2020 Annual Report

Purpose statement

Rhodes University Library and Information Services Division is committed to supporting the mission of Rhodes University in the pursuit of knowledge by students, researchers, scholars and surrounding communities by providing quality learning resources, client centered services, skills required to effectively participate in the information society and knowledge economy, conducive physical and virtual learning environment, that enhances intellectual creativity, free and open exchange of knowledge and ideas.

Figure 1 - Main Library
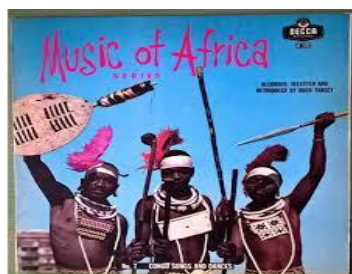
Affiliated Libraries

Rhodes University Libraries

Figure 5 - International Library of African Music (ILAM)

Figure 4 - Sound Library

Figure 2 - Cory Library

Figure 7 - Margaret Smith Library

Figure 6 - Teacher Resource Centre

Figure 3 - Law Library

Rhodes University Library and Information services have a **physical** and **virtual** presence that spans across four libraries and three affiliated libraries
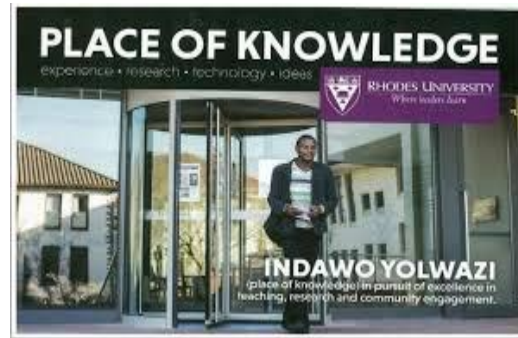
Rhodes University Library

Figure 8 - Library Management Team

MAY 22 2021

Rhodes University Library: 2020 Annual Report
Authored by: Library Management

Message from the Library Director

In 2020 the Library made gigantic strides in an effort to support a transition from onsite to online learning environments. During this period, there was a particular focus on providing virtual library services, facilities and resources. In the wake of the COVID-19 pandemic in March 2020, the Library closed down on all forms of public access to the physical spaces. While users already had remote access to almost 90% of electronic learning resources, this was not the case with some user services like user training and workshops. Our Faculty librarians started to roll out online tutorials and faculty-based workshops and training.

The Library Facilities and IT support unit played a major role in the transition to the online environments, ranging from the provisioning of PPEs, staff furniture, and ICT equipment to configuring call forwarding from office landlines to mobile phones – thereby enabling the transition to remote and online support for teaching, learning and research. Communication with library users flowed throughout the lockdown periods via the various university listserv, and Library/client feedback mechanisms were put in place to enable the online remote service.   A phased re-opening was affected from June 2020 with limited onsite services to staff and students eligible to return to campus under the level 3 Lockdown protocols. While online library services continued to the end of 2020, access to and returning the Library print collections was preplanned, as no physical browsing was permitted throughout the lockdown period.

One of the 2020 highlights was the official launch of the Research Data Management (RDM) services and RDM platform the Figshare. In this regard, the Library conducted a survey to develop insight into data management practices, to ascertain levels of awareness regarding different data management topics such as automatic data backups, data ownership, and the importance of data management plans. There was a need to assess the levels of awareness of FAIR (Findable, Accessible, Interoperable and Re-usable) data principles amongst the research community at Rhodes, the usage of the research data repositories and most importantly, to identify the RDM needs of the Rhodes University Research Community. The survey findings will be used as a benchmark for developing policies, procedures and guidelines for RDM services at Rhodes University.

While the year 2020 posed both challenges and opportunities, it became a catalyst for positive change in the way we provide services. I am indebted to the Rhodes Library Management team and the entire library staff for being champions and agents of change.   The year under review has prepared us for the challenges that lie ahead as we navigate the different waves posed by the COVID-19 pandemic.

Ms Wethu Danster
Director: Rhodes Library Services

Contents

1. Strategic Management

1.1. Strategic Planning

The Division held a two-day Strategic Planning Review workshop on 23rd and 24th January 2020. A strategic framework document, premised from the existing 2013 – 2015 strategy and aligned to the seven Rhodes University (RU) strategic goals, was developed to guide the review process. Discussions on day-1 focused on aligning the Draft Library Strategic Framework with the Rhodes University Institutional Development Plan 2018 - 2022. Dr Remy Nnandozie, Director: Institutional Research, Planning and Quality Promotion, facilitated the discussions on the first day. Day-2 focused on developing key performance areas and associated activities (action plans). The outcome of the two-day workshop was a draft Library Strategic plan 2020 – 2022, with the Vision and Mission adopted from the RU IDP 2018 – 2022 document. The Division crafted and adopted a new **purpose statement** (see page 1 of this report). The Director: Rhodes University Library, Ms Wethu Danster, tabled the draft Strategic plan at the Senate Library Committee meeting of November 2020. The committee recommended that the strategy be submitted to Senate for approval in 2021.

The Committee for Higher Education Libraries in South Africa (CHELSA) academic Library standards and an overview of the National policy for Library and Information Services (LIS) in South Africa were consulted to develop the divisional key performance areas and activities.

1.2. Digital transformation strategy

During the year under review, there was a remarkable shift towards the provision of virtual library facilities, services and resources through digital technologies to improve customer experience, operational agility and workforce enablement.

- **Library virtual tour**

Due to the inaccessibility of the physical library during the lockdown period, the Division embarked on a virtual tour project in collaboration with Greenroom, an external company specialising in visual design and communication. This collaboration was entered into with support from the Communications and Advancement Division. Though still under construction, the initial phases of the project are complete. Creating the Library virtual tour was one of the most exciting undertakings by the Division during this period. To see our world-class library facilities, follow the virtual tour.

- **Remote access to Library services**

Since the beginning of the lockdown, the Access Services and Faculty Liaison staff have been inundated with university staff and students' queries on the processes to access the Library resources and services remotely. Library staff developed several online video tutorials to overcome this and other problems faced by Faculty and students during the lockdown. These online video tutorials can be accessed from the Library website under "Video tutorials".

1.3 Strategic Collaborations and Partnerships

1.3.1. SEALS consortium projects
- **Research Data Management Workshop**

The South East Academic Libraries System (SEALS) consortium hosted a one-day, high-level Research Data Management (RDM) workshop on the 15th of January 2020 at the Rhodes University Library. Library staff from the four SEALS libraries (the Universities of Fort Hare, Nelson Mandela, Rhodes and Walter Sisulu) came together to lay a foundation for establishing Research Data Management Services for the four mother

institutions. Facilitated by Mr Samuel Simango, an RDM specialist from the University of Stellenbosch, the workshop covered strategically relevant topics like **Conceptualising RDM as a system**, **RDM Governance**, **Technological and Service frameworks**. The workshop was a catalyst for the RU Library in establishing the RDM service.

- **Electronic Resources Management (ERM) Workshop**

After the SEALS RDM workshop followed an intensive two-day workshop on Electronic Resources management on 16 – 17 January 2020. Facilitated by the SEALS manager Mrs Maretha Allwright, the workshop was a fruitful learning experience for Electronic Resources workflows. Rhodes University staff benefited greatly from both the RDM and ERM SEALS workshops.

- **360 Core Knowledgebase (KB)**

On 11 February 2020, the SEALS Office was informed by Innovative Interfaces Inc. (III) that EBSCO would no longer provide data to the III Knowledge Base (KB) after 24 April 2020. The KB is a critical component in research support and facilitates access to electronic resources from Encore. The SEALS Trust made the decision to transition to the ProQuest 360 Knowledgebase (360 Core) to ensure continuity of access to resources before the deadline. The immediate implication of the decision was that all resources for the SEALS partner institutions had to be reconfigured on the ProQuest 360 KB.

Members of the Innovative team, SEALS office, ERM and Cataloguers have collaborated on implementing the steps to prepare for adopting 360 Core. Since May 2020 the ERM unit has been working on profiling and activating all electronic subscriptions on the 360 Core KB. Continual updating as resources change is an ongoing process. The SEALS Office staff and the Electronic Resources Librarians and Cataloguers at the respective SEALS institutions have prioritised the 360 Core Knowledge Base migration to ensure the continuance of remote access to resources for Teaching, Learning and Research support. In 2020, III and the SEALS Trust finalised and signed the 360 Core agreement. This agreement was a zero-dollar figure agreement to indicate that 360 Core replaced the IIIKB service at no additional cost to SEALS.

1.3.2. Scramble for Africa Collaborative

The 'Scramble for Africa' project is a major digital project run by Adam Matthew, a specialist publisher based in the UK and Chicago, that produces customised digital resources based on the holdings of museums, art galleries and archives around the world. Mr Rob Kinsey approached Rhodes University Library to consider participating in this project, which entails the selection and digitising of selected materials that are particularly relevant to the project. The proposed selection of material includes the Goldfields Collection, Mining and the economic situation in South Africa, material related to Cecil Rhodes and a selection of diaries from the Cory Library collections. Examples of diaries include the Diaries of Walter Carmichael, Sir George Edward Cory, Eadie David and George Murray.

Although the proposal was well received in principle, the Library management is withholding on entering into a signed memorandum of understanding with the publisher pending conclusions of deliberations on identified areas of concern. The issues include openness versus the commercialisation of the collection, ownership and copyright issues, embargo period etc.

1.3.3. African Multiple Cluster Centres of Excellence (AMCCE)

The Library, as one of the key role-players in the University-wide collaboration with the University of Bayreuth (UBT) in the AMCCE project, met with a delegation of representatives of the project from 4 to 8 March 2020. The delegation consisted of the UBT Vice-Dean: Internationalisation, Prof Ute Fendler, the Vice- Dean: Research, Prof Erdmute Alber, and the Director: International Office, Dr Armin Heinemann. This

opportunity focused on how the Library can facilitate outcomes as specified by the project, including hosting research data outputs, technical infrastructure, policies, and procedures.

In a meeting held on the 3rd of August, the various stakeholders agreed to the following groups and coordinators to facilitate several aspects of the development of the African Multiple Centres of Excellence:

- The Data Management, including metadata and catalogues WG will be organised by Anja R. Dreiser, University of Bayreuth.
- The Taxonomy and Ontology WG will be organised by Jonas Huisl, University of Bayreuth.
- The Technical Compliance WG will be organised by Wynand Van Der Walt, Rhodes University Library.
- The Copyright and Rights Management WG will be organised by Dr Petra C. Steiner, University of Bayreuth.

Mr Elijah Madiba (ILAM) and Wynand van der Walt (RUL) represent Rhodes University on these working groups. In preparation for the coordination of the Technical Compliance WG, a request was submitted to all participating institutions to provide extensive details of the current environment, including repository details, data types, metadata schemas etc. The aim of this is to consider the possibility of a federated search and harvesting approach, as opposed to the need to host all the data at a specific institution.

A Copyright and Rights Management meeting, held on the 14th of December, highlighted the challenges of rights management and how the General Data Protection Regulation (GDPR) in the European Union affects research data management. The meeting, however, indicated through the discussion that the respective Ethical Clearance Committees need to be requested to address issues of data protection within the research processes. Dr Sulayman Sowe (Bayreuth), coordinator of the project, will discuss with the project managers at each institution.

1.3.4. Formation of Makhanda Stakeholder Forum

One of the highlights in 2020 was the formation of the Makhanda Stakeholder Forum. The forum brings together representatives of Galleries, Libraries, Archives and Museums (GLAM) within the vicinity of Makhanda.   The Library Services Director, Ms Nomawethu Danster, initiated this project of putting a new research agenda in place on Makhanda the person and Makhanda as place. To kick-start this initiative, Ms Danster hosted a highly successful zoom seminar that included two top Eastern Cape historians, Professors Jeff Peires and Julie Wells. Cory Library will be both the research location and the flagship for this project.

The objective of the Makhanda stakeholder forum is twofold:

- to bring together like-minded stakeholders who might share common goals and interests with respect to knowledge creation, curation, preservation and dissemination, for the benefit of present and future generations;
- to integrate the Cory Library for Humanities Research into the broader scale of similar and related institutions in Makhanda to transform it into a National archive.

1.3.5. African vernacular project

A delegation from the Thabo Mbeki Foundation, led by Dr Barney Pityana, visited Cory Library for Humanities Research on a fact-finding mission about primary manuscripts in the African vernacular. The

foundation hopes to transcribe and prepare manuscripts in the African vernacular for publication. The project will be followed up in 2021.

1.3.6. Zietsman/Cradock 4 Inquest

The murders of Matthew Goniwe, Fort Calata, Sparrow Mkhonto and Sicelo Mhlauli, known as the Cradock Four, has received renewed national attention. The Cory Library has been approached by national entities, including the National Prosecuting Authority of South Africa and the Human Rights Commission, involved in the inquest to make accessible the Zeitsman/Goniwe Inquest documentation at Cory Library. The 27-volume collection, deemed the only known full archive of the previous inquests, has been digitised and will be processed to make it accessible to the public as part of our national heritage collections.

Figure 9: "The People Versus the State – The Cradock Four"

2. Human Resources Management

2.1. Library Organisational Structure

The proposed Library organisational structure has been aligned with the newly developed strategy, and the Library Director has submitted it to VAC for approval. In response to the submission, the VAC meeting of 13 May 2020 recommended that the Library can prioritise six (6) critical positions out of 8 vacancies in 2020 in support of the strategy and that the Director: Library should decide which vacancies are essential to fill. The Acting HR Director worked with the Library Director in terms of the strategic plan and assisted with the reorganisation of responsibilities in support of the strategy.

In line with the VAC outcome of 13 May, four positions were prioritised: **Principal Librarian: Systems and Web Management; Principal Librarian: Digital Scholarship**, **Faculty Librarian: Humanities** and **Faculty Librarian: Science and Pharmacy**. These were already in the pipeline for recruitment. Two other critical positions identified were: **Librarian Information Literacy and Marketing** and the **Principal Librarian: Cataloguing, Repository and Metadata Management**. Although these were part of the six identified critical positions, they formed part of the reorganisation of responsibilities supporting the strategy.

VAC was apprised of the Revised Strategic Plan 2020 – 2022 and the aligned proposed organogram and cost thereof. The proposed organogram was tabled for approval by the VAC Committee on 21/10/2020. The VAC decided that to make a more informed decision regarding the size and shape of the proposed structure for the Library, a benchmarking exercise be undertaken with at least three other research-intensive universities in South Africa. Part of the benchmarking should include a review of the grade levels of posts at other universities. The Acting HR Director and Director: Library Services are collaborating on this, and the benchmarking exercise will be finalised in 2021.

2.2. Staffing matters

2.2.1. Resignations and retirements
- The Librarian: Repository & Metadata, Ms Khawulile Radebe, resigned with effect from the 1st of February 2020. This position is being reviewed regarding job content and relevance to the division and institution's current strategic and operational requirements. This position is critical in ensuring that research output and heritage materials curated by the institution are made accessible. Interim arrangements entail that staff with the required skills and expertise (metadata creation and XML editing knowledge) assist in ensuring the continuity of services.
- Ms Hilary Berriman, Senior Administrative Assistant – Acquisitions, retired at the end of 2020, after having served for 26 years at Rhodes University.
- Ms Fiona Charlton, Undergraduate Librarian – User & Research Support Services, retired in December 2020

2.2.2. Vacancies and staff movements
- The post of Archivist in Cory Library remained vacant. The Head: Cory Library, Dr Cornelius Thomas, submitted a motivation to the Director of Library Services to fill this position. This is one of the positions that the benchmarking exercise will determine. Still, the critical and immediate projects being undertaken at Cory warrant the rapid recruitment of an archivist on a part-time or contract basis. The Head of Cory Library and Director LIS will attend to this matter.
- Mr Andile Mncwabe, a Library Assistant at the Law Library, was appointed as the Part-time Assistant Librarian: Circulation at the Main Library with effect 01 April 2020. This move created a vacancy at the Law Library, which will be reviewed in terms of job content and relevance to the division's current strategic and operational requirements.

3. Financial Administration and Management

	YTD	2020 Requested Budget	2020 Budget Received	Available
Stationery & Printing	53,895.36	65,000.00	59,500.00	5,604.64
Binding	104,480.12	85,000.00	95,000.00	-9,480.12
Telephones & Postage	16,807.01	61,000.00	40,000.00	23,192.99
Running Expenses	172,150.86	185,000.00	212,800.00	40,649.14
Travel	158,139.97	125,000.00	152,800.00	-5,339.97
IT Expenses	2,547,773.44	2,282,260.00	2,649,000.00	101,226.56

Lib Maintenance Contract	543,539.41	400,000.00	400,000.00	-143,539.41
Bibliometric Tools	506,462.28	420,000.00	480,000.00	-26,462.28
TOTAL IT Expenses	3,597,775.13	3,102,260.00	3,529,000.00	-68,775.13
Books & Monographs	-330,922.05	0.00	600,000.00	269,077.95
Subscription	31,500,201.15	24,009,959.00	28,689,000.00	-2,811,201.15
Library Fines	-20,767.96	0.00	0.00	7,315.00
Refurbishment	-515,254.56	0.00	1,187,000.00	515,254.56
Library Bank Changes	4,963.89	30,000.00	20,000.00	15,036.11

Table 1: Library Division Overall Budget Expenditure Year to Date

Summary of the LIBRARY BUDGET 2020
The amount of R57 587 463 has been approved for 2020. This amount consists of:
- Staff costs – R 23 753 167
- Operating costs (incl. strategic initiative costs) – R 33 834 296
- The operating costs include the Information Resources Grant - R28 689 000

To date, R 31,500,201.15, which is an overspend of R2,811,201.15 of the R 28 089 000 allocated for Electronic Resources, is due to the fluctuating exchange rate; however, this was covered by retained income from savings of previous years in the Grant account. R 890,301.43 of R 900 000.00 for Print & eBooks (Books & Monographs). The impact of COVID-19 on the Library budget for monographs is evident because of the demand for duplication of some short loan titles that could not be accessed during the early stages of the lockdown.

- Information Technology (Systems related) – R2 281 302.10
- Capital equipment – R1 187 000
- Due to COVID-19 there has been less furniture breakage, resulting in additional expenditure on PPE's capital equipment budget.
- Maintenance contracts – R400 000 with an overspend of R143,539.41 due to repairs to ageing infrastructure, required for compliance with ASIB Certification and insurance purposes. Additional costs were also incurred due to COVID-19 requirements, such as screens fitted in the various customer service areas.
- Bibliometric tools – R480 000: Our initial request was R499 923.30 based on the exchange rate and a quote supplied in 2019, and due to changes in the exchange rate, this budget item was overspent by R26 462.28
- Travel also has an overspend due to the reconciliation of 2019 travel expenses.

3.1. Physical Infrastructure Maintenance

Annual Budget:
- Building Management System (Refurbishment) = 1,187,000.00
- Maintenance Contract List = 400 000.00
Projects planned for 2020 onwards:
- Risk Assessment-CCTV System – Main Library

- New Flooring for Research Commons-Level 2 &
- New Flooring for Post Graduate Commons-Level 0
- Pond Refurbishment
- Additional Water Tanks
- Biometric (Fingerprint) System

3.1.1. Security: Risk Assessment-CCTV System
Main Library: in 2019, Mr Mabotja of CPU and Library Facilities Officer, Mr G. Dampies, conducted a full security risk assessment of the library environment and subsequently submitted a comprehensive report to the Library management. This process identified potentially vulnerable areas within the Library. Implementation of these recommendations from the risk assessment report will take place during the year.
- Additional Cameras

Thirteen additional cameras were added at the cost of R82 647.50 to address the areas where the thefts took place. Installation of these cameras will take place at a later stage.

3.1.2. COVID-19 Protocols
IT Support for the Lockdown Work Plans
The Library IT and Facilities Unit enabled the transition to the remote and online environment:
- Remote access via the Virtual Private Network (VPN) to library staff laptops to allow them to work from home and access the RU Campus network remotely.
- Call Forwarding was implemented. This allowed the transfer of all calls from the office lines to mobile phones. Communication lines for Electronic Resources Librarian, Systems, Principal Faculty Librarians and Library management remained open
- All library-related user queries were referred to the library support line. These queries included loans and access to electronic resources.
- Staff with laptops were allowed to take them home, whilst IT support was continually provided to Library staff working from home.
- Laptops and data were made available to RUL staff, where there was a need.
- As of the end of June, seven staff members were allocated data.

In line with the University call for the return of students and staff to campus, the following measures were put in place.

- An outside company was appointed to install protective screens at the Loans Desk, Security Hub (main entrance), and the Law Library.
- The Main Library also has two sanitising stations (main entrance and 24/7 section entrance), and an additional station will be allocated to the Law Library when it is open again.
- Other PPEs, including masks, gloves, and hand sanitiser, are available in staff work areas.
- The Hi-Tec security uses a Non-Contact Forehead InfraRed Thermometer to check the patron's temperature upon entering the Library and 24/7 section.
- Designated areas have the necessary COVID-19 signage.

Figure 10 – Protective screens fitted   *Figure 11 – Personal Protective Equipment*

4. Teaching and Learning Support

4.1. Acquisition of Learning Resources

Books & Monographs (Print and e)

The table below depicts how the allocated Information Resources Grant for 2020 has been used and explains briefly the over and under expenditure:

			1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
IR GRANT		Appropriation	Expenditure	Expenditure	Expenditure	Expenditure	Available Balance
Books & Monographs	Running total	R1,000,000	R59,493	R78,311	R508,500	R853,914	R146,086
Individual Journals	Overall	R3,178,818	R2,477,649	R2,477,649	R2,658,711	R2,664,831	R513,987
	Print	R914,297			R488,818	R494,939	R419,358
	Electronic	R2,264,521			R2,169,893	R2,169,893	R94,629
Databases	Running total	R23,452,782	R21,147,846	R21,247,946	R22,865,003	R22,881,855	R570,927
Special Grants	Fisher 2019	R59,284	R33,540		R63,776	R68,841	-R9,557
	Fisher 2020	R300,000				R71,242	R228,758
	Insurance Fund (Law)	R94,105	R60,878	R90,856		R95,213	-R1,108
	Attorneys Fidelity Fund	Not used					
Sub-totals		R28,084,989	R23,779,407	R23,894,762	R26,095,990	R26,635,896	R1,449,092

Table 2 – IR Grant allocation 2020

Donations Received in 2020

1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
61	37 Main Library	7 books (Cory Library)	34	139
	110 Cory Library			110

Table 3: Donations

Value of 2020 Orders per Faculty

Faculty	Titles	Volumes	Rand Value of Orders	% Portion
Commerce	36	56	124,943.00	18.25%
Education	8	8	19,991.00	2.92%
Humanities	131	141	338,468.00	49.44%
Law	36	68	130,583.00	19.07%
Science	16	19	50,834.00	7.43%
Pharmacy	3	3	13,060.00	1.91%
Institutes	2	2	6,743.00	0.98%
DEPT/FACULTY TOTAL	232	297	684,622.00	100.00%

Table 4: Rand value of orders per Faculty

Databases

Faculty	Resources	Rand Value
Science & Pharmacy	AccessPharmacy	R577,638.16
	ACM Digital Library	R202,598.04
	ACS Publications	R767,058.46
	Annual Reviews	R121,531.91
	BioOne Complete	R94,233.42
	CCDC	R24,750.00
	Fish & Fisheries Worldwide	R76,257.41
	Micromedex 2.0	R404,637.55
	Royal Society of Chemistry	R418,548.28
	SciFinder-n	R1,564,152.50
	Water Resources Worldwide	R83,977.73
Subtotal		R4,335,383.46
Law	Hein	R107,307.73
	Legalbrief Today	R38,830.40
	LexisNexis Practical Guidance	R38,272.00
	My LexisNexis	R66,514.09
	Property Law Library	R4,407.77
	Provincial NetLaw	R26,353.53
	Sabinet Juta Law	R72,790.40
	SA Criminal Law Reports	R4,843.50
	SA Law Reports	R127,522.50

	Westlaw	R220,994.74
Subtotal		R707,836.66
Commerce	IRESS	R58,413.88
	DataStream	R650,877.00
Subtotal		R709,290.88
Interdisciplinary		R17,585,280.05
Total		R23,337,791.05
	Minus Credits and 2019 Reconciliation	R455,936.05
Grand Total		**R22,881,855**

Table 5: Databases- Cost Allocations

Collections available, as of the end of December 2020, in the RUL consist of the following:

Materials	Material Type	2020 Additions	YTD Totals
Print Volumes	Books	690*	226 306
	Periodicals & Standing Orders	No additional titles, but items consistently added	5 052
	Other (CD's, DVDs, Musical Scores, etc.)	0	8 700
E-Resources	Books	71 408	250 687
	Periodicals	10 381	61 382
	Databases	0	67
Rhodes Digital Collections	RU Commons	2 928	24 868
	RU Hosted Journals	14 articles	763
	RU Research Data	50 objects	50

Table 6: Collections end 2020

*Due to COVID-19 arrangements, the bulk of books added to the collections were electronic formats
Note: The statistics mentioned above do not include archival collections held by Cory Library for Humanities Research.

4.2. Enabling Access to Learning Resources

a) **Retrospective Theses & Dissertations – Metadata Correction**
2 Staff members with metadata skills have been actively involved in correcting metadata on the repository to ensure compliance to international standards and enhance the discovery of research outputs by Rhodes University scholars.

Retrospective – Metadata Correction			
	Total	Metadata Errors	Items Corrected during 3rd Quarter
Articles	1014	961	1
Articles listed as text	1217	2	1
Theses	6933	1338	363
Books & Books Chapters	175	53	0
Books listed as text	202	94	0
Conference Papers	68	65	0
Lecture Series	120	120	0
Sub-total	9729	2633	365

Table 7: Retrospective - Metadata Correction

b) Integrated Library Management System

System Application	Type	Project / Notes Quantities	Term 1	Term 2	Term 3	Term 4	YTD
Integrated Library Management System	Monograph Management (Print titles)	Titles (bibliographic) added to the collections	314	45	54	211	624
		Item records added	710	113	235	348	1406
		Bibliographic records modified	1634	470	1019	556	3679
	Monograph Management (Electronic titles)	Titles (bibliographic) added to the collections	647	1122	35679	32038	69486
		Item records added	1042	414	63	19076	20595
	Serials Management (Print titles)	Titles (bibliographic) added to the collections	2	0	0	1	3
		Item records added	262	0	2	9	273
		Bibliographic records modified	117	12	18	37	184
	Serials Management (Electronic titles)	Titles (bibliographic) added to the collections	8644	904	108	1873	11529
		Bibliographic records modified	36421	5320	265	2652	44658
	Quality Control	Authority Records Created	27	0	0	0	27

Table 2: Integrated Library Management System

c) Access Services - Circulation

SERVICE TYPE	Jan - Mar	April – June	July - Sept	Oct - Dec	Total YTD
Patron records (clean-up and creating off-campus pins	37	312	112	212	1272
On-line textbooks	4	18	12	15	90
Pin requests	96	306	157	232	1389
Refworks referrals to relevant colleagues	10	36	13	25	147
Students withdrawn from RU (from Registrars' office)	4	72	85	79	471
HR Staff clearance certificates (staff leaving RU-resignations, deaths retirements)	n/a	12	8	20	80
Book renewals	20	108	76	92	552
New records created (new staff members)	3	48	6	27	162
Extension of expiry dates (contract staff members)	4	8	2	5	30
Resolved RT queries	n/a	387	193	290	1740
Loan Procedure queries (from both staff and students)	n/a	18	12	15	90
Lost books quote from acquisitions	n/a	2	0	12	40
ILL referrals	n/a	11	4	8	46

Table 3: Access Services Stats

4.3. Overall User Engagement

4.3.1. Onsite User interaction
Total number of operating hours (term-1)

- Main Library = 748
- Cory Library = 465
- Law Library = 644.5
- Sound Library = 137.5

Gate Count Statistics – Main Library 2020

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
10279	65076	47877	0	0	0	0	124	212	4715	2694	346	131323

Table 10: Gate Count Stats

The footprint to the main library decreased to 0 from April to July due to the closure of libraries in response to the lockdown call towards the end of March in 2020. The numbers started to pick up from August and continued to rise.

Usage of library venues – term 1

- ➢ Conference room=33 people; average per month = 11
- ➢ Meeting room =47   people; average per month = 16
- ➢ Xstrata Training Room = 65 people; average per month = 22
- ➢ Staff Commons = 30 average per month = 10
- ➢ Cory: 6 January to 28 February 2020 – 2,125 (down from 2,463 for the same period 2019)

Gradual return to campus

- **Opening hours - Main Library**

Since 01 April 2020, the Main Library has been opening for one hour between 11:00-1200 on a Wednesday and Friday under rigorous COVID-19 protocols. The hours of operation were extended as some students, primarily post-graduates, returned to campus. With effect, 24 June 2020, the Library started offering limited services on Wednesdays and Fridays from 10h00 – 12h00 to collect requested library material to staff and students eligible to return to campus under the Level 3 Lockdown protocols and regulations. Access to the Library collections was on request, and no browsing permitted. Only patrons with the university permit are allowed access to the library. When entering the library building, a daily pass was also required. Online library and virtual services continued as they have been operating. This phased re-opening commenced at the Main Library, and usage was continually monitored.

In response to the return of more students and the forthcoming examinations, the Library opened its doors to users from **Monday to Friday**, between **9h00-17h00**. The Main Library was staffed with a maximum of **7 staff** members, including student assistants, at any given shift. Shifts were allocated from **9h00 – 13h00**; and **13h00 – 17h00** to minimise the number of staffs present, according to lockdown protocols. The Faculty Librarian was stationed at the Science and Faculty Hub (where protective screens have already been installed), 2 staff at the Circulation Counter, 1 staff member at the Information Commons, 1 staff member at the Research Commons, and 1 staff member at the Postgraduate Commons at each shift.

The 24-hour study space was open from **8h30-17h00** and remained open during weekends. Hours were extended until **23h00**, in keeping with the curfew restrictions. Printing and copying facilities were made available during the opening hours. The library services remained closed on weekends. From 05 October 2020, all library users who physically visited the libraries were welcome under strict COVID-19 protocols.

- **Opening hours – Law Library**

The Law Library opened for users on 1st September 2020, for two days per week, on Tuesdays and Thursdays with limited hours: from 09h00 – 1130. The Law Librarian, Ms Gule worked on library operations and then opened the library for users from 11h30 - 13h00. In response to the gradual return of students and staff to campus, the Law library started to open daily from Monday, 05 October, for 13h00-17h00. The Librarian and Assistant Librarian (Mr Vuyo Ntamo from the Main Library) worked four hours a day Monday-Friday on a rotation basis. On Saturdays and Sundays, the library was closed

- **Usage of print resources - Circulation:**

CIRCULATION (CHECKOUT) STATISTICS - ALL LOCATIONS								
	Jan 20- Mar 20		Mar 20 –Jun 20		Jun 20-Sep 20		Sep 20- Dec 20	
Patron Type	%	QTY	%	QTY	%	QTY	%	QTY
RU Staff (Permanent)	7.33	811	2.6%	479	8.7%	182	1.9%	219

RU Snr Postgrads (Masters & PhD)	11.08	1227	3.8%	702	4.4%	91	1.1%	127
RU Honorary Titles	0.31	34	0.2%	44	3.3%	68	0.2%	27
RU Staff (Library)	0.75	83	0.4%	74	1.7%	35	0.2%	24
RU Honours & Graduates	18.87	2089	5.6%	1 030	1.5%	32	1.0%	118
RU Staff (SAIAB)	0.25	28	0.0%	8	1.2%	25	0.3%	35
RU Staff (Contract & Temp)	1.81	200	0.6%	104	1.1%	22	0.2%	19
RU Undergraduates	56.50	6255	15.9%	2 911	1.0%	21	3.2%	364
RU Staff (Retired)	0.14	15	0.0%	6	0.7%	15	0.0%	5
RU Postdocs	0.21	23			0.3%	7	0.1%	12
RU Alumni	1.21	134	0.3%	46	0.2%	5	0.1%	10
RU Staff (Affiliates)	0.28	31	0.1%	21	0.2%	4	0.0%	2
RU Grahamstown Community	0.57	63	0.3%	57	0.1%	3	0.0%	3
TOTAL	99.31%	10993	30%	1541	24%	510	8%	965

Table 41: Use of print resources

The circulation of print resources drooped tremendously after term-1 through to the end of 2020.

- **The Interlibrary loans**

ILL Borrower & Lender Activity Report				
	Items requested from Rhodes		Items requested by Rhodes	
	Requests	Filled/Received	Requests	Filled/Received
Jan - March	299	120	64	41
April - June	378	53	43	29
Jul - Sep	356	68	40	30
Oct- Dec	111	28	9	8
Totals	**1144**	**269**	**156**	**108**

Table 52: Inter Library Lending

4.3.2. Online User Interaction

Usage of eResources is mainly measured using Project COUNTER metrics. However, not all resource providers comply with these standards, which does make a comparative analysis difficult. The study of resource usage is further made difficult as the reason and extent of use, e.g. for information purposes, inclusion in research, etc., is unknown to the statistics compiler. The usage of each database and a cost-per-use analysis is provided in Annexure A at the end of the report.

- **Reference Queries (Statigo)**

In 2020, the Statigo statistics depicted the Scholarly Communications Office engagement with the Library users. Of the 281 engagements, the greatest need was for assistance with technical issues (ORCID (64)), Referrals (54), Reference Management Tools, e.g. Zotero & Mendeley (16) and general reference queries (31). Most of the engagements were with Academic staff (59) and Post-graduate students (84). Other engagements were with Support staff and an undergraduate student. During the first quarter, the

engagement with Library users took place face-to-face. However, as expected during the COVID-19 lockdown, most of the engagements occurred via e-mails and WhatsApp messages and telephonically, while 3 in-person visits were conducted.

- **Subject Guide Usage 01 Oct - 31 Dec 2020**

LibGuide Usage	Jan-March	April-June	Jul-Sep	Oct - Dec
Law Library	17427	12169	15541	11774
Sociology	963	501	710	2568
Economics	9746	7409	6582	2444
History	1077	1949	1394	1065
RefWorks, Zotero, Mendeley	1288	1376	852	1065
Management	5484	2467	774	1015
E-Books	612	1199	1247	793
Drama Theatre Texts	1979	1088	769	783
Margaret Smith Library, SAIAB	1760	898	497	590
Psychology	1334	878	760	556
Databases by subject; eJournals	516	554	732	510
Pharmacy	704	326	2813	491
New Students and Staff: Getting Started at Rhodes Library	1785	891	530	480
Business School	1676	1044	480	439
Information Commons	2284	1930	640	351
Other	5499	3091	5147	4105
Total usage for periods:	**62122**	**41866**	**39468**	**29029**

Table 63: Subject Guides (76 Guides, 172004 views)

- **Usage of Library website**

The Library website is consistently within the top three most visited web pages within the RU domain, following the **RU main page** and the **Admissions' Gateway** websites. Google Analytics was used to determine the extent of traffic to the Library website and determine how these online users access the library resources and facilities in the online and remote environment. The following link drills down on the virtual activity of users as they interact with the Library website using various sources between the period "January to December" of 2019 and 2020, respectively. It is evident from this analysis that the usage of online library platforms in 2020 has increased by 20.75% compared to this period in 2019. It also shows different sources that these online users use to access our Library website, the most used being Google.

The analytics for the period under review is attached here. The second analytics is specific to the library news sources, and the third being specific about the origin of traffic to the library. Of interest to the analysis, although the traffic to the library website increased, is the 48% decrease of traffic from the Search function – the function which is usually the origin of substantial traffic to the site. This anomaly is attributed to the impact of the pandemic, where users had no access to internet connectivity due to various factors. The most

significant growth is the latest news of last year, which grew by over 63%. The top news stories being accessed, besides the press reader article, are:

- "librarians on call during lockdown-virtual hours" (2611 views);
- "books available online" (2533 views) and
- "free access to resources during COVID-19 outbreak" (1426 views).

The stated articles are indicative of specific interest to the Rhodes Community.

- **Other online user activity data**

These include the Rhodes Research Tweets, Rhodes Library tweets, Facebook: The table below reflects the user interaction with the Library through social media.

Rhodes Library Twitter Page				
Term 1	Term 2	Term 3	Term 4	Term 5
Tweet impressions	10518	2234	1526	865
Profile visits	127	155	154	82
Mentions	15	1	11	1
New followers	32	9	-3	4
Total No. Following	327			
Total No. Followers	1425			
Total No. Tweets	969			

Rhodes Research Twitter Page				
Term 1	Term 2	Term 3	Term 4	Term 5
Tweet impressions	50167	15615	10108	8935
Profile visits	455	288	487	243
Mentions	30	41	61	27
New followers	54	53	31	21
Total No. Following	695			
Total No. Followers	1548			
Total No. Tweets	5513			

Rhodes Library Facebook Page				
Term 1	Term 2	Term 3	Term 4	Term 5
New Likes	236	68	26	25
Unlikes	61	52	55	38
Page Engaged Users	10045	2505	916	654
Viral Reach	53658	15943	7281	5049
Total Impressions	184916	79091	40098	36328
Number of page likes:	3036			

Table 14 Social media interaction

4.4. Faculty/Library Interface

4.4.1 First-Year Experience (FYE) Programme
In line with GOAL 2, the Division provided enriched student experiences for all 1st-year students. The O-Week planning for 2020 started as far back as November 2019. Meetings were held on 23 January and 28 January to coordinate and share Library staff task schedule. The following activities were planned:
- O-week briefing video,
- Packing goody bags;
- 1st February: The Library welcomed parents to the Library for orientation.
- From the 3rd-7th February was the actual O-week for students.
- 14th February – O-week wrap-up meeting.

Orientation Video: Meet your Librarian 2020 (TD), a new innovation, the "New Student Orientation Video" led by Ms T. Dyantyi, and M. Chikafa was a resounding success. The first of its kind, the video was designed to capture the students first experience and impression of the library, welcoming them to the library, introduces them to library staff, the library facilities and resources. Out of a target 100% (1357) of 1st year entering undergraduate students, 1326 students participated in our library O-week programme, i.e. 98% of all first-year entering undergraduate students in 2020. Only 31 (2%) students missed this opportunity of interacting with the library FYE programme in 2020. Added to this exposure are the online "New Student guide and the Information Commons guide," which were well used in 2020. The annual statistics for these guides are:
- New Student/Staff guide – 3 686 hits
- Information Commons guide 5205 hits

4.4.2. Transition to remote online learning environments Support
Mode of communication during the lockdown
Communication channels like Toplist and student news lists were used to inform the Rhodes community of Library Continued Support & Assistance during the lockdown period. As most higher education libraries have withdrawn from the physical spaces to a more virtual environment, to mitigate the spread of COVID-19, the Rhodes Library provided its users with information to access its collections and services remotely. The following services were marketed on all relevant listservs and the library website to the University community from the onset of the lockdown.

The Rhodes Library is here to provide teaching & learning support to you:
- **Ask us?** - a searchable knowledge base of frequently-asked questions
- **Off-Campus access** – How to set up a pin to access online resources.
- **Access Google Scholar** here
- **Subject Guides** - Find a guide relevant to your academic subject or a general information/research support guide.
- **Access online resources** here
- **Circulation** - https://www.ru.ac.za/library/services/circulationborrowrenewreturn/
- **Contact us:** 046 603 8462
- **Course Support** - Course support will provide access to supplementary course materials for respective undergraduate courses.
- **Research support -** provide research support
- **Faculty Services contact between 8h30-17h00**
- For further assistance, visit the Library Website at https://www.ru.ac.za/library/

- **Cory Library** - https://www.ru.ac.za/corylibrary/
- **Contact us**: library@ru.ac.za

The 2nd, 3rd and 4th terms of 2020 were a period of uncertainty, with service delivery mainly determined by emerging user needs due to the new way of doing things under the lockdown regulations. The most common activity across faculty liaison was the acquisition of eBooks, with print books only being acquired where no electronic copy was available. The focus was also on securing on-trial online databases for academics and reviewing online subject libguides for online course support.

As a build-up to the FYE programme, the Library started implementing an online strategy with the lockdown imminent. The Electronic Resources Librarian and the Undergraduate Librarian embarked on making accessible the free resources and OA material on the Library home page. These resource links were uploaded onto the Information Commons Subject Guide and displayed under the heading 'Free access to Multidisciplinary databases & COVID-19 resources by Academic Publishers. The Feedback from both academics and students has been positive in this regard

Since the lockdown, the Library has continued to receive large numbers of orders for eBooks from academics in preparation for the rollout of the online education strategy. The strategy was to replace highly used short loan materials with online equivalents to allow students and staff to access resources remotely. The initial process included the procurement of 40 highly used print titles made accessible online, for multiple simultaneous uses, to the value of R243 427. The list is continually updated as new titles are received and made publicly accessible through the library website.

The Lockdown environment also led to an investigation by the Library of current license agreements with vendors and how these licenses support online teaching and learning. The Electronic Resources Unit, under the guidance of Ms Brenda Stoltz, contacted several vendors and license agreements re-negotiated to facilitate sharing of information through different platforms. These platforms include the virtual learning platforms without the institution having to spend funds on DALRO applications to include materials in course packs.

- **Dramatic, Artistic and Literary Rights Organization (DALRO) permissions**

During the second term of 2020, the Library handled numerous queries regarding DALRO permissions to reproduce copyrighted materials. In instances where printed course packs and or electronic course packs were not specified in the database license agreements, the South African National Licensing Information Consortium (SANLiC) was approached. Where needed, some publishers were approached directly by our Electronic Resources Librarian requesting permission on behalf of the University. Rhodes Library staff initiated a meeting between SANLiC and the University of Witwatersrand copyright specialist to discuss the permissions for materials that were to be included in course packs as part of national license negotiations.

Members of the extended Library Management team attended a DALRO meeting with the Dean and HoDs of the Faculty of Humanities to address copyright and course packs concerns. This period gave pointers to the need to dedicate the copyright responsibility to someone; otherwise, this area of operation will continue to pose challenges for the Library, albeit many academic copyright issues resolved during the year. During this period, the Library management issued a public statement on the process of acquiring DALRO permissions for copyrighted materials required for remote Teaching, Learning & Research.

While Faculty Liaison teams were heavily involved in acquiring eBooks required by the Faculty, the Library management entered into the following strategic collaboration to support the transition.

- **Kortext/Publisher deals to enable remote online learning**

The demand for electronic versions of prescribed or recommended materials increased during the second term of 2020 due to the continued closure of the physical libraries. In this regard, electronic versions of some materials, ordinarily available on short-loan, were made accessible online to support online and remote learning. The Library took advantage of the Kortext programme; the "Free Student eTextbook Programme (FSTP)" that was offered to Educational institutions in SA and worldwide by Kortext, a digital eTextbook provider, registered in England and Wales, in collaboration with Govtech in SA. RU communities were duly informed about the Kortext deal, and usage statistics indicated that the eTextbooks were put to good use between April - June 2020. The Library-Kortext partnership provided students with access to digital copies of key titles selected from the RUL short loan print collection. During the initial scoping exercise 40 highly used titles were identified, and online access acquired. A list of other free resources was made available on the "Library's Information Commons under the "COVID-19 & other free resources" page. The Kortext free offer was applicable from April – September 2020. Continuance of the partnership beyond the initial free period would have held severe financial implications, and thus the partnership was dissolved at the end of this period.

Although there have been some challenges adjusting to the provision of online and remote services, this has been a period during which the Library has been able to continually demonstrate its value within the academic project of the institution. Of specific note is the importance of having a Library Account for remote access to the Library databases, with staff and students alike expressing their gratitude for the range of electronic resources and for the assistance that the Library has provided to enable the transition.

4.4.3. Faculty Liaison Programme
- **Library Workshops (Term 1 only)**

	Faculty Workshops	Participants	No	
Total number of Faculty Liaison activities & workshops				
	Science & Pharmacy	Human Kinetics & Ergonomics (HKE) Honours	15	03 Feb
		Chemistry Honours	17	18 & 21 Feb
		One-on-one: Environmental Sciences Postgraduate Candidate	1	12 Feb
		Environmental Sciences 2nd Years	45	13 Feb
		Computer Science Honours	10	24 Feb
		One-on-one: Difs Postgrad Candidate	1	25-Feb
		Stats Honours	4	03-March
		One-on-one: Chemistry Postgraduate Candidate	1	12-March
		One-on-one: Biochem & Microbiology Postgraduate Candidate	1	17-March
	Commerce	CSD tours	20	27-Jan
		MBA 1st year	19	28-Jan
		O week presentations		4 - 8 Feb
		Management Hons	13	10-Feb
		PG Dip EM	20	12-Feb

		Econ 101 presentations	481	13-Feb
		Management Hons	17	14-Feb
		Management 101 presentations	381	19-Feb
	Law	Legal theory 101 UG	540	2-11/March
	Humanities & Education	BEd Honours	58	30-Jan
		MACW Orientation	24	30-Jan
		Drama Honours	18	30-Jan
		Linguistics PGs	9	03-Feb
		PGDip HeD	18	06-Feb-20
		Sociology Honours	14	10-Feb-20
		Politics Honours	14	10/11-Feb-20
		Anthro Honours	7	11-Feb-20
		Sociology Masters	10	12-Feb-20
		Journalism PGs	6	13-Feb-20
		Psychology Honours	46	18/20-Feb-20
		African Languages PG	12	28-Feb-20
		English PGs & 2 staff - ORCID	13	11-Mar-20
Development & Review of subject guides				
Community engagement activities	Certification of documents			
	GADRA tours	Matrics FYE	35	24-Feb-20

Table 15: Library Workshops

Table 14 above depicts the Faculty Liaison Programme before the lockdown. The Faculty support continued online throughout the lockdown period as follows: -

a) Faculties of Humanities & Education
Collection development

- **Print & E-Books**

This period of remote teaching and learning has shone a spotlight on the value of EBooks. Many of these titles were on departmental booklists of prescribed or recommended readings, but the Library also managed to accommodate the research needs of post-graduate students and academic staff. OverDrive has proved to be a particularly useful source for the many literary texts required by the Department of Literary Studies in English.

A total of 309 titles were purchased:161 EBook titles and 148 print titles were ordered for Humanities and Education departments during the lockdown period in 2020:

➢ OverDrive: 100
➢ Other platforms: (mainly EBSCO): 61
➢ 53 print titles
➢ 95 print titles (2020 Fischer Bequest Fund)

> "*Many, many thanks for your help with this. RU Library is probably one of the best research libraries in the world! – your 'customer' service is unmatched.*"
> *Journalism PhD student*

Academic staff and students are very grateful for the quick turnaround time when ordering books available in electronic format. Credit must go to our Technical Services colleagues for the prompt and efficient service that they provide. Below is a comment received from a Journalism PhD student after being informed that the book that he needed for his research was available within a day of his requesting it:

"Many, many thanks for your help with this. RU Library is probably one of the best research libraries in the world! – your 'customer' service is unmatched."

2020 Fisher Bequest orders

6 Humanities departments responded to the call for submissions to purchase material using the 2020 Fisher Bequest funds:

➢ Creative Writing: 36 titles
➢ Drama: 11 titles
➢ Fine Art: 27 titles
➢ German Studies: 4 titles
➢ Linguistics: 8 titles
➢ Philosophy: 9 titles

- **Trials and new subscriptions (eDatabases)**

TITLE OF RESOURCE	REQUESTED BY	TRIAL DURATION	PRICING	USAGE STATS
Der Neue Pauly Reference Work	Daniel Malamis (Classical Studies Dept)	8 June- 8 July	2020 Sub price: Euro 2 632.00 2020 Outright purchase: Euro 16 039	23
Oxford Research Encyclopedia: Communication	Prof Anthea Garman	21 Aug-30 Sept	As at 21 Aug 2020: $ 1 341 a year or Purchase it at $ 13 406	103
Oxford Bibliography: Sociology, Psychology and Philosophy	Luiza van Heerden (3rd year student)	28 July-30 Sept	As at 27 Sept: subscription is $ 784.30 or purchased at $ 4 119. 30	31

Table 16 eDatabase trials - Humanities

- **Virtual Course Support**

The Humanities and Education **subject guides** were updated during this period. For the final quarter of the year, a project was to develop and upload short instructional guides (PPT with audio) onto the relevant subject guides. These include tips for using Search All, databases, eBooks etc. and are targeted at both undergraduate and post-graduate students.

- **Development/Review of Subject Guides**

Humanities and Education subject guides have been updated during this period. The Principal Librarian Humanities and Education Ms L. Cartwright created a new page, *African History and the Indian Ocean*, for the History subject guide at the request of a lecturer from the History Department. Ms Molly Chikafa has used her phone to produce a *Search All* tutorial using the Screencast-O-Matic application. Mr Vuyo Ntamo created a workshop for the Sociology students, also using Screencast-O-Matic, and has suggested that students could access the video/s via the Rhodes App instead of searching Google for the Library website. Links to the video/s were also added to the subject guides. Ms Ayanda Qomfo produced online support for the Education students, and she and Ms Chikafa were involved in creating the isiXhosa version of the *Search*

All tutorial. Ms Linda Cartwright added interactive workshop worksheets (including hyperlinks to videos and electronic resources) to the subject guides. Students will be able to work through the sheets at their own pace, clicking on the links to watch one of the videos or to be taken to the relevant section of our Library website.

- **Research Support (Humanities & Education)**

All members of the team have provided research support to staff and students - assisting with literature searches, providing access to articles and theses, giving Inter-Library Loan advice, and helping with off-campus access. The following are approximate figures between April to December

- ➢ Literature searches: 22
- ➢ Article requests: 63
- ➢ Thesis requests: 15
- ➢ Interlibrary Loan advice: 5
- ➢ Systematic reviews: 3

During the third quarter, the Faculty Liaison Librarian: Ms Ayanda Qomfo presented an online workshop on databases and RefWorks to post-graduate Education students during Research Design Week. Ms Linda Cartwright and Ms Ilana Chirombo attended the online Knowledge Synthesis Short Course, presented by Prof. Sioux McKenna of the Centre for Postgraduate Studies presented over a period of five weeks. At one of the sessions, Ms Cartwright presented a workshop on optimal use of databases to researchers in the Humanities Faculty.

A lesson learnt during the COVID-19 period is that librarians must understand the concept of Systematic Literature Reviews, particularly during circumstances, such as presented by the COVID-19 period, when it is challenging for researchers to go into the field to gather data. Librarians will be required to assist with detailed database advice and searching. Since attending the course, Ms Linda Cartwright has worked with Prof McKenna and Prof Boughey on their realist review and has assisted two Psychology Honours students with their systematic reviews.

Ms Chirombo produced a document titled *Meta-ethnography,* which has been added as a tab to the *Systematic Review* subject guide. Ilana has used her experience of using this methodology in her Masters' studies to assist students who might select this methodology for their research.

Ms Cartwright added interactive worksheets for post-graduate students to the subject guides. These worksheets contain hyperlinks to videos and electronic resources. To date, worksheets for the MACW - Masters in Creative Writing students and for the African Languages postgrad students have been added (in *Introduction to the Rhodes Library* box on each guide). Worksheets for Fine Art and Drama students are in progress.

Humanities General: 14 clay self-portraits greet visitors to Level 4 - these are the work of the 2019 Fine Art first year sculpture students. They enhance our Art Lounge area and Popular Reading section, and we are pleased that the Fine Art Department requested the use of Library space to display the work of these talented students.

b) Faculty of Law - Law Library

- **Collection development**

The Principal Librarian has been responsible for ordering e-books for Law courses and has added information about accessing e-books on the Law Library subject guide.

- **Virtual Course Support**

Under trying conditions, all queries from the Law students, academics, community users were attended telephonically. Queries were primarily about accessing law material and using legal databases, and some academic staff, asking whether the law library is accessible for the collection of books.

During the COVID-19 period, services in the Law Library were amended to ensure continuity. These services included receiving requests for books from staff and students via e-mail and then preparing the collection of items by the requestors. Students were also assisted with eBook access and use queries. Since the Library Assistant position within the Law Library became vacant in September, the Assistant Librarian, Mr Vuyo Ntamo, volunteered to work in the Law Library to assist.

The Law subject guide has the following videos:
- Video 1_Finding the Law Library Homepage and Law Subject Guide
- Video 2_Finding prescribed case law on LexisNexis using case citations
- Video 3_Finding case law under the LexisNexis subject index using keywords and specific topics
- Video 4_Finding reference works and definitions for legal terms on LexisNexis
- Video 5_Finding Journal Articles

With the change in lockdown levels, the computer lab was opened for 15 users at a time. All study rooms were closed except for the study area in the PPS Wing, which was opened for 10 users at a time. The undergraduate section and Attorneys Hall were opened to accommodate 27 users in total.

Photocopying and printing were available for use when the library was open. Student assistants assisted with adhering to COVID-19 protocols. Due to the impact of COVID-19 regulations, the Law Library only opened for one morning per week until the University shut down on 18 December.

On 7 October 2020 Ms Gule was nominated to be part of the Law Faculty COVID-19 task team.

c) Faculty of Commerce:

- **Collection Development**

The Principal Librarian, Mrs Otto continued to communicate with Commerce & Law academics about sourcing e-books, and informing them about new resources. During the third term, the Liaising between the Library and Faculties continued, albeit remotely. Most academics needed assistance with sourcing and purchasing e-book versions of textbooks and short loan books.

- **Virtual Course Support**

During the second term of 2020, the Faculty Liaison Librarian, Ms S. Rionda, added presentations showing students how to set themselves up for off-campus access to the Economics 101 course guides and Management 101 course guides after realising that students were having difficulty accessing library resources from off-campus. She subsequently added presentations to the rest of the Commerce Subject Guides (Accounting; Business School; Information Systems)

The Faculty team collaborated with Ms Nichola Van der Poel (CHERTL) in including the URLs for the Library Website and the Subject Guides on the new RU Tutoring Online support site. Additionally, the URL and self-login details for RU Tutoring Online were also included on all the Subject Guides and the Information Commons guide.

Other activities as below:
- Liaised with Commerce academics about courses, subject guide material, and thee addition of extra library information on RUConnected courses.
- Uploaded pdfs of past exam papers to RUConnected for the Accounting Department.
- Created Course Support page for Accounting 101 on the Accounting Subject Guide.
- Updated the Search All and Turnitin Tutorials on the Information Commons guide.
- Updated and reworked the Finding books & E-books using Search All and ProQuest on the Commerce Guides.

Below are the links to the various course/essay guides that appear on the Accounting, Management and Economics guides and the respective RUConnected sites. The Faculty Liaison Librarian, Ms Susan Rionda, has attached the PowerPoint presentations that would have been presented to the **Management and Economics classes,** which the lecturers placed on the Management 102 RUConnected site and Economics 102 RUConnected site. For note that the links to these websites are not accessible to everyone. Included also are the links to the **Open Access Guide** and the **Citation Analysis and Research Guide**. Some audio files that are not included in the list were recorded separately to make it easier for students to access and download when working with limited data. The following is the list of online Commerce subject guides that support undergraduate courses

- Economics 102 essay guide (also added to the Economics 102 RUConnected site)
- Economics 102 PPT presentation (also added to the Economics 102 RUConnected site:)
- Management 102 PPT with audio files (pdf & audio files sent to management lecturer for uploading to the Management 102 RUConnected site:)
- Management 102 course guide
- Accounting 102 course guide (sent to Accounting course coordinator for uploading to the Accounting 102 RUConnected site)
- Accounting 112 course guide (sent to Accounting course coordinator for uploading to the Accounting 112 RUConnected site)
- Added Open Access webinar slides to Open Access subject guide
- Updated Citation Analysis & Research Impact subject guide, and added Web of Science slide presentations.

The Commerce subject guides were regularly updated during this time. Mrs Rionda provided weekly updates of news links and Twitter feeds, updated existing library worksheets, and created the following presentations for the subject guides:

- The Accounting 101 subject guide. Course support in the form of PowerPoint presentations for the following courses: Accounting 102; Accounting 112.
- The Economics subject guide. Course support in the form of PowerPoint presentations for the following courses: Economics 101 (Essay 1 & Essay 2) Economics 102 (August essay)
- The Management subject guide. Course support in the form of PowerPoint presentations for the following courses: Management 101; Management 102.

Research Support (Commerce)

For all the Commerce & Law subject guides, links to help videos and tutorials (searching techniques) have been added on the "Databases" page, for the following individual databases:

- Ebscohost x 2; Emerald x 2; Sabinet; Google Scholar; Oxford Scholarship Online; Web of Science; ScienceDirect; Scopus; and Jstor.
- Commerce Librarians have also added links to tutorials, or searching information, on some of the specialised databases like ACM Digital Library; arXiv and Westlaw UK.
- A new page "Research Guidance for Post-graduates" has been created on all the Commerce & Law subject guides. Updated PG worksheets and handouts have been linked in; links to the Post-graduate Orientation video, the Systematic Reviews subject guide, the CPGS webpage and the Research Office webpage have been added.
- Working on Vital, and uploading articles to the IR
- Commerce and Law Literature searches

d) Faculties of Science & Pharmacy
Monographs - Fisher Bequest

The Principal Librarian: Faculty Liaison Services (Science & Pharmacy) received the following motivations from the Faculty of Pharmacy and the Department of Computer Science.

Faculty of Pharmacy

The motivation for the 'Encyclopedia of Pharmacy Practice and Clinical Pharmacy' was successful, and the Faculty may access it through the following links:

- Online Catalogue
- ProQuest -

Department of Computer Science

- The motivation from Computer Science was equally successful:
- Modeling Infectious Diseases in Humans and Animals / Matt J. Keeling and Pejman Rohani
- A biologist's guide to mathematical modeling in ecology and evolution / Sarah P. Otto and Troy Day.

- **Trial Databases**

The Library hosted the following trial databases:

Title of Resource	Requested by	Duration	Usage Stats
Royal Marsden Manual		May-June	40
Pharmaceutical Substances		April - May	0
Science of Synthesis		April - May	17
JoVE Video Journal & Science Education		March-June	4828
American Society for Microbiology (ASM)		Jan - July	**2338**

Table 17 eDatabase trials – Science & Pharmacy

Virtual Course Support, Training and Workshops

The normal face-to-face undergraduate workshops with students were delivered via zoom meetings and video calls, and students were taken through the library website and assisted in searching databases.

- **Guide to Navigating the Library Webpage**: In response to the migration to online delivery of teaching and learning, the Principal Librarian put together a guide for the Faculties of Science and Pharmacy to assist students. The guide includes step-by-step screenshots on how students may access the Library remotely and how to source information resources. The guide is extensive, covering all aspects of the traditional library workshops. The guide was forwarded on Monday, 20 April 2020 and uploaded on RUconnected by lecturers.
- **Centre for Postgraduate Studies (CPGS):** The Principal Librarian: Faculty Liaison Services facilitated a demonstration on the use of key databases for the disciplines of Science and Pharmacy for the Centre for Postgraduate Studies on Wednesday, 05 August 2020 (recording available [here](#)).
- **The Division of Pharmaceutics** set up tasks for students that required them to access the online British Pharmacopoeia (BP) and United States Pharmacopoeia (USP). To support these assignments, Ms Thandiwe Menze developed a manual to guide students on accessing and using Pharmacy resources.
- **Biochemistry & Microbiology Honours**
  Upon discussions with Biochemistry, Microbiology, and Biotechnology Honours Co-ordinator, the Principal Librarian converted the live workshop to a document that would offer students direction on accessing the library, source literature, and use the referencing system.

Research Support: Researcher & Post-graduate support

- Principal Librarian: Faculty Liaison Services consulted with and undertook scoping reviews for an academic researcher and four post-graduate students during the 3rd and 4th terms.
- Principal Librarian: Faculty Liaison Services consulted with a post-graduate student over a week, both in-person and virtually, post lockdown.
- Zoom meeting on database searches with Ms Rebecca Farquharson, delivered by Ms Thandi Dyantyi on Thursday, 17 September 2020.

Vendor Presentations (Webinars, training, workshops)

Since the lockdown period, the vendor presentations have been completely virtual and delivered through Microsoft Teams, Google Meet, and Zoom.

a) Web of Science (Friday, 12 & 19 June 2020)

The Web of Science Group, a Clarivate Analytics company, organises the world's research information to enable academia, corporations, publishers and governments to accelerate the pace of research. It is powered by the Web of Science – the world's most extensive publisher-neutral citation index and research intelligence platform. Its many well-known brands include Converis, EndNote, Kopernio, Publons, ScholarOne and the Institute for Scientific Information (ISI). The 'university' of the Web of Science Group, ISI maintains the knowledge corpus upon which the index and related information and analytical content and services are built; it disseminates that knowledge externally through events, conferences and publications and it carries out research to sustain, extend and improve the knowledge base.

b) SpringerLink and Nature.Com (Thursday, 09 July 2020 and Thursday, 30 July 2020.
SpringerLink provides researchers with access to millions of scientific documents from Journals, eBooks, Book Series, Protocols, Reference works and Proceedings. Nature is the leading international weekly journal of science first published in 1869. Nature.Com offers the researcher a collection of multidisciplinary research and reviews journals, including:
- 32 Nature-branded original research journals, published monthly, across the life, physical, clinical and social sciences
- 20 Nature Reviews titles published monthly, showcasing authoritative, accessible, and significant reviews content.

The invitation on 30 July 2020 for an Interactive Workshop was extended to the Department of Chemistry and the Department of Physics & Electronics. The facilitators, Evelyn Ramforth (Product Manager, Springer Materials, Springer Nature, Heidelberg) and Mayra Castro (Senior Editor: Books) discussed the following topics:
- Focus on how to find Materials' properties data efficiently with Springer Materials hosted by Evelyn Ramforth
- Learn how to publish your Materials Science book at Springer Nature with Senior Editor Dr Mayra Castro. SpringerMaterials is the most extensive curated materials science database globally, covering 290 000+ materials and 3 000 physical and chemical properties in a single platform.

c) DynaMed and Micromedex with Watson Trial (Wednesday, 29 July & Friday, 25 2020)
The meeting was requested by Ms Rentia Viljoen (Healthcare Product Specialist) to discuss the trial with the Principal Librarian: Faculty Liaison Services (Science & Pharmacy), the Faculty Liaison Services: Science & Pharmacy, and the Librarian: Electronic Resources Management.

d) Webinar: Accelerating your research using Nano (Tuesday, 19 May 2020)
Nano is an artificial intelligence-powered research solution that was launched in June 2016, covering:
- 310 000+ Nanomaterials
- 840,000+ Articles, abstracted and indexed articles from 190+ journals of publishers like AAAS, ACS, Elsevier, RSC, Nature, Wiley and many more
- 24,000,000+ Patents
- 3 000 Physical and Chemical properties in a single platform

e) ACM SANLiC CONSORTIUM OFFER FOR 2021 (Thursday, 03 September 2020)

The Association for Computing Machinery (ACM), a society publisher, has set itself an objective of achieving full Open Access within five years. They have approached SANLiC with an attractive transformative, publish and read offer. Currently, they have about 57 journals, of which only three are full Gold Open access. The majority of scholarly communication in this field is via conference proceedings which are included in the deal. The offer means that subscribing institutions would enjoy a reduction in subscription payments with the added benefit of fully OA publishing as ACM implements a plan to reach full OA in five years. All articles and proceedings will be automatically loaded to institutional repositories and researchers will retain their copyright without concerning themselves with author facing charges. While the overall annual costs for fourteen subscribing SANLiC members would reduce for three years (2021-2023), it would mean that UCT's annual contribution would increase slightly. This difference for UCT is due to UCT's research output with ACM and is close to the price one average OA APC. The reduced pricing is conditional on subscribers opting in for three years.

f) Elsevier eBooks on Science Direct (Monday, 14 September 2020)

John Sterley (Account Manager) facilitated a discussion centred around Elsevier eBooks on ScienceDirect. The Principal Librarian: Faculty Liaison Services (Science & Pharmacy) and the Liaison Librarian: Science & Pharmacy were both in attendance.

g) Navigating Medication Errors Webinar Wednesday, 16 September 2020)

Eliminating dispensing errors by using available electronic resources that is easy to use and to implement in daily dispensing activities. The Agenda included:
- Evidence-based medical and clinical research
- Adult and paediatric drug information
- Healthcare solutions
- Medical dictionary
- E-Resources

h) Royal Society of Chemistry's (RSC) developments (Monday, 21 September 2020)

The RSC's international publishing portfolio covers the core chemical sciences, including related fields such as biology, biophysics, energy and environment, engineering, materials, medicine and physics. As a not-for-profit publisher, they reinvest surplus funds back into the global scientific community, supporting our mission to advance excellence in the chemical sciences. The Principal Librarian: Faculty Liaison Services (Science & Pharmacy) and the Liaison Librarian: Science & Pharmacy were both in attendance.

5. Research Support

5.1 Rhodes Digital Commons

A key focus of collection development via the Rhodes Digital Commons is to ensure optimal visibility of research outputs as produces by Rhodes scholars.

Rhodes Digital Commons Usage 2019-2020					
		2019		2020	
		Interaction Type		Interaction Type	
		Visitors	Hits and/or downloads	Visitors	Hits and/or downloads
Rhodes Institutional Repository	Rhodes Site	4544	71103	5 283	66 272
	Cory Site	2353	13325	2 210	30 275
	ILAM Site	1867	26884	1 928	18 973
	SAIAB Site	1459	2253	1 885	4 204
Rhodes Research Data		NA	NA	17 325	9 597
Rhodes Hosted Journals		NA	NA	NA	NA

Table 78: RDC Usage Stats

➢ Rhodes Hosted Journals additions:

In 2019 the Lower Albany Historical Society (LAHS) celebrated its 60th year of existence. Several prominent historians at Rhodes are currently members of the society. The society publication is not a peer-reviewed scholarly publication, but contributions include articles on certain events. Examples of these articles include submissions from Dr Sandy Shell and Prof Jeff Peires, both associated with Cory Library. The journal has been published since 1970.

As part of the Rhodes hosted journals, the Library has entered into discussions with the Lower Albany Historical Society to host the society's journal, Toposcope, on our platform. Hosting of the journal will contribute towards the mission of the Cory Library for Humanities Research in collecting materials of significance with the Eastern Cape. During the last Quarter of 2020, a formal request was submitted, which will be discussed by the board of the Albany Historical Society in their first meeting of 2021.

5.2. Archiving of the RU Research Output

In 2020 the following researchers now had their total institutional research output archived on the RDC: Prof Ros Dowse, Prof Fred William Ellery, Prof Shankar Aswani, Prof Sam Naidu and Prof Anthea Garman, Prof Paul-Henri Bishoff, Prof Ozlem Tastan Bishop, Prof Makaiko Chitambo and Prof Adrienne Edkins. The researchers have been notified of this progress.

The researchers have extended their thanks to the Library and showed their support in that they provided more research output to ensure the collection is as complete as possible.   Other institutional deposits to

the RDC include 2020 research outputs as and when Web of Science and Elsevier new publication alerts are e-mailed to the Scholarly Communication Librarian.

5.3. Cory Library for Humanities Research – 2020 Deposits

The Cory Library received the following collections in 2020:
- A donation of books and manuscripts have been received from the estate of Dr JF Bennett, February 2020
- Methodist and other denominational materials continue to be deposited, including five (5) boxes of papers from the Port Alfred Methodist Church;
- A collection of books from Alan Bamford is currently being received.

Methodist Church of Southern Africa manuscripts – Vlaeberg, Cape Town
- Five (5) sets of photographic slides depicting MCSA persons and events; and
- Four Minute Books – 1894-1970

Lorna Els – 073 172 2212 (on behalf of a Mr Kopke)
- Clip file containing handwritten notes and publications about Grahamstown

Several deposits have been offered or negotiated, and we shall receive them when the donors are permitted to deliver them. These include:

- A deposit of GADRA Advice Board minutes by Ms Rosemary Smith;
- Chairperson of the East London Kaffrarian Rifles, Graeme Bell, offered the archive and artefacts of this organisation to Cory Library;
- We await a bequest of books from the Estate of Sylvia Morris, represented by the law firm of Anthony Davidowitz in Connecticut, United States of America.
- The collection of books that we are in the process of receiving from Alan Bamford has been put on hold until after the lockdown.
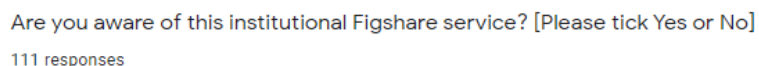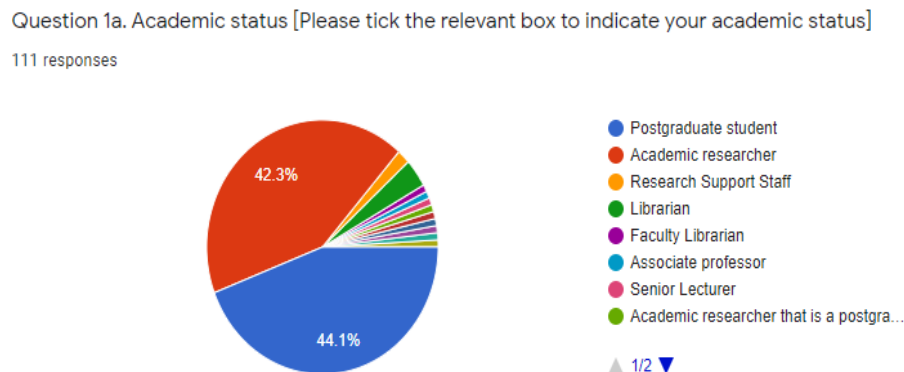
The following deposits have been offered or negotiated, and we shall receive them when the donors are permitted to deliver them. These include:
- Ms Yvonne Briscoe deposited the archive and two framed citations of her late father, the Reverend FJ Briscoe, a Methodist minister;
- The East London Kaffrarian Rifles are working on their archive and artefacts, which they wish to donate to Cory Library;
- We are still awaiting the bequest of books from the Estate of Sylvia Morris, represented by the law firm of Anthony Davidowitz in the United States of America.
- The collection of books that we are in the process of receiving from Alan Bamford remains on hold.

5.4. Rhodes Research Data Management Services

One of the 2020 highlights was the official launch of the Research Data Management (RDM) services and the RDM platform the Figshare. In this regard, the Library conducted a survey to develop insight into data management practices, to ascertain levels of awareness regarding different data management topics such as automatic data backups, data ownership, and the importance of data management plans. We also needed to assess the levels of awareness of FAIR (Findable, Accessible, Interoperable and Re-usable) data principles, the usage of the research data repositories and most importantly, to identify the RDM needs of the Rhodes University Research Community. The survey findings will be used as a benchmark for developing policies, procedures and guidelines for RDM services at Rhodes University.

In preparation for the survey, the Librarian: Scholarly Communications (Ms D Martindale) created a RDM video in July and August which was uploaded onto the Scholarly Communication LibGuide. At the same time, the LibGuide was developed extensively as survey participants would be encouraged to use the LibGuide for more information. Our RDM survey of 111 participants included post-graduate students, academic researchers, research support staff, librarians, associate professors and senior lecturers. As indicated in the figure below, post-graduate students lead by 44.1%, followed by academic researchers at 42,3%.

Question 1a. Academic status [Please tick the relevant box to indicate your academic status]
111 responses

- Postgraduate student
- Academic researcher
- Research Support Staff
- Librarian
- Faculty Librarian
- Associate professor
- Senior Lecturer
- Academic researcher that is a postgra...

1/2

Are you aware of this institutional Figshare service? [Please tick Yes or No]
111 responses

- Yes
- No

For noting that the figure above denotes 68.5% of respondents not aware of the platform. This preliminary finding on awareness of the platform is a need for a rigorous strategy to market the platform. Exposure of research outputs hosted on the Rhodes Research Data platform is considerably high as integration with academic interfaces, e.g. Google Scholar, and harvesters are optimally configured. The international exposure can be assessed based on the countries interacting with objects held on the platform. The following illustrates the top 25 countries interacting with the Rhodes Research Data platform, based on Internet traffic:

Country name	Count	Country name	Count
		Unknown	88
United States	8548	Turkey	68
South Africa	1926	Ireland	65
Germany	1449	Finland	46
France	529	Norway	41
China	426	India	30
Netherlands	235	Ukraine	29
Russia	216	Indonesia	28
Canada	158	Namibia	27
United Kingdom	146	Poland	22
Austria	104	South Korea	22
New Zealand	94	Japan	19
Romania	90	Australia	16

"A massive thank you with all this, you have been extremely helpful to us. I will also admit that I like the new system of lodging our publication data with our own institutional repository; handling data - and sometimes large volumes thereof - for publication purposes is quite a nuisance these days, so knowing that we have such an efficient way of archiving makes the lives of all involved (authors and editors alike) much easier and smoother." – Prof. Harilaos Tsikos (11 March 2020)

5.4.1. Figshare platform

Figshare is a research data management and Open Educational Resources platform shared between the Library and CHERTL. As part of CHERTL's Rhodes University Teaching Online (RUTO) programme, the Library co-presented with the Technology Transfer Officer, Ms Suzanne Wolhuter, a webinar on Figshare and Open Access on 8th September. The webinar is available via Youtube. An additional outcome from this webinar was the invitation to present another Open Access webinar: "Research Data Management and Open Scholarship", on 11th November 2020.

5.5. Researcher Profile Development and Management

ORCID Registrations and Profiles

The Librarian: Scholarly Communication assisted 64 researchers and post-graduate students with their ORCID registrations. Researchers must build their online researcher identity through building their ORCID researcher profile. To this end, the Librarian: Scholarly Communication assisted the following in building comprehensive ORCID profiles:

- Prof Graham Glover (Law Department)
- Ignatius Mbasa (School of Languages)
- Taryn de Vega (School of Journalism and Media Studies)
- Donna Mokoe (postgrad)
- Lloyd Chigowe (postgrad)
- Stefan (postgrad)
- Zikhona (postgrad)
- Vuyo Jamieson (Postgrad)
- Prof Ros Dowse (Pharmacy Department)
- Prof Tebello Nykong's ORCID profile was updated at her request.

During COVID-19 Lockdown, the need for virtual assistance in building ORCID profiles was identified. The Librarian: Scholarly Communication developed the following short How-To videos, which are accessible via the Library webpage under Tutorials:

ORCID 1 Researcher ID Management
ORCID 2 How to register for your ORCID number
ORCID 3 How to build your ORCID Curriculum (CV) profile
ORCID 4 How to link your other online researcher IDs to your ORCID
ORCID 5 How to add research works to your ORCID profile

5.6 CrossRef Participation

The Rhodes Library Services is a CrossRef member (prefix 10.21504) since 2018, which allows for the registration of DOIs (Digital Object Identifiers), enhancing the exposure of research outputs within a community of more than 13000 organisations internationally.

The following material types are registered with CrossRef and DOIs assigned accordingly:
- Journal titles, issues and articles on our journal hosting platform
- Reports, working papers and occasional papers as published by Rhodes entities, e.g. ISER
- Doctoral theses & dissertations

5.7. Post-graduate Support

The Library participated in the CPGS Postgraduate support programme online.
- The Principal librarians, Ms L Cartwright and Ms J Otto, presented to the forum on 4th June, a video entitled: Postgraduate Orientation 2020 covering the following topics; Research Support, My Library Account; Interlibrary loans; accessing e-books; search databases; Creating search alerts; Rhodes Digital Commons
- The Principal Librarian, Ms T Menze presented on Systematic Review on 5th August.
- 38 Post-graduate students received assistance in different ways; in submitting their theses, some in registering their ORCID IDs

> ➢ The Librarian: Scholarly Communication also presented a ZOOM webinar on ORCID, social media and widespread research dissemination on 13th August

The National Review of Doctoral Programmes:

The Library participated in the various stakeholder interviews conducted by the Council on Higher Education (CHE) panel during a virtual site visit from the 26thth - 30 October. The Scholarly Communications Librarian, Ms D Martindale, assisted the narrator and film crew during their filming of the interview and the tour of Post-graduate spaces in the Library on 23rd October.

5.8. Academic/Research Assistance/Support

> ➢ As of April 2020, the Principal Librarian has been assisting the Dean of Science, Professor Tony Booth, and Faculty teaching staff with DALRO Reprographic licensing queries and applications
> ➢ Copyright & Access Management: The Librarian: Scholarly Communication assisted Kirstin Wilmot with her query regarding DALRO and RUConnected. (October 2020) and
> ➢ Prof Graham Glover with his publishing and editing role as Editor for The South African Law Journal and Scopus. (October 2020)

5.9. Cory Library – Research Support

During the 1st term of 2020 Cory Library continued to assist high-profile/prominent "in-house" and international researchers, and also distinguished researchers from other universities as follows:
- Prof Paul Maylam, Rhodes University Historian
- Prof Julia Wells, Rhodes University Emeritus Professor
- Prof Jeff Peires, Senior Research Associate Cory Library
- Emeritus Professor Dan Wylie
- Emeritus Professor Pat Irwin
- Dr Sandra Shell, Senior Research Associate Cory Library
- Mr Luvuyo Jacobs, Rhodes University Communications Division
- Prof Ncedile Saule, University of Fort Hare
- PhD candidate Stephanie Victor, Amathole Museum
- Prof Nomalanga Mkhize – Resident Scholar
- Professor Brian Willan, University of London
- Professor Kirk Helliker, Rhodes University
- Dr Janeke Thumbran, Rhodes University

International visitors taken on guided tours during the 1st term of 2020:
- Germany   2
- Egypt   1
- United Kingdom   4
- Caribbean   3
- International Researchers   25
- Local Post-Graduate Researchers 42

Cory Library usage statistics in 2020

- Quarter 1   382   (up from 337 in 2019)
- Quarter 2   109   (down from 371 in 2019)
- Quarter 3   323   (down from 505 in 2019)

- Quarter 4   143   (down from 301 in 2019)
- Total 2020   957   (down from 1,514 in 2019)

5.10. Reference Management tools (RMT)

Reference Management Tools (RefWorks, Zotero and Mendeley) store and manage references, insert citations, and create bibliographies in Word documents. Rhodes University also uses Paperpile (a Google product) and Endnote (via the Clarivate Web of Science platform).

Researcher Assistance in using (RMTs) and research tools
  ➢ Zotero software installations and use instruction: This assistance was provided face-to-face with 5 researchers during the first quarter. During COVID-19 Lockdown, the Librarian: Scholarly Communication assisted 6 researchers via WhatsApp messages & calls and 2 home visits (COVID-19 protocols were practised).
  ➢ Mendeley software installations and instruction of use: During COVID-19 Lockdown in the last quarter, the Librarian: Scholarly Communication assisted Ms Yolisa Bomela (PhD student face-to-face in the Library (with COVID-19 protocols followed).
  ➢ Citation Analysis: The Librarian: Scholarly Communication assisted Prof Ruth Simbao to collate a comprehensive Citation Analysis in preparation for the renewal of her SARCHi Chair: Geopolitics and the Arts of Africa. (12th-15th May 2020).

5.11. Other Research Support Tools

The Library facilitates access to the following research support tools:
Google Scholar is used to broadly search for scholarly literature across a wide variety of disciplines and sources: articles, theses, books, conference proceedings and our Rhodes Digital Commons. The software is also used for a more comprehensive citation analysis across publisher platforms. Other search engine and citation analysis tools used at Rhodes University are Dimensions (a Digital Science product) and Microsoft Academic.

Clarivate Web of Science: a powerful research engine that provides discovery and access to peer-review publications and citation data.
·   ResearcherID is the software used for citation analysis.
.   Publons is a service for researchers who wish to track, verify, and showcase their peer review and editorial contributions in academic journals.
·   INCITES Benchmarking & Analytics is a customisable web-based research evaluation tool that helps researchers and institutions develop research strategies.
·   Endnote is the free version reference management tool
SCOPUS: a comprehensive, curated abstract and citation database with enriched data and linked scholarly content.
·   Scopus AuthorID is the software used for citation analysis.
·   Rhodes University does not subscribe to Scival (the benchmarking and analytics tool)
The value of research support tools is difficult to ascertain, more so as the reason for use may be a requirement within a department beyond the Library Division, such as the Research Office. A key concern is the cost of InCites for 2020, versus its actual use, without determining if a viable alternative is available. The continual subscription requires a conversation with relevant stakeholders

5.12. Publications & Outputs

Cory Library publications

- Vianne and Michael Bell, authors of *Titan with a Profile: The Life and Times of Wilton Mkwayi*, Cory Library, 2020, have indicated they will visit South Africa in 2021 at which time this book will be launched.
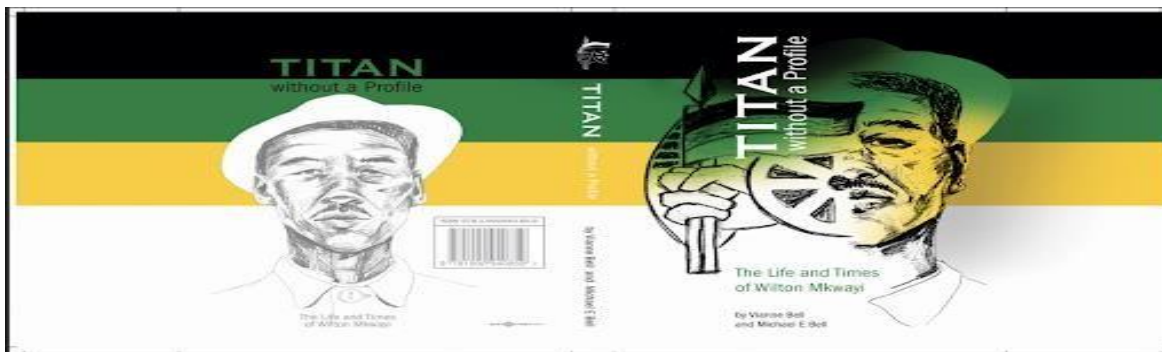
- Work on Fred Woods' manuscript, "The Life and Adventures of Eli Wiggill: 1820 Settler and Latter-Day Saint", has resumed because Brigham Young University indicated by e-mail that it would contribute to printing the book.

Licensing of Cory Library resources

Courtesy permission to use some of our material has been extended to Dr Karida Brown, University of California Los Angeles (UCLA). Courtesy permission was also extended to Prof Brian Willan, University of London, and also to Gerann Gerber, a public historian who is writing a book about Eastern Cape rugby.

Staff Publications

- Van Der Walt, W., Willems, K., Friedrich, W., Hatsu, S., Krauss, K,. 2020. Retracted COVID-19 papers and the levels of 'citation pollution': a preliminary analysis and directions for further research. Bladen voor Documentatie 2020/3-4 (december 2020) Speciaal Nummer : COVID-19 + I&D = ?

6. Staff Development & Activities

6.1 Formal studies

- Ms A Qomfo is completing the Postgraduate Diploma in Knowledge and Information Systems at Stellenbosch.
- Ms I Kretzman continues her MMUs studies
- Mr V Ntamo is studying Information Systems II.
- Ms M Chikafa attended the SPI's (Sol Plaatje Institute) Essentials of Digital Media Management short course, offered by the Journalism Department.
- Mr A Sampson obtained a certificate in Web-Design from UCT (end 2019) and is enrolled (2020) for a BSc in Information Technology (NWU).
- Mr G Dampies obtained a certificate in Information Systems Management UCT (end 2019) and is also enrolled for a Programme in Risk Management at UNISA.
- Ms N Fumbatha continues her PhD in Economics Studies with the Commerce Faculty at Rhodes.

- Mr W van der Walt completed the June 2020 Creative Commons (CC) Certificate, demonstrating mastery in Open Licencing with the CC organisation.

6.2. Training & Workshops attended

- Ms L Cartwright and I. Kretzman attended music students' PhD and MMUs recitals.
- Ms L Cartwright attended the J.M.Coetzee Exhibition opening and book reading at Amazwi, and she participated at the CPGS Welcoming Function for post-graduate students.
- Level 3 and Level 4 staff attended the Kanopy Info session, the Elsevier RDM Meeting, the ProQuest Meeting and the NeDICC Webinar, and the Access to Resources CPD session
- Ms D Martindale attended a CPD "Access to resources" by Mr W Van der Walt and David Sieborger on 21st February 2020.
- Mr Wynand van der Walt attended NeDICC Webinar on 12th March 2020. And "What is 4IR" on 16th March 2020.
- Library staff attended the Elsevier Mendeley Data meeting 27th February 2020.
- Ms D. Martindale attended Altmetrics webinar on 19th February 2020
- Ms J. Otto attended the RU Quality Framework presentation by CHERTL on 31 January
- Mr M Mpokela and Ms S. Rionda attended an online Thomson Reuters Eikon training session on 3 March

6.3. Presentations by Staff

- Dampies, G & Naicker, L. 2020. "*It's Not Business as Usual": a Rhodes Library perspective on Readiness for Campus Phased Re-opening*. LIASA HELIG Webinar. 29 August 2020.
- Naicker, L. 2020. *RDM & Figshare: The SEALS Collaborative Initiative,* NeDDIC Webinar, 11 March 2020.
- Siebõrger, D & Van der Walt, W. 2019. *SAML: access to resources*. RUL CPD Session 21 February 2020.
- Van der Walt, W. 2020. *Web-scraping for Librarians: an introduction*. LIASA ICTLIG Webinar, 10 July 2020.
- Van der Walt, W.. 2020. *Oop Opvoedkundige Hulpbronne (OOH) - Inleiding tot OOH vir Hoërskool P.J. Olivier*. Webinar, 18 September 2020.
- Van der Walt, W. 2020. *Using Wikimedia projects within institutions of Higher Learning*. e/Merge Africa webinar. 18 November 2020
- Van der Walt, W. 2020. *Digital Interventions to Challenging Questionable Publication Practices. Challenging Questionable Publication Practices strategies & solutions*. Webinar, Belgium iTversity, 10 December 2020.

One of the positive outcomes of COVID-19 has been the increase in library and academic-related webinars, which also served as opportunities to engage with experts in their fields who might never have come to Rhodes University in person. This is especially the case of the Eastern Cape, wherein we lose out on knowledge and expert assistance.

Staff attended the following national and international webinars:

- eBooks at Rhodes University (27 July 2020): The meeting was facilitated by Mr Dimitris Anagnostopoulos, dimitris.anagnostopoulos@bibliu.com. Thandiwe Menze and Thandi Dyantyi were both in attendance
- Open Web of Science Webinar Session (14 August 2020)
- Research Evaluation Using Incites (11 September 2020): WWIS embarked on monthly webinar series:
  - WWIS: Incites new interface (28 October 2020)
  - Clarivate Analytics: Development (4 November 2020)
  - Calarivate Analytics: Empowering collaboration (12 November 2020)
  - LIASA: Contextualising data: shaping the roles and functions of data (6 October 2020)
  - UNISA Open Access 2020 webinar (21 October 2020)
  - Altmetrics Conference (21 - 22 October 2020)
  - UJ Open Access webinar (17 October 2020)
  - NEDDIC: Citizen Science meets university libraries (28 October 2020)
  - RefWorks Quarterly Update (10 November 2020)
  - Digital Science Roadshow Conference (28th September to 2nd October) - a virtual conference. This conference was an exciting process where virtual networking took place around 'tables. Sessions were booked and 'attended' throughout the week. The content was a mixture of showcasing the Digital Science Products and discussions by universities and libraries that use these products.

7. Challenges / Risks

- The process of filling substantive vacant positions in the Division has come to a standstill pending the outcome of the benchmarking exercise.
- Skill shortages (this is a national phenomenon) in specific areas such as metadata creation impact the Library's ability to optimally expose research outputs and primary resources to the Rhodes Community. Research outputs that require compliance received priority, such as theses & dissertations. Still, additional staffing would be needed to address the backlog of materials that need to comply with international best practices and standards.
- The prolonged recruitment processes at Rhodes University negatively impacted some of the major operations of the Library. The key positions of Principal Librarian: Systems and Web Management have negatively impacted the Library's management of key projects that spill over to the SEALS office. Approximately 90% of Library operations are conducted using the Sierra system, and this position has been vacant for almost a year now. Coupled with the latter is the position of repository management and metadata creation.
- The behaviour of students in the Library during the COVID-19 pandemic was unacceptable as the COVID-19 protocols were not fully observed, e.g. with some not wearing masks while sitting in big groups.
- Face to face assistance with Mendeley was impossible – a recommendation is the use of Anydesk software for this training.

Post Graduate Programme - Heritage Management

- Cory Library: Hosting students in Professor Dominique Santos's Post-Graduate Diploma in Heritage Management in 2021 remained on hold until further advice was received regarding lectures and hands-on training.

- Rhodes University does not have a University Archivist. Cory Library is currently managing the University Archive, albeit by default, in consultation with the Registrar. Through the Registrar's office, the University should consider a position of "Records Management Officer" while the Library will look into the recruitment for a post of Archivist.

8. Conclusion

2020 was the most challenging but most rewarding year. Transition to the online and remote learning and teaching environment suddenly changed the course of action and plans. Adjusting and adapting was the nature of the game but staff adapted and continued to render invaluable services to the Rhodes Community.

Appendix A: Database Usage and Price Analysis 2019 - 2020

Databases Usage and Price Analysis 2019 -2020							
2019 YTD to 2020 YTD Usage Statistics							
Views, Content Access, Count	**Non-Project COUNTER Report measuring views etc.**						
DR1-	**Project COUNTER Database Report measuring Total searches, Results, Clicks and Record views by month and database**						
JR1-	**Project COUNTER Journal Report 1 measuring full-text downloads**						
JR1(a)-	**Project COUNTER Journal Report 1 measuring full-text article downloads from an archive**						
BR2-	**Project COUNTER Book Report measuring no. of successful section requests by month and title**						
TR_J1	**Project COUNTER 5 Total Item request: total no. of times a content item was accessed during a session & Unique Item request: represents the number of unique content items requested in a session (Excludes OA GOLD)**						

RESOURCE	Metric Type	2019 Costs and Usage			2020 Costs and Usage		
		2019 Usage	**2019 Cost**	**Cost Per Use**	**2020 Usage**	**2020 Cost**	**Cost Per Use**
AccessPharmacy	**Content Access**	9964	R524,392.95	R52.62	**44820**	**R577,638.16**	**R12.89**
Access World News Research Collection (new sub from 2018)	**Views**	23652	R265,488.36	R11.22	**11657**	**R297,230.15**	**R25.50**
ACM Digital Library	**JR1**	996	R189,326.25	R190.08	**2277**	**R202,598.04**	**R88.98**
Africa Knowledge Project (new sub from 2019)	**AKP System cannot supply stats**		**R42,642.71**			**R47,172.72**	
American Chemical Society	**C5 Total Item & Unique Item Request**	28698	R553,092.63	R19.27	**19181**	**R767,058.46**	**R39.99**
Annual Reviews Biomedical/Life Sciences	**JR1**	1735	R116,795.18	R67.31	**1772**	**R121,531.91**	**R68.58**
Anthropology Online	**DR1 Total Searches, Clicks , Views by Month and Database**	73	R25,501.45	R349.33	**253**	**R64,425.52**	**R254.65**

Anthrosource	C5 Total Item & Unique Item Request	2529	R37,068.53	R14.65	985	R39,308.27	R39.91
Apartheid Global Perspectives (new sub from 2018)	Views (Platform fee)	35	R5,519.99	R157.71	1	R5,519.99	R5,519.99
BioOne Complete	C5 Total Item & Unique Item Request	8653	R91,458.13	R10.56	2473	R94,233.44	R38.10
Cambridge University Press	JR1	6559	R295,320.11	R45.02	2853	R311,755.24	R109.27
Chrystallographic Data Center (CSD) (new sub from 2018)	No stats (software loaded on PC's)		R22,500.00			R24,750.00	
Drugdex	Count	941	R208,026.04	R221.06	641	R404,637.55	R631.26
Ebsco Communications and Mass Media Complete	Total Requests	1669	R92,650.27	R55.51	869	R105,917.84	R121.88
Ebsco Fish Fisheries & Aquatic Biodiversity Worldwide	Searches	398657	R66,709.46	R0.16	246821	R76,257.41	R0.31
Ebsco MLA International Bibliography	Searches	398392	R71,859.36	R0.18	246403	R82,928.86	R0.34
Ebsco Philosophers Index	Total Requests	10	R42,410.90	R4,241.09	27	R48,488.36	R1,795.87
Ebsco PsycARTICLES	Total Requests	3154	R231,261.92	R73.32	1848	R261,486.02	R141.50
Ebsco PsycInfo	Searches	400906	R216,258.68	R0.53	252064	R244,497.89	R0.97
Ebsco RILM	Searches	398549	R46,508.48	R0.11	246907	R53,165.25	R0.22
Ebsco SocIndex	Total Requests	4336	R131,250.56	R30.26	2476	R150,038.81	R60.60
EbscoHOST	Total Requests	30056	R783,368.85	R26.06	21868	R845,434.09	R38.66
Emerald	C5 Total Item & Unique Item Request	14118	R367,626.36	R26.03	12686	R404,174.27	R31.86
Ethnographic Video Online	DR1 Total Searches, Clicks , Views by Month and Database	144	R25,501.45	R177.09			
GALE LRC with Litfinder	JR1	199	R60,612.92	R304.58	245	R70,092.87	R286.09
Hein	Hits	479032	R95,119.93	R0.19	317789	R107,307.73	R0.34
ISI Web of Science	DR1	22580	R1,144,520.85	R50.68	23161	R1,201,800.64	R51.89
JSTOR	C5 Total Item & Unique Item Request	209800			160173	R0.00	R0.00

Kanopy (new sub from 2020)						664	R50,000.00	R75.30
Martindale	COUNT (Grand Total)	353	R173,707.50	R492.08			
Naxos Music Online	Tracks played	1333	R14,464.77	R10.85	5395	R16,094.26	R2.98
OverDrive (new sub from 2019)	Checkouts	466	R192,096.80	R412.22	557	R260,762.60	R468.16
Oxford Dictionary of National Biography	Cancelled						
Oxford English Dictionary Online	BR2	1329	R38,036.85	R28.62	522	R40,958.40	R78.46
Oxford Grove Music Online	BR2	33	R51,769.58	R1,568.77	31	R55,804.44	R1,800.14
Oxford Journal Archive	JR1(a)	14	R16,879.39	R1205.67	1247	R17,636.15	R14.14
Oxford Journals Online	JR1(a)	28095	R619,473.76	R22.04	18341	R704,044.99	R38.39
Oxford Reference Online	BR2	2647	R20,616.94	R7.78	1122	R22,130.93	R19.72
Oxford Scholarship Online	BR2	2195	R195,258.52	R88.95	1008	R210,979.31	R209.30
PressReader (new sub from 2018)	Issues Read	50080	R221,700.56	R4.42	37491	R241,087.76	R6.43
ProQuest Academic Complete (new sub from 2019)	BR2	61439	R137,758.99	R2.24	75331	R147,513.46	R1.96
ProQuest Dissertations & Theses Global (new sub from 2020)					399	R242,396.34	R607.51
Rand Daily Mail (new sub from 2019)	Views (Archive)	5	R246,222.87	R49,244.57	286	R8,186.57	R28.62
RefWorks	Logins	139	R95,743.02	R688.79	5255	R104,853.28	R19.95
Royal Society of Chemistry GOLD	C5 Total Item & Unique Item Request	18215	R385,349.87	R21.15	21542	R418,548.28	R19.43
Sage	JR1	33009	R759,049.54	R22.99	24482	R818,400.59	R33.43
ScienceDirect	C5 Total Item & Unique Item Request	303476	R3,722,340.17	R12.26	288266	R3,858,185.10	R13.38
SciFinder Scholar	Introduced a metric-less system		R1,427,892.48		522	R1,564,152.50	R2,996.46
Scopus	DR1 (C5)	45090	R348,928.71	R7.73	71825	R385,442.84	R5.37
Springer	JR1	45746	R1,514,413.88	R33.10	86417	R1,511,859.97	R17.49
Taylor and Francis	JR1	83242	R1,755,401.52	R21.08	67880	R1,949,595.87	R28.72

Thomson Datastream	No stats due to financial regulations		R619,896.00			R650,877.00	
VAST	DR1 Total Searches, Clicks , Views by Month and Database	662	R81,422.71	R122.99			
Waters and Oceans Worldwide	Searches	398574	R73,469.69	R0.18	246830	R83,977.73	R0.34
Westlaw	Total Usage	1505	R220,994.74	R146.84	1614	R220,994.74	R136.92
Wiley	C5 Total Item & Unique Item Request	118625	R1,956,305.02	R16.49	81063	R2,137,531.00	R26.37
			SOUTH AFRICAN RESOURCES				
My Lexis Nexis	Publication Usage by Page Views	210410	R65,090.31	R0.44	155088	R66,514.09	R0.43
My Lexis Nexis Practical Guidance (new sub from 2019)	Stats are included in My Lexis Nexis as they are on one platform		R28,704.00			R38,272.00	
SA Criminal Law Reports	Document (2 user license)	16387	R4,504.50	R0.27	11000	R4,843.50	R0.44
SA Legal	Downloads, Searches & Views	14959	R24,908.82	R1.66	15165	R26,353.53	R1.74
SA Law Reports	Document	68602	R61,455.00	R0.89	48564	R127,522.50	R2.63
SAePublications (Juta Law Collection) from 2018	Counter Like (JR1)	5208	R60,163.38	R11.55	4139	R72,790.40	R17.59
SA ePublications	Counter Like (JR1)	14852	R381,896.05	R25.71	12847	R404,046.03	R31.45
SA Media	Downloads, Searches & Views	7274	R29,365.05	R4.03	2818	R31,068.23	R11.02
SA Gazettes	Downloads, Searches & Views	3112	R24,643.38	R7.91	2207	R26,072.71	R11.81
McGregor BFA (excl. Expert stats)	COUNT	2009	R53,346.43	R26.55	1890	R58,413.88	R30.91
Legalbrief Today	Email goes to staff members		R35,624.05			R38,830.40	
OCLC FirstSearch (needed for WORLDSHARE ILL)	Cancelled 2020		R72,304.58				

Property Law Library	**Email goes to staff members**		R4,378.23			**R4,407.77**	
SA Citations			R32,992.87			**R34,906.44**	
			PLATFORM FEES				
MyIlibary PLATFORM	**Now Part of Proquest**						
ebrary PLATFORM	**Now Part of Proquest**						
African Writers Series	**Searches**	651	R842.01	R1.29	**324**	**R860.17**	**R2.65**
World Newspaper Archive	**Views**	5368	R8,672.20	R1.61	**1388**	**R11,353.82**	**R8.18**