

LIBRARY AND INFORMATION SERVICES

Annual Report: 2015

1.0 SUMMARY OF MAJOR ACTIVITIES

- The LIS First Year orientation was held on 21, 22 and 23 January 2015 at Bloemfontein campus. The induction of new entrants in the university system is intended to introduce students to the worth of information sources available in the library focusing on how to access required information. Special emphasis was placed on dissemination of information on PIM which is currently offered as a compulsory programme to all First Year Students. The orientation was opened with oral presentations made by library staff members to welcome students in batches. Each group was then given general guidance on the use of the library. Students were also shown a DVD about library facilities and services available to them. A total number of 890 students attended the event at Bloemfontein Campus. This represented a slight improvement to the 882 students recorded in January 2014.

At Welkom Campus the orientation was scheduled on 9-13 February 2015. Records show that 723 students attended. This was a significant improvement to the 311 students who attended during the same period in 2014.

- The Library and Information Association of South Africa (LIASA) declared 14 March to 21 March 2015 as the South African **Library Week**. During this week different types of libraries held various events to commemorate the role of libraries in the development of a knowledge society. The theme for 2015 **Library Week** was: "connect @ your library".

At the CUT, the Library Week was celebrated from 16 March to 19 March 2015. The official launch was held in the Art Galley on 16 March from 09:00-12:30. Two special guests were invited to address the CUT community on pertinent and contemporary issues to universities in general and CUT in particular. Melissa Badenhorst, from Thomson Reuters focused her address on a product (Since then the CUT LIS acquiring this tool) called "InCites". This tool is a customized web-based research instrument that allows one to analyse institutional productivity and benchmarks one's outputs against peers' worldwide. On the other hand the presentation by Marina van der Heever, from Wits University, was centred on research with special emphasis on academic ratings, visibility and bibliometrics. A total of 42 CUT staff

attended the launch. This event was graced by Professor H de Jager; DVC: Academic and Research.

Other events were organised for the CUT community. On 17 March the LIS prepared an event to promote use of laptops, tablets and smart phones to access library resources among students. Demonstrations on how to access library electronic resources via these devices were conducted outside the library building. The attendance to this event was overwhelming. Students came in large number requesting guidance and assistance on how to tap onto library resources using their ICT gadgets.

Another event was organised especially for academics and post graduate students on 19 March. In this regards focus was on use of databases such as SA ePublications, Ebsco Discovery Services, Science Direct and RefWorks. Unfortunately this event was not so well attended by academics despite all the effort to prepare and market the event.

To wrap up the Library Week on 19 March the LIS organised a "Fun Day". On this day students were invited to participate in a lucky draw in the library. Questions related to the library were asked and students who provided the correct answers received prizes sponsored by Emerald and ScienceDirect. It was pleasing to see students participate with enthusiasm and excitement in large numbers.

At Welkom Campus the Library Week celebrations were extended to 20 March. Among the activities organised were debates on the theme of the Library Week and recital of poems. Ms D Moloja, an IT lecturer, was also invited to serve as a motivational speaker to students.

- One major task the library embarked on in this semester, in February, was the stocktaking of printed library resources.

Stocktaking of library resources is important for various reasons. In the first place it is good business practice from time to time to re-establish the status of institutional assets more so considering that a large share of library expenditure goes towards acquiring printed library resources. Stocktaking provides the necessary means to establish what materials might have gone missing for whatever reasons. Secondly this project helps to tally the bibliographic data on the physical library materials and on the library system (Millennium). Thirdly the exercise

can be helpful to identify misplaced library materials. Stocktaking can also be a good vehicle to establish the general state of the library collection. For example worn out, torn, disfigured or mutilated materials can be identified and considerations given on whether or not such materials need to be repaired or replaced. This exercise followed months of planning and consultations with other university libraries. The library was particularly grateful to Rhodes University Library for the support and more especially for availing the services of a librarian to assist CUT library staff at the early stage of the project.

Most of the problems encountered during this exercise related to library materials found to be without barcodes or had barcodes which were no longer machine readable. Some barcodes could simply not match the library items. In some cases library books could not be found on the library system, others were found to be placed in wrong locations while others had classification numbers that needed to be revised. It was pleasing to note that this project assisted the LIS to unearth many library materials that were previously reported missing.

Much to the relief and joy of library staff, by the end of April 2015, the project was completed at both campuses and Kimberley site library.

- Another milestone was achieved at the beginning of the year when the CUT library effected subscription to LibGuides. LibGuides can be described as content management tools used by libraries to "curate knowledge and share information by creating topics, subjects, courses" relevant to a specific library client's needs. LibGuides can also be used by a library to market library resources and services (<http://cut-za.libguides.com/>).
- The Library was glad to have succeeded to effect subscription to a new feature to enhance access to the increasing number of information sources uploaded on the CUT (IR). The IR's **Handle** was acquired, indexed and registered. This means that CUT's intellectual output uploaded on the IR would now be accessible to anyone using search engines such as Registry of Open Access, Directory of Open Access Repositories (OpenDoar), including the world renowned Google Scholar search engine. Meanwhile a CUT policy on IR had been drafted and submitted for considerations by the relevant CUT management structures in November 2015.

Furthermore the CUT (IR) which, by and large, currently consists of CUT electronic Theses and Dissertations had, by the end of the semester, being included in the NRF (National Research

Foundation) and CHELSA's (Committee of Higher Education Librarians of South Africa) National ETD Portal of South African theses and dissertations at the following link: <http://www.netd.ac.za/>.

- CUT Library and Information Services (LIS) embraced technology to another level when it launched e-Books (digital or electronic books). The Launch was in a form of open demonstrations held on 9 and 10 April. This unveiling, which took place two years after the institutional depository project kicked off, was a clear demonstration of how the university was integrating technology into the culture of digital teaching and learning. It is common knowledge that e-books have become increasingly popular because they save time, space and money. The introduction of e-books was a strategic decision to move with the times and be at par with most academic libraries worldwide.
- The World Book and Copyright Day is commemorated throughout the world on 23 April to remember and recognize creators of literary and scholarly works. This occasion also presents an opportunity to reaffirm commitment to promotion and protection of intellectual property. To join the international community in these celebrations, the CUT library organized a seminar dedicated to recognize and honour rated researchers at CUT for their contributions to improve scholarly output. The keynote address was presented by Dr C Masango of the University of Cape Town, whose paper was crafted around the emergence of Copyright law and covered contentious issues in copyright and plagiarism in the academia. Among the participants who shared personal inspirational success stories were Profs. J Grobbelaar, D Ngidi, A Ngowi, L Lategan, I Yadroitsau, and A Swart. This event, which generated useful insights and discussions, was attended by 45 academics and post-graduate students.
- On 27th of May Mr. Tshidi Jobo and Ms Lizette Storm (Faculty Librarians of Bloemfontein Campus), provided training at Welkom Campus on how to use EbscoHost Discovery Service and ScienceDirect to search for e-Books. The following day Ms Dora Ackerman and Ms Sharon Minnie also visited Welkom Campus to disseminate information related to the ordering processes and procedures. They also indicated, to library clients, that both the LIS order form processes, as well as other e-book vendor's platforms were available via the LIS Webpage ([Ordering books](#)). These training sessions were attended by staff and students.

- On a personal note the CUT library would like to share the glory and excitement experienced by LIS staff when Ms Jeannet Makasi Molopyane: Faculty Librarian, Health and Environmental Sciences attained a Masters degree in Information Science. Ms Molopyane acquired this qualification from the University of Pretoria under the supervision of Prof. I Fourie. The topic for her dissertation was: ***A framework to promote workplace information literacy in academic settings: Central University of Technology, Free State as a case study.*** In Ms Molopyane's own words: *“There are special plans for us to fulfil unseen and unknown mandates through our work. With passion in there, it becomes quite exciting.”*
- Meanwhile Mr. Sello Borephe, the Deputy University Librarian: Clients Services, travelled to Ghana to attend the AfLIA (African Library and Information Associations and Institutes) Conference held from 30 May - 2 June 2015. The theme of the conference was: ***African Libraries Rising – Leadership and Innovation for Development.*** The conference was hosted by the Ghana Institute of Management and Public Administration. At the conference Mr. Borephe presented a paper on: ***CUT Information literacy: promoting digital records forensics in digital scholarly communication environment***“. This paper focused on challenges of academic integrity, digital plagiarism, and trustworthiness at institutional and pedagogical levels in a digital environment. On the 2nd and 3rd of June 2015, Mr Borephe was afforded an opportunity to visit the University of Ghana, Kwame Nkrumah University of Science and Technology, Central University College and Ghana Institute of Management and Public Administration (GIMPA). The purpose of the visits was to learn and observe models on Institutional Repository for Open Scholarship, Research commons, Implementation of Information Literacy programme and Management of Library Spaces.
- 10th July is celebrated as South African Librarian’s Day. On this day librarians across the country reflect on their role in society in national building. It is a day that brings to light the intrinsic value of librarianship in building an informed and knowledge society. Librarians play a pivot role in driving closer the fundamental rights of South African citizens as enshrined in the constitutional of South Africa. Librarians are fully aware that the growth of our democracy largely depends upon ensuring that citizens are well informed in decision making in all walks of life. Library workers in public, academic, or special libraries make a significant difference in cementing the knowledge society by facilitating access to information, knowledge, and learning.

On this day Librarians:

- “Celebrate LIASA receiving accreditation as a professional body in February 2015 from South African Qualification Authority.
 - Highlight librarianship as a worthwhile profession career, raising awareness about librarians as information specialists, information managers, knowledge managers, e-resources librarians, information specialists ...and so on and the new role of librarians amongst others; data curators, research specialists, repository managers and agents in the scholarly communication process.
 - Challenge the stereotypical perceptions of library workers as women who wear buns and spectacles, hushing library patrons and stamping books at the counter, rather, pointing to librarians as thought leaders, informed opinion leaders. The go-to people in their field of expertise and trusted sources who move and inspire people with innovative ideas and turn them into reality.
 - Focus on librarians as social activists speaking out against issues such as burning of libraries and promoters of the love of reading through marketing and writing activities, forming book clubs and more.
 - Advocate for the LIASA, the Library and Information service (LIS) profession and its workers by meeting with politicians and other influencers and employers."
- The University Librarian: Mr JM Kabamba and Welkom Campus Librarian, Mr M Nthoroane, represented CUT at the International Federation of Library Association Congress (IFLA) held in South Africa at the Cape Town International Conventional Centre from 15-21 August 2015.

IFLA is an international organization for library and information associations, institutions and libraries in the user communities they serve throughout the world. It is the trusted global voice of the library and information community, and drives equitable access to information and knowledge for all. South Africa has hosted this conference twice. The first one in South Africa was held in Durban in 2007.

The choice of the theme “Dynamic Libraries: Access, Development and Transformation” for the Congress (WLIC) was planned and informed by the global development agenda as expressed in the UN Millennium Development Goals(MDGs) and the Post- 2015 Sustainable

Development Goals (SDGs), the Africa Union's 2063 vision and the South African National Plan 2030.

Universal access to information, knowledge and technologies are critical for eradication of major development challenges including illiteracy, poverty and inequality; the strengthening of democracy and the promotion of social justice and cohesion. The 2014 IFLA Lyon Declaration <http://www.lyondeclaration.org/> on access to information and development further affirms this theme:

Libraries serve as dynamic social and learning spaces, where people connect to global and knowledge for personal benefits. They have also evolved as community spaces for collective learning towards local development and transformation. Many people's first journey towards transformation begins with their first experience of access at a library in both advantaged and disadvantaged societies. Hence the theme demonstrates the value of libraries to sustainable development, but most importantly how libraries have transformed lives of people they serve.

The conference attracted over 3000 participants mostly librarians and people working in the information services from 112 countries. The UN was represented by staff members from UNESCO, UNECA and FAO. Representing the government of South Africa at this prestigious occasion were several government officials including the Deputy Minister of Arts and Culture. The conference was officially opened by the Minister of Arts and Culture, Hon Mr. Nathi Mthethwa.

In recognition of the significance of information to the post-2015 development agenda and also to honour the pledge made by the South African Deputy Minister of Arts and Culture, Ms Rejoice Mabudafhasi, at the Lyon IFLA conference in 2014, a special meeting was convened involving ministers of culture in African on 14th August 2015. This pre-conference was among several that were held at different venues in Southern Africa. This was the first time ever in the history of IFLA Congresses that a gathering of minister of culture was convened on the eve of the main conference.

The conference was organized in three sessions: plenary, parallel and satellite sessions. Plenary session also covered the opening and closing sessions. Parallel sessions were dedicated to thematic presentations while the satellite meetings involved special topics.

Exhibitions by suppliers of library products and services were running throughout the conference including poster presentations.

- The LIS took a lead to launch the International Open Access Week celebrations at CUT. The event was organised in the Art Gallery on 20 October 2015. "The Open Access Week" is celebrated annually throughout the world in October. Open Access stands for promotion of free and instant on-line access to academic outputs and the right to use such information. The theme for this global event which had entered its eighth year of celebrations was "Open for collaboration." Ms Ina Smith from ASSAF (**The Academy Of Science Of South Africa**) was invited as the guest speaker.

This event also provided an opportunity for the CUT LIS to showcase the evolution of the CUT Institutional Repository (IR) and to illustrate, to the CUT community, the merits of depositing academic outputs in the CUT IR to enable such works to attract more citations and more importantly to ensure that CUT academic outputs are accessed by the broader global audience. In this respect the LIS staff demonstrated the extent of how CUT academic outputs uploaded on the IR were been accessed by the wider community worldwide.

- A proposal to further upgrade the 24hrs Study facilities was approved by FASCOM in 2015. This is a second phase of the upgrade. Earlier on in 2013 over half a million Rands was approved to renovate the Northern wing of the Study halls. The 2015 upgrade was budgeted at one million Rands. Both the Northern and Southern wings would be upgraded. Focus will be on replacing the old dilapidated floor tiles with more durable ones, replenishing the walls with a fresh coat of paint and acquiring new study furniture for the southern wing of the Study halls.

The face-lift of the Study halls is intended to create more conducive and attractive spaces for study especially for undergraduate students who find the study halls as the most convenient spaces for studies and group discussions. Work was commenced in the fourth quarter of 2014 is expected to be completed in the first quarter of 2015.

- Two new staff appointments were made in the library at both Bloemfontein and Welkom Campuses. At Bloemfontein Campus Ms Ingrid van Zyl assumed duty as Junior Library Assistant: Shelving on 1st September 2015. At Welkom Campus Ms Joyce Tununu Smith

accepted an offer of appointment at Librarian: Information with effect from 1st November 2015.

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. In the same vein providing training for library clients is considered critical if they have to survive in the information society and grow to become independent and intelligent information seekers.

Within the limited resources available to the LIS the following programmes were offered:

2.1 Staff training, seminars and conferences attended

Table 1: First quarter 2015

EVENT	STAFF MEMBER(S)	DATE
LIASA – HELIG meeting	Jeannet Molopyane	2015-02-23
LIASA Free State Branch meeting	Dora Ackerman Sizwe Mabena Thomas Tsele	2015-02-25
HELIG Webinar (Information Literacy)	Lizette Storm	2015-02-26
Carnegie CPD Programme	Sipho Hlongwane	2015-02-28 to 2015-03-28
OHS Induction and Workshop	Molise Moremi James Seeli	2015-03-04 to 2015-03-05
Connect your electronic devices/gadgets	Dora Ackerman Sizwe Mabena Thomas Tsele Lizette Storm Tshidi Jobo Jeannet Molopyane	2015-03-17
Database training	Lizette Storm Amos Mkam Tshidi Jobo Jeannet Molopyane	2015-03-18
SABINET ReQuest Training	Molise Moremi	2015-03-25 to 2015-03-26

Table 2: Second quarter 2015

EVENT	STAFF MEMBER(S)	DATE
e-Book Open Days	Dora Ackerman Sharon Minnie Sizwe Mabena Edith Matlho René van der Merwe	2015-04-09 – 2015-04-10
International World Book and Copyright Day	Dora Ackerman Sharon Minnie Edith Matlho René van der Merwe	2015-04-23

EVENT	STAFF MEMBER(S)	DATE
	Juliano Kabamba	
Van Schaik's Demonstration of My i-Library	Dora Ackerman Sharon Minnie René van der Merwe	2015-05-07
SAGE Research methods online Presentation	René van der Merwe	2015-05-13
LIASA Free State Branch Slysing meeting	Willemien Steyn	2015-05-15
Sanlic Conference 2015	Sharon Minnie Sizwe Mabena	2015-05-19 – 2015-05-20
Chelsa Round Table meeting	Juliano Kabamba	2015-05-21
Chelsa Annual Meeting	Juliano Kabamba	2015-05-22
Ditche Conference: Higher Education Library IT Event	Dora Ackerman Sizwe Mabena	2015-06-10 – 2015-06-12
Sabinet's Demonstration: WorldShare Management System	Dora Ackerman Jeanette Ponyane Sharon Minnie René van der Merwe	2015-06-24
AfLIA Conference 2015 - GHANA	Sello Borephe	29-5-2015 – 4-6-2015
Enterprise Risk Management workshop	Moses Nthoroane	2015-06-10

Table 3: Third quarter 2015

EVENT	STAFF MEMBER(S)	DATE
SABINET Meeting of University Library Directors	Sello Borephe	16 July 2015
Bookfind Database	Sello Borephe Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam Dora Ackerman	22 July 2015
Sabinet Regional meeting	Willemien Steyn Zandi Mokone René van der Merwe Sizwe Mabena Sello Borephe Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam Molise Moremi	2015-07-23
CUT Research & Innovation Breakaway Workshop	Sello Borephe	2015-08-03
LIASA AGM	Willemien Steyn René van der Merwe Sharon Minnie Tshidi Jobo Lizette Storm	2015-08-05

EVENT	STAFF MEMBER(S)	DATE
	Jeannet Molopyane Amos Mkam Maki Maile Moses Nthoroane James Seeli	
LIASA SSIG Shelves Competition	Jeanette Ponyane	2015-08-05
LIASA, HELIG AGM	Jeannet Molopyane	2015-08-05
Window Dress your library	Molise Moremi James Seeli	2015-08-14
IFLA World Library and Information Congress	JM Kabamba Moses Nthoroane	2015-08-15 – 2015-08-21
WWIS meeting	Dora Ackerman Sharon Minnie	2015-08-24
IEEE Training	Sello Borephe Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam Dora Ackerman	2015-08-24
Book Repair Workshop	James Seeli	2015-08-28 – 2015-08-30
Sabinet meeting	Dora Ackerman Zandi Mokone René van der Merwe Sizwe Mabena Sello Borephe Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam	2015-08-31
DALRO Conference	Sello Borephe Emmanuel Zungu	2015-09-16 - 2015-09-17
Sabinet Client Conference	Dora Ackerman	2015-09-16 – 2015-09-18
RDA Workshop	Zandi Mokone René van der Merwe	2015-09-17 – 2015-09-18
NewspaperDirect SA	Dora Ackerman Sello Borephe	2015-09-28

Table 4: Fourth quarter 2015

EVENT	STAFF MEMBER(S)	DATE
ScienceDirect Workshop on Research Database	Sello Borephe Moses Nthoroane Sizwe Mabena Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam	2015-10-07
Policy workshop	JM Kabamba Sello Borephe Dora Ackerman	2015-10-14 – 2015-10-15

EVENT	STAFF MEMBER(S)	DATE
	Moses Nthoroane	
SATN Project Committee meetings	Dora Ackerman	2015-10-29 – 2015-10-30
Labour Relations Workshop	Mr Sello Borephe	2015-10-29 – 2015-10-30
LIASA meeting	René van der Merwe Sello Borephe Moses Nthoroane Sizwe Mabena Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam	2015-11-06
Information Literacy (PIM 5011) Revision workshop	Mr Sello Borephe Mr Moses Nthoroane Mr Mabena Mr Jobo Ms Storm Ms Molopyane Mr Mkam Ms Smith	2015-11-11
LIS Team Building workshop	JM Kabamba Moses Nthoroane Molise Moremi Joyce Smith Melinda Kleynhans Yolanda Jacobs Dora Ackerman Sizwe Mabena Thomas Tsele Sam Lehloka Sello Borephe Tshidi Jobo Lizette Storm Jeannet Molopyane Amos Mkam	2015-11-12

Table 5: Presentation by LIS staff members

EVENT	STAFF MEMBER(S)	DATE
The WWW of LIS Research Support: <i>The Where, What & Who</i>	Dora Ackerman	2015-02-27
Welkom research Day: The WWW of LIS Research Support to Scholarly Journals: <i>The Where, What & Who</i>	Dora Ackerman	2015-04-21
E books database training Welkom campus: e-Books: Acquisitions & Ordering	Dora Ackerman Sharon Minnie	2015-05-28
AfLIA Conference 2015 - GHANA, CUT Information	Sello Borephe	2015-05-29 – 2015-06-04

<i>literacy: promoting digital records forensics in digital scholarly communication environment</i>		
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3.0 INFORMATION SERVICES

Throughout the year the library provided information services to staff and students. Information services were offered in different format ranging from providing basic skills in information searching (mostly for undergraduates) to conducting in-depth and complex information searches on behalf of students and staff (mostly for post graduates and academics).

It will be noted from the tables (6 & 7) below that there was a marginal increase in the number of training activities from 2014 to 2015. This seems to be the patter in the last couple of years. On the other hand there was a significant increase in the number of post-graduate information queries in 2015 in comparison to 2014. However there was a decrease in undergraduate quick reference queries in 2015 in relation to 2014.

3.1 Training offered

Table 6: Training activities offered to students 2015

Faculty	Staff Member(S)	Number of Students
Management Sciences	Lizette Storm	1,145
Engineering and Information Technology	Tshidi Jobo	1,776
Health and Environmental Sciences	Jeannet Molopyane	1,180
Humanities	Amos Mkam	1,246
Welkom campus	Sipho Hlongwane/Lizette Storm/Joyce Smith	814
Total		6,161

Table 7: Training activities offered to students 2014

Faculty	Staff Member(S)	Number of Students
Management Sciences	Lizette Storm	990
Engineering and Information Technology	Tshidi Jobo	1,897
Health and Environmental Sciences	Jeannet Molopyane	932
Humanities	Amos Mkam	1,042
Welkom campus	Sipho Hlongwane	1,046
Total		5,907

3.2 Services offered

Table 8: Post-graduates customized information searches: 2015

Faculty	Staff Members	Number of searches
Management Sciences	Lizette Storm	586
Other (Support Services)	Lizette Storm	113
Health & Environmental Sciences	Jeannet Molopyane	250
Other Faculties & Support Services	Tshidi Jobo	311
Engineering & Information Technology	Tshidi Jobo	568

Faculty	Staff Members	Number of searches
Humanities	Amos Mkam	829
Welkom Campus	Sipho Hlongwane / Moses Nthoroane / Joyce Smith	137
Total		2,794

Table 9: Post-graduates customized information searches: 2014

Faculty	Staff Members	Number of searches
Management Sciences	Lizette Storm	566
Engineering and Information Technology	Tshidi Jobo	476
Health and Environmental Sciences	Jeannet Molopyane	204
Humanities	Amos Mkam	725
Other (e.g. support services and external users)	Lizette Storm	258
Welkom campus (all faculties)	Sipho Hlongwane	363
Total		2,229

Table 10: Under-graduates quick reference queries: 2015

Faculty	Staff Members	Number of queries
Management Sciences	Lizette Storm	177
Health & Environmental Sciences	Jeannet Molopyane	139
Engineering and Information Technology	Tshidi Jobo	750
Humanities	Amos Mkam	187
Welkom Campus	Sipho Hlongwane / Moses Nthoroane	55
Total		1,308

Table 11: Under-graduates quick reference queries: 2014

Faculty	Staff Members	Number of queries
Management Sciences	Lizette Storm	487
Engineering and Information Technology	Tshidi Jobo	335
Health and Environmental Sciences	Jeannet Molopyane	51
Humanities	Amos Mkam	604
Welkom campus	Sipho Hlongwane	75
Total		1,552

3.3 Interlibrary loans

Interlibrary loan services are intended to supplement the library effort to meet information needs of clients. This service is provided under an agreement between university libraries in South Africa to borrow materials, from each other, that they may not have in their collections. This service is exclusive to postgraduate students and staff.

Data collected indicates that in 2015 there was a dramatic decline in interlibrary loans transactions by more than four folds. It should not be alarming. It is common knowledge in the university library environment, worldwide, that interlibrary loans transactions have been consistently been diminishing in the last few years. The reasons might have something to do with the mushrooming number of alternative sources of academic literature. This is particularly true of online sources of full

text journal articles. Coupled with ever raising number of other online sources like institutional repositories it is now much easier and faster to get acquire information online than through the traditional interlibrary loan services.

Table 12: Interlibrary loans in 2015

Document Delivery	Quantities
Books requested from the CUT LIS by South African libraries	108
Copies/articles requested from CUT by South African libraries	41
Copies/articles requested via international agents by CUT clients	0
Books requested via <u>interlending</u> by CUT clients	164
Articles (copies) requested via <u>interlending</u> and document delivery by CUT clients	129
Total number of transactions	442

Table 13: Interlibrary loans in 2014

Document Delivery	Quantities
Books requested from the CUT LIS by South African libraries	519
Copies/articles requested from CUT by South African libraries	49
Copies/articles requested via international agents by CUT clients	0
Books requested via <u>interlending</u> by CUT clients	624
Articles (copies) requested via <u>interlending</u> and document delivery by CUT clients	859
Total number of transactions	2,051

4.0 ACQUISITIONS

The year 2015 appears to be a great year in building the LIS collection. Unlike in 2014 when R1,709,052.68 was spent in the acquisition of library resources in 2015 a whopping R2,831,005.95 is on records as having been spent in acquiring library materials. An increase of over one million from the previous year!

Perhaps even more encouraging was that the bulk of expenditure in library materials was in the domain of STEM. Once again the Faculty of Engineering and Information Technology topped the list of big spenders, among academic units as will not seen in table 14. Also to be commended in the utilization of library funds is the Welkom Campus which continued to perform very well in building the library collection. The faculties of Health and Environmental science and Humanities could have done better.

Ironically the apparent improvement in expenditure had no bearing on the quantities or number of physical materials added to the library collection as will be observed in tables 16 and 17. This may appear to be disconcerting. However, the escalating prices of library materials in general, the weakening value of the local currency against the US dollar coupled with the newly slapped 14% percentage VAT charged on imported study materials may hold the key in explaining the apparent mismatch.

Table 14: Value of materials ordered in 2015

	Books	e-Books	Journals	Audio-visuals	Total
Management Sciences	R254,604.20	R132,058.69	R-	R54,400.80	R441,063.69
Engineering and Information Technology	R504,227.67	R128,605.09	R-	R-	R632,832.76
Health and Environmental Sciences	R172,184.80	R183,905.29	R-	R10,978.20	R367,068.29
Humanities	R326,049.75	R179,883.24	R-	R1,710.00	R507,642.99
LIS	R53,381.64	R32,916.48	R-	R-	R86,298.12
Welkom campus	R706,516.12	R67,240.94	R22,343.04	R-	R796,100.10
Total	R2,016,964.18	R724,609.73	R22,343.04	R67,089.00	R2,831,005.95

Table 15: Value of materials ordered in 2014

	Books	Journals	Audio-visuals	Total
Management Sciences	R257,263.25	R0.00	R89,820.00	R347,083.25
Engineering and Information Technology	R469,760.65	R0.00	R17,865.00	R487,625.65
Health and Environmental Sciences	R61,483.35	R0.00	R49,863.60	R111,346.95
Humanities	R58,605.49	R0.00	R48,087.00	R106,692.49
LIS	R97,252.32	R0.00	R3,960.00	R101,212.32
Welkom campus	R512,945.02	R0.00	R42,147.00	R555,092.02
Kimberley campus	R0.00	R0.00	R0.00	R0.00
Total	R1,457,310.08	R0.00	R251,742.60	R1,709,052.68

Table 16: Quantity of materials ordered in 2015

	Books	e-Books	Journals	Audio-Visual	Totals
Management Sciences	249	58	0	21	328
Engineering and Information Technology	330	38	0	0	368
Health and Environmental Sciences	105	67	0	6	178
Humanities	439	50	0	1	490
LIS	142	0	0	0	142
Welkom campus	803	56	0	0	859
Total	2,068	269	0	28	2,365

Table 17: Quantity of materials ordered in 2014

	Books	Journals	Audio-Visual	Totals
Management Sciences	319	0	31	350
Engineering and Information Technology	643	0	9	652
Health and Environmental Sciences	70	0	62	132
Humanities	219	0	28	247
LIS	204	0	4	208
General	0	0	0	0
Welkom campus	751	0	22	773
Kimberley campus	26	0	0	26
Total	2,232	0	156	2,388

5.0 CATALOGUING

As will be noted in table 18 the Cataloguing Unit is involved in a wide range of activities besides cataloguing per se. Key among such activities is cleaning of bibliographic data to promote ease access to library materials, ensure that the library catalogue is truly representative of the library collection and strive for a close correlation between the bibliographic records of the library and the CUT library major referral partners such as Sabinet and OCLC.

For example the unit regularly re-examines the library record to ensure that the bibliographic data describing the library materials matches the data on the library system (Innopac catalogue). When library materials are relocated for one reason or the other the bibliographic records on the catalogue have to be adjusted accordingly. Similarly when library materials are permanently removed from the library collection appropriate adjustments have to be made to show such changes. On the other hand from time to times bibliographic records have to be revised or corrected if it is discovered that wrong information was assigned to a records.

Table 18: Materials processed in 2014 and 2015

Activities	2015	2014
Copy cataloguing	2,198	1,836
Original cataloguing	581	321
Revised bibliographic records	2,510	4,743
Item record created/revised	2,644	6,432
Holding added/deleted	3,420	6,328
Authority records downloaded/corrected	3,674	1,769
Materials written off	4,268	5,622
Materials classified/reclassified	1,011	508
E-books catalogued	1,001	0
Total	21,307	27,659

6.0 SYSTEMS

6.1 Databases

Subscription to databases is important in supporting teaching and learning and building the research foundation.

The CUT LIS maintained subscription to a variety of databases. Full-text databases included world-renowned information databases such as EbscoHost, ProQuest, ScienceDirect, and the Web of Science and SA e-Publications. These have high percentage coverage of peer-reviewed titles. Furthermore the library subscribed to a number of individual e-journals and provided access to paper copies of each title. It is also significant to note that CUT clients had access to open access titles.

Table 19: Library subscription to databases in 2015

DATABASE	VENDOR
Bookfind Online Premier	Bookdata
CASELaw	Workinfo.com
EBSCO Discovery Service	EBSCO
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
ISI Journal Citation Reports	WWIS
ISI Web Of Science	WWIS
Labour Library	Juta
LexisNexis	LexisNexis
Netlaw	Sabinet
LibGuides	Springshare
OCLC International ILL (WorldShare)	Sabinet
ProQuest Central	ProQuest
ProQuest Dissertation & Thesis Full-text	ProQuest
RDA Toolkit	Sabinet
Refworks	ProQuest
ReQuest	Sabinet
SA Citations Plus	Sabinet
SA E-Publications	Sabinet
SA Gazette	Sabinet
SA Law Reports	Juta
SA Statutes & Regulations	Juta
SabiCat	Sabinet
Science Direct	Elsevier
Taylor & Francis eJournal Package	WWIS
WebDewey	Sabinet

Table 20: Library subscription to databases in 2014

DATABASE	VENDOR
Bookfind Online Premier	BookData/SAPnet
CASELaw	Workinfo.com
Discovery	EBSCO
EbscoHost (Premier Package with MEDLINE with Full Text Package Price)	EBSCO
EbscoHost Hospitality & Tourism complete	EBSCO
Innopac Annual License	III

ISI: Journal Citation Reports	WWIS
ISI: Web of Science	WWIS
Labour Library	Juta
NETLAW	Sabinet
OCLC International ILL	Sabinet
ProQuest Central	ProQuest
ProQuest Theses & Dissertations Full-text	ProQuest
RDA Toolkit	Sabinet
RefWorks	ProQuest
ReQuest	Sabinet
SA Citations Plus	Sabinet
SA e-Publications	Sabinet
SA Gazette	Sabinet
SA Law Reports	Juta
SA Statutes & Regulations	Juta
SabiCat Online Cataloguing	Sabinet
ScienceDirect	Elsevier
WebDewey	Sabinet

6.2 Databases available

A growth in databases available to the CUT clients is evident in the packages and titles added to the library collection as shown in table 21. This is particularly true of the titles added to the collection in 2015 as opposed to titles added in 2014.

Table 21: Database resources available:

		2015	2014
Knowledge base	Packages added	1,435	1,776
Knowledge base	Titles added	23,212	6,291
Ebsco Discovery Service	Total Resource links	87,779	64,647
Ebsco Discovery Service	Unique Resources	73,898	51,518

6.3 Use of databases

Perhaps more importantly is the use made of databases. In comparing usage between 2015 and 2014 it is apparent that in the former period the number of searches done far outweighs the equivalent searches conducted in 2014. Nevertheless the same may not be said about the full text downloads that appears to have shrunk considerably in 2015 in comparison to 2014.

Table 22: Database usage 2015

Database	Searches	Full-text Downloads
EBSCO-Host	3,084,958	23,297
EBSCO Hospitality & Tourism Complete	74,103	693
Science Direct (Elsevier)	12,877	21,572
SA ePublications	5,513	4,902
Sabinet Legal (was Sabinet NETLAW)	257	331
Sabinet Reference (was Sabinet SA Citation Plus)	3,243	Not applicable
ProQuest Central	707,834	11,117
Total	3,888,785	61,912

Table 23: Database usage 2014

Database	Searches	Full-text Downloads
EBSCOHost	1,555,819	21,531
EBSCO Hospitality & Tourism Complete	25,837	655
ScienceDirect (without December 2014)	14,922	35,160
SA e-Publications	7,844	6,384
Sabinet Legal (was Sabinet NETLAW)	294	1,785
Sabinet Reference (was Sabinet SA Citation Plus)	2,869	112
ProQuest Central	984,074	12,848
Total	2,591,659	78,475

6.4 Electronic books

In 2013 the LIS took a decision to embrace and acquire electronic books as a strategy to broaden the base of library resources. To this effect subscription to ebooks commenced in 2014. Henceforth the library had been providing comparative statistics on use of ebooks from year to year. It suffices to mention that in 2015 EBSCOhost ebook collections were added to the table along with Science Direct ebook subscriptions. The number of downloads declined sharply in 2015, by almost half, as shown in tables 24 and 25.

Table 24: E-book usage 2015

E-book package	FULL-TEXT DOWNLOADS
ScienceDirect	5,856
EBSCOhost eBook Collection (New platform as of 2015)	1,067

Table 25: E-book usage 2014

E-book package	FULL-TEXT DOWNLOADS
ScienceDirect	10,459

6.5 CUT Institutional Repository (IR)

Growth of number of searches from under 400,000 recorded in 2014 to nearly 1.5 million noted in 2015 is really phenomenon usage of the CUT Institutional repository. A closer look at the geographical location of users presents interesting findings. Searches from peoples in the Far East, Europe and USA were identified. However the majority emanated from Africa. Such is the power of attraction of free access to online publications. This is perhaps a clear testimony that academic outputs downloaded on IR have the potential to reach wider and bigger audiences than materials confined to commercial based journal outlets.

Table 26: Use of institutional Repository:

Description	Cumulative until December 2015	2015	2014
Items Archived	661	453	201
Item Views	130,735	107,035	17,675
Collection Views	4,624	3,413	1,102
Community Views	12,549	8,110	4,108
Searches Performed	1,746,727	1,408,750	300,931

7.0 CIRCULATION SERVICES

While online access to library resources continued to surge circulation of printed materials seemed to be losing grounds. This trend is not necessarily a reflection of the paucity or dwindling quality of library materials. Most probably this is indicative of availability of more alternative sources of academic literature especially in electronic format. It could also be a demonstration of the success of library training activities in accessing online information sources.

Table 27: Circulation statistics in 2015

Faculty	Printed material	Multimedia	Study collection	Total
Management Sciences	1,801	0	72	1,873
Engineering & Information Technology	5,638	0	594	6,232
Health & Environmental Sciences	5,086	0	27	5,113
Humanities	5,245	0	87	5,332
Other (Bloemfontein)	6,584	45	392	7,021
Welkom	9,390	0	9,238	18,628
Total	33,744	45	10,410	44,199

Table 28: Circulation statistics in 2014

Faculty	Printed material	Multimedia	Study collection	Total
Management Sciences	10,521	67	7492	18,080
Engineering and Information Technology	7140	51	1723	8914
Health and Environmental Sciences	6933	92	96	7121
Humanities	11,122	12	6125	17,259
Welkom campus	16,180	54	5245	21,479
Kimberley campus	0	0	0	0
Other	1,996	20	77	2,093
Total	53,892	296	20,758	74,946