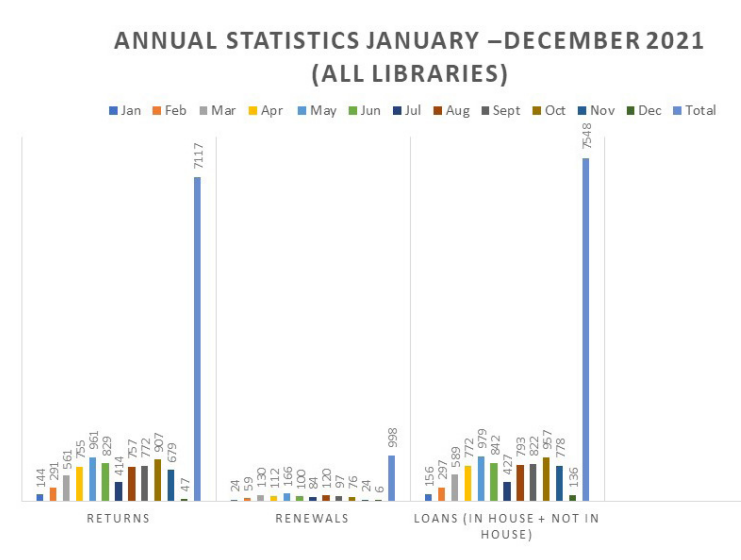


CHELiN (Cape Higher Education Library and Information Networks) Resource Sharing

UWC Library is a vital partner with the other three public universities in the Western Cape. The Library Directors meet quarterly and collaborate discussions of the various working groups, such as the CHELiN Website Working Group; Circulation Working Group. Representatives from each institution updated shared information related to lockdown restrictions and protocols, inter-library Loans, digital platforms and reciprocal borrowing agreements.



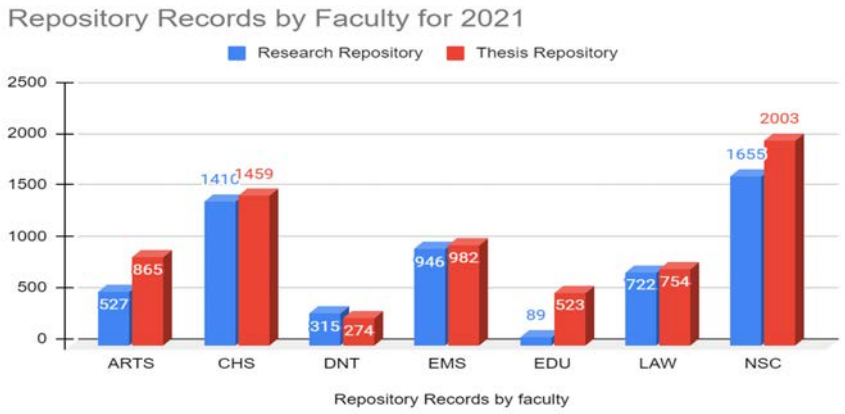
The table display the LibChat statistics for the period of 01 January- 12 December 2021



The Circulation statistics reflect low usage patterns for print materials due to the impact of the lockdown period.

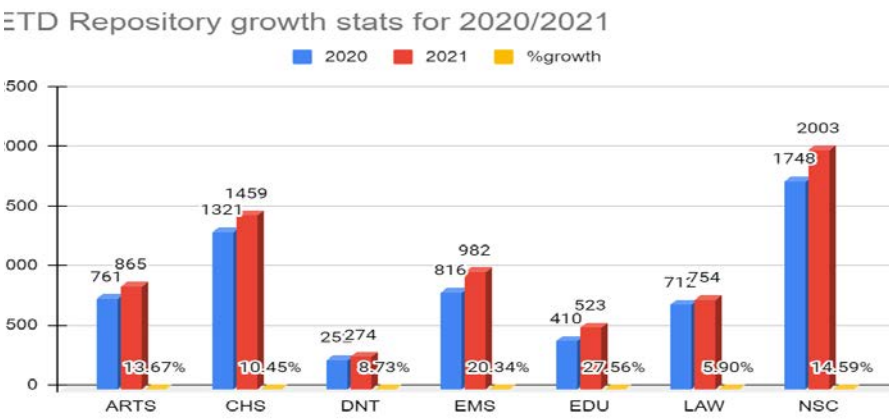
UWC Scholar: Electronic Theses & Dissertations and Research Publications

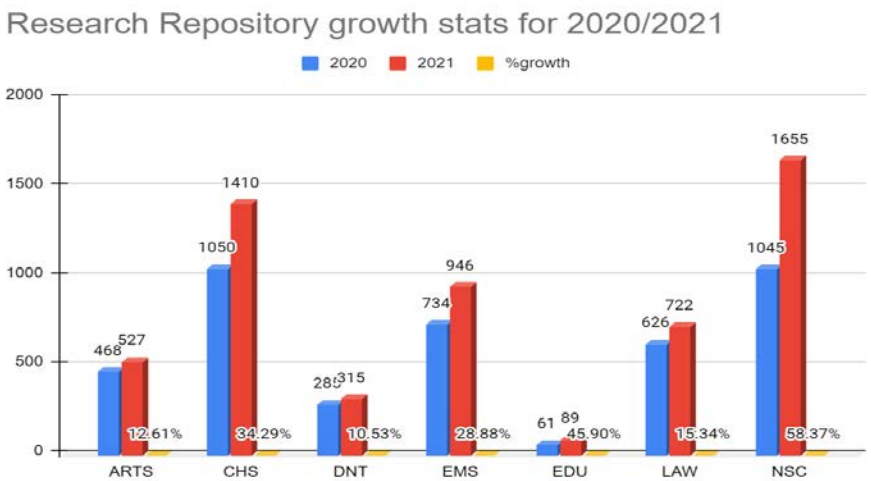
Electronic Thesis & Dissertations statistics combine recent graduating students as well as digitized copies from existing print collection in the library.



NEW UPLOADS
on the Research Repository for

2021 **1395**



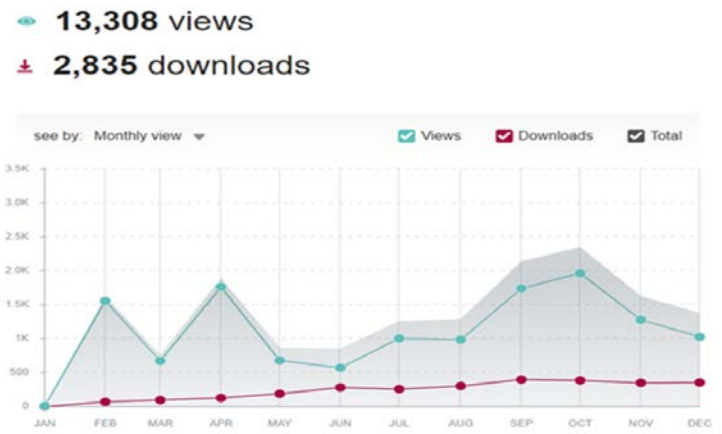


Electronic Theses Submissions Portal

The thesis submission portal continued to serve its purpose, with a new installation of the portal software and server updates in October 2021.

Kikapu: UWC Research Data Repository

Deposits of datasets to the repository remain lowly scattered. Engagement with researchers had been frequent, but not extensive. Feedback received from researchers was largely positive, however concerns continue to be expressed regarding POPIA and its effect on the collection, archiving and distribution of research data.



Much of the activity (views and downloads) occurred in the United States, the Netherlands and China, mostly in the areas of biological and health sciences being viewed and downloaded. The number of datasets in the data repository (since the establishment of Kikapu) can still improve. Many of the visible datasets have been linked to Kikapu as they have been harvested from other Figshare installations that UWC researchers and their collaborators have used including the free version of Figshare. While new datasets have steadily been added to the repository, researchers remain hesitant to share their research data.

Data Visualization

During the year data visualization was added as a key performance area to the Scholarly Communication portfolio. This entailed becoming familiar with the data visualization process and tools. Investigation into the field yielded a number of useful tools and methods. These were compiled into a LibGuide which will serve as a training tool in the new year.

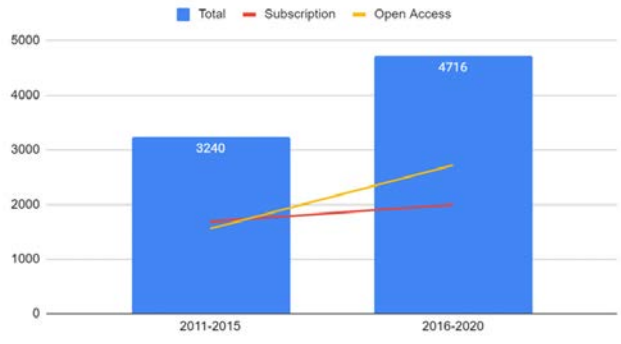
Online Publishing Support Service

Most of the hosted journals were able to produce at least one new issue for the year. Training and engagement with journal editors and managers occurred frequently. The African Journal of Gender and Religion elected to part ways with the library service due to software related difficulties.

During Open Access week a webinar on avoiding predatory journals resulted in two participants requesting information on how to start their own journals within the university environment. A webinar on the development of a peer-reviewed, Open Access academic journal is planned for the new year.

Research Impact

Open Access is now a mainstream occurrence and researchers are increasingly using Open Access publishing methods to increase access to their research. The UWC Open Access footprint was assessed using data from Scopus and Web of Science, over a period of ten (10) calendar years from 2011 to 2020. The data revealed an increase in the number of Open Access publications over the subscription-based publications.



UWC publications: Open Access vs Subscription, 2011-2021 (ten years)

Open Access week (25-29 October 2021)

The library celebrated international Open Access week again this year by hosting a number of online events. The activities included introductions by the DVC, Prof Frantz and the library director, Dr Neerputh. Other webinars included discussions on Open Educational Resources and the UWC Open Access policy. One of the highlights was a collaborative presentation between the library and the EMS faculty on selecting a journal for publication and avoiding predatory journals.

Postgraduate Training Programmes

The Library hosted various interactive training sessions to enhance Postgraduate support and success. The following reveal the training offered in 2021:

Training Session	Month
• RDM training with PLAAS	February
• Thesis Submissions Portal – training for faculty administrators • Introduction to Library Services and Resources	March
• Journal administration - Journal of Entrepreneurial Innovation • Journal administration - Journal of Community and Health Sciences • Dentistry faculty: Avoiding predatory publications and Data Management Planning • Databases Literature Search Strategies: Google Scholar, Science Direct, Scopus • Managing References: Mendeley	April
• Journal Administration – African Human Mobility Review • Uploading research data to Kikapu (UWC research data repository)	May
• Introduction to Open Access publishing • Journal administration – African Journal of Gender and Religion	June
• Introduction to Library Services and Resources	August
• Databases Literature Search Strategies: Google Scholar, Science Direct, Scopus • Crafting a Data Management Plan • Managing References: Mendeley • SAGE Research Methods Online	September
• Ethics and research integrity in publishing – in collaboration with the Research Office • Introduction to Open Access Publishing • Avoiding predatory publications • Journal selection for publication – with EMS faculty	October
• Crafting a Data Management Plan • Scopus and Web of Science training for Research assistants working on Converis	November
• Journal administration - Journal of Entrepreneurial Innovation, DOI registration	December

STAFFING

The library staff compliment comprises a total of 57 members beginning of 2021.

APPOINTMENTS

- Mr. Sylvester Jeffries appointed Librarian Digital Literacies
- Ms. Anelisa Mente-Mpako appointed Librarian: Research and Reference Support
- Mr. Andrew Ennis - Library Assistant: Client Services
- Ms. Sibongiseni Mrwashu – Librarian: Faculty Services
- Mr. Jacques Manuels – Librarian: Special and Digital Collections
- Mr. Songezo Mpikashe - Assistant Librarian
- Ms Maura de Lilly - Library Assistant: Acquisitions

RETIREMENTS AND RESIGNATIONS

- Mr. Abdul Abbas retired after 40 years of service to the University of the Western Cape and the Library, effective 1 April 2021
- Mr. Ignatius Thusi resigned 31 March 2021
- Mr. Hopewell Gwala resigned 31 March 2021

CONCLUSION

The Library achievements are measured by service excellence, offered by the team during an uncertain and challenging year of the COVID -19 pandemic 2021. Campus life was virtually deserted due to the lockdown with learning, teaching and research transitioned to online. Although physical presence was restricted, the Library was operational during lockdown and librarians were hard at work, with Management expended 99.88% of the allocated funds.

The Library received many compliments and accolades for service and real time response to users. The diligence of Library staff and Management are commended for going beyond the call of duty during the pandemic crisis and for the innovative services offered in: Call and Collect resources; scan and email services; dynamic video productions and student engagements; Inter-library Loans; Access to e-resources; Copyright Services; Online teaching and access to resources; LibGuides Access; Research Training as well as individual assistance with Library related issues. The Library website is the vital link for one click access to resources, sadly it has been hidden away from prominent visibility on the new university website. The Library willingly produced many online videos available on you-tube and tutorials, including offering a digital literacy tips to add value for the digital scholar in UWC.

Librarians demonstrated engagement through tweets, libguides updates, StatiGo statistics, quarterly and faculty committee meeting reports. Deeper engagement is however required with Faculty on promoting the differentiated learning outcomes literacies frameworks, to expanding the 21st Century literacies for a digitally led research intensive university of the Western Cape.

The library mourns the loss of Archbishop Emeritus Desmond Mpilo Tutu. He will be remembered for his role as an anti-apartheid campaigner, a social rights activist, and a man who united people of all creeds and colours through his commitment to the ideals of tolerance, understanding and ubuntu.

ACKNOWLEDGEMENTS

SENATE LIBRARY COMMITTEE

Prof J Frantz (Chairperson), Prof J Phillips (Acting Director of Research),
Prof L van Der Poll, Dr Chesne Albertus (Law), Dr W Ellis (Arts),
Dr C Odman (Science), Mr S Jassiem (Senate Rep on Council),
Prof Ndinga (Education), Dr S Neerputh (Library Director),
Prof S Zinn (Library Science), Prof H Julie, Dr Firdouza Waggie (CHS),
Dr J Ziegler (Dentistry), Prof F Anciano (EMS),
Mr A Natha (ICS Operations Manager), Mr MA Adriaanse,
Mr A Nqotole, Ms A Fullard, Prof M Smith (Director: Postgraduate Studies),
Mr A Regal (Executive Director: Finance), F Mullins (Union), Osama L Mofavi (SRC)

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 2021.

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