



Central University of
Technology, Free State

ANNUAL REPORT –
2020
LIBRARY AND
INFORMATION
SERVICES



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1. BACKGROUND

The Central University of Technology Library and Information Services (CUT LIS) resides under the leadership of the Deputy Vice Chancellor: Research, Innovation and Engagement. It encompasses all library services delivered in both the Bloemfontein (Bethuel Setai) and the Welkom (Clement Tsehloane Keto) campus libraries. The main mandate is to ensure that the university community has access to information resources that support the university's teaching, learning, research goals. The LIS, with the wealth of information it provides access to, and accompanied services delivered to support the goals, plays a critical role in realising the University's goals. This report captures the main activities for the period January – December 2020. Where necessary tables are included. In many cases, comparisons are made to performance recorded in the previous year, 2019.

2. EXECUTIVE SUMMARY

The year 2020 turned out to bring about an “abnormal” year of service in many ways, with challenges that made it difficult for LIS to play its role and realise its mandate. As a result, the statistics, which are usually used as a yardstick for determining the usage of LIS services, show a drastic decrease, which is not a true reflection of the numbers usually impacted by the service. The first semester of 2020 posed a number of significant challenges that posed a direct challenge to the academic year and specifically access to the two campus libraries. The two most critical challenges were the student unrest experienced at both campuses from February until March. Then before the Welkom Campus could reopen, the outbreak of the COVID-19 pandemic forced not only the CUT but also the entire country to come to a standstill. Subsequent to the lockdown new enhanced strategies had to be enforced to ensure that the academic year could continue. An immediate plan of action was implemented, with an off-campus online support LIS team established to assist students and staff with access to the necessary electronic resources.

The biggest challenge encountered due to the lack of access to physical resources, was access to print books, especially the prescribed textbooks that were locked inside the two libraries. Despite all these challenges it is critical to note that more than 80% of the LIS resources are available electronically. In addition, all these resources, including subscriptions, gives the CUT clients access to almost 73 million full-text articles.

However, just prior to the COVID-19 lockdown period the LIS team participated in two *South African Library Week* events. The one was an outreach to the Boikhuco Old Age Home in Bochabela and the other event was the in-house LIS event celebration with the theme: “*Libraries: Your partners for Life*” on the eve of the lockdown.

3. LIBRARY PREMISES

The LIS serves as a haven for students to engage with information resources and with one another as part of their academic activities. It is thus important to ensure that the spaces are conducive for these activities. The LIS appreciates steps taken to allocate funding for the complete upgrading of the Bethuel Setai Library, which will go a long way in repurposing the premises into the multi-purpose learning spaces. In the meantime, the following

malfunctions were experienced as perennial problems, which unfortunately became impediments for occupation by staff and use by students during the better part of the lockdown periods:

- Malfunctioning of the air-conditioning system, at both campuses. This has resulted in unbearable conditions, leading to staff working from home unnecessarily and thus reducing capacity to deliver physical services when required. After the completion of a tender process for the Bethuel Setai Library, a service provider was appointed and to date the LIS is awaiting the rollout of this project. The Project Office is currently in the process of appointing a Mechanical Engineer for the Clement Tsehloane Keto Library, as it was found that the replacement of the units is more complex than expected.
- Lack of cleaning services in the library building remains a challenge, especially during the outbreak of the COVID-19 pandemic, requiring thorough cleaning on a regular, preferably on a daily basis due to the numbers that ordinarily access the premises.

4. SERVICES FOR TEACHING AND LEARNING

4.1 Library Orientation

One of the first activities of the LIS is to conduct library orientation to new entrants of the University, starting mainly with first years. The activity serves as the introduction to the wealth of information and services at students' disposal, meant to turn them into expert users of information resources. This is necessitated by the lower levels of literacy in the country, lack of functioning school libraries, and the dwindling interest in using public libraries. A total of 866 first year students went through the library orientation as opposed to the 1,186 in 2019, which was due to the student protests. There was also student protest experienced at the beginning of the year. Table 1 below indicates the number of students who went through orientation per faculty, with comparisons between the year 2020 and 2019.

Table 1: Register of attendance at Bloemfontein Campus: 2020 and 2019

Attendance register	Number of Students per Faculty	
	2020	2019
Faculty		
Engineering, Built Environment & Information Technology	373	499
Humanities	233	344
Management Sciences	175	257
Health & Environmental Sciences	85	86
TOTAL	866	1,186

A total of 699 new students were inducted during the Clement Tsehloane Keto library orientation, which is an increase over 2019's 543 number of students. The library conducts general orientation for all first-year students a week before the classes commences. Invitations for the orientation are sent to all faculties indicating the dates and students decide on suitable days and times for their attendance.

4.2 Training offered – Personal Information Management (PIM)

As of the beginning of 2019 the success of students in the PIM programme fully relied on their own participation on eThuto (Blackboard system), therefore the statistics indicated in the table indicates the number of students that participated in the self-paced modules and those who did not. Despite all the challenges of 2020 the 1st semester's PIM assessments were conducted in August 2020. The 2nd semester's assessment will only be conducted later in January 2021.

Table 2: PIM Training Assessment Results - 1st Semester 2020

Description	Bloemfontein Campus	Welkom Campus	Grand Total
Total number of registered students	3982	1,332	5314
Total number of students that wrote the test	2560	813	3373
Total number of students that passed the Semester	2530	794	3324
Total number of students that failed the Semester	30	19	49
Total number of students that did not participated	1422	519	1941
Successfully completed percentage rate	64%	60%	62%
Failed percentage rate	1%	2%	1.5%
Percentage of students that did not participated	36%	39%	38%

4.3 Searches for Information Resources: Postgraduate Students

There was a dramatic drop in the postgraduate support and statistics in 2020 compared to 2019, due to the lockdown Covid-19 pandemic. A total of 952 searches were conducted compared to the 5,050 searches same time in 2019. The table below indicates searches conducted per faculty for 2020 and 2019.

Table 3: Number of searches conducted

Faculty	2020 Searches	2019 Searches
Management Sciences	65	945
Engineering, Built Environment & Information Technology	76	316
Health and Environmental Sciences	124	1,352
Humanities	70	1,855
Other Faculties & Support Services	38	87
Welkom campus (all faculties)	579	495
Total	952	5,050

4.4 Searches for Information Resources: Undergraduate Students

Unlike the postgraduate information search support, the LIS notes a significant decline for literature searches requests received from undergraduate students.

Table 4: Undergraduates quick reference queries: 2020

Faculty	2020 Number of Queries	2019 Number of Queries
Management Sciences	25	209
Engineering, Built Environment and Information Technology	85	276
Health and Environmental Sciences	175	116
Humanities	135	535
Welkom campus	250	173
Total	670	735

4.5 Inter-library Loans (ILL) and Document Delivery

The LIS collaborated with other libraries in sharing information resources, leading to journal articles and books borrowed from other libraries on behalf of service beneficiaries. The CUT books and journal articles were also lent out to other libraries as and when required. The new interlibrary loans statistics were captured since 2019 because the library, in line with the national directive, was in a process of migrating from one system of managing transactions to another. At the beginning of the lockdown no ILL services were rendered. As people started to gear up mostly electronic articles and chapters in books were shared via ILL (limited services). The actual sharing of printed books only started much later. The table below shows the total number of books and articles that were shared amongst sister libraries through this service in 2020 and 2019.

Table 5: Inter-library Loans

Document Delivery	Bethuel Setai Library		Clement Tsehloane Keto Library	
	2020	2019	2020	2019
Books requested from the CUT LIS by South African libraries	18	89	20	57
Articles requested from CUT by South African libraries	256	72	10	0
Books requested via Inter-lending by CUT clients	5	497	21	47
Articles (copies) requested via Inter-lending and document delivery by CUT clients	67	14	14	78
Intercampus resource sharing	2	55	0	35
Total number of transactions	348	451	65	202

4.6 Institutional Repository (IR)

It is encouraging to note that the use of the CUT Institutional Repository continued to grow year after year. For the period of 2020 a total of 5,406,056 searches were performed, compared to the 4,768,106 searches performed in 2019. Usage by geographical location suggested that the international community, particularly in China, USA and Europe

dominated. The LIS would like to see greater usage in Africa as well, but it is pleasing to note that the Institutional Repository is indeed serving its intended core purpose of marketing CUT intellectual output to the global audience. This can only help to highlight CUT as a centre of research and scholarly productivity and enhance the chances of citing CUT intellectual output. Table 6 below shows detailed use of the Institutional Repository for 2020 and 2019:

Table 6: Use of institutional Repository

Description	Cumulative Usage – March 2014 until December 2020	2020	2019
Items Archived	2,068	45	193
Item Views	2,185,272	616,612	561,261
Collection Views	44,369	10,014	9,937
Community Views	81,042	20,551	16,382
Searches Performed	18,448,939	5,406,056	4,768,106

5. LIBRARY READING AND WRITING EVENTS

This turned out to be the only event the LIS could stage due to the fact that the event is celebrated during March annually, which was before the lockdown period. The Library and Information Association of South Africa (LIASA), which is an Association for Librarians, celebrated South African Library Week with the theme “*Libraries: Your Partners for Life*”, from 16 - 22 March 2020. During this week, all library workers from all types of libraries engaged in reading and writing activities meant to contribute towards a reading and informed nation. Celebrations were aimed at forging the love for reading, and creating an understanding of the importance of libraries in a democratic society. The CUT LIS took part in the following two events:

- **Free State Librarians celebrate South African Library Week with the elderly:**

CUT Librarians in partnership with the University of Free State and the Mangaung Metropolitan Municipality Librarians, joined forces with the LIASA Free State Branch on 6 March, to visit the elderly at the Boikhuco Old Age Home in Bochabela. The team held their first-ever read aloud activity of the branch, spending quality time with the elderly. The reading extravaganza was also to encourage the elderly to read to the young ones during their visits. The elderly were very appreciative of the visit because not only did the stories read give them hope, but they also appreciated the fact that the team reached out to them. They spent a lot of time interacting and reading, and the biggest request received was for books, especially Sesotho storybooks. They also requested that the team return with a puppet show, engaging in storytelling. The elderly were also provided with necessities and snack packs. The picture above is of the LIS colleague, Ms Willemien Steyn, sharing interesting stories with some of the elders.



The reading extravaganza was also to encourage the elderly to read to the young ones during their visits. The elderly were very appreciative of the visit because not only did the stories read give them hope, but they also appreciated the fact that the team reached out to them. They spent a lot of time interacting and reading, and the biggest request received was for books, especially Sesotho storybooks. They also requested that the team return with a puppet show, engaging in storytelling. The elderly were also provided with necessities and snack packs. The picture above is of the LIS colleague, Ms Willemien Steyn, sharing interesting stories with some of the elders.

- **CUT commemorating the South African Library Week:** The LIS had its own event on the 16th of March, attended by CUT, UFS and the SPU staff and students. The event was opened by the acting University Librarian, Ms Ackerman, and the main speaker was Prof. A Ngowi, DVC for Research, Innovation and

Engagement. He indicated that the Library “started as a place where the community was given the opportunity to exchange views and learn from one another. It was a place where the community came together to exchange information and learn from one another. However, the library changed into a place where information resources of different types became available. In time, we were able to access books electronically, rather than getting them physically from shelves. The 4th Industrial Revolution is also coming with different technologies forcing the LIS to move with the times and adapt to some of these technologies. As CUT, we have put programmes in place where we are going to refurbish our library. We want to make our library a library of the 21st century, where we use digital technology as much as possible. We also want to go back to the original concept of the library to make sure that it becomes a place where the community comes together to acquire knowledge”.



The LIS had also unveiled and displayed the new 55-inch touch screen for *PressReader* at the reception. *PressReader* is a subscription that the LIS uses to provide the CUT community with access to the most recent world’s newspapers and magazines. It offers access to more than 6,000 newspapers and magazines from more than 100 countries in 60+ languages. With *PressReader*, readers can hold an enhanced digital replica of their favourite publication in their hands and read from cover to cover, with no compromises in quality, fidelity or content. Van Schaik Bookstore had joined the commemoration to showcase some of their books.

6. HUMAN RESOURCES MANAGEMENT

6.1 Staff working under Covid-19 conditions

Due to the COVID-19 pandemic, staff were forced to work from home. Immediately after the lockdown an off-campus online LIS Support Team was put together to give assistance in terms of ordering electronic books, information searches and access to resources. Also critical was the assistance with the PIM Programme. Staff without laptops were granted permission to collect their desktops from their offices to allow them to work from home. The biggest challenge throughout this process was to have data. Various options were tried from zero-based reverse billing access and VPN. During the 2nd semester, the CUT converted from reverse billing to APN Sim cards.

6.2 CUT celebrates commitment of stalwarts

Employee appreciation is one of the top priorities on the CUT mandate and Long Service Awards are considered one of the most important forms of employee recognition. The CUT held its annual Long Service Awards on the 26th of February to appreciate employees for their loyalty, commitment and dedication demonstrated over their years of service in helping the university to carry out its vision. Amongst the long-serving



employees was Ms Dimakatso Maile, Library Assistant: Circulations, who spoke about her career growth path for the past 30 years. Ms Maile said she started as a Cleaner at the student residences, an opportunity which opened her up to what the university life was all about. "Over time, I grew with the university, was provided with opportunities from then to where I am as an experienced Librarian." The picture above is of the *CUT Vice-Chancellor and Principal, Prof Henk de Jager, presenting the long service certificate to Ms Dimakatso Maile.*

6.3 Resignations, retirements and new appointments

Resignations and Retirements: The LIS bid farewell to the following five staff members who left the service due to resignations and retirements:

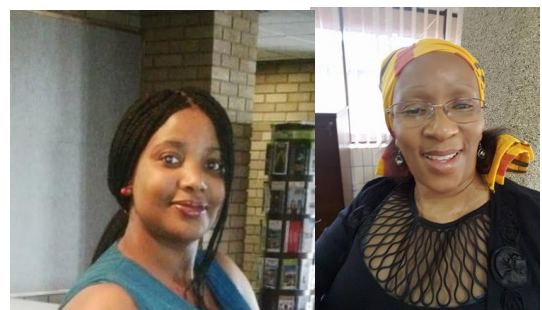
- Ms Nonqaba Litabe: Worked as a Library Assistant: circulations and resigned from the service on the 31st of January 2020 after 9 years of service.
- Mr Jons Moreledi: Worked as a Librarian: Teaching and Learning and resigned from the service on the 29th of February 2020 after 9 years of service.
- Ms Willemien Steyn: Worked as Senior Library Assistant: Pre-cataloguing from the 1st of June 1988 and retired on the 31st of December 29th 2020 after 32 years 6 months of service.
- Ms Jeanette Ponyane: Worked as a Library Assistant: Circulations and retired on the 31st of December 2020 after 32 years of service.
- Ms Dimakatso Maile: Worked as a Library Assistant: Circulations and retired on the 31st of December 2020 after 30 years of service.



From left to right: Ms W Steyn, Mr J Moreledi, Ms J Ponyane, Ms N Litabe, and Ms D Maile.

Appointments: The LIS welcomed new staff members who joined the service after successful recruitment processes:

- Ms Pelisa Vanda: Librarian: Assumed duty as the Librarian: Teaching and Learning on the 1st of April 2020.
- Ms Keitumetse Betsy Eister: Assumed duty as the University Librarian on the 1st of October 2020.



Ms P Vanda and Ms KB Eister

6.4 Training Programmes

The LIS places a 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 (**See Annexure A**).

Staff members also made presentations at different training sessions (**See Annexure B**).

7. ACQUISITION OF INFORMATION RESOURCES

7.1 Books and Audio-Visual Materials

There was a substantial decrease in the number of titles ordered for the year 2020 in comparison to 2019, due to the lockdown. The total book budget allocation amounted to R3 065 000.00 (Bethuel Setai Library: R2 360 050 and Clement Tsehloane Keto Library: R704 950.00). The book budget was reduced to R2 758 500.00 with the 10% cut due to COVID-19 (Bethuel Setai: R2 124 045.00 and Clement Tsehloane Keto Library: R634 455.00). Unfortunately, the budget on SIERRA and I-enabler are not the same therefore the total expenditure for both libraries according to ITS is R2,080,614.53, with a total of R348,531.54 already committed. The current balance is R329,353.93 as of 13 January 2021. (**Annexure C: Information resources budget expenditure**). A total of 296 titles with 470 copies were added to the collection of the Bethuel Setai Library, with the Clement Tsehloane Keto Library adding 76 title with 168 copies. No audio-visual materials were ordered in 2020 and 2019 (**Annexure D: Titles ordered**).

7.2 Electronic Resources

In 2020, the LIS subscribed to 29 subscriptions in comparison to 27 subscriptions in 2019. Two databases, IEEE IEL (Institute of Electrical and Electronics Engineers IEEE Electronic Library) and Nature Masterclass were cancelled due to the under-utilization of these expensive resources. The following subscriptions were added: Clarivate Citation Indexes (including Data Citation Index, Biosis Citation Index, Conference Proceedings Citation Index & Book Citation Index) and Nevada System (both maintenance & hosting) for the ordering of library material. The subscription to WebDewey was reactivated in 2020. A challenge that came from the COVID-19 Pandemic was the large fluctuation in the exchange rate, which had a direct impact on the payment of the database subscriptions. Several databases were due for renewal during the peak time of the Rand / Dollar spike. A total of 114 e-books were added to the value to the value of R850,727.61 in the year 2020, with R1,412,801.50 spent in purchasing 84 e-books (**Annexure E: Electronic Books**).

Data collected on use of e-books is not a total reflection of all e-books accessible to library clients. In fact, it only represents e-books accessible from the named service providers. Thus, the data on usage of e-books is only illustrative of the pattern of usage. Nevertheless, the sample suggests that the use of e-books increased dramatically in 2020 than in 2019.

Table 7: E-books Usage 2020

E-books Packages	2020 Full-text Downloads	2019 Full-text Downloads
EBSCOHost eBook Collection	3,732	548
ProQuest eBooks (Chapter Downloads)	975	767
ProQuest eBooks (Book Downloads)	711	246

E-books Packages	2020 Full-text Downloads	2019 Full-text Downloads
Total	5,418	1,561

The expectations were high that the access to electronic resources would increase substantially in 2020. Unfortunately, this was not the case as searches and full-text downloads from the databases were lower than in 2019. A total of 58,861 searches were conducted with 57,474 downloads, compared to the 125,603 searches that led to 104,317 downloads (*Annexure F: Electronic Resources Subscriptions*). Table 6 below shows usage of databases accessed for articles:

Table 8: Database Usage

Database	2020 Searches	2020 Full-text Downloads	2019 Searches	2019 Full-text Downloads
EbscoHost	36,075	1,903	71,593	4,099
Science Direct (Elsevier) (January – November 2020)	11,180	39,624	17,412	67,231
SA ePublications	677	1,253	1,874	2,936
Sabinet Legal	34	30	172	93
Sabinet Reference	58	Not available	114	Not available
ProQuest	1,603	3,227	4,801	10,620
Taylor & Francis	9,234	11,437	29,637	19,338
Total	58,861	57,474	125,603	104,317

8. CATALOGUING

The Cataloguing Librarians were able to continue with their work from home, despite the lockdown restrictions. However, due to the dramatic drop in the number of resources being ordered, the number of resources catalogued also decreased dramatically. A total of 1,873 different information resources were documented and added to the collection, as opposed to the 9,809 that were added in 2019 (Books, audio-visuals, e-books and donations). This task involved describing information resources physically using the Resource Description and Access (RDA). RDA is a standard for descriptive cataloguing, providing instructions and guidelines on formulating bibliographic information. This bibliographic information makes it possible for a user to discover what is available from the CUT catalogue and retrieve them with ease. (*Annexure F: Total Collections*).

9. CIRCULATION SERVICES

In the previous years, only statistics of materials actually borrowed and taken out of the library were captured to represent materials circulated. However, from 2019 onwards even materials used within the library (in-house statistics) at the Bloemfontein campus, but not borrowed out as such, were included in material circulation statistics to indicate the usage of LIS materials. As expected one of the dramatic decreases in numbers of the past year were the circulation statistics. There was a 71% decline in the 2020 statistics compared to that of 2019, with a total of 12,379 information resources used in 2020 compared to 42,088 in 2019 (*See Annexure H: Circulation Statistics*).

10. Budget (Bloemfontein and Welkom Campus Libraries)

Description	Bloemfontein Campus Library			Welkom Campus Library		
	Budget	Expenditure	Balance	Budget	Expenditure	Balance
Salaries	-R14,667,477.63	R12,800,844.29	-R1,866,633.34	-R3,124,132.96	R3,160,093.85	R35,960.89
Operational budget (excluding Book Budget)	-R922,500.00	R339,122.88	-R583,377.12	-R190,080.00	R45,859.09	-R144,220.91
Book Budget	-R2,758,500.00	R2,433,435.16	-R325,064.84	R0.00	R0.00	R0.00
Database Budget	-R7,200,000.00	R6,049,431.96	-R1,150,565.04	R0.00	R0.00	R0.00
Capital Budget and Depreciation of Assets	-R1,350,242.24	R-	-R1,350,242.24	-R399,169.50	R238,814.75	-R160,354.75
Strategic Budget	R0.00	R0.00	R0.00	R0.00	R0.00	R0.00
Grand total	-R26,898,719.87	R21,622,834.29	-R5,275,882.58	-R3,713,382.46	R3,444,767.69	-R268,614.77

11. RECOMMENDATION

- The 2020 Annual Report of Library and Information Services be approved.
- SENEX recommends the LIS Annual Report 2020 to Senate for approval.

12. ANNEXURES**12.1 Annexure A: Staff Training, Seminars, Conferences Attended**

EVENT	STAFF MEMBER(S)	DATE
First Quarter		
1 st years orientation	All LIS Staff: Both Bloemfontein and Welkom Campus	January 2020
Digital gateway Sabinet	Ms C Giesekke, Ms C Mathope-DaSilva, Ms W Steyn, Ms Z Mokone, Mr N Molemela, Mr T Tsele	2020-01-22
Collection manager Sabinet	Ms C Giesekke, Ms C Mathope-DaSilva, Ms W Steyn, Ms Z Mokone, Mr N Molemela, Mr T Tsele	2020-01-23
Record manager Sabinet	Ms C Giesekke, Ms C Mathope-DaSilva, Ms W Steyn, Ms Z Mokone, Mr N Molemela, Mr T Tsele	2020-01-24
LIS Management Team: Visit to Welkom Campus library	Ms D Ackerman, Ms Z Mokone, Ms Z Maya	2020-01-28
CUT New Staff Induction	Ms Z Maya	2020-02-02
Workshop on Fundraising	Ms Z Maya, Ms Z Mokone, Ms D Ackerman	2020-02-11
Mentoring and Coaching workshop	Z Maya	2020-02-10 to 2020-02-13
ICTLIG Presentation session on Microsoft Word	Mr N Molemela, Ms C Mathope-DaSilva, Mr C Vimbi, Ms D Maile, Ms I van Zyl, Ms J Ponyane, Ms N Mosala, Mr T Ncenithwa, Ms W Steyn, Ms S Minnie, Mr I Hugo	2020-02-20

EVENT	STAFF MEMBER(S)	DATE
Basic Cataloguing Tips workshop (by LIASA Free State Branch)	Mr TG Singleton	2020-02-25
SANLiC Library Director's Round Table	Ms D Ackerman	2020-02-25 to 2020-02-26
You Tube Video workshop	Mr J Seeli, Ms JM Motlhaping	2020-02-27
Boikhuco old age home	Ms C Mathope-DaSilva, Ms W Steyn, Ms Z Mokone, Mr S Lehloka, Mr N Molemela	2020-03-06
South African library week celebrations	All LIS Staff Bloemfontein Campus From the Welkom Campus: Mr M Nthoroane, Ms JM Motlhaping, Mr T Singleton	2020-03-16
Second Quarter		
CUT Virtual Public Lecturer to commemorate Africa Day 2020: Prof PLO Lumumba	Ms D Ackerman	2020-05-25
LIASA PACLIG Webinar: Managing a Public Library and staff: Impact of COVID-19 in managing libraries	Ms D Ackerman	2020-05-26
SABINET ILL training	Ms P Vanda	2020-06-09
LIASA FS Branch Meeting	Ms P Vanda, Ms Z Maya	2020-06-10
Digital Library Services	Ms C Giesekke	2020-06-10
Third Quarter		
4 th IR (LIASA Free State Branch): LISLIG and HELIG	Ms C Giesekke, Ms Z Mokone, Ms C Mathope-Da Silva, Ms D Ackerman, Ms P Vanda, Mr M Nthoroane , Ms J Smith	2020-07-15
Meeting with Juta	Ms Z Mokone, Mr E Zungu, Ms D Ackerman, Ms Z Maya, Mr A Mkam, Mr T Singleton, Ms J Smith	2020-07-15
WWIS - Open Access SA Landscape	Ms P Vanda, Ms Z Maya, Ms D Ackerman	2020-07-17
J-WEL Membership Information Session	Ms D Ackerman	2020-07-22
Umalusi Quality Assurance Workshop	Ms P Vanda, Ms Z Maya, Ms J Smith, Ms D Ackerman	2020-07-29
LIASA ILLIG Lunchtime Conversations Webinar 2020.	Ms Z Maya, Mr M Moremi	2020-08-03
Sabinet 2020 Virtual Regional Meeting: Information Services	Ms J Smith	2020-08-06
LIASA Digitisation and the South African Copyright Law webinar.	Ms Z Maya	2020-08-14
Jisc demo of JUSP for SANLiC members	Ms D Ackerman	2020-08-19
SANLIC webinar meeting	Ms Z Mokone, Ms D Ackerman	2020-09-02 & 2020-09-09
LIASA Open Educational Resources	Ms Z Maya, Ms D Ackerman	2020-09-04

EVENT	STAFF MEMBER(S)	DATE
Movement and Creative Commons Licenses		
CUT Digital Transformation Roadmap workshop	Ms D Ackerman	2020-09-07
Mandatory training in respect of tendering policies and procedures at CUT	Ms D Ackerman	2020-09-10
Women in HE webinar	Ms C Giesecke, Ms Z Maya	2020-09-10
General staff meeting	All staff	2020-09-10
LIASA Systematic Review webinar	Ms Z Maya	2020-09-10
FROM ZERO TO HERO: Rising to the challenge in a time of crisis (UJ International virtual conference)	Ms Z Mokone, Mr E Zungu, Ms Z Maya, Ms D Ackerman, Ms J Smith	2020-09-14 & 2020-09-15
Budget training	Ms Z Mokone	2020-09-22
Institutional committee review	Ms Z Mokone	2020-09-22 & 2020-09-24
Elsevier and CUT meeting	Ms J Smith, Ms D Ackerman, Mr N Molemela, Ms Z Mokone, Ms Z Maya	2020-09-23
Fourth Quarter		
Welcoming University Librarian, Ms KB Eister	All LIS Staff	2020-10-01
Contextualising data: shaping the roles, functions, and competencies of metadata practitioners	Ms J Smith, Ms C Giesecke, Ms C Mathope-Dasilva, Ms Z Mokone	2020-10-06
WWIS information sharing	Ms Z Mokone	2020-10-06
Digital Transformation Workshop	Ms J Smith, Mr M Nthoroane, Ms KB Eister, Ms Z Mokone, Ms Z Maya, Ms D Ackerman, Ms E Zungu, Mr A Mkam, Mr S Mchunu, Mr N Molemela, Ms C Mathope-Da Silva, Ms C Giesecke	2020-10-07
CHE Review	Ms A Mkam	2020-10-13
RETIG Webinar: Opportunities and threats for LIS education, research & training in light of Covid-19	Ms J Smith	2020-10-16
Open Athens demonstration by EBSCO	Ms J Smith, Ms D Ackerman, Mr E Zungu	2020-10-16
EBSCO e-book training	Ms J Smith, Mr M Molise, Mr A Mkam, Ms D Ackerman, Mr N Molemela, Ms C Giesecke, Ms C Mathope-Dasilva, Ms Z Mokone, Ms S Minnie	2020-10-27
JUTA Training	Mr A Mkam, Ms D Ackerman, Mr N Molemela, Ms C Giesecke, Ms C Mathope-Dasilva, Ms Z Mokone	2020-10-29
Open access UJ Facebook	Ms C Giesecke	2020-10-29
Refworks training	Ms J Smith, Mr T Singleton, Mr A Mkam, Ms D Ackerman, Mr N Molemela, Ms C Giesecke, Ms C Mathope-Dasilva	2020-10-30

EVENT	STAFF MEMBER(S)	DATE
IFLA Webinar: Where do we fit into the 4IR: librarians' perceptions	Ms D Ackerman	2020-10-30
IFLA Webinar: Innovative and expanded academic library services: the ripple begins locally.	Ms J Smith	2020-11-12
LIASA Indaba	Ms J Smith, Ms J Motlhaping, Mr J Seeli, Mr T Singleton, Mr A Mkam, Mr N Molemela, Ms KB Eister, Mr T Tsele, Ms Z Mokone, Mr J Seeli, Mr S Mchunu, Ms Z Maya, Mr E Zungu, Ms D Radebe, Ms C Mathope-Da Silva, Ms M Mollo, Ms C Giesekke	2020-11-03 to 2020-11-05
LIASA Free State end year branch meeting	Ms J Smith, Ms D Ackerman, Mr N Molemela, Ms C Giesekke	2020-11-06
Communications skills training	Mr M Molise	2020-11-10 to 2020-11-13
Ebsco statistical meeting	Mr A Mkam, Ms D Ackerman, Mr N Molemela, Ms C Giesekke, Ms C Mathope-Dasilva, Ms Z Mokone	2020-11-11
LIASA Webinar (Mindfulness)	Ms C Giesekke	2020-11-13
Open Athens Meeting	Ms J Smith, Ms D Ackerman	2020-11-16
LIS Staff meeting	All Bloemfontein and Welkom campus staff	2020-11-17
SABINET African journal training	Ms J Smith, Mr M Molise, Ms D Ackerman, Mr N Molemela, Ms C Giesekke, Ms C Mathope-Dasilva, Ms Z Mokone	2020-11-19
LIS Strategic planning workshop	All Bloemfontein and Welkom campus staff, except for Ms I van Zyl	2020-12-02 to 2020-12-03
Research follow up	Ms C Giesekke	2020-12-07
LIASA Special general meeting	Ms J Smith, Ms D Ackerman, Ms C Giesekke	2020-12-10
Belgium Campus Webinar: Challenging Questionable Publication Practices: Strategies and Solutions	Ms D Ackerman	2020-12-10

12.2 Annexure B: Presentations by LIS staff members

EVENT	STAFF MEMBER(S)	DATE
Library orientation for 1 st year students	Mr E Zungu, Mr A Mkam, Mr S Mchunu	2020-01-16 to 2020-01-22
Induction of new staff members	Ms H Radebe	2020-02-02
South African Library week	Mr E Zungu, Ms Z Maya	2020-03-16 to 2020-03-20
Humanities Faculty Board Meeting	Mr A Mkam	2020-07-28
FEBIT Faculty board Meeting	Mr E Zungu	2020-07-24

Presented during the LIASA Indaba on the topic "The resilience of libraries"	Ms D Ackerman	2020-11-03
LIASA Free State end year branch meeting	Ms J Smith	2020-11-06

12.3 Annexure C: Information Resources Budget Expenditure

Faculty	Book Budget	Expenditure	Encumbrances	% Spent	Titles	Copies
Year 2020						
Management Sciences	R387,000.00	R42,398.24	R34,487.01	20%	14	43
Engineering, Built Environment and Information Technology	R513,000.00	R40,568.51	R22,118.07	12%	13	40
Health and Environmental Sciences	R468,000.00	R75,248.35	R39,907.37	25%	25	58
Humanities	R387,000.00	R123,064.04	R68,300.86	49%	48	129
LIS Bloemfontein Campus	R369,045.00	R20,589.86	R431,760.29	123%	26	33
Welkom Campus	R634,455.00	R50,257.15	R68,084.30	19%	43	79
TOTAL	2,758,500.00	R352,126.15	R664,657.90	39%	169	382
Year 2019						
Management Sciences	R430,000.00	R140,051.21	R55,928.13	46%	68	182
Engineering, Built Environment and Information Technology	R570,000.00	R65,602.16	R69,899.09	24%	36	73
Health & Environmental Sciences	R520,000.00	R104,977.87	R120,848.94	43%	27	72
Humanities	R430,000.00	R217,286.29	R224,397.29	102%	155	391
LIS Bloemfontein Campus	R666,180.00	R52,202.61	R431,869.06	73%	95	106
Welkom Campus	R648,820.00	R374,806.09	R24,057.06	62%	306	524
TOTAL	R3,265,000.00	R954,926.23	R926,999.57	58%	691	1,352

12.4 Annexure D: Titles Ordered

Information Resources	Bloemfontein Titles	Bloemfontein Copies	Welkom Titles	Welkom Copies
Year 2020				
Printed Materials	151	270	59	129
Rush orders	21	72	7	26
Audio-visual	0	0	0	0
E-Books	124	128	10	13
Total	296	470	76	168
Year 2019				
Printed Materials	455	1,109	238	437
Rush orders	286	840	60	149
Audio-visual	0	0	0	0
E-Books	80	84	1	1
Journals	9	51	0	0
Total	830	2,084	299	587

12.5 Annexure E: Electronic books

Faculty	2020 Expenditure	2020 Copies	2019 Expenditure	2019 Copies
Management Sciences	R75,682.56	12	R95,855.21	20
Engineering, Built Environment & Information Technology	R615,934.74	62	R303,457.97	30
Health & Environmental Sciences	R54,493.54	14	R115,400.56	21
Humanities	R37,442.18	10	R897,061.96	12
LIS Bloemfontein Campus	R38,259.60	5	R0.00	0
Welkom Campus	R28,914.99	11	R1,025.80	1
Totals	R850,727.61	114	R1,412,801.50	84

12.6 Annexure F: Electronic Resources Subscriptions

DATABASE	VENDOR
Clarivate InCites	WWIS
Clarivate Journal Citation Reports	WWIS
Clarivate Web of Science	WWIS
Clarivate Citation Indexes (incl Data Citation Index, Biosis Citation Index, Conference Proceedings Citation Index & Book Citation Index)	WWIS
EbscoHost (Premier Package Plus Medline Full Text)	Ebsco
Emerald Subject eJournal Collection * - Accounting, Finance & Economics eJournal collection	Emerald

DATABASE	VENDOR
' - Business, Management & Strategy eJournal collection	
EZProxy	Sabinet
Handle System Service	CNRI (Corporation for National Research Initiatives)
Innopac Annual License	III
Innovative Sierra (Cloud hosting)	III
Labour Library	Juta
LibGuides	Springshare
Nevada	Nevada
Nevada Hosting & Maintenance	Nevada
Netlaw	Sabinet
OCLC Worldcat Discovery (Including Firstsearch databases)	Sabinet
ProQuest Central	Proquest
ProQuest Dissertation & Thesis Fulltext	Proquest
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

12.7 Annexure G: Information Resources Catalogued

Activities	2020	2019
Copy cataloguing	133	1,580
Original cataloguing	0	75
Revised bibliographic records	137	2,462
Item record created/revised	280	1,702
Holding added/deleted	406	1,372
Authority records downloaded/corrected	394	725
Materials written off	0	4
Materials classified/reclassified	283	1,450
E-books catalogued	240	439
Total	1,873	9,809

12.8 Annexure H: Circulations Statistics

Faculty	Printed material	Multimedia	Study collection	Total
Year 2020				
Management Sciences	923	4	427	1,354

Faculty	Printed material	Multimedia	Study collection	Total
Engineering, Built Environment & Information Technology	1,268	0	194	1,462
Health and Environmental Sciences	526	0	25	551
Humanities	806	0	173	979
Other (Bloemfontein)	317	0	46	363
In-house use Bloemfontein Campus	2,963	0	0	2,963
Welkom campus	2,595	0	2,112	4,707
Total	9,398	4	2,977	12,379
Year 2019				
Management Sciences	2,807	0	3,842	6,649
Engineering, Built Environment and Information Technology	3,031	0	802	3,833
Health and Environmental Sciences	1,686	0	147	1,833
Humanities	1,463	0	687	2,150
Other (Bloemfontein)	951	0	327	1,278
In-house use Bloemfontein Campus	9,444	0	42	9,486
Welkom campus	6,615	0	10,244	16,859
Total	25,997	0	16,091	42,088