

LIBRARY AND INFORMATION SERVICES

Annual Report: 2019

1 SUMMARY OF MAJOR ACTIVITIES

1.1 Library Orientation

The library orientation of First Year Students was headlined as one of the main events of the First Quarter. At Bloemfontein Campus 1,186 students attended the orientation programme while attendance at the Welkom Campus reached 543. The purpose of the orientation was to introduce new students to the Library and Information Services, alert them on LIS Rules and introduce them to different services intended to assist them to succeed at CUT.

Table 1: Register of attendance at Bloemfontein Campus: 2018 and 2018

Attendance register	Number of Students per Faculty	
	2019	2018
Engineering, Built Environment & Information Technology	499	434
Humanities	344	431
Management Sciences	257	372
Health & Environmental Sciences	86	105
TOTAL	1,186	1,342

1.2 Weeding project

A massive weeding project, which started early in 2018, was completed in the First Quarter of 2019. Study materials removed from the collection included books that had not circulated for over twenty years, materials in excess copies and those that were in a state of disuse or disrepair due to mutilation. New orders were made to replace books that were disfigured but still useful. After some initial hiccups over the fate of weeded material, all written off materials were gathered and arranged in broad subject fields, in a designated secured area on library shelves. The idea was to offer them as donations to interested libraries around Mangaung. The remaining books would be put on display for CUT students to select and collect titles of interest to them free of charge. Damaged materials would be dispatched for recycling as waste paper.

1.3 South African Library Week: 2019

The official launch of the 2019 South African Library Week was held in Bloemfontein at Sechaba Mahobe Public library in Botshabelo. This is an important day in the official calendar of the library profession in South Africa. This event is held annually to usher in a series of activities in all libraries in South Africa to commemorate the significance of libraries in the information society. The Library Week offers an opportunity to market libraries and display their products. This particular occasion was filled with funfair. Speeches by invited dignitaries were spiced by interludes of music, dance and poetry.

Earlier on invitations to this momentous and auspicious event were sent to key stakeholders in government departments, institutions of higher learning and NGOs. Among other library staff members, CUT was represented by the University Librarian and Deputy University Librarian: Systems and Electronic Resources.



Photos of some Cultural activities and speeches at the Launch

1.4 Benchmarking visit to Singapore

During the week of 1-5 April 2019, the University Librarian, Mr JM Kabamba, and the Deputy University Librarian: Systems and Electronic Resources, Ms Dora Ackerman visited 4 public funded universities in Singapore for the purpose of benchmarking.

The key terms of reference of the visit were the innovative use of library spaces and application of technology in rendering library services. Nevertheless, other aspects that were considered pivotal to creating a more conducive library environment for teaching, learning and research were incorporated. The libraries visited were Singapore University of Technology and Design (SUTD), National University of Singapore (NUS), Singapore Management University (SMU) and Nanyang Technological University (NTU) libraries. It must be noted that at the time of the visit NUS was in the process of rebranding. To this effect several sections of the library were not accessible, as the building was under reconstruction.

A more detailed report on the visit was prepared.



Photos of some of the libraries visited during the benchmarking tour

1.5 Shared Sierra Circulation Experiences

On 12 April 2019 the Library hosted Library staff from UFS's Circulation and System Sections. The purpose of the visit was to share experiences. The visit was very informative. Ideas were exchanged and the CUT shared how they manage the daily statistics for in-house used books. As of the 1st Term 2019, these statistics now form part of the Circulation Statistics. The UFS staff were keenly interested and clearly impressed with our practice more so that they were not generating such statistics at their library. The visitors returned positive about adopting the same feature. From this visit, we mutually agreed that in future the two libraries would meet once every quarter to share similar practices and experiences.

A reciprocal visit took place on 21 June when the CUT's Circulation and System staff visited the UFS Library. This time the focus was on the location served function, as well as the automatic notices.

These visits were made in the context of the MoU signed between the two libraries to develop partnerships, share experiences and work collaboratively.



Picture taken during the CUT's visit to UFS

1.6 Celebration of Africa Day

The LIS participated in the CUT's celebration of Africa day on 25 May. A library stand was strategically set up to capture the attention of the audience to market library services.



Photos of the Africa Day event and the LIS stand

1.7 Digitization of 2018 Examination Papers

The Systems Department, with the assistance of the ERAC Student Library Assistants, successfully uploaded 1,301 examination papers of November-December 2018 and the re-assessments of January 2019 in time for use in the 2nd Semester of 2019. A total of 1,171 June-July 2019 examination papers were uploaded in November 2019 in time for use in the 1st Semester of 2020.

1.8 CUT Researchers articles approved by DHET

For the period 2014 up to 2017 a sum of 305 articles were published by CUT Researchers and approved by DHET. These articles were captured on the Institutional Repository. The 120 articles that were published and submitted in May 2018 to DHET were captured on the Institutional Repository during the 2nd Semester of 2019. For further details and statistics of the Institutional Repository, you may refer to Section 5.4 of this report.

1.9 Computers for the Research Commons

During the past semester the LIS Research Commons received three computers to be utilized in the Research Commons. These computers were donated as part of the Yebo Project, in collaboration with CUT's International Office and the Research Development &

Postgraduate Studies Office. The Yebo Project focuses on the internationalisation of doctoral education. In this project the capacitation on colleagues and students involved in the PhD lifecycle is prioritised to improve efficiency and overall institutional outputs.



This is one of the three computers donated to the LIS via above-mentioned project.

1.10 LIS contribution to audits

Several programme audits took place at the CUT during which time the LIS played a critical role. Amongst others, the Health Professional Council of South Africa (HPCSA) visited the CUT on 17 July 2019, as external auditors for the programme of Radiography and Clinical Technology in the faculty of Health and Environmental Sciences. Part of the audit included the relevant CUT library collection. In this regard the audit sought to determine the extent (breadth and depth) to which the library collection supported the teaching and research programme. On 10 September 2019, yet another audit was convened in the Faculty of Engineering Built Environment and Technology (FEBIT), focusing on Civil, Electrical and Mechanical Engineering. In the same vein, an internal audit for Design and Studio Art was held on 27-28 August 2019.

1.11 Reading club extravaganza

On 23 August, the Free State primary schools reading club extravaganza was launched at Tswelang Combined School in Bloemfontein. This event was organized by Library and Information Association of South Africa (LIASA) Free State Branch, in collaboration with the UFS and CUT libraries. Mr J Kabamba, CUT University Librarian, and Ms C Mathope-Dasilva, Librarian: Cataloguing, represented the library. Also in attendance were members of the CUT Reading Club. The main purpose of the event was to promote reading in schools. Ms N Mochoari, the Chief Education Specialist, Departments of Education in Free State graced the occasion as the guest of honour and read the keynote address. Others in

attendance were Mr M Mpesi from Nal'ibali, Mr E Moheane, a community author and Ms C Dlodlo from OFM. Learners from a number of primary schools performed a variety of activities such as plays, poetry and reading buffet to entertain the audience.

1.12 LIASA Free State Branch Librarian of the Year 2019



Neo Molemela received his award certificate from the LIASA President, Nikki Crowster, during the Gala Dinner of the national LIASA Conference 2019

Neo Molemela was awarded the prestigious award of LIASA (Library and Information Association of South Africa) Free State Branch Librarian of the Year 2019. During the national LIASA Conference 2019 he was offered the opportunity to present his poster with the topic "ICTLIG at the heart of Libraries Interest groups". Neo Molemela raised the flag of CUT within the LIS professional fraternity.

1.13 Open Science Colloquium

The CUT and UFS Library and Information Services jointly hosted the Open Science Colloquium on 19 November 2019. The Colloquium was in response to the national and international developments in what is referred to as the Open Access 2020 (OA2020) movement. This movement calls for all parties involved in the scholarly communications to take action in making their scholarly output openly and freely available to all the citizens of

the world. It is a move against the current subscription- based model of publication, that has proved to be costly and unsustainable, and unacceptably limiting access to knowledge to a few.



Photos taken during the Open Science Colloquium

1.14 Resignations, retirements and new appointments

Resignations:

During the past year, the LIS had several resignations at the Bloemfontein Campus as follows:

- Sabelo Chizwina: Deputy University Librarian: Client Services End of February
- Sizwe Mabena: ERM Librarian End of March
- Lizette Storm: Faculty Librarian: Management Sciences End of March
- Jons Moretedi: Library Assistant: Processing End of October
- Shela Lesetja: Faculty Librarian: Health and Environmental Sciences End of October

Appointments:

The following staff members were appointed during 2019:

- | | |
|---|-------------------|
| • Trizelle Scheepers: Secretary to the University Librarian | Start of April |
| • Catherine Giesekke: Librarian Cataloguing | Start of May |
| • Neo Molemela: Librarian Systems and Electronic Resources | Start of August |
| • Siphon Mchunu: Faculty Librarian: Management Sciences | Start of October |
| • Jons Moretedi: Librarian Teaching and Learning | Start of November |
| • Zuki Maya: Deputy University Librarian: Client Services | Start of November |

Retirements:

The following staff members retired at the end of 2019:

- Juliano Kabamba: He started at the CUT in February 2007 and for the past 13 years he worked as the University Librarian. Prior to that he worked as head of the old Vista University libraries (1997-2003) and the British Council (2003-2005). Before joining the CUT, he worked as the University Librarian at the University of Zambia (2006-2007). Under his leadership many exciting and crucial projects were started. His kind-hearted diplomacy will be missed.



Mr Juliano Kabamba

- Melinda Kleynhans: She started working at the former Vista University, Welkom Campus, in 1993 as a Library Assistant: Circulation. She was part of the Welkom campus staff that were incorporated to Technikon Free State in 2004. After the incorporation of former Vista University to Technikon Free State, she also worked as a Library Assistant: Circulations. She retired in December 2019 after working 26 solid years at CUT, Welkom campus. She will be greatly missed by her colleagues both at Welkom and Bloemfontein campuses.



Mrs Melinda Kleynhans

2 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.

The following tables highlight the programmes LIS staff members attended during 2019.

2.1 Staff training, seminars and conferences attended

Table 2: First quarter 2019

EVENT	STAFF MEMBER(S)	DATE
CUT, CPUT, TUT Consortium Converis Project Team Meeting	D Ackerman	2019-01-28 – 2019-01-29
Kortext meeting	JM Kabamba S Chizwina	2019-02-05

	D Ackerman	
AFM Meeting	S Lesetja	2019-03-04
Contract Management Training Workshop	JM Kabamba Z Mokone D Ackerman	2019-03-05
Research and post graduate seminar	JM Kabamba	2019-03-06
LIS & Student Academic Development Support Meeting	S Lesetja E Zungu L Storm A Mkam	2019-03-08
UFS eBooks benchmarking	S Lesetja Z Mokone A Mkam C Mathope-Dasilva S Minnie	2019-03-12

Table 3: Second quarter 2019

EVENT	STAFF MEMBER(S)	DATE
Singapore Benchmarking Tour	JM Kabamba D Ackerman	2019-04-01 – 2019-04-05
HELIG Data Visualisation Presentation	S Lesetja	2019-04-11
CUT-UFS Circulation Module training	D Radebe J Ponyane N Mosala I Hugo C Vimbi I Van Zyl S Lesetja M Maile M Mollo N Litabe D Ackerman	2019-04-12
SANLIC AGM	D Ackerman	2019-05-10
Self-Awareness workshop	N Litabe D Radebe	2019-05-20
UJ Benchmarking	S Lesetja E Zungu A Mkam S Minnie J Moretedi Z Mokone J Smith	2019-06-03
UFS Benchmarking (On boarding instructional Video)	S Lesetja E Zungu	2019-06-07
LIASA FS branch workshop	MR Nthoroane MP Moremi JM Motlhaping	2019-06-13
Women in Leadership	Z Mokone N Mosala J Ponyane	2019-06-14

EVENT	STAFF MEMBER(S)	DATE
	D Radebe	
Excel training	Z Mokone S Minnie I Hugo	2019-06-18 – 2019-06-19
	I van Zyl	2019-06-20 – 2019-06-21
	C Vimbi	2019-06-24 – 2019-06-25
	T Scheepers	2019-06-26 – 2019-06-27
CUT-UFS Circulation Module training	D Radebe N Mosala M Mollo N Litabe D Ackerman	2019-06-21
SANLIC Conference	Z Mokone S Lesetja	2019-06-25 – 2019-06-27
Workshop to draft a roadmap for South Africa's journey toward Open Access to Scholarly Journals	D Ackerman	2019-06-27

Table 4: Third quarter 2019

EVENT	STAFF MEMBER(S)	DATE
Workplace Discipline	MR Nthoroane TJ Smith J Seeli MP Moremi TG Singleton M Kleynhans MJ Motlhaping	2019-07-19
FHES Student Graduate Attribute	S Lesetja	2019-07-19
LIASA FS Branch Roadshow	S Lesetja N Mosala J Ponyane	2019-07-19
Skills Development Meeting	L Shela J Moretedi D Ackerman	2019-07-24
Sabinet Regional Meeting	Z Mokone C Mathope-Dasilva C Giesekke D Ackerman T Tsele E Zungu A Mkam	2019-07-25
ILL Interest Group workshop	MP Moremi	2019-08-02
Meeting with UKS representatives	J Kabamba Z Mokone S Lesetja D Ackerman	2019-08-13
Report Writing Workshop	N Molemela T Scheepers	2019-08-19 – 2019-08-22

EVENT	STAFF MEMBER(S)	DATE
ProQuest Presentation	MR Nthoroane TJ Smith TG Singleton D Ackerman Z Mokone S Minnie C Mathope-Dasilva C Giesekke W Steyn	2019-08-20
Sabinet Institutional Meeting with Jean Nel	Z Mokone C Mathope-Dasilva W Steyn S Minnie C Giesekke D Ackerman	2019-08-21
LIASA Reading club extravaganza at Tswelang Combined School	JM Kabamba C Mathope-Dasilva	2019-08-21
Pressreader workshop (eNewspaper)	MR Nthoroane TJ Smith J Seeli MP Moremi TG Singleton M Kleynhans MJ Motlhaping	2019-08-23
IGBIS workshop	C Mathope-Dasilva W Steyn	2019-08-28 – 2019-08-30
DALRO Conference	D Radebe M Mollo	2019-08-29 – 2019-08-30
New CUT Staff Induction	N Molemela	2019-09-04
First Aid Training	M Kleynhans	2019-09-04 – 2019-09-05
D-Space for the Free State Provincial Government's Research Repository	D Ackerman N Molemela	2019-09-05
LIASA Free State Branch AGM	MR Nthoroane L Shela D Ackerman N Molemela S Lehloka	2019-09-06
Fire Marshall Training	MR Nthoroane TJ Smith TG Singleton	2019-09-10
Scopus: presentation and live demonstration	JM Kabamba D Ackerman N Molemela S Lesetja A Mkam	2019-09-10
WorldShare ILL Training	MP Moremi	2019-09-10 – 2019-09-11
Safety Management Training	TG Singleton	2019-09-11
e-Forms training	T Scheepers	2019-09-12

EVENT	STAFF MEMBER(S)	DATE
First Aid training	S Lehloka	2019-09-17 – 2019-09-18
Fire Marshall	S Lehloka	2019-09-19
ICIL Conference	J Moretedi	2019-09-22 – 2019-09-27
Meeting CUT & Nevada	Z Mokone D Ackerman S Minnie	2019-09-11
Emerald: formal Introduction and short account review	S Minnie Z Mokone D Ackerman N Molemela	2019-09-12
VLeBooks presentation	Z Mokone C Mathope-Dasilva W Steyn S Minnie C Giesecke E Zungu A Mkam	2019-09-17
Nevada Training	T Singleton J Smith MP Moremi M Kleynhans J Seeli Z Mokone J Moretedi	2019-09-30

Table 5: Fourth quarter 2019

EVENT	STAFF MEMBER(S)	DATE
LIASA Conference	N Molemela	2019-09-30 – 2019-10-04
Nevada Training	C Mathope-Dasilva C Giesecke W Steyn Z Mokone S Minnie T Ncenithwa J Moretedi	2019-10-01
PressReader training	C Mathope-Dasilva C Giesecke W Steyn Z Mokone S Minnie T Ncenithwa J Moretedi E Zungu A Mkam S Mchunu S Lehloka	2019-10-03
Bethuel Setai Library re-design proposal presentation	JM Kabamba DR Ackerman Z Maya Z Mokone	2019-10-07
Extended Management Committee Meeting	JM Kabamba DR Ackerman	2019-10-08

Specialist Working Team (SWT) Workshop on ITSI System and SIERRA Library System Integration and Interface	DR Ackerman	2019-10-14 - 2019-10-16
4IR & Library Practices Conference	Z Mokone JM Kabamba	2019-10-23 - 2019-10-25
Taylor and Frances e-book presentation	S Minnie A Mkam E Zungu S Mchunu N Molemela	2019-10-28
LIASA branch meeting and year end function	C Mathope-Dasilva C Gieseke W Steyn DR Ackerman N Molemela	2019-11-01
Customer Care	MR Nthoroane MP Moremi TJ Smith JM Motlhaping C Gieseke W Steyn Z Mokone S Minnie C Vimbi M Maile N Mosala S Lehloka	2019-11-04 & 2019-11-06
Bethuel Setai Library re-design proposal presentation	JM Kabamba DR Ackerman Z Maya Z Mokone N Molemela T Tsele S Lehloka S Minnie	2019-11-05
CUT Research Breakaway	Z Maya	2019-11-07
Customer Care	M Mollo S Mchunu E Zungu D Radebe N Litabe J Ponyane I van Zyl C Mathope-Dasilva T Ncenithwa Z Maya N Litabe T Tsele N Molemela	2019-11-07 - 2019-11-08
Conflict Management	J Seeli M Kleynhans	2019-11-11

	T G Singleton T Singleton C Mathope-Dasilva C Gieseke W Steyn T Ncenithwa S Minnie E Zungu Z Maya J Ponyane M Maile N Litabe	
Conflict Management	S Minnie A Mkam S Mchunu M Mollo C Vimbi T Scheepers I van Zyl J Moretedi M Moremi N Mosala D Radebe Z Mokone	2019-11-12
IUG-SA conference	J Seeli Z Maya	2019-11-13 - 2019-11-14
Lekgotla: Review of Vision 2020 and Reimaging CUT towards Vision 2030	DR Ackerman	2019-11-14 - 2019-11-15
Open Science Colloquium	JM Kabamba DR Ackerman N Molemela T Tsele C Mathope-Dasilva C Gieseke A Mkam E Zungu S Mchunu Z Maya D Radebe N Litabe M Maile	2019-11-19
Transformation Pre-Summit Workshop	T Scheepers	2019-11-19
2 nd Transformation summit	C Mathope-Dasilva C Gieseke W Steyn Z Mokone T Scheepers Z Maya	2019-11-20
FS 4IR summit	Z Maya D Radebe M Maile	2019-11-28 – 2019-11-29

Table 6: Presentations by LIS staff members 2019

EVENT	STAFF MEMBER(S)	DATE
1 st year Orientation: Referencing management & Plagiarism	S Lesetja	2019-01-31
CUT New Employee Induction Day Programme	S Chizwina	2019-02-05
CUT New Employee Induction Day Programme: Introducing the LIS	D Ackerman	2019-03-06
CUT New Employee Induction Day Programme: Introduction to LIS	S Lesetja	2019-05-09
CUT New Employee Induction Day Programme: Introduction to LIS	S Lesetja	2019-06-05
CUT New Employee Induction Day Programme: Introduction to LIS	S Lesetja	2019-07-15
Somatology Research Seminar	S Lesetja	2019-07-29
CUT New Employee Induction Day Programme: Introduction to LIS	S Lesetja	2019-08-07
Agric Research Seminar	S Lesetja	2019-08-21
CUT New Employee Induction Day Programme: Introduction to LIS	S Lesetja	2019-09-04
CUT New Employee Induction Day Programme: Introduction to LIS	D Radebe	2019-11-06

3 ACQUISITIONS

A significant decline in titles ordered in 2019 was recorded. In comparison to the 2018 statistics a total decline of 339 titles ordered for the Bloemfontein campus was noticed, which is a drop of 29%. At the Welkom campus there was a total decline of 239 titles, which is a 44% drop.

Also notable is the 8% drop in e-books ordered in 2019 in comparison to the 2018 financial year. In addition, only 7% of the total titles ordered from both the Bloemfontein and Welkom campuses were spent in ordering e-books.

Table 7. Titles Ordered for Bloemfontein and Welkom Campuses: 2019

	Bloemfontein Titles	Bloemfontein copies	Welkom Titles	Welkom copies
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

Table 8. Titles Ordered for Bloemfontein and Welkom Campuses: 2018

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

Table 9. Printed materials received and paid: 2019

Faculty	Amount paid	Titles	Copies
Management Sciences	R140,051.21	68	182
Engineering, Built Environment & Information Technology	R65,602.16	36	73
Health & Environmental Sciences	R104,977.87	27	72
Humanities	R217,286.29	155	391
LIS Bloemfontein Campus	R52,202.61	95	106
Welkom Campus	R374,806.09	306	524
LIS Journals	R31,315.01	4	4
Totals	R986,241.24	691	1352

Table 10. Printed materials received and paid: 2018

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

Electronic books did not perform any better across all faculties. Whereas 82 copies were received in the third quarter of 2018 on the contrary only 29 copies were received in this quarter under review. Likewise, R 473,718.72 was paid for electronic books in the third quarter of 2018, but only R269, 710.90 was paid for in the third quarter of 2019.

Table 11. Electronic books received and paid: 2019

Faculty	Amount paid	Copies
Management Sciences	R95,855.21	20
Engineering, Built Environment & Information Technology	R303,457.97	30
Health & Environmental Sciences	R115,400.56	21
Humanities	R897,061.96	12
LIS Bloemfontein Campus	R0.00	0
Welkom Campus	R1,025.80	1
Totals	R1,412,801.50	84

Table 12. Electronic books received and paid: 2018

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

Table 13. Audio-visual materials received and paid: 2019

Faculty	Amount paid	Titles	Copies
None	R0.00	0	0
Totals	R0.00	0	0

Table 14. Audio-visual materials received and paid: 2018

Faculty	Amount paid	Titles	Copies
None	R0.00	0	0
Totals	R0.00	0	0

4 CATALOGUING

The biggest decline in the processing of materials in 2019 in comparison to 2018 has to do with the weeding of old-outdated library materials project that took place in 2018. For that reason, the number of materials written off declined by 100% and the holdings added or deleted declined by 85%.

Table 15: Materials processed in 2019 and 2018

Activities	2019	2018
Copy cataloguing	1,580	1,821
Original cataloguing	75	313
Revised bibliographic records	2,462	2,238
Item record created/revised	1,702	2,104
Holding added/deleted	1,372	8,927
Authority records downloaded/corrected	725	722
Materials written off	4	13,688
Materials classified/reclassified	1,450	1,065
E-books catalogued	439	566
Total	9,809	31,444

5 INFORMATION SERVICES

5.1 Training offered

2019 earmarked the first year that the PIM Programme migrated from a formal “talk and chalk” classroom environment to the self-paced electronic environment of eThuto supporting the principle of working smarter not harder.

This led to a 65% success rate for the Bloemfontein Campus in comparison with the Welkom Campus’ 51% success rate. This indicates 5,046 students for the Bloemfontein Campus compared to the 2,000 students at the Welkom Campus. The combined pass rate is 61%. Only 2% of the registered students failed, however the challenge would be the 37% of students that registered for the programme but did not participate.

Table 16. Training offered (PIM Programme): 1st and 2nd Semester 2019 *1

Description	Bloemfontein Campus	Welkom Campus	Grand total
Total number of registered students	5,046	2,000	7,046
Total number of students that wrote the test	3,353	1,067	4,420
Total number of students that passed the Semester	3,280	1,027	4,307
Total number of students that failed the Semester	73	40	113
Total number of students that did not participate	1,693	933	2,626
Successfully completed percentage rate	65%	51%	61%
Failed percentage rate	1%	2%	2%
Percentage of students that did not participate	34%	47%	37%
Total percentages	100%	100%	100%

^{*1} As of the beginning of 2019 the success of students fully relies on their own participation on eThuto (BlackBoard system), therefore the statistics indicated in this table reflects the success or not of students' own participation in the process of completing the PIM Programme. As this is the first year it was completed on eThuto we do not have any means of comparing statistics for 2018.

5.2 Services offered

Although the bottom-line increased by 10% from 2018 to 2019, the Welkom campus post-graduate information search support dropped with 60% and the Bloemfontein campus increased by 36%.

Table 17: Post-graduates customized information searches: 2019

Faculty	Number of searches
Management Sciences	945
Engineering, Built Environment & Information Technology	316
Health and Environmental Sciences	1,352
Humanities	1,855
Other Faculties & Support Services	87
Welkom campus (all faculties)	495
Total	5,050

Table 18: Post-graduates customized information searches: 2018

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

Unlike the post-graduate information search support, the under-graduate quick reference support decreased by 63%.

Table 19: Under-graduates quick reference queries: 2019

Faculty	Number of queries
Management Sciences	209
Engineering, Built Environment & Information Technology	276

Health and Environmental Sciences	116
Humanities	535
Welkom campus	173
Total	735

Table 20: Under-graduates quick reference queries: 2018

Faculty	Number of queries
Management Sciences	669
Engineering, Built Environment & Information Technology	216
Health and Environmental Sciences	340
Humanities	396
Welkom campus	354
Total	1,975

5.3 Interlibrary Loans and Document Delivery

Interlibrary loans statistics were not captured in 2018 because the library, in line with the national directive, was in a process of migrating from one system of managing transactions to another. As such, no comparative data was provided.

Table 21. Interlibrary loan transactions: 2019

Document Delivery	Bloemfontein	Welkom	Total
Books requested from the CUT LIS by South African libraries	89	57	146
Articles requested from CUT by South African libraries	72	0	72
Books requested via Interlending by CUT clients	497	47	544
Articles (copies) requested via Interlending and document delivery by CUT clients	14	78	92
Intercampus resource sharing	55	35	90
Total number of transactions	451	202	653

6 SYSTEMS

6.1 Databases

In 2018 the LIS subscribed to 31 subscriptions in comparison to 2019's 26 subscriptions. A cancellation of few databases took effect in 2019 namely: Bookfind Online Premier, CASELaw, EbscoHost Hospitality and Tourism Complete, QuestionPoint, WebDewey. The reason for the cancellation is mostly due to the under-utilization of the sometimes very expensive resources.

Table 22: Library subscription to databases in 2019

DATABASE	VENDOR
Clarivate InCites	WWIS
Clarivate Journal Citation Reports	WWIS
Clarivate Web of Science	WWIS
EbscoHost (Premier Package Plus Medline Full Text)	Ebsco
Emerald Subject eJournal Collection ' - Accounting, Finance & Economics eJournal collection ' - Business, Management & Strategy eJournal collection	Emerald
EZProxy	Sabinet
IEEE IET Digital Library	Ebsco
Innopac Annual License	III
Innovative Sierra (Cloud hosting)	III
Labour Library	Juta
LibGuides	Springshare
Nature Masterclasses Online Lab-sized subscription (15 users)	Nature Research
Netlaw	Sabinet
OCLC Worldcat Discovery (Including Firstsearch databases)	Sabinet
ProQuest Central	Proquest
ProQuest Dissertation & Thesis Fulltext	Proquest
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

Table 23: Library subscription to databases in 2018

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

6.2 Use of databases

Although the searches decreased with 11% from 2018 to 2019, the number of full-text downloads increased with 8%. The cost per article for 2019 for these group of databases was R25.61 while for the coinciding time in 2018 the cost per article was R25.85.

Table 24: Database usage 2019

Database	Searches	Full-text Downloads
EbscoHost	71,593	4,099
Science Direct (Elsevier) (January – November 2019)	17,161	65,951
SA ePublications	1,874	4,607
Sabinet Legal	172	93
Sabinet Reference	114	Not available
ProQuest	4,801	10,620
Taylor & Francis	29,637	19,129
Total	125,352	104,499

Table 25: Database usage 2018

Databases	Searches	Full-text Downloads
EbscoHost	8,9216	7,023
Ebsco Hospitality & Tourism Complete	4,329	91
ScienceDirect	1,549	69,740
SA e-Publications	4,949	2,936
Sabinet Legal (was Sabinet NETLAW)	520	153
Sabinet Reference (was Sabinet SA Citation Plus)	116	Not available
ProQuest	7,068	14,209
Taylor & Francis	32,644	16,533
Grand Total	140,391	96,476

6.3 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 of use of e-books is only illustrative of the pattern of usage. Nevertheless, the sample suggests that the use of e-books were more or less the same in 2019 in comparison to the same period in 2018.

Table 26: E-book usage 2019

E-book package	Full-text downloads
EbscoHost eBook Collection	548
ProQuest eBooks (Chapter Downloads)	767
ProQuest eBooks (Book Downloads)	170
Total	1485

Table 27: E-book usage 2018

Service Provider	Full-text downloads
EbscoHost eBook Collection	555
ProQuest eBooks (Chapter Downloads)	806
ProQuest eBooks (Book Downloads)	111
Total	1472

6.4 CUT Institutional Repository (IR)

It is encouraging to note that the use of the CUT Institutional Repository continued to grow from one year to another, year after year. For example, the searches performed increased from with 36% and the items viewed increased with 25% in comparison 2019 with 2018.

Usage by geographical location suggested that the international community particularly in China, USA and Europe dominated. Of course, we did 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 products.

Table 28: Use of institutional Repository:

Description	Cumulative until December 2019	2019	2018
Items Archived	1,978	193	525
Item Views	1,550,935	561,261	447,704
Collection Views	34,065	9,937	9,199
Community Views	59,949	16,382	16,512
Searches Performed	12,734,240	4,768,106	3,497,928

7 CIRCULATION SERVICES

By the inclusion of in-house statistics, 2019 recorded an increase in the circulation of print material collected in the same period in 2018. 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, but not borrowed out as such, would be included in material circulation statistics to indicate the usage of LIS materials.

The books borrowed at the Bloemfontein Campus in 2019 in comparison to 2018 decreased by 32%, while the use of the Study Collection for the Bloemfontein Campus increased by 68%. For the similar time period the books borrowed at the Welkom Campus in 2019 in comparison to 2018 decreased by 5% and the use of the Study Collection for the Welkom Campus also decreased by 3%. However, if all the collection usages, both in-house and actual borrowings, are added together the general circulation statistics increased by 19%.

Table 29: Circulation statistics in 2019

Faculty	Printed material	Multimedia	Study collection	Total
Management Sciences	2,807	0	3,842	6,649
Engineering, Built & Environment 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 ^{*1}	9,444	0	42	9,486
Welkom campus	6,615	0	10,244	16,859
Total	25,997	0	16,091	42,088

^{*1} The in-house use statistics were newly added as from 2019 to indicate the number of books being used in-house without being checked out on the system.

Table 30: Circulation statistics in 2018

Faculty	Printed material	Multimedia	Study collection	Total
Management Sciences	46	0	4	50
Engineering, Built & Environment Information Technology	8,004	22	2,920	10,946
Health and Environmental Sciences	2,604	14	112	2,730
Humanities	2,958	0	268	3,226
Other (Bloemfontein)	1,043	1	149	1,193
Welkom campus	6,994	0	10,329	17,323
Total	21,649	37	13,782	35,468