



LIBRARY AND INFORMATION SERVICES

Annual Report: 2012

1. SUMMARY OF MAJOR ACTIVITIES

- Library staff held a teambuilding workshop on 13 January 2012 at Bloem Spa. Organised and funded by the Human Resources Section, through the office of the Deputy Director: Training and Development, the day-long workshop was facilitated by Mr I van Niekerk with his associate, Mr N Baird. The purpose of this intervention was to re-energise the library staff, to galvanise the spirit of teamwork and to deepen the sense of unity and common purpose in pursuit of library functions. Held at the beginning of the year, the timing of the workshop was deliberately designed to coincide with the planning cycle of the new year. The workshop could not have come at a better time, considering that 2012 also happened to have ushered in the performance management system for all staff at CUT.
- Library and Information Services introduced a monthly newsletter titled "CUT Library Brief", with the first issue published in March 2012. The purpose of this newsletter is to provide a channel for communicating, sharing and discussing matters related to library products and services. It is hoped that library clients will also use the newsletter to share their experiences or ideas in view of improving library services.
- A considerable amount of time and effort was spent in drawing up performance management templates for all library staff. Although the task proved challenging in many respects, it was extremely rewarding in the sense that it created an opportunity to realign the objectives of individual library subunits with the departmental goals and strategic objectives of CUT.
- National Library Week, with the theme **Develop @ Your Library**, was celebrated from 19 to 24 March 2012 and included several activities to commemorate the contributions that libraries have made to the development of the information society.

- In line with the national theme, the library opted to pay particular homage to research productivity at CUT by launching Library Week under the banner **Celebrate Research @ Your Library**. Held in the library's art gallery on 12 March 2012, the launch was attended by the Acting Deputy Vice-Chancellor, Prof. L Lategan, with Prof. B Khotseng as guest of honour and Prof. D Kokt as master of ceremonies. A performance by the CUT choir and a post-launch cocktail party added flavour to this colourful event.
 - As part of the celebrations, the library held a "fine-free week" during which all overdue library materials could be returned without a fine being imposed. Public notices to this effect were sent out to all library clients, and the response was so overwhelming that the decision was made to extend the "fine-free week" until 31 March 2012.
 - The library also organised an e-resources open day, aimed particularly at promoting the use of handheld and mobile devices to access electronic resources. This novel idea attracted a great deal of interest from students eager to acquire skills in this ever-changing technological environment.
 - A week-long "treasure hunt" was held for students to sensitise them to the various library services and facilities. This activity generated a great deal of fun, buzz and excitement and took the form of a quiz, with students winning prizes such as stationery and book bags.
 - The ever-popular Database and RefWorks Reference Manager training programme was once again offered in 2012. With the library subscribing to over 50 000 unique full-text journal and book titles in electronic format, regular training in the accessing of these resources is extremely important
 - In order to address complaints about noise and littering in and around the library, a special event known as "Clean and Noise-free @ Your Library" was organised in collaboration with the SRC and the office of the Vice-Chancellor and Principal, which was essentially a publicity campaign to raise awareness about these concerns and to appeal to everyone to work together to ensure a clean and noise-free library environment.
- The annual World Book and Copyright Day, launched at the UNESCO General Conference in 1995 as a means to promote reading, publishing and the protection of intellectual property, was celebrated on 23 April 2012. A special event, held in the art gallery, included reading sessions and the signing of pledges by students.

- On 30 May 2012, Information Services staff travelled to the Welkom campus to conduct two RefWorks and database training sessions – one for master’s and doctoral students and the other for CUT staff. Both sessions were well attended and elicited positive feedback from participants.
- From 25 to 28 June 2012, the library hosted a circulations librarian from the University of Johannesburg to present a hands-on-training session for CUT staff on aspects of the Innopac (automated library system) circulations module. This was particularly important considering the CUT library was yet to recruit a qualified Circulations Librarian skilled in the more specialised areas of the module.
- Ms L Storm, Information Librarian, attended the annual International Conference on Information Literacy in Glasgow, Scotland, from 11 to 12 April 2012, while Ms Z Mazibuko, Head of Cataloguing, attended a two-week long leadership workshop in Pretoria, funded by the Carnegie Corporation.
- Two book exhibitions were held in 2012 – one on the Bloemfontein campus from 23 to 25 July and the other on the Welkom campus from 26 to 27 July. Seven book vendors representing various publishers displayed their collections, ranging from printed books to DVDs. Two book vendors, namely Van Schaik and Zakheni, also donated books to the CUT library. Academic staff members from the different faculties had the opportunity to select and order materials relevant to teaching, learning and research. This was by far the largest book exhibition ever held at CUT, and over 3 000 books and 100 DVDs were ordered. Parallel to this event, the available e-resources at the library were also showcased.
- A three-day “train the trainer” (NQF level 5) information literacy training programme was presented by a lecturer from the Cape Peninsula University of Technology’s Graduate School of Business from 10 to 12 September 2012. Attended by all librarians involved in conducting information literacy training on both the Bloemfontein and Welkom campuses, the programme was directed specifically at the development of skills in course/curriculum design, in line with SAQA standards.
- **Other Activities and Developments**

- In celebration of Mandela Day, the information librarians visited three secondary schools in Bloemfontein to donate books as part of the library's community development outreach activities.
- On 15 September 2012, BTech students based at the National Institute of Higher Education in Kimberley were given hands-on training in the use of databases and Refworks.
- The library installed 140 new computers in the Electronic Resource Access Centre, as well as a new flat-screen OPAC terminal.
- Three editions of the library newsletter were published in a continued effort to promote dialogue and disseminate library-related information to the CUT community.
- On 26 October 2012, long-service awards were presented to Ms N Mosala (20 years), Ms J Molopyane (10 years) and Mr T Jobo (10 years) of the Bloemfontein campus, and to Ms S Pretorius (15 years) of the Welkom campus.
- Mr A Mkam visited the Durban University of Technology, while Ms J Molopyane visited both the University of Cape Town and Stellenbosch University for benchmarking purposes.
- Mr W Njabulo Makhathini was appointed as Librarian: Circulation with effect from 2 November 2012, while Mr J Moretedi was appointed as Library Assistant: Acquisitions with effect from 1 December 2012 and Ms J Mantwa Mothlaping was appointed as Temporary Junior Library Assistant: Shelving with effect from 1 December 2012.

2. TRAINING PROGRAMMES

2.1 Library Orientation

Various training activities took place for staff and students in 2012, including library orientation for first-year students from 19 to 20 January. Following a DVD presentation and general guidance on the use of the library, students were taken on the tour of the library and

then asked to complete a questionnaire on the orientation experience. Each student received an orientation package consisting of a manual on CD, a pamphlet and CUT-branded marketing materials.

Unfortunately, the orientation programme was not very well attended by students. Of the more than 3 000 first-year students who registered, only 361 attended the orientation (366 attended in 2011). The timing of the orientation at the beginning of the year was in conflict with the student registration process, with many students choosing to focus on registration. However, there is consolation in the fact that library orientation is an ongoing activity throughout the academic year, and students and staff are at liberty to approach the library and make arrangements for individual or group sessions at more convenient times.

3. INFORMATION SERVICES

Information services are provided to students and staff throughout the year, ranging from basic skills in information searching (mostly for undergraduates) to conducting in-depth and complex information searches on behalf of students and staff (mostly for postgraduates and academics). While there was no significant change in the number of postgraduate information searches conducted in 2012 compared to 2011, there was a substantial increase in the undergraduate quick-reference services provided.

3.1 Training

Table 1: Training Opportunities for Students

TOPIC	NO. OF STUDENTS	DATE
Personal Information Management (PIM)	854	January to March 2012
Basic Computer Skills	36	January to March 2012
Full-Text Database	297	January to March 2012
Basic Information Skills: Library Catalogue	269	January to March 2012
BTech: Hospitality Management	25	8 February 2012
Personal Information Management (PIM)	854	April to June 2012
Basic Computer Skills	22	April to June 2012
Basic Information Skills (TechWiz)	137	April to June 2012
Full-Text Database	266	April to June 2012
Postgraduate Training	65	April to June 2012
MTech: Auditing (Database Training)	1	26 July 2012
PhD: Education (Database Training)	1	26 July 2012
MTech (Database + Refworks)	1	30 July 2012
BTech: Internal Auditing (Database Training)	43	1 August 2012
BTech: Internal Auditing (Database	2	2 August 2012

Training)		
Curriculum Development (Database Training)	4	7 August 2012
BTech – Kimberley	9	15 September 2012
MTech (Refworks)	1	18 September 2012
Education Repeaters (PIM)	75	Third Term
Education EMS (PIM)	61	Third Term
Basic Computer Skills (Mouse & Keyboard)	14	Third Term
TechWiz	24	Third Term
Full-Text Database	12	Third Term
Personal Information Management	45	Third Term
Basic Computer Skills (Mouse & Keyboard)	14	Fourth Term
Basic Information Skills (TechWiz)	24	Fourth Term
Full-Text Database	12	Fourth Term
Personal Information Management	157	Fourth Term
Orientation (First-Year Students)	0	Fourth Term

Table 2: Training Opportunities for Staff

TOPIC	NO. OF STAFF MEMBERS	DATE
Orientation of New Academic Staff	25	10 February 2012
Database & RefWorks	31	23 February 2012
Database & RefWorks	28	23 March 2012

Table 3: Customised Information Searches for Postgraduates in 2012

FACULTY	NUMBER
Bloemfontein Campus: All Faculties	1 269
Management Sciences and Humanities	533
Engineering & Information Technology and Health & Environmental Sciences	311
Other (e.g. Support Services, External Users)	204
Welkom Campus: All Faculties	16
Total	2 333

Table 4: Customised Information Searches for Postgraduates in 2011

FACULTY	NUMBER
Bloemfontein Campus: All Faculties	2 435
Welkom Campus: All Faculties	79
Other (e.g. Support Services, External Users)	37
Total	2 551

Table 5: Quick Reference Queries by Undergraduates in 2012

FACULTY	NUMBER
Bloemfontein Campus: All Faculties	908

Table 6: Quick Reference Queries by Undergraduates in 2011

FACULTY	NUMBER
Bloemfontein Campus: All Faculties	420

3.2 Interlibrary Loans

Interlibrary loan services are intended to supplement the library's efforts to meet the information needs of clients, as part of an agreement amongst universities in South Africa. This service is offered to postgraduate students and staff members only. As shown in the tables below, the number of interlibrary book loans increased between 2011 and 2012.

Table 7: Interlibrary Loans in 2012

TRANSACTIONS	NUMBER
Books requested from CUT library by other South African universities	405
Copies/articles requested from CUT library by other South African universities	32
Copies/articles requested by CUT library clients via international agents	0
Books requested by CUT library clients via <u>interlending</u> services	289
Articles (copies) requested by CUT library clients via <u>interlending</u> and document delivery services	565
Total	1 291

Table 8: Interlibrary Loans in 2011

TRANSACTIONS	NUMBER
Books requested from CUT library by other South African universities	278
Copies/articles requested from CUT library by other South African universities	131
Copies/articles requested by CUT library clients via international agents	0
Books requested by CUT library clients via interlending services	269
Articles (copies) requested by CUT library clients via interlending and document delivery services	365
Total	1 043

4. ACQUISITIONS

The age of the library collection was a major concern, and at the end of the third quarter of 2012 it was noted that 19% of the collection consisted of material published between 2000 and 2009, while 47% had been published between 1990 and 1999. With the bulk of the library collection more than 10 years old, the library would not be in a position to provide the necessary support for teaching, learning and research. The pressure to restock the collection with more recently published materials resulted in the library exceeding the 2012 book budget.

While the book budget allocation for 2012 was R2 247 000.00, the library ordered materials to the value of R3 717,226.82 for the Bloemfontein campus – the majority of which (R3 587 599.60)

were ordered during the book exhibition held from 23 to 27 July 2012. The over-expenditure can be largely ascribed to poor control measures, pressure to restock the book collection with more recent publications, and failure to capture book orders on the library system during the book exhibition. It should be noted that the Finance Section very considerably sourced funding from previous years' savings to overcome the deficit, and the library subsequently introduced measures to avoid the recurrence of such a situation in future.

A total of 5 013 books were purchased in 2012, compared to 2 841 in 2011. The fact that the majority of these books were ordered by library staff during the book exhibition was another area of concern, because under normal circumstances the academic staff should take the lead in terms of book orders. It is hoped that with the rollout of the new library structure in 2013, there will be greater synergy between academic units and Information librarians, thus encouraging academics to order library materials.

Table 9: Value of Materials Ordered in 2012

Faculty / Section	Books	Journals	Audiovisual Materials	Electronic Materials	Total
Management Sciences	R60 880.69	R0.00	R0.00	R0.00	R60 880.69
Engineering & Information Technology	R30 952.46	R0.00	R0.00	R0.00	R30 952.46
Health & Environmental Sciences	R126 453.12	R0.00	R0.00	R0.00	R126 453.12
Humanities	R52 692.08	R0.00	R0.00	R0.00	R52 692.08
LIS	R2 465 876.69	R0.00	R177 510.00	R0.00	R2 643 386.69
General	R21 976.83	R0.00	R0.00	R0.00	R21 976.83
Welkom Campus	R467 732.98	R0.00	R121 926.00	R0.00	R589 658.98
Kimberley Regional Learning Centre	R169 320.17	R0.00	R0.00	R0.00	R169 320.17
Education (Special Fund)	R21 905.80	R0.00	R0.00	R0.00	R21 905.80
Total	R3 417 790.82	R0.00	R299 436.00	R0.00	R3 717 226.82

Table 10: Value of Materials Ordered in 2011

Faculty / Section	Books	Journals	Audiovisual Materials	Electronic Materials	Total
Management Sciences	R210 677.31	R10 640.16	R275 316.17	R0.00	R496 633.64
Engineering & Information Technology	R235 789.49	R2 372.14	R80 305.86	R0.00	R318 467.49
Health & Environmental Sciences	R61 395.38	R1 673.05	R227 432.18	R0.00	R290 500.61
Humanities	R156 122.28	R0.00	R144 966.75	R0.00	R301 089.03
LIS	R238 788.40	R20 946.91	R193 113.23	R235 141.38	R687 989.92
Welkom Campus	R325 875.49	R0.00	R144 889.15	R0.00	R470 764.64
Kimberley Regional Learning Centre	R47 558.64	R0.00	R0.00	R0.00	R47 558.64
UAD: Academic Literacy (BFN)	R25.00	R0.00	R0.00	R0.00	R25.00
UAD: Academic Literacy (WLK)	R88.00	R0.00	R0.00	R0.00	R88.00
Total	R1 276 319.99	R35 632.26	R1 066 023.34	R235 141.38	R2 613 116.97

Table 11: Quantity of Materials Ordered in 2012

Faculty / Section	Books	Journals	Audiovisual Materials	Electronic Materials	Total
Management Sciences	148	0	0	0	148
Engineering & Information Technology	65	0	0	0	65
Health & Environmental Sciences	136	0	0	0	136
Humanities	116	0	0	0	116
LIS	3 094	0	83	0	3 177
General	23	0	48	0	71
Welkom Campus	879	0	0	0	879
Kimberley Regional Learning Centre	370	0	0	0	370
Education (Special Fund)	51	0	0	0	51
Total	4 882	0	131	0	5 013

Table 12: Quantity of Materials Ordered in 2011

Faculty / Section	Books	Journals	Audiovisual Materials	Electronic Materials	Total
Management Sciences	492	19	115	0	626
Engineering & Information Technology	270	7	42	0	319
Health & Environmental Sciences	183	5	83	0	271
Humanities	367	0	64	0	431
LIS	273	3	41	9	326
Welkom Campus	674	0	69	0	743
Kimberley Regional Learning Centre	123	0	0	0	123
UAD: Academic Literacy (BFN)	1	0	0	0	1
UAD: Academic Literacy (WLK)	1	0	0	0	1
Total	2 390	34	414	9	2 841

5. CATALOGUING

For the first time in many years, the Cataloguing Section operated at almost full staff capacity in 2012, which assisted in dealing with long-outstanding matters and setting the pace for quality assurance.

The Head of the Cataloguing Section, Ms Z Mazibuko, was nominated to chair the Free State branch of the Interest Group for Bibliographic Standards (IGBIS) of the Library and Information Association of South Africa (LIASA) for the period 2012 to 2013, while Ms R van der Merwe was nominated as secretary for the same period.

There was a decline in the number of materials catalogued, from 3 821 in 2011 to 3 572 in 2012, despite the substantial increase in the number of materials acquired. It should be noted, however, that staff dedicated a considerable amount of time to checking the accuracy of hundreds of bibliographic records on the system and cleaning up the catalogue database by suppressing missing items from the collection and deleting holdings erroneously logged on OCLC as being available in the CUT collection.

As such, over 2 000 records were downloaded, 335 order records were created, 3 193 records were revised, 840 bibliographic records were created, 30 holdings were deleted from the library system, 2 955 records were written off, 198 records were reclassified, and 447 subject headings were assigned.

Table 13: Material Catalogued in 2012

RECORDS CATALOGUED PER MATERIAL TYPE	NUMBER
Printed material (including books and periodicals)	3 279
Electronic material (including information in electronic format, e.g. CD-ROMs, databases)	90
Multimedia material (including videos, kits, cassettes, and mixed material)	203
Total	3 572

Table 14: Material Catalogued in 2011

RECORDS CATALOGUED PER MATERIAL TYPE	NUMBER
Printed material (including books and periodicals)	3 712
Electronic material (including information in electronic format, e.g. CD-ROMs, databases)	25
Multimedia material (including videos, kits, cassettes, and mixed material)	84
Total	3 821

6. SYSTEMS

LIS strives to be an active partner with academics in the research process and is committed to the development of the ICT infrastructure to support research for the university community in general, and postgraduate students and researchers in particular.

6.1 Databases

Database subscription is paramount in building research capacity. As such, LIS subscribed to 26 databases in 2012, including full-text databases such as EbscoHost, ProQuest and ScienceDirect, as well as South African e-publications with a wider coverage of peer-reviewed journals. The library also subscribed to 52 e-book titles in 2012.

To assist clients to access the combined resources of **51 787** unique journal and e-book titles, LIS subscribed to TDNet (an electronic journal management system), which is used to search for electronic and printed journals, as well as e-book titles and articles across the various platforms in order to identify relevant electronic resources.

Table 15: Number of journals (electronic and printed) and e-book titles available via TDNet in 2011 and 2012

	Journal Count 2011	e-Book Count 2011	Journal Count 2012	e-Book Count 2012
Total number of records	62 126	375	83 437	16 574
Total number of unique titles	26 941	375	35 276	16 561
Titles with access via publisher	8	1	9	1

Titles with access via aggregator	26 878	373	35 218	16 559
Total full-text	26 886	374	35 227	16 560
Titles with print holdings	103	1	122	1
Number of e-books	N/A	52	N/A	52
Print-only titles	55	1	49	1
Free titles (no restrictions, or free passwords available)	8 411	321	15 059	1 193
Partially free titles	1	0	3 398	0
Journal citation report (JCR) titles	6 045	N/A	7 150	N/A

It is also important to mention that 7 150 journal titles to which LIS subscribed in 2012 had a link to journal citation reports (using the JCR link), indicating the impact factor of specific journal titles.

Table 16: Usage statistics of journals and electronic books via TDNet

	Journals 2011	e-Books 2011	Journals 2012	e-Books 2012
Access Sessions	4 405	163	6 300	131
Access Time in Minutes	69 642	3 424	85 174	3 006
Journal Title and Book Title Searches	2 272	278	2 131	278
Article Title Searches	2 317		952	
Author Searches	115		85	
Publisher Searches	43	12	27	8
Aggregator Searches	18	10	17	7
Subject Searches	153		112	
Quick Searches	1 848	297	1 965	279
Other Searches	37	20	39	42
Total Searches	4 955	320	3 363	335
Table of Contents Retrieved	12 252	N/A	5 493	N/A
TOUR (links from Google Scholar):				
Citations with Full-Text Targets	2 388	N/A	4 430	N/A

6.2 Use of databases

While it may not be practical to make useful comparisons in the use of databases between 2012 and 2011 due to some missing links in the data captured and changes in subscriptions to databases, it is generally observed that recent years (the past three years) have seen a significant improvement in the use of e-resources. The library will continue to use all opportunities that may present themselves to market the databases and will remain proactive in publicising those resources that have yet to realise their full potential.

Table 17: Database Usage in 2012

DATABASE	NUMBER OF SEARCHES	NUMBER OF FULL-TEXT ARTICLES DOWNLOADED
EBSCHOST	217 753	16 312
EBSCO Nipad (Africa-Wide)	13 128	Not available
EBSCO Hospitality & Tourism Complete	6 239	373
PROQUEST	3 361	4 328
SCIENCEDIRECT	7 064	19 722
SA E-PUBLICATIONS	Not available	2 307
Sabinet NETLAW (including SA Gazette)	993	2 127
Sabinet SA Citations Plus	4430	Not available
Taylor & Francis	Not available	981

7. CIRCULATION SERVICES

Unlike in the previous academic year, 2012 saw a steady increase in the number of materials loaned (37 740 in 2011 compared to 42 443 in 2012). It should be noted that the Welkom campus was responsible for a large share of the circulation statistics, which was largely due to the fact that the Welkom campus Library included the circulation statistics of reference materials, while the Bloemfontein campus excluded these.

Table 18: Circulation Statistics in 2012

FACULTY	PRINTED	MULTIMEDIA	STUDY COLLECTION	Total
Management Sciences	4 807	59	658	5 524
Engineering & Information Technology	5 789	10	284	6 083
Health & Environmental Sciences	5 503	51	75	5 629
Humanities	4 550	23	649	5 222
Welkom Campus	12 880	26	6 283	19 189
Kimberley Regional Learning Centre	128	0	0	128
Other	638	10	20	668
Total	34 295	179	7 969	42 443

Table 19: Circulation Statistics in 2011

FACULTY	PRINTED	MULTIMEDIA	STUDY COLLECTION	Total
Management Sciences	4 371	53	624	5 048
Engineering & Information Technology	5 581	10	293	5 884
Health & Environmental Sciences	5 007	114	58	5 179
Welkom Campus	5 095	16	188	5 299
Kimberley Regional Learning Centre	8 673	1	7 656	16 330
Total	28 727	194	8 819	37 740