



LIBRARY AND INFORMATION SERVICES

ANNUAL REPORT

2023

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1. MESSAGE FROM THE DVC: RESEARCH, INNOVATION AND ENGAGEMENT

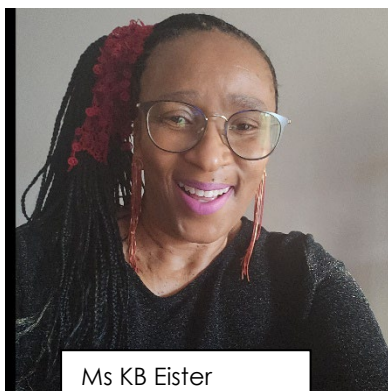


Prof. AB Naowi

This message expresses gratification for the remarkable strides achieved by the Library and Information Services (LIS) in alignment with the university's vision of becoming a leading African University of Technology, leading the future through innovation. The dedication of the Library Management to delivering excellent services is evident through the meticulous implementation of the strategic plan (2021–2025) and integration of Annual Performance Plans, showcasing a commitment to continuous improvement. Notably, over 50% of the Library Review recommendations were successfully implemented, underscoring the team's commitment to

enhancing service quality. The implementation of the Open Access Policy is highlighted as a significant achievement with the potential to impact research output positively. The effective strategic role of the Library Senate Committee in meeting community information and service needs is acknowledged. Collaborative efforts of the Library Senate Committee, Library Management Committee, and staff members have played a crucial role in achieving goals outlined in Strategic Priority One, focusing on leadership and management for the digital LIS in line with the university's digital transformation strategy. The commitment to staff development, evident in the strategy to acquire skills aligning with international academic library trends, is commended. The message concludes with optimism, emphasizing the library's dedication to innovation and excellence, foreseeing continued collaboration and greater achievements in the future.

2. MESSAGE FROM THE UNIVERSITY LIBRARIAN



Ms KB Eister

The main mandate of an academic library remained a key driver towards the improvement of the CUT LIS, with the ultimate focus on the delivery of excellent and quality services. The LIS management has an immense role to play in contributing towards the LIS value proposition, which aims to meaningfully contribute towards the goals of the university. Though still a long way to go and with a slow pace due to impending challenges, strives continued to be made towards the turn-around strategy

focusing on delivering value for money services. The year 2023 marked the third year of the implementation of the strategic plan (2021 – 2025), with Annual Performance Plans (APP)

informing performance plans of staff. The implementation of the 2022 Library Review report also served as a tool towards the improvement of quality services. More than 50% of the Library Review recommendations were implemented, with the remaining ones dependent on building capacity, which can only be realised after issues of the staff structure have been addressed. A pleasing development is progress made towards the implementation of the Open Access Policy, with the likelihood of improved research output if embraced by academics as researchers. I would like to thank members of the Library Senate Committee, under the leadership of Prof. Alfred Ngowi, for playing meaningful strategic roles in ensuring that the LIS responds to the information and service needs of service beneficiaries. We are looking forward to more engagements in ensuring that the LIS remains a relevant and worthwhile service.

3. MANAGEMENT OF THE SERVICE

3.1 Library Senate Committee (LSC)

The LIS remains appreciative of an opportunity to work with colleagues who serve in the LSC, representing different constituencies and contributing to the strategic management of LIS, ensuring that the voices of their constituencies are heard. Meetings were held as scheduled with one of the meetings used to scan the environment and spending time reflecting on the level of service satisfaction from the LSC members' point of view. The general impression was satisfactory, with the SRC calling for a cleaning campaign to address the environment around the Bethuel Setai Library (Bloemfontein). The following members served as LSC members:

- Chairperson: Prof AB Ngowi (DVC: RIE).
- LIS representatives: Ms KB Eister, Ms Z Maya, Ms Z Mokone, Mr M Nthoroane, Ms DR Ackerman, Mrs T Louw (Secretary).
- Faculty representatives: Prof. Moosa Sedibe (Health and Environmental Sciences); Dr Dalene Crowther (Management Sciences); Prof. Pule Phindane (Humanities); Prof. Michele Truscott (Engineering, Built Environment, and Information Technology).
- Professional support Services representatives: Ms E. Sempe (Research Development); Prof. N. Malebo (Centre for Innovation in Teaching and Learning); (Welkom Campus); Dr Titus Williams (Student Affairs); Mr Thabo Moopela (SRC Bloemfontein Campus); Mr Kotleho Nthaba (SRC: Welkom Campus).
- Sister libraries: Ms Jeannet Molopyane (UFS Director); Dr Sabelo Chizwina (SPU Director).

3.2 Library Management Committee (LMC)

The LMC comprises of the University Librarian (Ms KB Eister), the Welkom Campus Librarian (Mr Moses Nthoroane), the Deputy University Librarian: Client Services (Ms Z Maya), the Deputy University Librarian: Technical Services (Ms Z Mokone), and the Deputy University Librarian: Electronic Resources and Systems (Ms DR Ackerman). The LMC jointly manages and coordinates services, ensuring the development, implementation, monitoring, and reporting on progress the LIS is making in delivering impactful services. The management of the LIS is guided by the five-year strategic planning document (2021 - 2025), with Annual Performance Plans (APP) stipulating annual deliverables.

4. STRATEGIC PRIORITY ONE

This strategic priority is about providing leadership and management in the enhancement and delivery of the digital LIS, in line with the university's digital transformation strategy. The main purpose was to put in place infrastructure in place that would ensure that the LIS has a) up-to-date guiding documents that regulate the service; b) competent and fit-for-purpose human resources delivering relevant, impactful, and return on investment services; and c). state-of-the-art digital and physical infrastructure resources and assets from which services are delivered.

4.1 Human resources management

4.1.1 Staff complement: Services were delivered by a reduced total of 24 staff members, compared to 27 in 2022 (BSL: 19 and CTKL: 5). The staff complement consists of 13 qualified staff and 11 administrative staff; 10 males and 14 females; 18 African, 3 whites, and 3 coloreds. There are three new funded vacancies that were repurposed as part of restructuring (Research Librarians x 2 and Information Librarian x 1), approved by Council through the workforce plan; and four that resulted from resignations (BSL: 2; CTKL: 1). The filling of all the vacancies awaits the consultative and approval process of the staff structure/organogram. The Post of a Library Assistant: Collection Circulations and Maintenance for the CTKL will also be advertised as soon as consultations have been finalised. A Temporary Library Assistant, Ms Ursula Franke was appointed from 01 June 2023 to 31 December 2023.

4.1.2 Staff development: The LIS management is cognizant of the value staff members add to the success of the department's performance, as implementers of strategic and

operational plans and thus require to be afforded opportunities to develop required competencies. This, with the intention of ensuring that the LIS services are delivered by professional and competent staff that are governed by the values of the university and the profession. The staff development strategy ([Annexure A](#)) was developed, outlining what would inform the direction of staff development and how this would be fairly implemented. The strategy is to ensure that the LIS acquires skills on international academic libraries trends/developments through formal (obtaining qualifications) and informal (re-skilling) means. This is in line with the LIS value proposition, and focusing more on digital librarianship skills, and in response to the university's digital transformation strategy. Staff members regularly attended an array of mostly free webinars arranged by, for example, other academic libraries nationally and internationally, and LIASA. Weekly Wednesday information sessions attended by library staff from both libraries, remained an avenue for engagements, training, information sharing, and so on, further bridging and narrowing the gap of communication, which was a challenge highlighted in the 2014 Library Review. Colleagues attended the following conferences, linked to latest trends in academic libraries globally, over and above the webinars/seminars/workshops, etc., attended by other colleagues:

- **SANLiC:** Ms Eister, Ms Ackerman, and Prof. Tshepiso Makhafola (Assistant Dean: Research, Innovation and Engagement: Faculty of Health and Environmental Sciences) attended the SANLiC conference from 22 – 25 May 2023. The main purpose of attendance was to be part of national and international engagements in Open Science, with a view to building more capacity in implementing the approved Open Science Policy. Ms Eister also chaired one of the conference sessions.
- **LIASA/SABINET Leadership Mentorship Programme:** Ms Pelisa Vanda and Ms Chareen Mathope-Dasilva have joined 13 other mentees who have responded to a leadership mentorship call which was made to members of LIASA to join Ms Keitumetse Betsy Eister in the leadership mentorship programme that she has initiated, aimed at building a cohort of leaders in the profession.
- **International Open Repositories Conference 2023:** Messrs. Neo Molemela and Thomas Tsele attended the conference from 12 - 15 June 2023 that was hosted

by the Stellenbosch University Library. The conference focused on the practices of the international repositories community to develop and implement the standards, frameworks, architectures, and methodologies for open repositories to serve as knowledge representation databases for the structured web of data, and how to upgrade the institutional repository to the latest version of DSpace.

- **WLIC IFLA conference:** Ms Eister and Ms Ackerman attended the IFLA WLIC conference (21 – 25 August 2023) in Amsterdam (Rotterdam), which is an international Association of libraries globally. Even though conference presentations covered a wide range of topics, the main purpose was to gain knowledge on developments in open science, libraries and ChatGPT and Artificial Intelligence, contributions of libraries in sustainable development goals, etc. ([Annexure B: IFLA WLIC Report](#))
- **University of Johannesburg (UJ) Library International Conference - Imagining Sustainability:** Ms Zukiswa Maya attended the University of Johannesburg Library International conference in partnership with the Association of Commonwealth Universities and the National Convention Bureau, from 12 - 13 September 2023 at Auckland Park, South Africa. The conference focused on how libraries can effectively craft a footprint into the future using a 'sustainable thinking' approach ([Annexure C: Conference on Imagining Sustainability](#)).
- **The international Symposium on User Experience:** Mr Sam Lehloka attended the symposium at the University of Pretoria, from 19 – 21 September 2023, which provided a platform for colleagues to learn, exchange knowledge, and be involved in interactive discussions about user experience in libraries. The theme of the symposium was 'building human-centered libraries,' emphasising the importance of human experience (User Experience - UX) and the need to orient library services around people. It was emphasized that UX is not only about fulfilling user requests, but rather about exploring deeper into their thoughts and feelings about library services and how they use them. The symposium's emphasis on human-centred libraries carried immense significance, recognising libraries not merely as knowledge repositories but as dynamic spaces continuously evolving to meet user needs and expectations.

- **LIASA conference:** Ms Zukiswa Maya, Mr Neo Molemela, Ms Chareen Mathope-Dasilva, Mr Moses Nthoroane, and Ms Mapaseka Mollo attended LIASA conference in Cape Town (10 – 12 October). The conference affords librarians with networking opportunities, learning from one another through a wide range of conference papers, keeping colleagues abreast of developments in the profession. Ms Maya also presented a paper on “*Navigating the future: the role of academic library orientation and its relevancy in the 21st century students*”.

4.1.3 Achievements: The LIS is pleased that colleagues see it fit to improve their qualifications, as part of the drive to develop LIS as a learning organization, with staff obtaining their formal qualifications and being skilled in new trends in the profession. The LIS management is proud to report on academic achievements of the following staff members:

- Ms Pelisa Vanda (Faculty Librarian: Faculty of Health and Environmental Sciences) obtained her Master's degree in Library and Information Science, from University of Western Cape on the 12th of December 2023.
- Mr Molise Moremi (Library Assistant: Inter-Library Loans) has obtained his Bachelor Degree in Information Science (UNISA)
- Mr Sam Lehloka (Library Assistant: Electronic Resources and LIS Systems) finished his Advanced Diploma in IT at the CUT in December 2023.



Mr Molise Moremi



Mr Sam Lehloka



Ms Pelisa Vanda

4.1.4 Resignations: It was time to say goodbye to four colleagues, viz. Mr James Seeli (after 5 years 10 months of employment at CUT as a Senior Library Assistant: Circulations based at CTKL); Ms Dudu Radebe (after 6 years of employment at CUT as a Faculty Librarian: Management Sciences), Mr Thomas Tsele (after 9½ years of employment at CUT as a Library Assistant: Systems,) and Mr Neo Molemela (after 4 years of employment as Librarian: Electronic Resources/LIS Systems). The colleagues were

thanked for the contributions they have made over the many years at the CUT LIS and are wished well in their new career paths.



Mr Thomas Tsele



Mr James Seeli



Mr Neo Molemela



Ms Dudu Radebe

4.2 Financial management

A total of R37,463,527.17 was allocated for both libraries and a total of R28 529 602,84 (76,15%) was spent. The funds not spent were due to a) personnel funds that remained unspent because of the funded vacancies the LIS has, as management was still awaiting the approval of the new structure; and b) funds for print books and audio-visual materials.

FINANCIAL MANAGEMENT

Table 1: 2023 Budget and Expenditure



Accounts	Budget Allocation	Expenditure	% Expenditure	Balance
Personnel	R16 303 676,95	R11 519 153,54	70,65	R4 784 523,41
Operational	R1 200 000,00	R883 673,59	73,64	R316 326,41
Books	R4 000 000,00	R1 693 406,74	42,34	R2 306 593,26
Electronic resources	R11 000 000,00	R10 340 229,84	94,00	R659 770,16
Furniture and Equipment	R407 100,00	R623 923,94	153,26	-R216 823,94
Sub-Total	R32 910 776,95	R25 060 387,65	76,15	R7 850 389,30
Personnel	R3 898 150,22	R3 178 891,78	81,55	R719 258,44
Operational	R300 000,00	R226 528,97	75,51	R73 471,03
Books	R200 000,00	R13 709,64	6,85	R186 290,36
Furniture and Equipment	R154 600,00	R50 084,80	32,40	R104 515,20
Sub-Total	R4 552 750,22	R3 469 215,19	76,20	R1 083 535,03
Total	R37 463 527,17	R28 529 602,84	76,15	R8 933 924,33

4.3 Administration and infrastructure

4.3.1 Guiding documents: There was a need to develop new and/or update existing guiding documents. These were meant to either reflect the new digital direction the LIS was taking and/or the establishment of new services based on new worthy developments in the profession. Progress was made towards putting the following guiding documents in place, all at different consultation, recommendations, and approval stages:

- LIS Policy and Procedure – approved by Council ([Annexure D](#))
- LIS Procedure – approved by Senate ([Annexure E](#))
- Policy and Procedure on Open Educational Resources (consultation process).

4.3.2 Quality control and assurance: The LIS has a strategic objective that ensures compliance with institutional, national, and international standards in the management of information resources, maintaining high standards of service, and ensuring cost effectiveness and efficiency in LIS operations. The plan is to maintain high standards of services through quality control and assurance practices. The 2022 Library Review served as one vehicle driven by peers in the profession, who advised the LIS through recommendations and commendations. A quality assurance improvement plan was developed and implemented in 2023 and as indicated above, more than 50% of the recommendations were implemented.

Customer satisfaction survey was conducted by a team of staff after attending customer service training sessions (Ms Mapaseka Mollo - Team Leader, Ms Chareen Mathope-Da Silva, Mr Charles Vimbi, Mr Isak Hugo, and Mr Amos Mkam), with the assistance of Circulations Student Assistants. The survey was conducted over a period of 2 weeks (16 – 18 October 2023) and 227 responses were received. The questionnaire had closed and open-ended questions. Though the survey was conducted within a short space of time resulting in fewer respondents, this gives us an idea of areas to deal with and action will be taken to address them **(See below survey results)**.

4.4 Digital and physical resources spaces

4.4.1 Digital spaces: The LIS has a strategic objective that supports the digital transformation strategy of the university, concentrating on investigating and investing in self-service tools and machinery to enhance seamless 24/7 access to online and digital resources, such as interactive self-help touch screens, self-checkout machines, online booking system for rooms, etc. The following two major developments were realised:

- Self-checkout system: Two self-checkout systems using the RFID (Radio-Frequency Identification Tags) were purchased and installed at both the Bloemfontein and Welkom libraries. Tagging and programming is underway to make the machines functional sooner than later.
- VeraLab is a comprehensive computer laboratory (lab) management suite specifically developed for academic institutions and libraries. It has been designed



to increase the efficiency, security, and cost-effectiveness of computer laboratories. It addresses the day-to-day activities at universities or libraries' computer laboratories. These include user sign-in and waitlisting, access control, surveillance, maintenance, supervision, employee attendance tracking, reporting, software metering, and license management. VeraLab supports both counter sign on and self-service computer lab environments where each user has a LDAP (Active Directory) account synchronized with the CUT logins and passwords. It is used in the computer laboratories of the LIS.

4.4.2 Physical spaces

The LIS plans to repurpose and redesign LIS spaces into modern, top “go-to” differentiated and multi-purpose learning and research spaces for under-, postgraduate students, and researchers. Both libraries have gone through emergency evacuation fire drills (Bethuel Setai: 30 March; and Clement Tsehloane Keto: 15 May. These were worthwhile exercises, with several challenges that require attention, such as emergency doors that are dysfunctional. The university-wide disaster management plan will be customised to suit library premises.

4.4.2.1 Bethuel Setai Library: The LIS had established a planning committee for the refurbishment of the Bethuel Setai Library, comprising of officials from the LIS (Ms Eister, Ms Ackerman, Mr Nthoroane), Estate and Infrastructure (Mr Aidan Koetaan, Mr Mzamo Kabanyane, Mr Britz Werner), the Architect (Mr Geoffrey de Wet). The plan was to start with repurposing the third floor from 2023, but, and even though MANCOM has granted approval for the project to be funded, funding was not allocated until towards the end of the year, with R5m allocated to fund the final stages of the building design.

4.4.2.2 Clement Tsehloane Keto Library: The LIS was awaiting the installation of the new air-conditioning system, after an additional R1,9m was allocated. The installation will render the premises conducive for studying whilst the LIS management is still working on plans for the refurbishment of the building for other purposes. In the meantime, individual air-conditioning units were installed in staff members' offices and meetings rooms.

4.4.3 Protection services: Ms Eister and Ms Ackerman had a meeting with Ms Ayanda Nyathi from Protection Services, on 02 June. The following matters were discussed:

- The 2021 theft of computers by a student who was back on campus and accessing library staff offices, asking for members who have retired or about to retire, asking

for money, asking for affidavit that he was selling guns, and at one instance shielding a knife. Hotspots for security cameras were identified – awaiting installation.

- The urgent need to enhance security measures: increase the number of security guards at a time, as opposed to one and addressing gaps in between shifts.
- The need for security guards who are posted for longer periods and would be familiar with security measures required at library buildings. This is also because security issues were flagged by respondents in the customer satisfaction survey.
- Agreed to share job descriptions of security guards for LIS management to know what is required of them, and for the LIS to also share standard operating procedures with Ms Nyathi, for her to understand the required LIS security measures.
- The need for the installation of functional turn styles.

4.5 LIS reading and writing events

The LIS continued playing a role in the lives of staff and students, contributing towards nation building through reading and writing events. The events turn the LIS into a vibrant department that affords the CUT community with opportunities of engaging in discussions that build citizens, through books that are about topics of national importance. Authors were invited to launch and discuss their books, panel discussions bringing different perspectives were held, etc.

4.5.1 A panel book discussion on a freely available e-book titled '*Africa's Development Dynamics 2021: Digital Transformation for Quality Jobs*', was held on the 20th of March, in line with the university's digital transformation strategy. The LIS is appreciative of the panel members who led the discussions, which consisted of one of the authors, Mr Napolitano Francesco (from France), Prof. Muthoni Masinde as a Facilitator, Dr Leandra Jordaan, Mr Lucky Matjelo, and Mr Moeketsi Ramokone. A total of 92 attendees were part of the live event, with 74 views of the recording afterwards.



Prof Muthoni Masinde



Prof Samson Mashele



Mr Francesco Napolitano



Dr Leandra Jordaan



Mr Moeketsi Ramokone

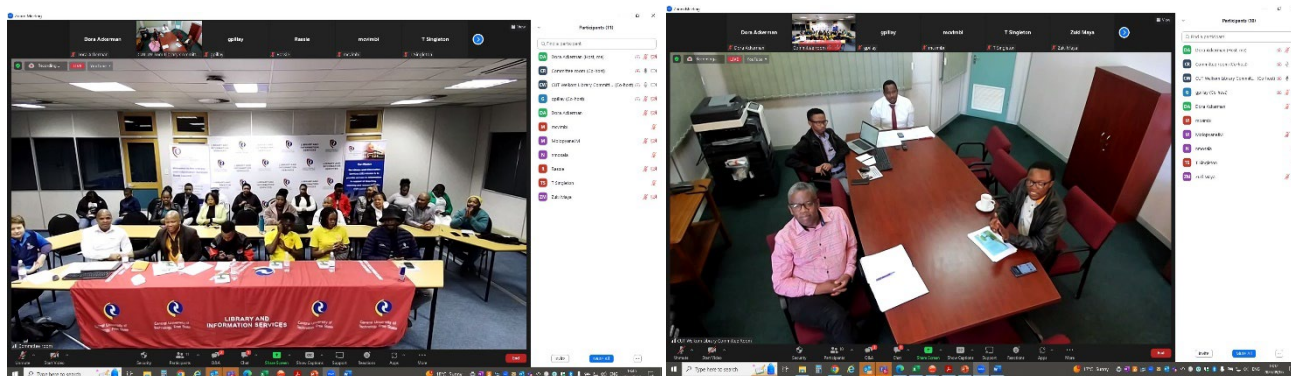


Demonstration of augmented reality



- 4.5.2 The library participated in the CUT Africa Day celebrations that took place from 22 - 26 May. The morning session involved the discussion of books written in African languages by Mr Thabang Debeshe, the CUT student in Human Resource Management (Welkom Campus). The morning session was graced by 72 attendees and facilitated by Mr Leeto Nthoba, lecturer in Communications Studies - the streaming venues were the Art Gallery at the Bethuel Setai Library and the Clement Tsehloane Keto Library Hall. The afternoon session also had poetry performance in the grass field in front of the iGym at the Bloemfontein Campus. Most of the poems that were performed were from a book authored by a CUT student in Bloemfontein Campus, Mr Moshe Sekhobo who is also a cultural activist.

4.5.3 On the 6th of September 2023, the Welkom library launched a book authored by Mr Lesupi Kevin Mota, titled *'Born poor, but Poor not born in me'*. The event was held online via zoom and in person at the Welkom library committee room and Lemmy Mule building, and at the Bloemfontein library committee room. A total of 59 service beneficiaries attended the event (Welkom: 22; Bloemfontein: 25; YouTube: 15; and Microsoft Teams: 11).



5. STRATEGIC PRIORITY TWO

This strategic priority is about the delivery of library teaching and learning services that contribute towards the university teaching and learning goals. Service beneficiaries are teaching academics and undergraduate students, which includes professional support staff who are going through their undergraduate studies. The LIS has a roadmap that guides on infrastructure that should be put in place and used to build the required capacity and capabilities over time.

5.1 Library orientation of first year students

The library participated in the university-wide first-year orientation programme. The purpose is to introduce students to the library's services and resources, as well as to sensitise them on how the library features in their academic journey. A total of 2,302 out of 4,503 (51%) registered first year students went through the face-to-face LIS orientation programme, organised by faculties (Bloemfontein: 1,323; Welkom: 979). The figure shows an increase of 594 compared to the 2022 total of 1,708. Some faculties held their orientations in the first week of classes, which allowed for many students to complete their registration and attend orientation. An online survey was conducted to assess the first-year students' awareness and expectations of the LIS. Preliminary findings indicate that most of the students had no access to school libraries in their high schools, calling for more training to bridge the learning-how-to-learn gap.

5.2 Personal Information Management (PIM)

The LIS forms part of the other core-curricular modules that are under review, namely, academic literacy, digital literacy, reading skills, numeracy literacy, and research methodology training. Solutions are sought for the following challenges:






- 5.2.1 Overlaps in content delivery, referencing/plagiarism delivered in PIM, academic literacy, the writing center, and digital literacy.
- 5.2.2 As a short-term means of addressing the current marks challenges, the LIS, the AGU had a meeting on 14 April. The outcome of the meeting was to detach PIM from the 307 Art and Design Programme (Humanities) in the system, giving LIS staff direct access to input/manage marks as a stand-alone module on ITS. Furthermore, the AGU agreed to grant library access to capture marks retrospectively from 2018. A call was also made to students, as a measure to proactively identify students who have passed PIM, but with marks that do not appear in their academic records. A total of 592 students responded - 80 were students from the years 2011 – 2022, and 512 were 2023 registered students. All the outstanding marks from previous years were recaptured by the AGU, the project was finalized in October 2023.
- 5.2.3 A pilot will be conducted in 2024 to explore the possibility of PIM incorporated into Academic Literacy.

Table 2: PIM results

University of
Free State


PERSONAL INFORMATION MANAGEMENT (PIM)

Table 2: PIM results

	Bloemfontein Campus	Welkom Campus
Total number of registered students 	4,232	1,762
Total number of students that passed 	3,517 (83%)	1,258 (71%)
Total number of students that failed the module 	983 (17%)	233 (13%)
Total number of students that did not participate 	715 (17%)	220 (10%)
Total number of students who did not write the main test 	834	233 (13%)

5.3 Training and Searches

A total of 3,613 (17%) service beneficiaries were trained (Bloemfontein: 1,676 [11%]; Welkom: 1,937 [29%]) on different aspects of the service. Training contributes towards developing information literate service beneficiaries, who are equipped with skills that they will use to navigate different types of information resources on their own. Training is also used to introduce new services that are contribute towards attainment of university goals.

 **TRAINING AND SEARCHES**
Table 3: Training Statistics

FACULTIES		Total Community	Undergraduate Students	Postgraduate Students	Lecturers	Total Trained	% Trained
Bethuel Setai Library	Engineering, Built and Information Technology	5 624	455	18	12	485	9
	Health and Environmental Sciences	1 820	527	93	20	640	35
	Humanities	3 735	168	47	0	215	6
	Management Sciences	3 542	235	81	20	336	9
	Sub-Total	14 721	1 385	239	52	1 676	11
Clement Tsehloane Keto Library	Engineering, Built and Information Technology	730	388	0	1	389	53
	Humanities	3 909	932	116	24	1 072	27
	Management Sciences	2 072	373	85	18	476	23
	Sub-Total	6 711	1 693	201	43	1 937	29
TOTAL		21 432	3 078	440	95	3 613	17

LIBRARY AND INFORMATION SERVICES

A total of 18,251 (85%) information searches were conducted to support postgraduate students and academics/researchers in accessing information resources. service (Bloemfontein: 17,276; Welkom: 975) on different aspects of the service.

TRAINING AND SEARCHES
Table 4: Information Search Statistics

FACULTIES	Total Community	Undergraduate Students	Postgraduate Students	Lectures	Total Trained	% Trained
Bethuel Setai	5 624	0	44	98	142	3
	Engineering, Built and Information Technology					
	1 820	0	16 256	294	16 550	909
	Health and Environmental Sciences					
	3 735	0	488	17	505	14
Clement Tsehloane Keto	3 542	0	69	10	79	2
	Management Sciences					
	Sub-Total	14 721	0	16 857	419	117
Clement Tsehloane Keto	730	1	2	2	5	1
	Engineering, Built and Information Technology					
	3 909	325	163	18	506	13
	Humanities					
Clement Tsehloane Keto	2 072	298	137	29	464	22
	Management Sciences					
	Sub-Total	6 711	624	302	49	15
Total	21 432	624	17 159	468	18 251	85

LIBRARY AND INFORMATION SERVICES

5.4 Open Educational Resources (OER)

The draft Policy was developed and sent to relevant stakeholders for consultation. The purpose of this policy is to officially document the position of the CUT on OERs as freely available textbooks that teaching academics can use as additional or alternatives to prescribed books. The plan is to benefit from existing OERs, modify them for our needs, and/or develop our own OERs that colleagues globally can also access and use for their needs. This is in line with the approved Open Science Policy and will go a long way in avoiding prescribed textbooks that are sometimes not accessible due to costs and format.

6. STRATEGIC PRIORITY THREE

This strategic priority is about the delivery of library research and digital scholarship services that contribute towards the university research goals. The purpose is to contribute towards the production of required quantity and quality scholarly output. Service beneficiaries are managers, researchers, and postgraduate students, including professional support staff who are furthering their postgraduate studies. The LIS has a roadmap that guides on infrastructure that should be put in place and used to build the required capacity and capabilities over time.

6.1 Open Science

The CUT aligns itself with the open science global movement as expressed in the Council approved policy in December 2022. This has paved the way for steps to be taken by all parties involved, to put in place infrastructure that will make it possible for the CUT scholarly output to be disseminated using open access platforms. An Expression of Interest, 'in the large-scale implementation of open access to scholarly journals,' was signed by Prof. Ngowi, on behalf of the university. This signals the university's commitment to the global movement on Open Science, aimed at addressing challenges in scholarly communications. The Expression of Interest, drives the following key aspects in transforming scholarly journals into Open Access journals:

- *We aim to transform a majority of today's scholarly journals from subscription to OA publishing in accordance with community-specific publication preferences. At the same time, we continue to support new and improved forms of OA publishing.*
- *We will pursue this transformation process by converting resources currently spent on journal subscriptions into funds to support sustainable OA business models. Accordingly,*

we intend to re-organize the underlying cash flows, to establish transparency with regard to costs and potential savings, and to adopt mechanisms to avoid undue publication barriers.

- *We invite all parties involved in scholarly publishing, in particular universities, research institutions, funders, libraries, and publishers to collaborate on a swift and efficient transition for the benefit of scholarship and society at large.*

Awareness was created on the two Transformative Agreements (TA) South Africa has signed with the two publishers, namely, Emerald, and Elsevier (ScienceDirect). These are the only TAs out of the eleven currently in place that the CUT has access to due to budget constraints. The purpose was to sensitise researchers on open access journals they could use to publish their scholarly outputs without paying Article Processing Charges (APCs). Presentations were also made during the second and third Faculty Board meetings. A total of 11 articles were approved for publication by ScienceDirect Elsevier for 2023: (Faculty of Engineering: 7 articles; Faculty of Health: 3 articles; and Faculty of Humanities: 1 article).

A Task Team was established to investigate the preparation of the university in supporting researchers to publish in open access journals. Members of the TASK Team are Prof. A. Ngowi (Chairperson), Ms K.B. Eister, Ms D.R. Ackerman, Prof. T. Makhafola, Prof. C. Chipunza, Prof. E. Markus, Dr A. Modise, Ms E. Sempe, Mr M Afrika, Mr F. Matongo, Mr C. Molepo (UFS). The purpose of the task team is to put in place a collaborative structure that will oversee the implementation of the Policy on Open Science.

6.2 Research Data Management (RDM)

The Policy on RDM was also approved by Council in December 2022. Plans are underway to build infrastructure that will ensure that the CUT responds to a call by the university and some funders for researchers and postgraduate students to develop RDM plans before collecting data. The plan is to store research data in an open repository, making it visible and discoverable by global researchers with a possibility of being reused in other research projects. An interim measure to store research data using SharePoint has been made. The process of recruiting and appointing Research Librarians will be restarted as soon as Role Profiles are finalised, and the new LIS structure/organogram is approved.

6.3 Scholarly communications

The CUT Institutional Repository (the Green Open Access platform) was renamed CUTScholar, as per the approved Policy on Open Science. The focus in 2023 was to increase the number of scholarly outputs in CUTScholar and widen the scope beyond Electronic Theses and Dissertations (ETDs). The increase will have a positive bearing on the ranking of CUTScholar in South Africa, Africa and globally, assessed through its quantity and usage. The scope will include books and book chapters, journals, inaugural/public/memorial lectures, and conference proceedings. A communique was sent out to academics and professional support staff, requesting them to, as a matter of normal practice, regularly send the following scholarly output to the LIS:

- Scholarly articles: After due diligence, eligible articles, books, and book chapters will be sourced from the Coveris research system managed by the Research Development and Postgraduate Office.
- Conference papers: Researchers/authors were requested to submit conference papers to LIS as and when all due processes have been followed.
- Prestigious lectures: Researchers/authors were requested to submit PDF copies of their inaugural, public and memorial lectures after the lectures have been delivered.

It was reported during the first quarter that in 2023, CUTScholar was ranked 17 (out of 26 higher education institutions) in South Africa and 137 (out of 264 institutions) in Africa, based on the Scimago Institutions Ranking system. It has now dropped to 18 out of the 26 institutions, and number 3 out of the 5 Universities of Technology. There are 2,470 Thesis and Dissertations archived from 2014 to date, with a total of 706,323 views registered and a total of 10,770,945 searches that were performed in 2023).

<https://www.scimagoir.com/rankings.php?sector=Higher+educ.&ranking=Research&country=Africa>

6.4 Research methodology module

The LIS is collaborating with the Research Development and Postgraduate Studies in equipping postgraduate students with research literacy skills – still at planning stages. The LIS will concentrate on library related research skills, outlining the role the LIS plays in the research cycle, such as, a). Search strategies to support literature reviews; b). Avoiding plagiarism using Referencing styles and online tools; c). Developing research data management plans; and d). publication in either traditional or open access journals.

RESEARCH METHODOLOGY MODULE

Table 5: Researchers/Postgraduate students training

FACULTIES		Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Bethuel Setai Library	Engineering, Built and Information Technology	0	16	0	3	19
	Health and Environmental Sciences	4	0	0	0	4
	Humanities	8	0	0	0	8
	Management Sciences	46	0	0	0	46
	Professional Support Staff	55	21	3	68	147
	Total	113	37	3	71	224

7. STRATEGIC PRIORITY FOUR

This strategic priority is the main mandate of the LIS, which is about developing, managing, and providing access to comprehensive collections that support the university's teaching, learning, research, governance, and community engagement goals.

7.1 Collection development

The LIS manages the whole process of putting in place, infrastructure that is required to provide access to information resources. The main purpose is to build/develop comprehensive collections that are relevant, of required quantity and quality, and are current (date of publication) based on different programmes. The main direction is to select electronic books as a default, and only select print copies in cases where there are no electronic versions. Academics and researchers, as owners of programmes, are responsible for selecting information resources that meet their teaching and research needs, and those that support students in their learning activities. The LIS selects books that meet recreational and developmental needs, whilst professional support staff select information resources that meet their work requirements.

7.1.1 Print and non-print information resources

A total of R4,200,000.00 was allocated for the purchase of print and non-print information resources (Bethuel Setai: R4m; Clement Tsehloane Keto: R200,000.00 plus 86,250.50 allocated by the Welkom Campus Director). The same criteria for allocation to faculties and departments

were used, namely, considering the total number of academics, undergraduate, and postgraduate students per faculty, and per department, with special allocations for new programmes. A total of R2,639,886.84 (68%) was spent (Bethuel Setai: R2,378,795.71 [89%]; Clement Tsehloane Keto: R261,091.13 [23%]), with a total of 505 information resources added to the collection (print books: 229 [45%]; e-books: 276 [55%]). One of the deliverables of the RIE Operational Plan is to increase access to e-books and reduce the number of print books. A total of 4,339 e-books were purchased or provided access to through perpetual access (BSL: 3,991 and CTKL: 348). The current print collection stands at 74,774 (BSL: 42,687; CTKL: 32,316).

7.1.2 Status of audio-visual materials

Communication was sent out to Faculties, aimed at determining the value of audio-visual materials that have not been borrowed since July 2018. The plan was to determine from academics whether the materials were still relevant, outdated, or whether the format was no longer applicable and thus no usage. Feedback was received from the Faculty of Health and Environmental Sciences requesting to keep the following: 20 x DVDs for Radiography, 4 for Somatology and 20 for the Extended Curriculum Programme. The rest of the DVDs will be weeded.

7.1.3 Management of electronic resources

A total of R11m (R1.5m more than in 2022) was allocated for subscriptions to electronic databases, and a total of R10,460,358.73 (95.1%) was spent. The additional allocation was used to add the following new multi-disciplinary databases: Wiley, Emerald full package, and Sage. The advantage is that these are part of the transformative agreements, meaning CUT researchers will have a wider choice of publishing their articles without paying Article Processing Charges.

7.2 Collection management

7.2.1 Weeding

The LIS started with the weeding process in June, a process that appraises the print collection with a view to removing redundant books from shelves. Information resources deemed redundant were discarded from the collection by either selling, donating, or pulping them. A total of 13,679 books were weeded from the collection (4,775 From the

CTKL and 8,904 from the BSL), in line with the Digital Transformation Strategy. The following appraisal criteria were used:

- Books that were published 30 years or earlier before (1993). This is in exception of books in Arts, Languages and literature, History, Geography and Travel. Academics were consulted regarding what is considered old in their disciplines, if the 30 years recommendation was not suitable.
- Books with multiple copies that were not used, with two copies that will be left on shelves where necessary.
- Books damaged and torn beyond repairs.

7.2.2 Donations

Donations are done in two ways, namely, receiving relevant information resources that are donated by other parties to the LIS and vice versa. No donations were received from other parties this year. The LIS has instead donated a total of 273 books to the Reformed Church University (62) and Great Zimbabwe University (211), courtesy of Prof. Alfred Makura (285) From the CTKL and 273 from the BSL).

7.3 Collection usage

A total of 19,439 out of 75,003 (26%) information resources were used (Bloemfontein: 10,654 out of 42,687 - 25%; Welkom: 8,785 out of 32,316 – 27%). A total of 156 Books and 367 articles were processed through interlibrary loans. The percentage is low, giving an indication that service beneficiaries are now accessing and using electronic resources in line with the digital transformation strategy of the university.

8. CONCLUSION

The department has managed to make marked progress in some areas, such as in the delivery of library research services. Challenges in finalizing the structure are proving to be the main delaying factor in strengthening capacity required for the delivery of many other strategic objectives. What has thus transpired is to maintain existing services, without much growth registered. Effort will be made to continue to improve services for the benefit of the CUT as an institution in realising its vision, and for the benefit of individuals who study and work at CUT.

9. ANNEXURES, TABLES AND FIGURES

9.1 Annexures

- Annexure A: Staff Development Strategy
- Annexure B: WLIC IFLA Conference Report
- Annexure C: UJ International conference on Imagining Sustainability
- Annexure D: LIS Policy
- Annexure E: LIS Procedure
- Annexure F: Customer satisfaction survey results

9.2 Tables

- Table 1: 2023 Budget and expenditure
- Table 2: PIM results
- Table 3: Training statistics
- Table 4: Search statistics
- Table 5: Researchers/Postgraduate students training statistics

10. ABBREVIATIONS

- AGU: Assessment and Graduation Unit
- BSL: Bethuel Setai Library
- CTKL: Clement Tsehloane Keto Library
- CUTScholar: CUT Institutional Repository
- IFLA WLIC: International Federation of Library Associations (IFLA), World Library and Information Congress (WLIC)
- LIASA: Library and Information Association of South Africa
- SANLiC: South African Library and Information Consortium
- URIC: University Research, Innovation and Engagement
- UTLC: University Teaching and Learning Committee

Customer satisfaction survey results

Questions	Response rate	Responses
Are you satisfied with the library operating hours (08:00-22:00 Mon, Tue, Thur) (09:00-22:00 Wed) (08:00-16:30 Fri) (09:00-14:00 Sat) (Closed on Sundays)?	<ul style="list-style-type: none"> • Yes: • No: 	<ul style="list-style-type: none"> • Library should be operational 24/7 including all floors. • Library should open 24hours during weekdays and close Sunday. • Library should be opened until 00:00 during weekdays. • Extend Friday hours to 22:00. • Saturday hours should be extended.
How would you rate the availability of study space in the 24-hour individual study area?	<ul style="list-style-type: none"> • Poor: 58 • Fair: 110 • Good: 59 	
. How would you rate the availability of study space in the 24-hour group study area?	<ul style="list-style-type: none"> • Poor: 77 • Fair: 98 • Good: 52 	
How satisfied are you with the cleanliness of library study areas?	<ul style="list-style-type: none"> • Satisfied: 24 • Very satisfied: 112 • Dissatisfied: 56 • Very dissatisfied: 34 	
How satisfied are you with the cleanliness of library bathrooms?	<ul style="list-style-type: none"> • Very satisfied: 11 • Satisfied: 75 • Dissatisfied: 66 • Very dissatisfied: 73 	
The toilet paper is always available in the bathrooms.	<ul style="list-style-type: none"> • Satisfied: 8 • Very satisfied: 25 • Dissatisfied: 88 	

Questions	Response rate	Responses
	<ul style="list-style-type: none"> • Very dissatisfied: 105 	
How would you rate the availability of lockers in the 24-hour individual study area?	<ul style="list-style-type: none"> • Never: 89 • Sometimes: 113 • Always: 29 	
How satisfied are you with the service at the circulation desk?	<ul style="list-style-type: none"> • Very satisfied: 53 • Satisfied: 153 • Dissatisfied: 16 • Very dissatisfied: 4 	<ul style="list-style-type: none"> • Talk better • Training profession • Attend to students once they arrive and need assistance. • The attitude of security is poor and very much not welcoming. The feeling of safety is an issue. • The attitude of security staff is bad we don't even feel safe because sometimes they leave the desk unattended during the night. And at that time at the main entrance security staff do not even check student cards so anyone can go in at campus at that time. One day we will get mugged here in the library while we studying
Are you satisfied with the library loan rules, i.e., maximum items to borrow (6 for undergraduates, 10 for postgraduates and CUT staff), and borrowing period (14 days for undergraduates, 1 month for postgraduates and staff)?	<ul style="list-style-type: none"> • Yes: 204 • No: 23 	<ul style="list-style-type: none"> • Same rules should apply to everyone. • Library should order eBooks.
. Do you use study cubicles in the library at first floor?	<ul style="list-style-type: none"> • Yes: 157 • No: 70 	
Are you satisfied with the booking and usage of the study cubicles?	<ul style="list-style-type: none"> • Yes: 188 • No: 36 	<ul style="list-style-type: none"> • Undergraduates should also be allowed to use cubicles. • From those three people responsible for the key, during the day, each one of them should have a key, so that we do not have to wait for the person who left with the key. • A quicker more accessible booking schedule with transparency. • plugs should be fixed in the cubicles and be maintained. • They are never cleaned the plugs do not work.

Questions	Response rate	Responses
		<ul style="list-style-type: none"> there are limited chairs and the vacuum in the toilet is noisy
Are you satisfied with the study area at first floor?	<ul style="list-style-type: none"> Yes: 186 No: 33 	<ul style="list-style-type: none"> The are no plugs so we cannot charge our devices and we must find alternative ways to charge. Install charging ports There is no privacy, lot of noise and distraction, students are eating. People are always making noise. Some answer calls and speak loudly while we are trying to study, people laugh like it is nobody's business. It should open 24 hours and the chairs are not enough There should be a room for discussion
Are you satisfied with study area at second floor?	<ul style="list-style-type: none"> Yes: 205 No: 22 	<ul style="list-style-type: none"> It should open 24 hours There are no plugs to charge our laptops and cellphones. Broken window, it is very cold at night, cannot study nor concentrate. The study space is also too small There needs to be a patrol security to keep in check that we are not disturbed by other students No access to bathrooms close by
Are you satisfied with the computer services at the second floor?	<ul style="list-style-type: none"> Yes: 146 No: 73 	<ul style="list-style-type: none"> There must be computer room where students will be able to help other with computer cause others tends to struggle with computer entirely, so there must be a computer area for discussion The computers are ridiculously slow and need either an update or upgrade Most of computers are not working Lab assistants needed to assist students in accessing computers, most computers are not working if not accessible. They can assist in locating the working ones The library assistants have an attitude when asking for help and are not always up to help. Undergraduates we are not helped on how to register to use those computers, now we cannot log in

Questions	Response rate	Responses
		<ul style="list-style-type: none"> The limited time of usage(2hrs) for some students including myself is not beneficial because we rely on the computers as we do not have laptops, especially when we have assignments Certain programs are not available for students in different faculties. Can the applications that we use in our specific labs also be installed in the library computers
Do you know your Faculty Librarian?	<ul style="list-style-type: none"> Yes: 69 No: 158 	