

## LIBRARY AND INFORMATION SERVICES

### Annual Report: 2018

#### 1.0 SUMMARY OF MAJOR ACTIVITIES

At Bloemfontein Campus 2018 began with a launch of a successful Library Orientation Week. The library orientation run over an extended period between January and March. In the library orientation programme organised in the first quarter of 2017 the library was only able to attract **609** First Years students. However, in the first quarter of 2018 this number swelled to **1,342**. Thus, the number of First Year Students who attended the 2018 Library Orientation rose by over 100% in comparison to the previous year. This was the first time in many years that the library was able to draw such a large number of students. The table below shows the attendance by faculty.

**Table 1: Bloemfontein Campus Library Orientation**

Attendance register	2018	2017
Faculty	Number of Students per Faculty	
Engineering & Information Technology	434	
Humanities	431	
Management Sciences	372	
Health & Environmental Sciences	105	
<b>TOTAL</b>	<b>1,342</b>	<b>609</b>

The relative success of the 2018 library orientation was attributed to a strategy employed by the library. Unlike in the previous years where the library relied on the institutional induction schedule and reactively expected students to pitch up as programmed the LIS Client Service took a more proactive approach. They liaised with the relevant faculty members (Faculty Administrators) to ensure that specific dates suitable to relevant faculties were found, assigned (and communicated to students) for library orientation. Perhaps the idea of extending the orientation programme period also helped to pull students in large numbers. At Welkom Campus, the orientation programme took place from 06<sup>th</sup> to 09<sup>th</sup> February and on 12 February 2018. Welkom Campus also recorded an increase in attendance. In the First Semester of 2018, 652 students attended in comparison with 528 students who attended in the First Semester of 2017.

In the same vein, a Library Training Workshop for New Staff Members was organised in the 1<sup>st</sup> Quarter of 2018. A total of 10 academic staff members mainly from the Faculty of Humanities attended the training. A similar Library Training Workshop was scheduled for August 2018. However, on this occasion the training only attracted 3 academic staff members.

The CUT library joined the South African library fraternity to commemorate the South African Library Week which run from 19 – 25 March 2018 under the auspice of the Library and Information Association of South Africa (LIASA). The theme of the National Library Week of 2018 was ***Libraries: Heart of the Community***. In conformity with the national theme, the CUT library opted to celebrate the event by reaching out to the broader community. In this respect, the library, in partnership with the CUT Reading Club, visited the Bloemfontein Children's Sunflower Hospice on 22 March 2018. The hospice is a non-profit organisation that provides care and compassion for children with life-threatening and life-limiting conditions. CUT library staff distributed reading materials, puzzles and toys solicited from Van Schaik Book sellers. Furthermore, the Library staff bought fruits and snacks to cheer up the children as a gesture of compassion. Students from the CUT Reading Club also organised a story telling session, a puppet show and assisted children with colouring of storybooks. The occasion turned out to be heart-warming. What was even more fulfilling was that the visit was well-appreciated and provided insights into challenges encountered by the hospice. The CUT library and the Reading club members pledged to volunteer their services to the hospice in future in the hope to uplift their spirits of these children.



*Photo taken during the visit to Bloemfontein Children's Sunflower Hospice*

The CUT library also commemorated the World Book & Copyright Day. This day is observed annually on 23 April in many parts of the world, under the auspices of UNESCO, to promote reading, publishing and copyright.

In line with the commitment of the LIS to work collaboratively with other units in the Division of Research, Innovation and Engagement the LIS teamed up with Community Engagement, CUT Schools Advancement Academy and the CUT Reading Club to organise a high impact event.

In the main, the event centred around 60 Grade 10 Learners invited from St Bernard's High School in Bloemfontein for a Reading Buffet. The purpose of the Reading Buffet was to encourage reading, allow creativity, enable ideas and knowledge to be shared across learners, and strengthen mutual understanding and dialogue.

The Reading Buffet was preceded by a launch of the World Book and Copyright Day held in the Art Gallery. Professor A Ngowi, DVC: Research, Innovation and Engagement, officially launched the event. Also invited were Ms Z Gxwati: Director of Libraries, Free State Department of Education who presented introductory remarks for the event. Other activities organised for the learners included poetry, storytelling, colour coding and comedy.

The excitement, thrill and active participation of learners and their teachers, in the event, was apparent and most probably an indictment of the success of the event.



In addition to organising a Reading Buffet, the LIS donated books to learners at Bainsvlei Combined School to foster a reading culture and promote CUT as a university of choice among School Leavers.

One of the major activities accomplished in the Third Quarter of 2018 was the first phase of the library review. It commenced in August 2018 and was completed in September 2018. The main purpose of the review was to assess key services provided by the library with a view to recommend interventions

that could help to shape the future direction of library services in alignment with the strategic objectives of the Central University of Technology (CUT) mindful of the 21<sup>st</sup> Century technological developments. It was anticipated that the Fourth Industrial Revolution could have far-reaching implications for library services. In this regard, it was hoped that the library review would give general guidance to reconfigure library services and facilities to embrace the benefits associated with the Fourth Industrial Revolution.

Three components constituted the library review as follows: The LibQUAL survey, external assessors and benchmarking visits. The LibQUAL survey is an online tool developed by the American Association of Research Libraries. The LibQUAL tool covers a wide range of foci however, for the purpose of the CUT library survey the tool focused on perceptions of CUT library clients, library spaces, use of technology, and services offered by library staff. External assessors drew information from the results of the LibQUAL survey and information gathered in interviews and discussions with library staff, academics and students. External assessors were also afforded an opportunity to tour the library to gain more insights into services and facilities provided. In a quest to augment the contents of the library review, two senior library staff members were requested to visit a select number of libraries in some traditional universities to broaden the scope of the library review and learn from their experiences.

On 17 September 2018, the CUT Library successfully completed the migration from an older library system to a newer one (Millennium to Sierra). The latter system was more versatile and user-friendly than the older system whose enhancements had been curtailed by the proprietors (Innovative Interface Inc.). Migrating from one library system to another was no easy task. Numerous hiccups and glitches many of which were beyond the control of the library plagued the process. On hindsight, it took four years to navigate to a new library system. From the onset, the library opted to join a consortium of university libraries, based in the Eastern Cape, in a bid to migrate to Sierra. Nevertheless, when the CUT management could not render support to a proposal to join the consortium the library tried to solicit funds to secure two servers. This was a prerequisite to migrate to Sierra. However, the high costs of servers, notwithstanding the need for technical support to maintain Sierra, was yet another bottleneck in this long and, at times, turbulent voyage which started in 2014. For this reason, the library management made a decision to settle for a cloud solution to migrate to Sierra. However, latency was such a huge challenge partly due to the fact that Sierra was hosted overseas in Ireland. Following several consultations with the service providers it was decided, in 2017, to host Sierra in South Africa to overcome the latency defy that made it almost impossible to access or work on Sierra. After initial delays and challenges to find, a suitable hosting company the service provider finally signed a contract with Dimension Data (a Johannesburg base firm) as a hosting company. This development concluded the migration process and made the CUT Library as the first library to operate on a Sierra cloud solution hosted in South African.

The weeding project started earlier in the year and continued well into the Fourth Quarter. The essence of the project was to identify and dispose redundant materials and create space for newly acquired library print study materials. The exercise also offered an opportunity to identify and remove study materials that were in a state of disrepair from library shelves. Among the library, material removed from the library shelves included those that were over twenty years old but had never been issued out to anybody, materials in excessive duplicates and those that were torn beyond repair. Credit should be given to WIL students who provided assistance in this labour intensive project. The assistance of WIL students was extended to another project intended to upload the old examination papers of 2017 and 2018 to be available online on the library system.

The LIS needs to acknowledge the contributions of Ms Jean Engelbrecht who was recruited as a Librarian: Cataloguing, on a temporary basis, to provide assistance in the weeding project. Ms Engelbrecht was assigned the responsibility to write off weeded materials and updated holdings. Her meticulous work culture ensured that materials removed from the collection, by mistake, were identified and taken back to the library shelves.

## 2.0 TRAINING PROGRAMMES

The LIS places high premium on affording opportunities for LIS staff to acquire new skills and get exposure to different and innovative ways of doing things in this fast evolving information profession.

The following tables highlights some of the programmes attended.

### 2.1 Staff training, seminars and conferences attended

**Table 1: First quarter 2018**

EVENT	STAFF MEMBER(S)	DATE
LIASA Free State meeting (Disaster Management for Libraries)	Willemien Steyn Sharon Minnie Themba Ncenithwa Jons Moretedi Chareen Mathope-Dasilva Charles Vimbi Sabelo Chizwina	2018-02-15
Proquest E-book Central Training (Welkom Campus)	Moses Nthoroane Joyce Smith Tobias Singleton Molise Moremi Melinda Kleynhans Junia Motlhaping	2018-03-13
Proquest E-book Central Training (Bloemfontein Campus)	Emmanuel Zungu Amos Mkam Shela Lesetja Lizette Storm Dora Ackerman Sizwe Mabena	2018-03-13

	Zandile Mokone Sharon Minnie	
WWIS RemoteXs Training	Emmanuel Zungu Amos Mkam Shela Lesetja Lizette Storm Sabelo Chizwina Thomas Tsele Sizwe Mabena Zandile Mokone	2018-03-20

**Table 2: Second quarter 2018**

<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
WWIS Marketing Workshop	Dora Ackerman Sabelo Chizwina Isak Hugo Shela Lesetja Sizwe Mabena Lucia Malefane Chareen Mathope-Dasilva Sharon Minnie Amos Mkam Zandile Mokone Jons Moretedi Themba Ncenithwa Jeanette Ponyane Willemien Steyn Lizette Storm Thomas Tsele Ingrid van Zyl Charles Vimbi Emmanuel Zungu	2018-04-17
SANLiC AGM	Dora Ackerman	2018-04-24
IEEE Training	Emmanuel Zungu Shela Lesetja Amos Mkam Lizette Storm Lucia Malefane	2018-05-10
Clarivate Web of Science Training	Emmanuel Zungu Shela Lesetja Amos Mkam Lizette Storm Lucia Malefane Moses Nthoroane Joyce Smith Juliano Kabamba	2018-05-15
Clarivate Journal Citation Report Training	Emmanuel Zungu Shela Lesetja Amos Mkam Lizette Storm Lucia Malefane Moses Nthoroane	2018-05-16
WWIS: H-index & High Impact Journal Training	Emmanuel Zungu Shela Lesetja Amos Mkam Lizette Storm Lucia Malefane	2018-05-16
Clarivate Incites Training	Emmanuel Zungu Shela Lesetja	2018-05-17

<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
	Amos Mkam Lizette Storm Lucia Malefane	
SABINET SA ePublications, SA Gazettes and Netlaw Training	Emmanuel Zungu Shela Lesetja Amos Mkam Lizette Storm Lucia Malefane Moses Nthoroane Joyce Smith Modise Moremi Tobie Singleton	2018-05-22
Talent Management: LIS Goal alignment workshop for Library managers	Juliano Kabamba Dora Ackerman Sabelo Chizwina Zandile Mokone	2018-05-25 and 2018-05-28
14 <sup>th</sup> International South African Online meeting	Joyce Smith Sizwe Mabena Lizette Storm Amos Mkam Emmanuel Zungu	2018-06-19 until 2018-06-22

**Table 3: Third quarter 2018**

<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
Proquest meeting	Sharon Minnie Zandi Mokone Dora Ackerman Sizwe Mabena Emmanuel Zungu Shela Lesetja a Lizette Storm Amos Mkam	2018-07-18
SpringerNature	Dora Ackerman	2018-07-26
Sabinet meeting	Mr M.P Moremi Mrs T.J Smith Mr T.G Singleton Dora Ackerman Sizwe Mabena Chareen Mathope-Dasilva Zandi Mokone Willemien Steyn Jons Moretedi Themba Ncenithwa	2018-07-27
ConsortiaManager version 2 training (webinar)	Dora Ackerman	2018-08-07
Project Management	Emmanuel Zungu Shela Lesetja Dudu Radebe	2018-08-13 – 2018-08-17
Training on ImageNow Contract Management System	Dora Ackerman	2018-08-14
IGBIS workshop	Chareen Mathope-Dasilva Zandi Mokone	2018-08-16 – 2018-08-17
WorldShare Record Manager and Collection Manager training	Zandi Mokone Chareen Mathope-Dasilva Dora Ackerman Sizwe Mabena	2018-08-22 – 2018-08-24

<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
LIASA FS AGM	Mr M.R Nthoroane Mr T.G Singleton Sizwe Mabena	2018-08-23
Post-graduate Indaba	Emmanuel Zungu Shela Lesetja Lizette Storm	2018-08-24
EbscoHost Training	Sharon Minnie Dora Ackerman Sizwe Mabena Emmanuel Zungu Shela Lesetja Dudu Radebe Amos Mkam Lizette Storm Joyce Smith Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi	2018-09-17
Web Content Management System training	Dora Ackerman Sizwe Mabena	2018-09-18
Pressreader Training (video training)	Sharon Minnie Sizwe Mabena James Seeli Mr M.P Moremi Emmanuel Zungu Shela Lesetja Dudu Radebe Amos Mkam Lizette Storm Joyce Smith Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi	2018-09-20

**Table 4: Fourth quarter 2018**

<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
Cataloguing/Acquisition Sierra training	M.R Nthoroane T.G Singleton T.J Smith Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi Themba Ncenithwa Lizette Storm Emmanuel Zungu Shela Lesetja Amos Mkam Dudu Radebe Mapaseka Mollo Dora Ackerman Sizwe Mabena Thomas Tsele	2018-10-26



<b>EVENT</b>	<b>STAFF MEMBER(S)</b>	<b>DATE</b>
Create list Sierra training	M.R Nthoroane T.G Singleton Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi Themba Ncenithwa Lizette Storm Emmanuel Zungu Shela Lesetja Amos Mkam Dudu Radebe Mapaseka Mollo Dora Ackerman Sizwe Mabena Thomas Tsele	2018-10-30
Web management reports and statistics Sierra training	M.R Nthoroane T.G Singleton Ms T.J Smith Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi Themba Ncenithwa Lizette Storm Emmanuel Zungu Shela Lesetja Amos Mkam Dudu Radebe Mapaseka Mollo Dora Ackerman Sizwe Mabena Thomas Tsele	2018-11-01
LIASA Free State Branch Year end function	Dora Ackerman Sizwe Mabena Thomas Tsele	2018-11-02
Circulation Sierra training	Ms M Kleynhans Ms J.M Motlhaping Lizette Storm Emmanuel Zungu Shela Lesetja Amos Mkam Dudu Radebe Mapaseka Mollo Dora Ackerman Sizwe Mabena Thomas Tsele	2018-11-16
Arbinger Mindset Workshop	Zandi Mokone Chareen Mathope-Dasilva Willemien Steyn Sharon Minnie Jons Moretedi Themba Ncenithwa Lizette Storm Emmanuel Zungu Shela Lesetja Amos Mkam	2018-11-14 to 2018-11-15 or 2018-11-20 to 2018-11-21

EVENT	STAFF MEMBER(S)	DATE
	Dudu Radebe Mapaseka Mollo Dora Ackerman Sizwe Mabena Thomas Tsele	
19 <sup>th</sup> LIASA conference	M.R Nthoroane Jons Moretedi Amos Mkam Emmanuel Zungu	2018-10-08 to 2018-10-12
IUG:SA Conference	Dora Ackerman Sizwe Mabena	2018-11-07 to 2018-11-08

**Table 5: Presentations by LIS staff members 2018**

EVENT	STAFF MEMBER(S)	DATE
Induction Mentoring Programme	Sabelo Chizwina	2018-02-08
19 <sup>th</sup> LIASA conference	M.R Nthoroane Jons Moretedi Amos Mkam Emmanuel Zungu	2018-10-08 to 2018-10-12
IUG:SA Conference	Dora Ackerman Sizwe Mabena	2018-11-07 to 2018-11-08

### 3.0 INFORMATION SERVICES

The library offered training to undergraduate and post graduate students. The training was tailored to assist students to make better use of library resources focusing on use of databases. It is evident from the tables below that a substantial number of students attended training in 2018 in comparison to the 2017 academic year.

#### 3.1 Training offered

**Table 6: Training activities offered to students 2018**

Faculty	Number of Students
Management Sciences	1,271
Engineering and Information Technology	1,430
Health and Environmental Sciences	442
Humanities	1,169
Welkom campus	3,623
<b>Total</b>	<b>7,935</b>

**Table 6: Training activities offered to students 2017**

Faculty	Number of Students
Management Sciences	1,240
Engineering and Information Technology	1,404
Health and Environmental Sciences	376

Humanities	293
Welkom campus	1,028
<b>Total</b>	<b>4,341</b>

### 3.2 Services offered

From time to time post-graduate students request library staff to assist them in searching for information. Although the library instructs post-graduate in information searching skills a large number preferred to seek assistance of Faculty Librarians for one reason or the other. As tables, 8 & 9 suggest the number of such requests made, in 2018, far exceeded those recorded in the previous year.

**Table 8: Post-graduates customized information searches: 2018**

<b>Faculty</b>	<b>Number of searches</b>
Management Sciences	642
Engineering and Information Technology	216
Health and Environmental Sciences	904
Humanities	1,547
Other Faculties & Support Services	31
Welkom campus (all faculties)	1,238
<b>Total</b>	<b>4,578</b>

**Table 9: Post-graduates customized information searches: 2017**

<b>Faculty</b>	<b>Number of searches</b>
Management Sciences	570
Engineering and Information Technology	104
Health and Environmental Sciences	464
Humanities	576
Other Faculties & Support Services	150
Welkom campus (all faculties)	450
<b>Total</b>	<b>2,314</b>

On the other hand, Under-graduate students would rely on library staff for guidance in a wide range of areas including how to find given titles on the shelf and accessing relevant materials using the library catalogue. Such reference queries are normally addressed during the library orientation. However, not all students attend the library orientation while some students do not grasp all the information provided during the library orientation. The number of students who requested for such assistance increased in 2018 from the previous year.

**Table 10: Under-graduates quick reference queries: 2018**

<b>Faculty</b>	<b>Number of queries</b>
Management Sciences	669
Engineering and Information Technology	216
Health and Environmental Sciences	340
Humanities	396
Welkom campus	354
<b>Total</b>	<b>1,975</b>

**Table 11: Under-graduates quick reference queries: 2017**

<b>Faculty</b>	<b>Number of queries</b>
Management Sciences	185
Engineering and Information Technology	775
Health and Environmental Sciences	145
Humanities	200
Welkom campus	162
<b>Total</b>	<b>1,467</b>

#### 4.0 ACQUISITIONS

Acquisition services encompasses procurement and processing of study materials. Procurement essentially entails placing orders of materials to be added to the library collection. The process also involves inserting security strips and ownership stamps in study materials.

On the overall, more materials (hard copies and electronic resources) were acquired in 2018 in comparison to 2017.

**Table 12. Titles Ordered for Bloemfontein and Welkom Campuses: 2018**

	<b>Bloemfontein Titles</b>	<b>Bloemfontein copies</b>	<b>Welkom Titles</b>	<b>Welkom copies</b>
Printed Materials	615	1,096	350	545
Rush orders	378	766	186	296
Audio-visual	0	0	0	0
E Books	167	167	2	2
Journals	0	0	0	0
<b>Total</b>	<b>1,160</b>	<b>2,029</b>	<b>538</b>	<b>843</b>

**Table 13. Titles Ordered for Bloemfontein and Welkom Campuses: 2017**

	<b>Bloemfontein Titles</b>	<b>Bloemfontein copies</b>	<b>Welkom Titles</b>	<b>Welkom copies</b>
Printed Materials	514	765	365	305
Rush orders	137	274	9	18
Audio-visual	1	1	0	0

E Books	15	15	0	0
Journals	2	2	0	0
<b>Total</b>	<b>669</b>	<b>1,057</b>	<b>374</b>	<b>323</b>

**Table 14. Printed materials received and paid: 2018**

<b>Faculty</b>	<b>Amount paid</b>	<b>Titles</b>	<b>Copies</b>
Management Sciences	R265 727.98	180	334
Engineering & Information Technology	R161 652.03	67	144
Health & Environmental Sciences	R182 595.72	57	132
Humanities	R242 754.37	260	381
LIS Bloemfontein Campus	R69 533.57	115	140
Welkom Campus	R265 385.67	265	471
<b>Totals</b>	<b>R1, 187 669.34</b>	<b>944</b>	<b>1,602</b>

**Table 15. Printed materials received and paid: 2017**

<b>Faculty</b>	<b>Amount paid</b>	<b>Titles</b>	<b>Copies</b>
Management Sciences	R189,291.64	153	257
Engineering & Information Technology	R111,473.63	67	122
Health & Environmental Sciences	R52,347.76	28	45
Humanities	R158,562.08	221	272
LIS Bloemfontein Campus	R75,185.85	77	106
Welkom Campus	R312,487.20	374	431
Welkom printed journals	R58,710.83	7	7
LIS Journals	R165,666.37	18	18
<b>Totals</b>	<b>R1,123,725.36</b>	<b>945</b>	<b>1,258</b>

**Table 16. Electronic books received and paid: 2018**

<b>Faculty</b>	<b>Amount paid</b>	<b>Copies</b>
Management Sciences	R81 811.52	36
Engineering & Information Technology	R301 607.51	49
Health & Environmental Sciences	R213 092.21	34
Humanities	R176 044.80	40
LIS Bloemfontein Campus	R91 720.27	12
Welkom Campus	R12 964.91	2
<b>Totals</b>	<b>R877 241.22</b>	<b>173</b>

**Table 17. Electronic books received and paid: 2017**

<b>Faculty</b>	<b>Amount paid</b>	<b>Copies</b>
Management Sciences	R3,030.03	2
Engineering & Information Technology	R91,776.77	24
Health & Environmental Sciences	R2,366.95	1
Humanities	R14,242.62	5
LIS Bloemfontein Campus	R5,230.81	4
Welkom Campus	R,,0.00	0
<b>Totals</b>	<b>R116,647.18</b>	<b>36</b>

**Table 18. Audio-visual materials received and paid: 2018**

Faculty	Amount paid	Titles	Copies
None	R0.00	0	0
<b>Totals</b>	<b>R0.00</b>	<b>0</b>	<b>0</b>

**Table 19. Audio-visual materials received and paid: 2017**

Faculty	Amount paid	Titles	Copies
Hospitality	R3,990.00	1	1
<b>Totals</b>	<b>R3,991.00</b>	<b>1</b>	<b>1</b>

## 5.0 CATALOGUING

This is a more intense professionally function which requires adherence to set international standards. In general, it covers assigning of metadata (bibliographic description) representing information resources and allocating library shelf location (classification number). Nevertheless, in an academic library environment it is an ongoing activity of updating bibliographic records. Table 20 below suggests that more cataloguing activities were performed in 2018 as opposed to 2017.

**Table 20: Materials processed in 2018 and 2017**

Activities	2018	2017
Copy cataloguing	1,821	917
Original cataloguing	313	89
Revised bibliographic records	2,238	2,164
Item record created/revised	2,104	3,483
Holding added/deleted	8,927	1,012
Authority records downloaded/corrected	722	224
Materials written off	13,688	2,465
Materials classified/reclassified	1,065	431
E-books catalogued	566	156
<b>Total</b>	<b>31,444</b>	<b>10,941</b>

## 6.0 SYSTEMS

### 6.1 Databases

Databases are the core collection of electronic information sources available to library clients. By far the larger portion of the library resource budget is apportioned to subscription to databases.

The amount of money allocated to databases limited the capacity of the library to broaden the scope of databases subscribed to in 2018. As such, the subscription status remained generally unchanged to 2017 serves for one additional database added to the suite.

**Table 21: Library subscription to databases in 2018**

<b>DATABASE</b>	<b>VENDOR</b>
Bookfind Online Premier	Bookdata
CASELaw	Workinfo.com
EbscoHost (Premier Package Plus Medline Full Text)	Ebsco
EbscoHost Hospitality and Tourism Complete	Ebsco
Emerald Subject eJournal Collection ' - Accounting, Finance & Economics eJournal collection ' - Business, Management & Strategy eJournal collection	Emerald
EZProxy	Sabinet
IEEE IET Digital Library	Ebsco
InCites	WWIS
Innopac Annual License	III
Innovative Sierra (Cloud hosting)	III
ISI Journal Citation Reports	WWIS
ISI Web of Science	WWIS
Labour Library	Juta
LibGuides	Springshare
Nature Masterclasses Online Lab-sized subscription (15 users)	Nature Research
Netlaw	Sabinet
OCLC Worldcat Discovery (Including Firstsearch databases)	Sabinet
ProQuest Central	Proquest
ProQuest Dissertation & Thesis Fulltext	Proquest
QuestionPoint	Sabinet
RDA Toolkit (4 users)	Sabinet
Refworks	Proquest
ReQuest	Sabinet
SA e-Publications	Sabinet
SA Gazette	Sabinet
SA Law Reports	Juta
SA Statutes & Regulations	Juta
SabiCat	Sabinet
ScienceDirect	Elsevier
Taylor & Francis eJournal Package	WWIS
WebDewey	Sabinet

**Table 22: Library subscription to databases in 2017**

<b>DATABASE</b>	<b>VENDOR</b>
Bookfind Online Premier	Bookdata
CASELaw	Workinfo.com
EbscoHost (Premier Package Plus Medline Full Text)	Ebsco
EbscoHost Hospitality and Tourism Complete	Ebsco
Emerald Subject eJournal Collection	Emerald
EZProxy	Sabinet
IEEE IET Digital Library	Ebsco
InCites	WWIS
Innopac Annual License	III
Innovative Sierra (Cloud hosting)	III
ISI Journal Citation Reports	WWIS
ISI Web of Science	WWIS
Labour Library	Juta
LibGuides	Springshare

Netlaw	Sabinet
OCLC Worldcat Discovery (Including Firstsearch databases)	Sabinet
ProQuest Central	Proquest
ProQuest Dissertation & Thesis Fulltext	Proquest
QuestionPoint	Sabinet
RDA Toolkit	Sabinet
Refworks	Proquest
ReQuest	Sabinet
SA e-Publications	Sabinet
SA Gazette	Sabinet
SA Law Reports	Juta
SA Statutes & Regulations	Juta
SabiCat	Sabinet
ScienceDirect	Elsevier
Taylor & Francis eJournal Package	WWIS
WebDewey	Sabinet

## 6.2 Use of databases

An examination of a sample of usage of databases suggests that fewer searches and downloads were done on the databases in 2018 in relation to 2017 as shown in tables 23 & 24 below.

**Table 23: Database usage 2018**

Database	Searches	Full-text Downloads
EbscoHost	72,065	7,012
Ebsco Hospitality & Tourism Complete	4,329	91
ScienceDirect (Jan-Nov 2018)	1,549	68,195
SA e-Publications	4,949	4,607
Sabinet Legal (was Sabinet NETLAW)	464	199
Sabinet Reference (was Sabinet SA Citation Plus)	110	Not available
ProQuest	7,077	14,209
<b>Grand Total</b>	<b>90,543</b>	<b>94,313</b>

**Table 24: Database usage 2017**

Databases	Searches	Full-text Downloads
EbscoHost	124,885	7,651
EBSCO Hospitality & Tourism Complete	6,558	434
Science Direct (Elsevier)	1,765	125,987
SA ePublications	7,926	2,698
Sabinet Legal (was Sabinet NETLAW)	508	191
Sabinet Reference (was Sabinet SA Citation Plus)	1,790	Not available
ProQuest	7,265	8,991
<b>Grand Total</b>	<b>150,697</b>	<b>145,952</b>



### 6.3 Electronic books

A select number of collections indicated that use of e-books was not impressive in 2018. Fewer downloads were made in 2018 in comparison to 2017.

**Table 25: E-book usage 2018**

<b>E-book package</b>	<b>Full-text downloads</b>
ScienceDirect (Jan-Nov 2018)	1,312
EbscoHost eBook Collection	555
ProQuest eBooks (Chapter Downloads)	152
<b>Total</b>	<b>2,019</b>

**Table 26: E-book usage 2017**

<b>Service Provider</b>	<b>Full-text downloads</b>
ScienceDirect	1,435
EbscoHost eBook Collection	1,814
<b>Total</b>	<b>3,249</b>

### 6.4 CUT Institutional Repository (IR)

The number of searches performed on the CUT Institutional Repository continued on the upward trajectory. It is very encouraging to note that statistics on searches conducted and communities viewed escalated in 2018 as illustrated in table 27. Meanwhile the number of items archived continued to grow outstripping materials archived in 2017. This is a clear demonstration that CUT scholarly works were gaining traction in visibility worldwide.

**Table 27: Use of institutional Repository:**

<b>Description</b>	<b>Cumulative until December 2018</b>	<b>2018</b>	<b>2017</b>
Items Archived	1,785	525	413
Item Views	989,674	447,704	226,391
Collection Views	24,128	9,199	5,632
Community Views	43,567	16,512	8,542
Searches Performed	7,966,134	3,497,928	1,752,300

### 7.0 CIRCULATION SERVICES

Unlike in 2017 circulation statistics significantly improved in 2018. We shall be observing these statistics closely in the years ahead. In the past, they tended to fluctuate year after year.

**Table 28: Circulation statistics in 2018**

<b>Faculty</b>	<b>Printed material</b>	<b>Multimedia</b>	<b>Study collection</b>	<b>Total</b>
Management Sciences	46	0	4	<b>50</b>
Engineering and Information Technology	8,004	22	2,920	<b>10946</b>
Health and Environmental Sciences	2,604	14	112	<b>2730</b>
Humanities	2,958	0	268	<b>3226</b>
Other (Bloemfontein)	1,043	1	149	<b>1193</b>
Welkom campus	6,994	0	10,329	<b>17,323</b>
<b>Total</b>	<b>21,649</b>	<b>37</b>	<b>13,782</b>	<b>35,468</b>

**Table 29: Circulation statistics in 2017**

<b>Faculty</b>	<b>Printed material</b>	<b>Multimedia</b>	<b>Study collection</b>	<b>Total</b>
Management Sciences	30	0	0	<b>30</b>
Engineering and Information Technology	3,873	0	210	<b>4,083</b>
Health and Environmental Sciences	2,716	25	27	<b>2,768</b>
Humanities	2993	1	233	<b>3,227</b>
Other (Bloemfontein)	5880	8	1266	<b>7,154</b>
Welkom campus	7473	6	8773	<b>16,252</b>
<b>Total</b>	<b>22965</b>	<b>40</b>	<b>10509</b>	<b>33,514</b>