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**Rhodes Library Services  
Report for the period January to December 2019**





*Figure 1 Mandela Day Celebrations, Librarians visited the Potter's Crèche on 18-July 2019*

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## List of Acronyms

AfLIA	African Library and Information Associations & Institutions
CHELSA	Committee of Higher Education Libraries of South Africa
CHERTL	Centre for Higher Education Research, Teaching and Learning
CPD	Continual Professional Development
ERM	Electronic Resources Management
ESP	Extended Studies Programme
FYE	First-Year Experience
HELIG	Higher Education Libraries Interest Group
HKE	Human Kinetics & Ergonomics
IDP	Institutional Development Plan
IC	Information Commons
ICT	Information Communications Technology
IGBIS	Interest Group for Bibliographic Standards
ILAM	International Library of African Music
ILL	Inter-library Loans
IR Grant	Information Resources Grant
IT	Information Technology
IUG	Innovative User Group
LC	Library of Congress
LIASSA	Library and Information Association of South Africa
LIS	Library and Information Services Division
LRS	Labour Research Service
MODS	Metadata Object Description Schema
NeDICC	Network of Data Information Curation Communities
NACO	Name Authority Cooperative Program
NRF	National Research Foundation
OA	Open Access
OPAC	Online Public Access Catalogue
ORCID	Open Researcher and Contributor ID
RDC	Rhodes Digital Commons
RC	Research Commons
RU	Rhodes University
RUL	Rhodes University Library Services
SAFIRE	South African Identity Federation
SAIAB	South African Institute for Aquatic Biodiversity
SANLiC	South African National Library and Information Consortium
SEALS	South East Academic Libraries System
SRC	Student Representative Council
TENET	Tertiary Education Network
URI	Uniform Resource Identifier
VIAF	Virtual International Authority File

## 1. Introduction

The report covers the period from 01 January to December 2019. It is a summary of the overall performance of the Library and Information Services (LIS) Division against the predetermined objectives drawn from the Library Strategic Plan, Staff Development Strategy and the Library e-strategy. All these documents encapsulate the Institutional Development Plan (IDP) goals and the Institutional transformation imperatives.

### 1.1 Purpose Statement

As both partner and supporter of the academic project, the LIS has defined its purpose as “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”

### 1.2 The report covers the following six (6) strategic domains:

- Governance, Management and Administration
- Provision and processing of learning resources for optimum discoverability and access
- Management of library technologies and systems that facilitate and enable access to information and knowledge resources
- Provision of user and research services and programs that advance student learning and research excellence
- Internal and external partnerships, collaboration and community engagement
- Library as a space (physical and virtual)

## 2. Governance, HR & Financial Management and Administration

### 2.1 Staffing

In line with strategic objective 5.1. “To provide targeted intervention towards appointment of Previously Disadvantaged Individuals/under-represented groups particularly in administrative leadership positions”, the LIS started off with a full time staff complement of **42**, comprising of **25** professionals, **17** support staff and 67 hourly student assistants.

	Male	Female	Total	African	Coloured	Indian	White
<b>Professional Grade 14 &amp; above</b>	4	21	25	12	1	1	11
<b>Support Staff</b>	5	12	17	8	4	0	5
<b>Total</b>	9	33	42	20	5	1	16

*Table 1: RUL Staffing*

A total of four staff members; Faculty Liaison Librarian for Humanities and Education (Ms A. Mente), Faculty Liaison Librarian for Science and Pharmacy (Ms V. Mahleka), Principal Librarian: Systems and Web Management (Ms R. Clarke) and part-time Assistant Librarian: Circulation (Ms A Maholo) resigned in 2019. All the four positions were not yet filled by the end of 2019 due to delayed recruitment processes. In filling vacant positions, the Division will be guided by the above strategic objective 5.1.



### 2.1.1 Vacant positions

One of the performance indicators for the Unit is to fill-in vacant positions or create new ones by re-purposing some vacancies to align to the strategic direction of the Library. In 2019 the following 8 vacant positions were verified with the Acting Director – HR:

- **The Principal Librarian: Systems and Web Management and Part-time Assistant Librarian, Circulation.** Both positions were approved by the Vacancy Committee on 14/10/2019, with the recruitment process to be started in 2020.
- The **Archivist** position had to be withdrawn for this submission to VAC due to the fact that it could not be verified from the library organizational structure. The matter will be followed up with HR.
- The recruitment process for x2 positions, one for **Principal Librarian: Digital Scholarship** and **Faculty Liaison librarian for Humanities and Education**, started in 2019 to be finalized in 2020.
- The remaining four vacancies (**Librarian – Outreach/After-hours services, Digitization Technician, Facilities Assistant & Archivist**) will be looked in coherence with the overall **strategic review of the Library in 2020**.
- Appointments: Mr T E Mtshare was employed as contract Assistant Librarian: Circulation from 06 August – 05 November 2019 to replace Ms A. Maholo.

The Library Management is currently looking at the proposal for a Librarian: After Hours, in order to reduce the overtime expenditure that is currently incurred for overtime costs and to improve on the quality of the after-hours services. A cohort of **52** student assistants was employed for 2019. These students worked at Circulation, Information Commons, Postgraduate Commons, Law Library, and the Sound Library.

### 2.2 Financial management – (Library Budget 2019)

The amount of R55 955 236 has been approved for 2019. This is made up of:

- Staff costs – R23 979 236
- Operating costs (incl. strategic initiative costs) – R31 976 000
  - Print & Electronic Resources: R27 323 000
  - Information Technology (Systems related) – R2 442 189
  - Capital equipment – R1 167 000
  - Maintenance contracts – R300 600
  - Bibliometric tools – R380 000
  - Admin + Sundry – R363 211

To date a total of R26 524 809.50 of the R26 723 000 allocated, has been used for Electronic Resources and R629 200.54 of R600 000.00 for Print (Books & Monographs). There is a credit of R 40 397.02 due to unexpected changes in the exchange rate. The maintenance allocation is over spent by R251 616.63 also due to ageing infrastructure which had to be repaired to receive our ASIB Certificate which is an insurance requirement.

The initial request for bibliometric tools was R420 000 based on the exchange rate and a quote supplied in 2018 and due to changes in the exchange rate this account is overspent by R49 179.38. Even after receiving a refund from Adhoc funding, there was still another overspending of R69 746.37 for binding and travel costs. The table below depicts the expenditure of the operational budget allocated in 2019.

Budget as at end DECEMBER 2019				
	Monthly	2019 Requested Budget	2019 Budget Received	Available
<b>Admin and Sundry</b>				
Stationery & Printing	55,338.12	65,000.00	45,000.00	-10,338.12
Binding	89,300.84	65,000.00	79,011.00	-10,289.84
Telephones & Postage	44,312.41	61,000.00	49,200.00	4,887.59
Travel	158,243.45	50,000.00	50,000.00	-108,243.45
<b>Total Running Expenses</b>	<b>259,746.37</b>	<b>185,000.00</b>	<b>190,000.00</b>	<b>-69,746.37</b>
<b>IT Expenses</b>				
Licenses & Software	2,401,791.98	2,282,260.00	2,442,189.00	40,397.02
Lib Maintenance Contract	552,216.63	400,000.00	300,600.00	-251,616.63
Bibliometric Tools	429,179.38	420,000.00	380,000.00	-49,179.38
<b>Total IT Expenses</b>	<b>3,383,187.99</b>	<b>2,962,260.00</b>	<b>3,122,789.00</b>	<b>-260,398.99</b>
<b>Capital Equipment</b>				
Refurbishment	1,085,986.79	1,167,000.00	1,167,000.00	81,013.21
<b>Library Bank Changes</b>	<b>18,390.31</b>	<b>30,000.00</b>	<b>20,000.00</b>	<b>1,609.69</b>
<b>Print &amp; Electronic Resources:</b>				
Subscription	26,524,809.50	24,009,959.00	26,723,000.00	198,190.50
Books & Monographs	629,200.54	600,000.00	600,000.00	-29,200.54
<b>Print &amp; ER Total:</b>	<b>27,154,010.04</b>	<b>24,609,959.00</b>	<b>27,323,000.00</b>	<b>168,989.96</b>

Table 2: Budget as end of December 2019

### 2.3 Administration

The LIS has a management team of 6 (the LIS Director, x3 Heads, IT & Infrastructure manager, and secretariat) x12 monthly meetings of the management team and two general staff meetings were held. The Unit reports to the DVC: Research and Innovation, most scheduled weekly meetings between the Library Director and the DVC took place during the year under review. The LIS is also accountable to the Library Committee; two Library Committee meetings were held in 2019. The LIS was also represented at all Council, Senate, Faculty and Departmental board meetings, as well as LIS related regional and national formations throughout the year.

## 2.4 Library Strategy, Policy & Procedure Development

During the period under review, the Unit identified the following strategic areas of operation:

- A need to Review the Library Strategic Plan document 2013 – 2015 to embed or incorporate the Library e-strategy 2017 - 2019, the library Staff Development Strategy 2017 - 2019, to formulate a **Library Strategic Plan 2020 – 2022** that is aligned to the seven IDP objectives. This process will also establish and determine **priorities for 2020** and **2020 Annual Operating Plan**.
- A need to develop a Research Data Management (RDM) Policy and RDM Plan, to review the 2016 Open Access Policy and the 2013 Collection Development Policy has been identified
- To enable the implementation of these policies some procedure manuals or guidelines will be updated and some developed at operational management level in 2020. A strategic planning session will be held early in the new year.

## 3. Teaching & Learning Support

In support of GOAL 1: “Maintain and strengthen our general formative degree offering and the research-teaching- community engagement nexus which enable our students to get exposure to powerful knowledge”, the LIS provides teaching and learning support by acquiring and building diverse, relevant and quality learning resources that support the academic project.

### 3.1 Collection Development and Management

A core responsibility of the Rhodes Library is to build and shape collections that not only demonstrate contemporary relevance, but are sufficiently responsive to the information needs of tomorrow’s scholars, and ensuring access to these resources at the point of need. Rhodes Library staff, in collaboration with academic staff, annually assess materials subscribed to, as well as undertaking constant analysis of the current collections to identify gaps in the collections. For the 2019 academic year, an amount of R27 million was allocated towards building and maintaining these collections.

#### 3.1.1 Information Resources Grant 2019:

- ***Information Resources Grant: Expenditure as at the end of 2019:***

IR Grant	Original Projected	Actual Expenditure
Books & Monographs	R 600 000.00	R 589 264
Print Journals	R 2 679 925.42	R 2 607 649.51
E-resources	R 23 998 435.08	R 21 247 954.35
Sub-totals	R 27 269 360.50	R 24 238 329.47

Table 3: Information Resources Grant: Expenditure as at the end of 2019

- ***Fisher Grant: Expenditure as in December 2019:***

Fisher Grant	Original Allocated	Actual Expenditure	Encumbered	Projected Expenditure
Grant	R 300 000.00	R 18 690.65	R 271 462.00	R 290 152.65

Table 4: Fisher Grant: Expenditure as at the end of 2019

• *Use of 2019 IR Grant by Faculties and Departments: (Monographs)*

Departments	Orders	Number of Titles	% Spent & committed
<b>Commerce</b>			
Accounting	R 22,573.00	23	
Economics	R 9,887.00	5	
Information Systems	R 451.00	1	
Management	R 14,000.00	8	
Rhodes Business School	R7,897.00	2	
<b>TOTAL</b>	<b>R54,808.00</b>	<b>39</b>	<b>8.85%</b>
<b>Education</b>			
<b>Education</b>	R 17,741.00	12	
<b>TOTAL</b>	<b>R 17,741.00</b>	<b>12</b>	<b>2.87%</b>
<b>Humanities</b>			
Anthropology	R 7,928.00	14	
Drama	R 11,780.00	7	
English	R 1,77 0.00	2	
Fine Art	R 1,502.00	3	
History	R 9,999.00	15	
Journalism	R 21,500.00	20	
Linguistics	R 3,373.00	3	
Music	R 7,587.00	6	
Philosophy	R 1,234.00	1	
Politics	R 27,343.00	31	
Psychology	R 17,424.00	15	
School of Languages	R 56,365.00	70	
Sociology	R 70,648.00	67	
Cory	R 0.00		
<b>TOTAL (98)</b>	<b>R238,453.00</b>	<b>254</b>	<b>38.51%</b>
<b>School of Languages</b>			
African Languages	R 0.00	0	
Afrikaans Nederlands	R 7,488.00	26	
Classics	R 3,655.00	3	
French	R 16,026.00	19	
German	R 18,813.00	10	
Creative Writing	R 11,013.00	12	
<b>TOTAL</b>	<b>R 56,365.00</b>	<b>70</b>	<b>Included in Humanities</b>
<b>Law</b>			
<b>Law (54 titles, 77 items)</b>	R 56.270.00	54	
<b>TOTAL</b>	<b>R 56,270.00</b>	<b>54</b>	<b>9.09%</b>
<b>Science</b>			
Biochem/Micro	R 0.00	0	
Botany	R 0.00	0	
Chemistry	R 38,587.00	17	
Computer Science	R 4,827.00	4	
Environmental Science	R 0.00	0	
Geography	R 10,430.00	6	
Geology	R 1,557.00	3	
Human Kinetics	R 0.00	0	

Ichthyology	R 0.00	0	
Mathematics	R 0.00	0	
Physics	R 7,214.00	4	
RUBIC	R 0.00	0	
Statistics	R 0.00	0	
Zoology	R 4,500.00	2	
<b>TOTAL</b>	<b>R 67,115.00</b>	<b>36</b>	<b>10.84%</b>
<b>Pharmacy</b>			
Pharmacy	R 11,785.00	6	
<b>TOTAL</b>	<b>R 11,785.00</b>	<b>6</b>	<b>1.90%</b>
<b>General</b>			
General Reference	R 172,991.42	299	
<b>TOTAL</b>	<b>R 172,991.42</b>	<b>299</b>	<b>27.94%</b>
<b>Institutes</b>			
Institutes - IWR		0	
<b>TOTAL</b>		<b>0</b>	
<b>Grand Totals</b>	<b>R 619 163.42</b>	<b>700</b>	<b>100%</b>

Table 5: Use of 2019 IR Grant by Departments (Monographs)

The average price per book increased from previous years to an average of R884,52 per item. However, the subject matter will also influence the average prices as science materials tend to be slightly more expensive than humanities materials.

### 3.1.2 Usage of print books

In 2019 Circulation check-out stats of **57,894** was recorded compared to the 2018 Circulation check-out stats of **60 488**. It is worth noting that the number of items circulated decreased by **2,594 in 2019** compared to 2018. Gradual decrease in the use of print book collection has been evident over time. This could be attributed to the increased use of e-resources as opposed to print materials. The budgets for the books and monographs have not increased in lieu of a greater allocation to e-resources and austerity measures, due to budget constraints.

<b>CIRCULATION (CHECKOUT) STATISTICS</b>		
<b>ALL LOCATIONS</b>		
<b>RU Undergraduates</b>	57.43%	33,247
<b>RU Honours &amp; Graduates</b>	18.51%	10,719
<b>RU Snr Postgrads (Masters &amp; PhD)</b>	11.38%	6,591
<b>RU Staff (Permanent)</b>	6.97%	4,034
<b>RU Staff (Contract &amp; Temp)</b>	1.31%	757
<b>RU Staff (Library)</b>	1.02%	593
<b>RU Alumni</b>	0.97%	564
<b>RU Grahamstown Community</b>	0.79%	455
<b>RU ILL (Borrowing Libraries)</b>	0.36%	208
<b>RU Postdocs</b>	0.28%	163
<b>RU Honorary Titles</b>	0.25%	144
<b>RU Staff (SAIAB)</b>	0.21%	122
<b>RU Staff (Affiliates)</b>	0.17%	96
<b>RU Guests</b>	0.14%	80
<b>RU Staff (Retired)</b>	0.11%	64
<b>RU Visiting Research Students</b>	0.04%	26
<b>RU Visitors (long term)</b>	0.04%	23

<b>RU Visitors (short term)</b>	0.01%	8
<b>TOTAL</b>	100.00%	<b>57,894</b>

*Table 6: Circulation Checkout Statistics for 2019*

Though the circulation statistics is in decline, there is still reliance on the use of Inter Library Loan service by most libraries. As reflected in the table below, in 2019 RU users requested 471 items and were supplied 332 items while other libraries requested 2 189 items from Rhodes and were supplied with 1 196.

<b>Inter Library Loans Stats January – December 2019</b>					
<b>ILL</b>	<b>Received</b>	<b>Filled</b>	<b>Loans</b>	<b>Copies</b>	<b>Unfulfilled</b>
<b>Jan</b>	29	16	12	4	13
<b>Feb</b>	49	33	25	24	16
<b>March</b>	42	37	20	17	5
<b>Apr</b>	25	14	8	6	11
<b>May</b>	39	27	12	15	12
<b>Jun</b>	30	19	15	4	11
<b>Jul</b>	99	64	34	30	35
<b>Aug</b>	51	39	21	18	12
<b>Sep</b>	46	28	16	12	18
<b>Oct</b>	36	34	16	16	2
<b>Nov</b>	20	17	10	7	2
<b>Dec</b>	5	4	1	3	1
<b>Total</b>	<b>471</b>	<b>332</b>	<b>190</b>	<b>156</b>	<b>138</b>

*Table 7: ILL: RU requests from other institutions*

<b>ILL</b>	<b>Received</b>	<b>Filled</b>	<b>Loans</b>	<b>Copies</b>	<b>Unfulfilled</b>
<b>Jan</b>	190	51	22	29	139
<b>Feb</b>	221	79	47	32	142
<b>March</b>	274	87	41	46	187
<b>Apr</b>	251	94	36	58	157
<b>May</b>	182	138	56	82	44
<b>Jun</b>	134	88	38	50	46
<b>Jul</b>	169	83	39	44	86
<b>Aug</b>	187	124	49	75	63
<b>Sep</b>	132	92	50	42	40
<b>Oct</b>	212	66	37	29	146
<b>Nov</b>	162	69	41	28	93
<b>Dec</b>	75	22	14	8	53
<b>Total</b>	<b>2189</b>	<b>993</b>	<b>470</b>	<b>523</b>	<b>1196</b>

*Table 8: ILL: Other institutions requesting from RUL*

<b>ILL Transactions</b>	<b>2018</b>		<b>2019</b>	
Requests	Received	Supplied	Received	Supplied
RU users	722	551	471	332
Other institutions	877	621	2189	1196

*Table 9: Summary of ILL requests – 2018 & 2019*

### 3.1.3 Short Loans

Cleanup Project: Due to the shortage of space in Short Loan, a cleanup was done by removing all the books that are in the Course Reserves and have not been used 2015. This was a huge

success, and managed to create some space and the shelves are neat and clean which makes it much easier to access our collections.

### 3.1.4 Use of 2019 IR Grant for e-resources that cut across disciplines

#### *New Subscriptions for 2019*

- Africa Knowledge Project
- European Journal of Information Systems
- Industrial Law Journal
- LexisNexis Practical Guidance
- Moneyweb
- OverDrive
- Proquest Ebook Central
- Rand Daily Mail Archive



#### *Trials during 2019*

The following trials were requested by User Services to aid Collection Development decisions:

- GeoScience World
- Poiseden
- British Archives Missionary Society
- JoVE Video Journal
- Kanopy
- Perlego
- Business Day Archive
- Financial Mail Archive
- Proquest Academic One
- China Academic Journals
- Film Platform
- Sustainable Development Goals Online



### 3.1.5 Usage of e-resources

One of the LIS strategic objectives is to “monitor usage patterns and usage statistics of e-resources for decision making, budget allocation and further acquisitions and cancellations” The table below indicate a remarkable decline in the total number of International subscription based e-resources used in in 2019 compared to 2018, while there is a slight improvement in the use of SA based e-resources. This discrepancy is attributed to a change in reporting formula of usage statistics by some vendors (e.g. Ebsco). This pattern will be monitored closely in 2020

E-resources	2018 usage	2019 usage
Global	10,138 824	3,641 709
SA	277 910	342 813

*Table 10: Use of e-Resources 2018 - 2019*

The table above depicts the usage statistics of scholarly electronic resources (e-journals, e-books; scholarly databases) over a two-year period: 2018 & 2019 respectively.



### 3.2 Provision of access to appropriate, authoritative and relevant resources

The Technical services unit enables seamless access and discoverability of learning resources through cataloguing, electronic resources management, metadata creation, repository management and diffusion of information and knowledge.

#### 3.2.1 Items added per location

A number of ongoing projects as well as new purchases impact on the creation of bibliographic and item records in order to align the catalogue with items held. The work undertaken by the Cataloguing and ERM units ensure that the integrity of data on the catalogue is improved as well as to grow the number of holdings. There are currently **458 307** bibliographic records for print materials, **268 813** for electronic materials, **29 192** for Cory Library for Humanities Research, and **1858** for the International Library of African Music (ILAM) on the catalogue. The following table provides a breakdown of items added per location in 2019:

Collections	Total added	Total Held end 2019
E-Books	71	335
E-Journals	1	2
Databases	67	68 (35 000+ titles)

*Table 11: e-Resources added 2019*

Location	Items added
RU 48-hour Loan	6
RU Cataloguing Office	55
RU CD-ROM Collection Level 1 Loans Desk	2
RU Closed Access Store Books Level 1	26
RU Commerce Books Level 3	62
RU Commerce Periodicals Level 3 2	32
RU Commerce Popular Reading Books Level 3	3
RU Commerce Reference Books Level 3	11
RU DVD Collection Level 1 Loans Desk	47
RU Humanities & Education Books Level 3	251
RU Humanities & Education Large Books Level 3	1
RU Humanities & Education Popular Reading Books Level 3	19
RU Humanities & Education Reference Books Level 3	1
RU Humanities Books Level 4	1144
RU Humanities Periodicals Level 4	9
RU Humanities Popular Reading Books Level 4	118
RU Information Commons Collection Level 2	23
RU Law Library Books	44
RU Law Library Periodicals	46
RU Law Library Short Loan	50
RU Periodicals Store Level 1	3
RU Rare Books Display Level 1	3
RU Reference Store Level 1	1
RU SAIAB/Ichthyology Library Books	60
RU SAIAB/Ichthyology Library Special Collection	1
RU Schonland Herbarium Albany Museum	1



RU Science & Pharmacy Periodicals Level 2	102
RU Science Books Level 2	69
RU Science Large Books Level 2	1
RU Science Reference Books Level 2	20
RU Short Loan	123
RU Sound Library CDs	12
RU Sound Library Periodicals	8
RU Sound Library Scores	2
RU Teacher Resource Centre Books	355
RU Teacher Resource Centre Textbooks	95
RU Technical Services	4
<b>TOTAL</b>	<b>2 810</b>

*Table 12: Resources added 2019*

### 3.2.2 Rhodes Digital Commons

Staff involved in managing the Rhodes Digital Commons have investigated the minimum standards for data harmonization and information interchange within the semantic web environment. This entailed establishing international best practices pertaining to Linked Data and the application of authority files (e.g. *LC authority files*, *VIAF*), and amending local MODS templates used on Vital accordingly. This process will increase the visibility of research output especially, as the use of subject-specific web-portals are increasingly being used to discover information online, as well as ensuring that the relevant Rhodes University Library policies and procedures align with the international [Digital Library Federation's](#) recommendations.

Submissions to the repository increased substantially in 2019:

Site	2018 Totals	2019 Contributions	Total
Rhodes University	9 425	1 678	11 103
Rhodes University - Cory	6 686	169	6 855
Rhodes University - ILAM	1 256	2 277	3 533
Rhodes University - SAIAB	159	1	160
<b>Total</b>	<b>17 526</b>	<b>4 125</b>	<b>21 651</b>

*Table 13: Resources added to Institutional Repository 2019*

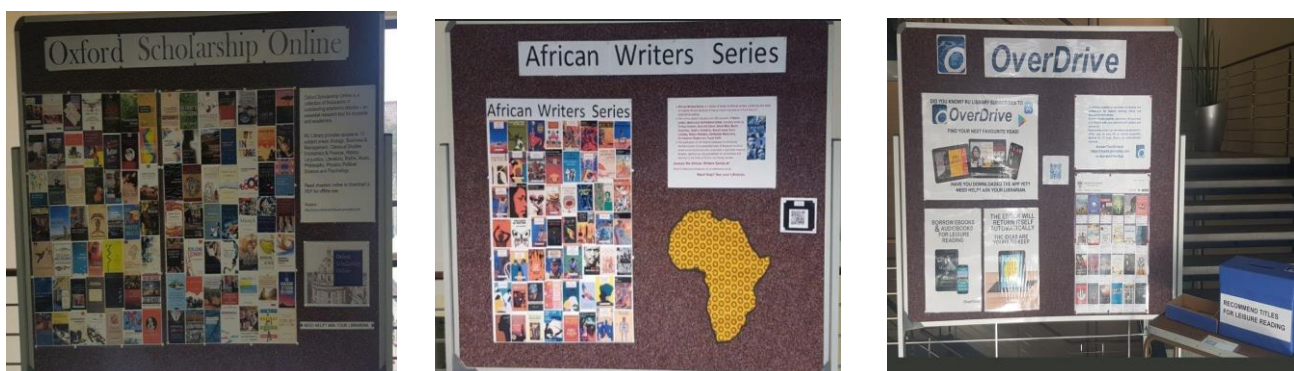
The number of items added in 2019 increased by 4 125 items indicating the positive growth of the Rhodes repository over time. (For noting that totals may not tally as items also get removed for various reasons e.g. duplication). Testing of Valet, the self-submission module within the Vital system, is currently underway with configurations being applied. The self-submission module should be released to end-users at the start of the 2020 academic year.

### 3.2.3 Marketing of e-Resources 2019

The following resources were actively marketed by the library via social media, the Library home page, display monitors, posters and a physical display held in the library:

- Proquest Academic Complete ebooks (160 000 ebooks) (new acquisition from 2019)
- Africa Knowledge Project (new acquisition from 2019)
- OverDrive (new acquisition from 2019)
- African Writers Series
- Oxford Scholarship Online ebooks

Marketing of e-resources also takes place during scheduled workshops and trainings by Faculty Librarians



The three are some of the most publicized resources in 2019 and have drawn a lot of interest from information resources users.

#### 4 Provision of client/user services

The Dynamic User Services is guided by the following strategic objectives: “To enhance the learning experience of undergraduate students”

##### 4.1 Access to the library spaces

Aligned to GOAL 6 of the IDP “To provide the relevant/appropriate academic infrastructure, equipment and facilities to support our academic project”, the LIS strategic objective is to provide world-class library services to staff, students and community. In this regard the LIS gathers and measures the total annual physical and online user log data statistics on library usage as depicted below

##### 4.1.1 Library Opening hours

To optimize access to library services and resources, the Library maintains opening hours in consistence with reasonable demand. Total number of operating hours recorded in 2019 are as follows:

- Main Library = 3530.5
- Cory Library = 2032
- Law Library = No stats
- Sound Library = No stats

##### • Gate Count Statistics – Main Library

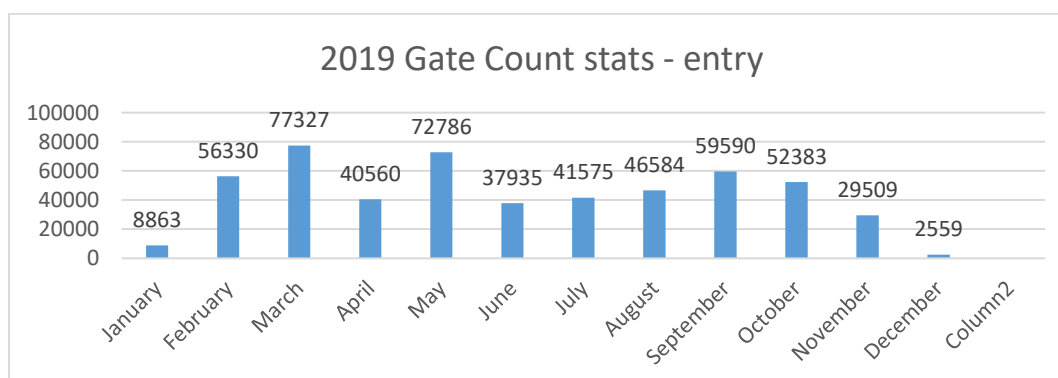


Table 14: Gate Count Statistics 2019 – Main Library

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2018	8769	5060 3	6100 1	5194 5	7036 9	3829 4	3335 5	5026 9	5436 8	6479 4	3686 2	2386	<b>523375</b>
2019	8863	5633 0	7732 7	4056 0	7278 6	3793 5	4157 5	4658 4	5959 0	5238 3	2950 9	2559	<b>526001</b>

*Table 15: Gate Count Statistics per month 2018 - 2019 Main Library*

A total of **526 001** swipes on the access control at the entrance were recorded from January to December 2019, as opposed to the 2018 statistics of **523 375**. It is evident that there is an increase in library use from 2018 to 2019. Cory library recorded **12,819** swipes in 2019. Both the main library and Cory indicate an increasing footprint in 2019. There is no clear evidence of statistics at the Law Library due to system interruptions during the year. The Sound library does not gather statistics.

- **Extended hours for Supplementary exams**

For the first time The Library was open until 1am during SWOT Week (27 – 31 May) and a total of **2366** students made use of the IC during SWOT Week. From Monday – Thursday, when the Library extended its hours until 1am, the Information Commons (IC) showed an average of + 45 students per night during this hour (12am – 1am). During the 1st week of exams (3 – 9 June), **2000** students made use of the IC. It is clear that students are making full use of the Information Commons in preparation for the examinations.

- **Online user activity**

The total annual online user activity data on library use, supplements the physical access data since most of learning resources and services are accessible remotely.

Twitter: Rhodes Library: Tweets: 915 Following: 315 Followers: 1388 Tweet Impressions: 49684 Profile visits: 1145 Facebook: Likes: 2860	Twitter Rhodes Research Tweets: 5343 Following: 698 Followers: 1373 Tweet Impressions: 200773 Profile visits: 2141
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*Table 16: Social media activity*

The use of social media for access to library related services is gaining momentum, indicating that the new generation of online library users is emerging. This trend will be monitored over time.

#### **4.1.2 LIS First Year Experience (FYE) programme**

O Week took place from 4–8 February 2019 and once again large numbers of 1<sup>st</sup> years visited the Library. Out of **1,490** total enrollments, 1,366 students participated in the first year Library orientation programme. Some of the activities that make up the Library orientation programme are: 1. a workshop on the Search All, here they are introduced to the use of the library catalogue and Library web page; 2. the 'Amazing Place' competition – this is a self-guided tour around the different stations/hubs in the Library. 3. A general knowledge quiz displayed on Level 2 and students actively participated in this quiz.

Library staff explained the services offered at each Hub and on completion of the 'tour' each student received a 2019-year planner and a 'goodie' bag. Their completed 'Amazing Place' entry forms qualified them for the draw in the main competition which offered prizes like an android tablet, memory banks and large bags filled with stationery donated by respective publishers.

The success of this programme has been made possible to a large extent by the role played by the SRC at registration, where students are issued with a date and time on a slip of paper to attend the Library orientation programme. We are indebted to the SRC who managed this effort very effectively in 2019. The Library Orientation programme managed to attract 92% of all first year matriculates in 2019. Only 124 (8%) students missed the Library FYE programme, an improvement of 3,3% from 2018.

We acknowledge the staff and student assistants who participated in and helped to make O-Week a very successful and productive venture. The student assistants were extremely helpful and they related well to new 1<sup>st</sup> years.

### Information Commons (IC)

The Information Commons was well used during the 2019 June examination period.



The undergraduate Librarian held tutorials in the Third Term 2019 on the Online Databases. These tutorials were well advertised through the Wardens/Academic Reps, the RUL website, through Facebook and by use of Posters in the Library. These tutorials were poorly attended with less than 10 students attending in total. One of the reasons for this poor attendance could be that this tutorial has been placed on two of the Subject Guides – the IC Subject Guide and the New Students Guide. These Guides have been well used: IC Guide = **3172**

hits from 11 February- December 2019 vs **2018 = 2381**. New Student Guide = **3, 572** hits from 11 February – December 2019 vs **2018 = 1021**

The use of both guides increased tremendously, the use of the new student guide increased by more than 100% indicating that our new intake is becoming more techno savvy.

Some new Pocket Study Skills books have been ordered as they are short and easy to read and are well used by students:



The RU Counselling Centre approached the undergraduate Librarian, Ms Fiona Charlton. They would like to refer students for assistance in areas like study skills, time management,

essay writing, exam prep etc. They were referred to Fiona Charlton on an individual basis. Students were also reminded that CHERTL is also assisting in this regard.

The three new shelving units for Popular Reading have been installed under the windows in that section. The extra shelving has made a significant difference – there is now room for growth. We have recently acquired two mobile shelving units for the African Literature collection – these units will be kept in the Popular Reading section and will help to make this collection more easily accessible to users and should also facilitate shelving.

4.1.3 Information/Reference queries

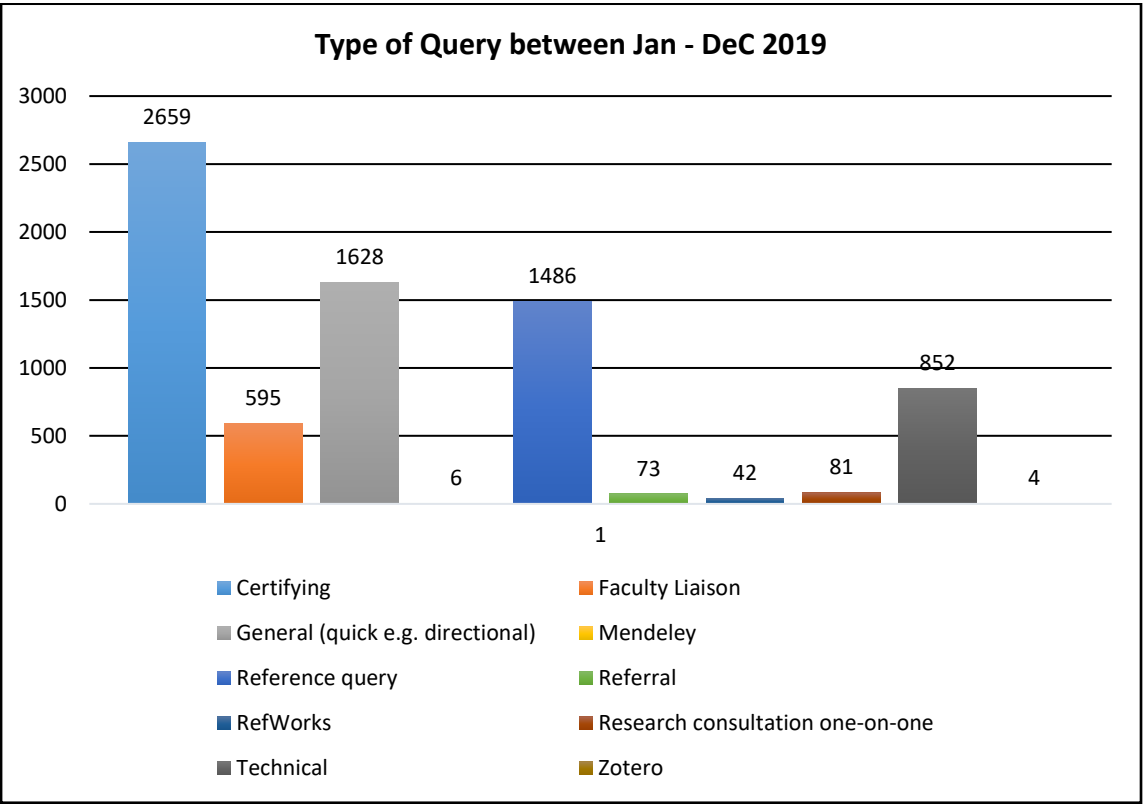
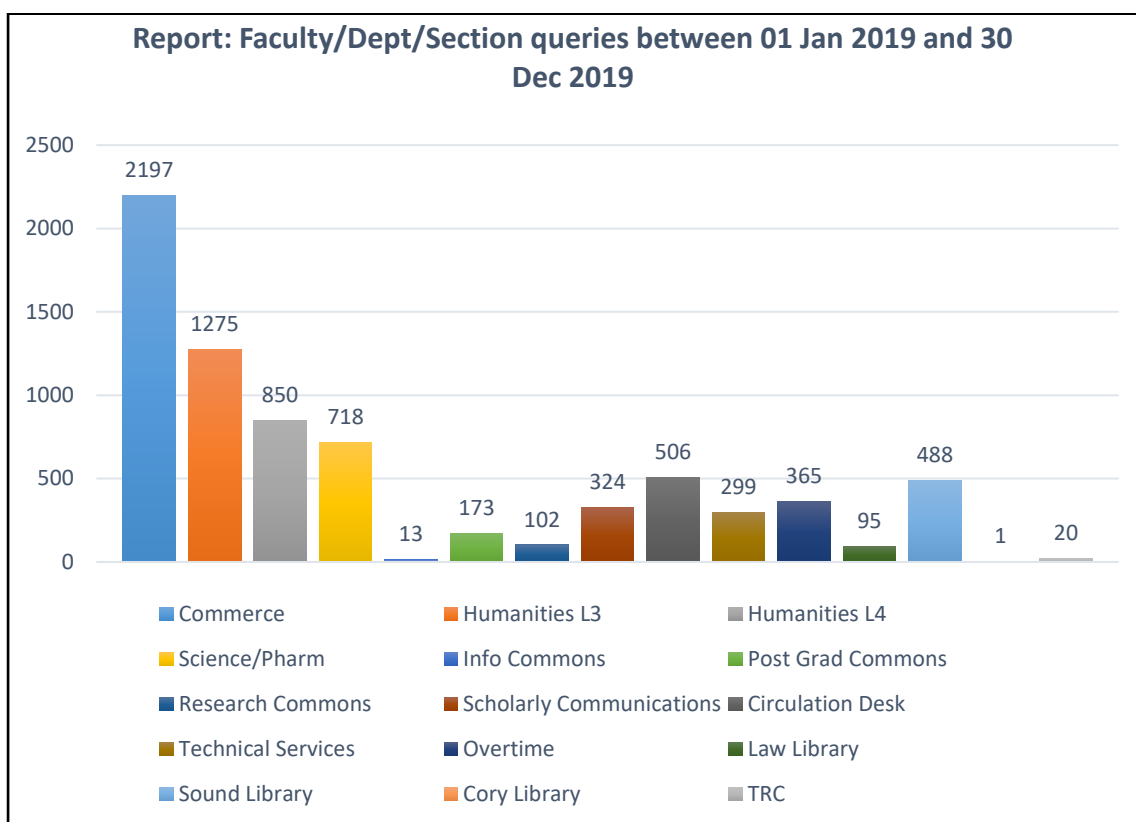


Table 17: Information/Reference Queries 2019





**Table 18: Information/Reference Queries per section 2019**

It is evident that the certifying and reference queries are fairly high. All Librarians are assigned certifying duties which is a facility that is well used by the students and staff of the University. Further to the daily faculty liaison duties, the staff are engaged in various reference queries in meeting the informational needs of the RUL users, within the designated disciplines.

## **4.2 Faculty /Library Interface**

### **4.2.1 Faculty of Law**

- Collection Development and Management**

The Law Faculty placed requests and motivations to the Fisher Bequest Fund to the value of R 18, 690.65. The Law Librarian, Ms Gule, worked with a member of the academic staff to update the online training programme for Legal Theory 1 students. The programme took place 29 July to 8 August in the Faculty computer lab.

- Workshops and Training conducted**

Class	Date	Attendance (nos)			Sessions
		UG	PG	Mixed	
<b>Legal Theory 1 presentation</b>	20-Feb	540			1
<b>Legal Theory 1 Tutorials</b>	4 - 20 March	540			
<b>Legal Theory 1 Online Resources workshops</b>	29 July - 8 Aug	471			20
<b>Westlaw database for Law Faculty staff and postgrads</b>	02-Oct			15	1
<b>TOTAL</b>					

**Table 19: RUL & Faculty of Law – Workshops & Training 2019**

- **Meetings attended/Visits**

Faculty	What	Date visited
Law	Faculty Quarterly meeting	25-Jan
Law	Law Library Committee meeting	06-Feb
Law	Faculty Board	22-Feb
Law	Law Library Committee meeting	26 Mch
Law	Faculty Quarterly meeting	15-Apr
Law	Law Library Committee meeting	02-May
Law	Faculty Board	13-May
Law	Faculty Research seminar: DM presentation	15-May
Law	Faculty Quarterly meeting	12-Jul
Law	Law Library Committee meeting	25-Jul
Law	Faculty Board	29-Jul
Law	Law Library Committee meeting	21-Aug
Law	Faculty Quarterly meeting	02-Sep
Law	Faculty Board	26-Sept

Table 20: RUL & Faculty of Law – Meetings & Visits 2019

- **Law Library Committee**

The Law Library Committee meets regularly to discuss law library issues, and deliberate on orders placed. The support of this committee is highly appreciated. In September 2019, water damage occurred in the Law library when water seeped through the library ceiling from the toilets on the floor immediately above the law library. Approximately 140 books have been damaged and a full assessment of the damage was made for insurance purposes, as some books will have to be discarded. Assessment of any damage to furniture or equipment and the flooring, is also being done. This incident will be reported to the next meeting of the Law Library Committee, Infrastructural problems like the need for a generator will also be discussed.

#### 4.2.2 Faculty of Commerce

- **Collection Development and Management**

The Commerce Faculty placed requests and motivations to the Fisher Bequest Fund to the value of approximately R 24,000 and further acquisitions from the IR grant to the value of R54,808.00 for 39 titles.

- **Workshops and Training conducted**

Class	Date	Attendance (nos incl)			Sessions
		UG	PG	Mixed	
PG Dip EM	23-Jan		20		1
MBA 1st year	29-Jan		20		1
0 week presentations	4 - 8 Feb				
Management Hons	14-Feb		15		1
Acc PGDA	15-Feb		14		1
Economics 101 presentation	18-Feb	519			2
Management 101 presentation (Barratt)	20-Feb	410			2
Economics Hons	21 & 25 Feb		34		2

<b>Assist ESP Hum &amp; Ed</b>	4 - 25 March	25			4
<b>PG Research &amp; Supervision (Nuffic)</b>	20-Mar		10		1
<b>ESP Commerce</b>	25 March - 24 May	52			12
<b>Economics Masters</b>	28 March		5		1
<b>Economics 102 presentation (Barratt)</b>	25-Jul	519			2
<b>Economics 102 presentation (virtual - placed on RUconnected)</b>	30-Aug	519			1
<b>Incites presentation to Prof Louw &amp; PG Mgmt students</b>	17-Sep			6	1
<b>TOTAL</b>		<b>2044</b>	<b>118</b>	<b>6</b>	<b>32</b>

*Table 21: RUL & Faculty of Commerce – Workshops & Training 2019*

- **Meetings attended/Visits**

<b>Faculty</b>	<b>Department</b>	<b>Date visited</b>
<b>Commerce</b>	Faculty Board	27-Feb
<b>Commerce</b>	Faculty Board	09-May
<b>Commerce</b>	Faculty Board	24-Jul
<b>Commerce</b>	Economics: Prof Snowball re RUConn	07-Aug
<b>Commerce</b>	Economics: Prof Snowball re RUConn - Questionnaire	19-Sep

*Table 22: RUL & Faculty of Commerce – Meetings 2019*

Commerce Librarians valued the Commerce Faculty Research Colloquia while Law library staff attended the Faculty Research Seminars, as these initiatives help inform Library staff of research taking place in various disciplines.

#### **4.2.3 Faculty of Humanities**

- **Collection Development and Management**

The annual Fisher Bequest funding has become a very important supplement to the now depleted Books & Monographs grant. This is especially so for Humanities departments who still need print books, ebooks and audiovisual material to support teaching, learning and research in this faculty. The following Humanities departments have submitted Fisher 2019 requests:

- Creative Writing
- French Studies
- German Studies
- Literary Studies in English
- History
- Music & Musicology
- Philosophy
- Psychology

In addition to the Fisher Bequest collection, the Faculty added another 254 titles to the amount of R238,453.00.

Humanities Librarians have applied innovative strategies to help their users to access information. One of these was the implementation of the QR codes, the latter has been used in the annual **S.E.K.Mqhayi** display. The created QR codes link users to the digitised autobiography of S.E.K. Mqhayi and a RU thesis on the poet. QR codes were also used in the



“Honouring Sara Baartman” display which we mounted in one of the glass cases in the foyer to coincide with Women’s Month.

- **Workshops and Training conducted**

Class	Date	Attendance			Sessions
		UG	PG	Mixed	
ILAM & English Post Docs	23-Jan-19		2		1
Drama Honours	31-Jan-19		9		1
MACW	04-Feb		15		1
Linguistics Post Docs	04-Feb-19		2		1
Psychology MAs	06-Feb-19		12		1
Linguistics PGs	06-Feb-19		8		1
Journ & Philosophy Post Docs	11-Feb-19		2		1
Politics PGDip	11&12-Feb-19		37		2
Sociology Honours	11&12-Feb-19		17		2
MACW	12-Feb-19		12		1
Sociology MAs	13-Feb-19		15		1
Psychology Honours	28-Feb-19		17		1
Drama 1	5-6 Mar-19	66			3
Psychology Honours	07-Mar-19		36		2
Fine Art Post Doc	12-Mar-19		1		1
Fine Art PGs	13-Mar-19		9		1
History 111	29,30-Apr-19	24			2
English 1	15,16,17-May-19	117			6
PG Orientation	May-19		14		1
<b>Total</b>		<b>207</b>	<b>208</b>		<b>30</b>
ESP Anthropology	Mar-Apr-19	24X6 144			6
ESP Sociology	Mar-Apr-19	28X6 168			6
<b>Total</b>		<b>519</b>	<b>208</b>		<b>42</b>

Table 23: RUL & Faculty of Humanities – Workshops & Training 2019

According to the HEMIS data, Humanities and Education postgraduate students make up just over half the total number of RU postgraduates for 2019. 1254 of a total of 2435. This could explain why we are experiencing higher numbers of PG workshop attendees.

- **Meetings attended/Visits**

Faculty	Department	Date
Humanities	French	24-Jan-19
Humanities	French	20-Feb-19
Humanities	Faculty Board	28-Feb-19
Humanities	Faculty Board	07-May-19
Humanities	Faculty Board	30-Jul-19
Humanities	Politics	31-Jul-19
Humanities	Creative Writing	17-Sep-19
Humanities	Faculty Board	17-Sep-19
Humanities	Creative Writing	03-Oct-19

Table 24: RUL & Faculty of Humanities – Meetings 2019

Ongoing projects in the Humanities / Education section include:

- Loading exam papers onto the *Past Exam Papers* section of RU Connected;
- Subject Guides update;
- Level 4 white dot books (not on system) to Cataloguing;
- Botany Store - second assessment

#### 4.2.4 Faculty of Education

##### • Collection Development and Management

Education and CHERTL submitted requests to the Fisher Bequest funding in 2019. In addition to the Fisher Bequest fund the Faculty further increased the collections by adding 12 titles for the value of R17,741.00.

##### • Workshops and Training conducted

Class	Date	Sessions		
		UG	PG	
<b>CHERTL PG Dips</b>	04-Feb-19		18	1
<b>BEd Foundation Phase Groups 1,2,3</b>	18&20 Feb-19		45	3
<b>MEd</b>	28-Feb-19		9	1
<b>Education: Intro to research design</b>	19-Mar-19		45	1
<b>MEd RefWorks</b>	26-Mar-19		12	1
<b>BEd Life Orientation</b>	27-Mar-19		15	1
<b>BEd Life Orientation</b>	28-Mar-19		15	1
<b>Education: PhD Week</b>	Jul-19		15	1
<b>Education: Intro to research design</b>	30,31-Jul-19		22	3
<b>Total</b>			<b>196</b>	<b>13</b>

Table 25: RUL & Faculty of Education – Workshops & Training 2019

##### • Thematic Displays

Department	What	Date
<b>General</b>	O-Week fiction display	04-Feb-19
<b>General</b>	SALW display for screens	18-Mar-19
<b>General</b>	Human Rights Day	18-Mar-19
<b>General</b>	International Week - flag display	20-May-19
<b>Afr.Lang</b>	S.E.K.Mqhayi - Display and PP	15-Jul-19
<b>General</b>	Honouring Sara Baartman	19-Aug-19

Table 26: RUL & Faculty of Education – Meetings 2019

#### 4.2.5 Faculty of Science & Pharmacy

##### • Collection Development and Management

The Faculty of Science added 36 titles in 2019 at a cost of R67,115.00 and the Faculty of Pharmacy only added 6 titles at a total cost of R 11,785.00

##### • Workshops and Training conducted

Date	Class	Attendance				Sessions
		UG	PG	Staff	Mixed	

04-Feb-19	Human Kinetics & Ergonomics (HKE)		13			1
13-Feb-19	Statistics		10	1		1
14-Feb-19	Environmental Science	52				1
19-Feb-19	Extended Studies Programme (ESP)	24				1
25-Feb-19	Computer Science		16			1
26-Feb-19	ESP	19				1
26-Feb-19	South African Institute for Aquatic Biodiversity (SAIAB)			1		1
27-Feb-19	ESP	19				1
05-Mar-19	ESP	22				1
06-Mar-19	ESP	18				1
07-Mar-19	HKE		1			1
12-Mar-19	ESP	22				1
13-Mar-19	ESP	17				1
19-Mar-19	ESP	24				1
20-Mar-19	ESP	17				1
25-Mar-19	Environmental Science			1		1
28-Mar-19	Institute of Water Affairs		5			1
17-Apr-19	Biochemistry and Microbiology		1			1
17-May-19	Ichthyology and Fisheries Science		1			1
23-May-19	Library Session for Postgraduate Scholars		15			1
27-Mar-19	ESP	17				1
29-Mar-19	ESP (Final Assessment)	39				2
17-Apr-19	SAIAB		10			1
17-May-19	SAIAB		6			1
07-Jun-19	Pharmacy		1			1
18-Jun-19	HKE		1			1
18-Jun-19	SAIAB		5			1
20-Jun-19	Pharmacy		1			1
25-Jun-19	ESP (RefWorks)	24				1
01-Jul-19	Intergrated learning with A. Tyhali	1				2
02-Jul-19	Intergrated learning with A. Tyhali	1				2
15-Jul-19	Chemistry			1		1
23-Jul-19	ESP (RefWorks)	24				1
25-Jul-19	RefWorks		5			2
29-Jul-19	Pharmacy I (Group 1)	20				1
30-Jul-19	RefWorks		1			2
30-Jul-19	Pharmacy I (Group 2)	20				1
31-Jul-19	Pharmacy IV & Postgrads	14	3	1		1
31-Jul-19	Pharmacy I (Group 3)	20				1
01-Aug	Pharmacy I (Group 4)	21				1
02-Aug	Pharmacy I (Group 5)	22				1
05-Aug	Pharmacy I (Group 5)	25				1
06-Aug	Pharmacy I (Group 5)	21				1
07-Aug	Pharmacy I (Group 5)	20				1
08-Aug	Pharmacy I (Group 5)	18				1
13-Aug	Pharmacy			1		1
15-Aug	RefWorks		6			3
<b>Totals</b>		<b>541</b>	<b>101</b>	<b>6</b>		<b>54</b>

*Table 27: RUL & Faculty of Science & Pharmacy – Workshops & Training 2019*

## 5 Research Support & Open Scholarship

**In line with Goal – 3** of the IDP “Maintain and strengthen our unique institutional niche as a research-intensive university outside a major urban area”, the Unit’s strategic objective is to “Provide active and advanced research support services to Rhodes University research communities”

### 5.1 Research Week

Research Week hosted from 3-7 June 2019 has become an annual event and initiatives to enhance access to information resources and the visibility of Rhodes University research output



The RUL led and hosted the third Research Week programme during 3-7 June 2019. The theme of “Your e-journey in research” was adopted.

The aim of research week is to raise awareness of how the library supports research and research visibility, and to strengthen partnerships with researchers and postgraduate students, the Research Office, Centre for Postgraduate Studies, the International Office and the SRC.

The planning for this event began in January with a Task Team appointed by Larshan Naicker (Linda Cartwright, Debbie Martindale, Thandiwe Menze, Jill Otto, Khawulile Radebe) who met regularly to design a meaningful and valuable programme.

Marketing started with SAVE THE DATE on 6<sup>th</sup> May 2019. The statistics below are indicative of a good attendance to these trending research endeavours. The sessions were interactive which resulted in some lively discussions.

Attendance:

Incites Discover and Publons: 35

Copyright: 38

Figshare: 42

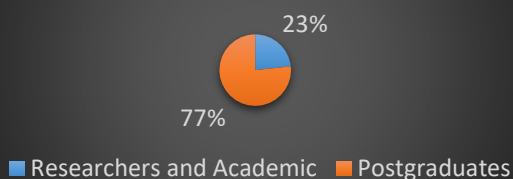
Ultimately, this Research Week was very successful; the result of a combined effort between the Task Team and the Marketing Team.

### 5.2 Scholarly Communications

#### 5.2.1 Scholarly Communication Tools:

Scholarly Communication tools help to raise researcher and institutional visibility. In 2018 ORCIDs created were 77% Postgrads & 11% Academics, compared to 2019 where 22 ORCID, 77% Postgrads & 23% academics were registered. Plans will be put in place in 2020 to ensure that most researchers at Rhodes have registered with ORCID.

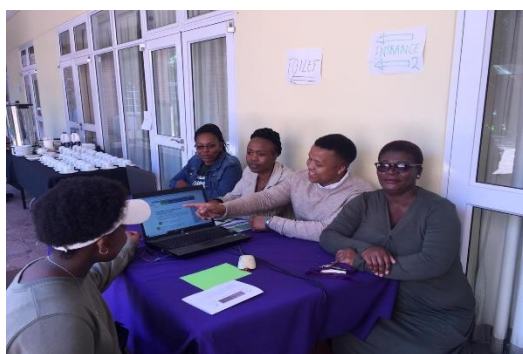
## ORCID Registrations



ORCID is a National Research Foundation (NRF) requirement. The RUL continues to advocate for the registration and optimal use of [ORCID](#) (Open Researcher and Contributor Identifier) among researchers and postgraduate students.

In the second quarter of 2019, ten academic researchers requested the update of their ORCID profiles. The RUL continued to lead awareness campaigns within the research community to showcase how ORCID and other tools can be used to promote and enhance researcher and institutional visibility:

- 30<sup>th</sup> April: Library CPD: a presentation to showcase Publons which has been acquired by Web of Science
- 22<sup>nd</sup> May: The Law Department Research Seminar : a presentation on ORCID and researcher visibility
- 22<sup>nd</sup> and 23<sup>rd</sup> August: Librarians staffed a Library table at the Postgraduate Conference. 12 ORCID members were registered and a 5-minute presentation on ORCID



Ongoing outreach to those researchers who do not have an ORCID and to those who may require assistance to build their ORCID researcher profile.

Ongoing compilation of a spreadsheet to record Rhodes University researchers who have/have not registered their ORCID

During August, the focus was concentrated on the creation of a libguide for ORCID and Research Data Management plans

### 5.2.2 ORCID Organization Membership

Collaborations between RUL, Rhodes ICT, ORCID, TENET and SAFIRE began during 2018. It is anticipated the logistics to complete the integration of ORCID within the institutional IT systems and strengthen Rhodes University as an ORCID Organization Member will happen in 2019. This item has been added to the IT Steering Committee agenda since January 2019. IT have prioritized RU Organization membership. ORCID will be integrated into the Research Outputs capture system. RUL has paid the membership of about R96000 for the first two years of membership (2017 and 2018). The 2019 membership fee was accounted to the RU IT as per the DVC-Research & Development instruction.

### 5.2.3 Scholarly Communication Software:

The Principal Librarian Ms. J. Otto was alerted to **Library Genesis**. After the platform was explored, it was decided that this software should be avoided as it may open publishers to challenge researchers for non-copyright re-use of articles and books. **Loop** is a platform that simulates ResearchGate and Publons in one platform. It appears to be largely used by the Science faculty. It also conforms to copyright. **Semantic Scholar** is a useful tool to explore. It falls into similar platforms as Google Scholar, Dimensions and Academic Microsoft

### 5.2.4 Incites and other research management tools

The office of the DVC: Research and Innovation conducted a national survey re Researcher Profile systems. The focus of the survey was on RIMS, HR, Research Office and the various software tools. Discussions surrounding SciVal, Incites, Symplectic Elements and ORCID have been ongoing since February with relevant stakeholders, including the Library. A meeting between the Library Director and Research Director and core stakeholders will be held during 2020 to take this discussion further.

### 5.2.5 Reference Management tools

As was raised in the previous quarterly report, the marked increase in the need by students for assistance with Refworks, and more so with Zotero and Mendeley has continued in this quarter. This gain draws attention to the following:

- A revision of the need to continue the RefWorks subscription
- The need to distribute this service within the Faculty Liaison services which will require CPD training and inclusion to the daily routine

## 5.3 Open Scholarship/Open Science

Open scholarship or open science is an umbrella term that encompasses open access, open data, open educational resources, and all other forms of openness in the scholarly and research environment.

### 5.3.1 Rhodes Digital Commons

In 2019, as part of the strategic imperative to ensure that Rhodes research is made optimally visible, Library staff focused on ensuring that research output, especially articles, were made accessible on the Rhodes Digital Commons. The Rhodes Digital Commons is a collective responsibility of the institution, library, Research Office, and academics. The following illustrates the number of articles submitted. NB: only articles and conference papers are captured, and does not include theses etc.

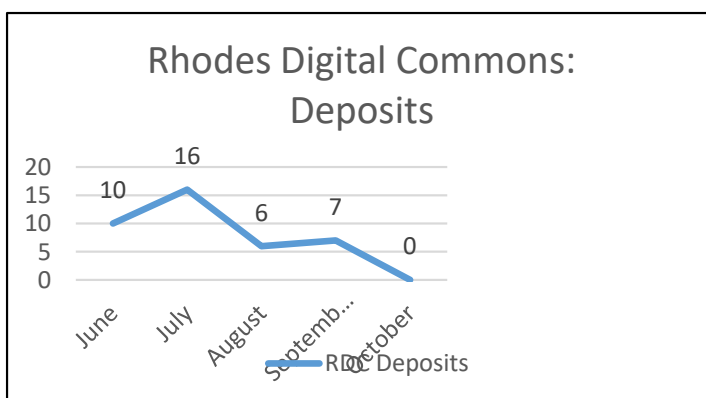


Table 28: Articles deposits onto RDC in 2019

The Rhodes Researchers List of Collections is retrievable via:

- A-Z List of Rhodes Researchers
- Distinguished Professors
- SARChI Chairs
- Top 30 Rhodes Researchers (2016)
- Top 30 Rhodes Researchers (2017)



The depositing of Rhodes University research output into the [Rhodes Digital Commons](#) continues to be a priority project. This project is aligned with the [Rhodes University Open Access Policy](#) and the NRF [Open Access Statement \(2015\)](#) and [ORCID Mandate \(2017\)](#). On average, 120 articles each month are uploaded into the RUL Archive folders for each of the Faculty Librarians. The above-mentioned graph shows a slow rate of uploading of the articles into VITAL (RDC platform). There are a number of challenges attributed to this slow uploading of articles. In an attempt to address this issue, there is a proposal for a VITALthon project for each of the vacation periods. This will provide the Librarians the time to focus on VITAL uploads for 2-3 days during each of these 4 periods annually. This will increase the upload rate of articles into the RDC, and also may build self-confidence in the engaging with the upload process. This proposal will be implemented for 2020 action plans.

Rhodes Research Output added 2019		
Articles		339
Books & Book Chapters		71
Conference Papers		1
Theses	Masters	208
	Doctoral	77

*Table 29: Rhodes Research Output added 2019*

On the 15<sup>th</sup> August a Repository meeting was held to speak about the challenges. During a

RDC Visits & Downloads 2019		
Site	Visitors	Hits
RU Main	4 544	71 103
RU Cory	2 353	13 325
RU ILAM	1 867	26 884
RU SAIAB	1 459	2 253
<b>Total</b>	<b>10 223</b>	<b>113 565</b>

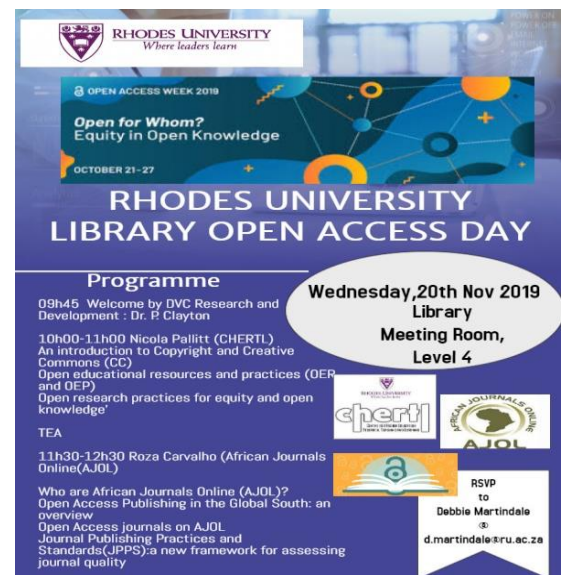
*Table 30: RDC Visits & Download 2019*

further meeting held on 2<sup>nd</sup> September it was agreed that the workload of capturing items on VITAL would be shared amongst library staff, as a result, about 160 articles have been moved from various Librarian folders to other folders. These articles have been identified as those belonging to researchers who have specifically requested their articles be deposited into VITAL. This is necessary so as to sustain their trust in this platform as a means to raise the visibility of their research.

### 5.3.2 Open Access activities

RUL coordinated Open Access activities, and raised awareness of Open Scholarship as follows:

- An OA statement and an update on national activities were disseminated to all RU communities to raise awareness during the Open Access week.
- X1 Open Access celebration in 2019. Presentations by Dr. N. Pallit of CHERTL and Roza Carvalho of African Journal Online 39 attendees
- Participation in the SCOAP3 initiative.
- Extensive profiling of quality OA resources, on OPAC and Discovery layer, as part of collections.
- Participation via SANLiC on Taylor & Francis Transformative Open Access agreements



Though giant steps have been taken by the University in this area of operation (Signing of the Berlin declaration, OA policy adopted), OA has not been fully embraced at RU despite the obvious benefits of OA to the Global South and visibility of researchers that can increase citation rate. Africa is still seen as consumers rather than producers of knowledge. Limited participation in OA publishing and poor attendance by most academics and researchers in OA activities is evidence that OA is still in its infancy at RU.

## 5.4 Research Data Management Service

### 5.4.1 Figshare

This project is driven by SEALS consortium. The kickoff meeting was held on 15<sup>th</sup> March 2019. The liaison between FigShare coordinator, RU IT and Librarians has been ongoing on a daily basis via FigShare Basecamp in 2019.

Locally, the Library together with the relevant stakeholders worked on a proposal for a complete research data management (RDM) plan as part of our Digital Scholarship Services. The Research Data Management plan will include the associated policies and procedures in support of making research accessible. The policy will furthermore include requirements for publishing data sets as required by funders. We already have a test site running the recommended data management service (for more information on FigShare see <https://figshare.com/>), and will be working towards launching the Rhodes Data Management Service by the end of 2019 to 2020. The Library managed to assist with the submission of data sets, as well as assigning relevant DOIs where required.

## 5.5 Postgraduate Research Support and Training

Several support and training activities are encompassed in the awareness sessions/workshops/presentations held throughout campus. These include the use of the following tools:

- Reference Management Software (e.g. Refworks, Zotero, Mendeley)
- Researcher identities (e.g. ORCID, ResearcherID, Scopus AuthorID, Google Scholar)
- Citation analysis (e.g. InCites, ResearcherID, Scopus, Dimensions, Microsoft Analytics)
- Research Media (e.g. ResearchGate, Academia.edu)



- Research Workshops (e.g. Clarivate Analytics, Elsevier, Publons)
- Rhodes Digital Commons are introduced and demonstrated
- 23<sup>rd</sup> May: CPGS Academic seminar: a presentation on Using the library for research

During August the focus was on updating the Research Support web page and libguides

## 5.6 Rhodes Research Report

During a Scholarly Communication strategic meeting in January 2019, one of the goals emerged was to follow-up on the Library's inclusion in the compilation of the Rhodes Research Report. The purpose is for the Library's role to link each research output to either the published OA version or publisher's journal publication. For this to become a reality, the following actions need to be taken:

- the Director: Library Services to meet with the Research Office Director before the next call for research submissions which commenced in August 2019
- to speak with the Director of Research Roberts re the inclusion of the Library in their workflow to enable the linking of each research item to either the OA version or publisher's publication
- the Librarian: Repository & Metadata would be responsible for this linking.

The call was put out on 30th July by the Research Office and indicates the Creative Output submissions deadline to be the 15th November 2019. This is a new national initiative and DHET directive. The possible impact of this call to the Library is the way in which RUL will aim to capture these varying non-traditional and newly controlled peer-reviewed outputs into the Rhodes Digital Commons. The relevant Faculty Librarians may also be impacted by these outputs.

## 6 e-Strategy

The eStrategy supports the development and maintenance of an e-Environment within the Library services in support of learning, teaching & research at Rhodes University, through the implementation of appropriate technologies and internal processes for optimal productivity and access to information & knowledge.

### 6.1 Key Programme - Data Integrity & Interoperability

#### 6.1.1 NeDICC Workshop (15 April 2019)

The Network of Data Information Curation Communities (NeDICC) co-hosted a one-day event with the eResearch Africa 2019 Conference. The Head Librarian: Technical Services (RU) presented at this event:

***"Metadata and Linked Data"***: This session explored lessons learnt in establishing descriptive metadata standards for repositories. Furthermore, the session provided information about linked data elements within the metadata creation process. Although the current digital content management system approach was used as the basis for the discussions for this workshop, the lessons and outcomes were intended to inform decisions about communities of practice for research data management systems and applications as well.

#### 6.1.2 NeDICC Workshop (17 July 2019)

RUL staff attended a virtual presentation, hosted by NeDICC, titled ***"Atom and Archivematica at the Wits Library – Archival publishing and preservation solutions"***,

presented by Charl Roberts (Wits Library). This session was aimed at providing a background to how preservation of digital content is being addressed by Wits Library Services. In addition, the archival EAD solution was also discussed. These are issues that most (if not all) academic and research libraries in South Africa are grappling with.

### **6.1.3 RDA Training (26 August 2019)**

RUL Cataloguers attended a day of RDA training by Marietjie de Beer (UNISA) and a presentation on Bibframe by Thola Xulu (NLSA). This was an introduction to certain helpful options in the RDA toolkit and a very good context setting of Bibframe. The training also led to a resubscription of the RDA Toolkit for use by cataloguers in compliance to standards for metadata and information interchange.

### **6.1.4 IGBIS (29-30 August 2019)**

The Interest Group for Bibliographic Standards (IGBIS), a community of practice within the Library and Information Association of South Africa (LIASA), hosted the annual IGBIS forum in Pretoria in August 2019. The theme of this year's forum was: ***"The Fourth Industrial Revolution and its Relevance to Professional Information Resource Description"***, and allowed for a range of presentations relating to metadata standards in support of the 4<sup>th</sup> Industrial Revolution.

The Head Librarian: Technical Services (RUL) presented on ***"Aligning standards between catalogues and repositories: considerations"***. The SEALS Trust & Systems Manager, Ms. Maretha Allwright presented on ***"What does link data mean to libraries on a practical level?"***

### **6.1.5 Wits – NRF Workshop (5 September 2019)**

The Library and ILAM representative (ILAM) attended a one-day workshop, hosted by Wits University, and facilitated by Dr Roger Layton. The Wits-NRF collaborative workshop covered a number of topics including discussions relating to why do we need descriptive standards; Schemas, Vocabularies and Authority files; managing digital repositories: OAIS and Trusted Digital Repositories; exploration of large-scale aggregators: what they do and how they do it; examining the Europeana as a digital repository including the Europeana Data Model (EDM), and LIDO; envisioning the SA National Aggregator / African Digital Library; and an example from the OneMuseum aggregator for the museum sector, including descriptive standards, ingest support, and the maturity model for future planning.

Attendance of this workshop highlighted the need for cross-sectoral agreement and collaboration towards the visibility and curation South African heritage. It is envisioned that the cross-sectoral discussions be undertaken by the various within the GLAM (Galleries, Libraries, Archives and Museums) environment.

### **6.1.6 NACO Training (16-20 September 2019)**

As part of a SEALS collaborative initiative, four Rhodes Library staff members attended NACO (Name Authority Cooperative Program) training intervention. This Library of Congress (LoC) supported training intervention affords participants a full course of specialized NACO training and review leading to institutional independence in name authority work. During the training, guidelines are discussed and expanded upon with an emphasis on building a consistent and predictable file in a collaborative environment.

The underlying principle of NACO is that participants agree to follow a common set of standards and guidelines when creating or changing authority records in order to maintain the integrity of a large shared authority file. During the week of NACO training these guidelines are discussed and built upon with a view to streamlining processes while building a consistent and predictable file that will reduce the duplication of efforts of the global library community and maximize its resources.

This training allows for Rhodes staff to create name authorities towards ensuring that South African names (creators, places, organisations etc.) are standardised as well as linked to relevant authority datasets (e.g. VIAF – Virtual International Authority File), allowing for African content to be described by Africans as opposed to Western country representatives.

#### **6.1.7 Backstage Project**

In 2017, the SEALS Trust approved a project to process and enhance catalogue records (bibliographic level) through URI enrichment making use of services offered by [Backstage Library Works](#). This project increases exposure of locally held items within the larger Linked Data environment, as well as simultaneously applying authority-controlled data across the four institutional catalogues within SEALS. Both measures are critical to ensure data compliance as per international best practices.

The cataloguing unit has prioritized various responsibilities to ensure that requirements are met in view of this project, being that bibliographic records are updated to ensure that the processes used by Backstage Library Works are able to enrich our data.

#### **6.1.8 Cataloguing and ERM Projects**

Cataloguers together with the ERM Librarians and the SEALS Office have been working towards data integrity of electronic resources information on the OPAC. This extensive project ensures that electronic resources are made discoverable via the Online Catalogue in addition to the print collections, with compliance to metadata standards across the resources.

#### **6.1.9 Wikimedia Foundation Projects & Research Exposure**

##### ***Rhodes University Research and Wikimedia Projects***

##### **Wikipedia:**

Staff at the Rhodes Library have been making use of Wikipedia to increase the visibility of research output as produced by Rhodes University scholars. This includes the following:

- Where the validity of an article on Wikipedia can be increased through the addition of a citation (e.g. [#1Lib1Ref](#) campaign);
- Where Rhodes researchers are cited, but the citation quality is low, additional information is added to the citation (e.g. URL of the digital object on institutional repository or publisher's site). Example: Prof Villet's research on [Cicadas](#);
- Ensuring that all articles published in the latest issues of *African Music* (published by Rhodes University through the International Library of African Music) are cited. Example of a complete article written about [Joshua Pulumo Mohapeloa](#), in order to link both African Music articles as well as thesis completed at Rhodes on the topic.

Additional use:

- Library and related industry-specific articles were drafted, e.g. the [SEALS Consortium](#) and [SANLiC](#) pages

## References [\[edit\]](#)

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- <sup>2</sup> <sup>a</sup> <sup>b</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> African Composers Edition. "Joshua Pulumo Mohapeloa – Biography" [↗](#). African Composers Edition. African Composers Edition. Retrieved 6 November 2018.
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- <sup>5</sup> <sup>a</sup> <sup>b</sup> Rosenberg, Scott; Weisfelder, Richard F.; Frisbie-Fulton, Michelle (2004). *Historical dictionary of Lesotho* (New ed.). Maryland: Scarecrow Press. p. 260. ISBN 0810848716.
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- <sup>7</sup> Coetzee, Paulette June (2014). *Performing whiteness; representing otherness: Hugh Tracey and African music* [↗](#). Grahamstown: Rhodes University. pp. 81–88. Retrieved 7 November 2018.
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- <sup>10</sup> <sup>a</sup> Lucia, Christine (2017). "Yet none with truer fervour sing: coronation song and the (de)colonization of African choral composition" [↗](#). *African Music*. 10 (3): 23. doi:10.21504/amj.v10i3.2194 [↗](#). Retrieved 13 November 2018.

## Wikimedia Commons:

The use of Wikimedia Commons has been very limited, and includes the following:

- Images that enhance articles, and thereby also allowing for potential referral back to the Rhodes University sites, including the Rhodes Digital Commons, have been loaded into the Wikimedia Commons. Said selected images are either in the public domain or where Rhodes University has the copyright. List: <https://commons.wikimedia.org/w/index.php?search=rhodes+university&title=Special%3ASearch&go=Go>
- One image was loaded for purely experimental reasons in order to establish if cross-links could be created between the materials held on the repository and the duplicated image on Wikimedia Commons. Example [Map of Kakamas](#).
- Where articles were enhanced by the addition of logos, e.g. [SANLiC](#) and [SEALS](#) articles

## Wikidata:

Wikidata serves as a semantic hub linking millions of concepts with relevant authority listings such as Authority Files for bibliographic description (including taxonomies), and establishing relationships between objects. This greatly enhances the retrieval of relevant information within the semantic web environment. Use of Wikidata at Rhodes includes the expression of entities (and variances of expression) to support entities that are known within the Rhodes University community, e.g. [IEASA](#) (with references referring back to objects held locally) and [Amy Jacot Guillarmod](#) with identifiers linked as expressed on the bibliographic description (e.g. VIAF ID) of materials held within the Rhodes Library collections.

## Wikispecies:

The use of Wikispecies requires subject knowledge which can potentially be challenging. Citing Rhodes University research materials to support taxonomical validity also increases potential use of said materials held, e.g. example of citation of parrotfish article authored by renowned Rhodes ichthyologists on [Scarus persicus](#) Wikispecies entry.

## 7 Cory Library for Humanities Research

### 7.1 Introduction

Operations at Cory Library proceeded at a greatly accelerated pace in 2019. The staff routinely served scholars and researchers from across a range of disciplines from across the world. Cory Library also fielded electronic research inquiries relating to a number of disciplines, including anthropology, history, literature, theology, genealogy, architecture and photography. The Library is continually strengthening its holdings in Eastern Cape material, judiciously accepting relevant deposits and buying local book titles. Cory Library has four "divisions" – Library, Archive, Publishing and Licensing.

## **7.2 Staff training and development**

The Main Library continues to afford Cory Library support and training in cataloguing and meta-data creation. Head of Cory Library attended an Intellectual Property Rights workshop at Rhodes University. Ms Louisa Verwey continued as LIASA-Eastern Cape Branch Secretary.

## **7.3 Management and Administration**

The management and administration continued as usual, albeit with guidance of the Main Library through the Heads of Library Committee meetings.

## **7.4 Operations**

### **7.4.1 Projects and the Team Approach**

Cory Library remains committed to a project and team-work approach. Processing the following deposits are part of Cory Library's ongoing operations:

- Methodist Church materials (in progress);
- Digitisation of photographs;
- Lovedale Institution;
- Grahamstown Training College; and
- Personal deposits of books and manuscripts
- In queue: Black Sash / Border Rural Committee / GADRA.
- Bequest of books from the Royden Charles Peden estate.

### **7.4.2 Deposits Procured**

- Jeff Grocott collection of World War I soldiers' photos;
- Rev Dr JV Tooke deposited Minute Books and Photographs of the Franschoek Methodist Church;
- St John's Anglican Church graveyard maps of the 1820s
- Katy Butler deposited a collection of Jeffrey Butler photographs
- Jennifer Farhamound donated materials of her father Dr FJ Bennett
- Richard Wierich forwarded the Royden Charles Peden bequest of books to us in March 2019
- Methodist and other denominational materials continued to be deposited;
- The Queenstown Methodist Church donated a large box of manuscripts;
- The Unity Movement donated several boxes of its *Education Bulletin*;
- Lorna Els of Port Alfred deposited six (6) bags of miscellaneous manuscripts;
- Alan Bamford collection of books.

### **7.4.3 Cataloguing and Archiving**

- Librarian Vathiswa Nhanha and Assistant Librarian Louisa Verwey do the cataloguing of incoming books. Because our focus is on the Eastern Cape, the backlog is always minimal.
- The archiving part of the Archivist's work, processing and cataloguing of mostly manuscripts and church registers, continued to be done by Ms Vathiswa Nhanha and Ms Louisa Verwey;
- The research part of the Archivist's work continued to be done by the Head of Cory Library. This matter, of staff being "forced" to do extra work without an appropriate adjustment in their job profiles, may have to be considered for correction.

## **7.5 Research Assistance**

In addition to its normal research assistance activity, Cory Library served:

- An influx of indigenous leaders' delegations seeking assistance in land claims matters;
- A host of researchers seeking information to apply for ancestral visas;
- Various Zimbabwean historians; and
- Continued research assistance an array of graduate and post-doctoral researchers as well as family and public historians.

### 7.5.1 Seminars

Dr Cornelius Thomas delivered a paper “The Fourth Industrial Revolution: It’s Impact on Society and the University Library” at the University of the Western Cape, 1 October, 2019. Cory Library offered a seminar on archival usage to our History Honours class.

Cory Library offered one research seminar on editing honours papers to our History Honours class.

The Head of Cory Library presented the lecture “Archives – from Mystery to Magic” to several groups of students.

Dr Cornelius Thomas delivered a lecture, “Reading Historical Texts” to the 1820 Settlers’ Association.

**NB** Cory Library offered itself as internship and seminar space for Dr Dominic Santos’s envisaged Diploma in Heritage Management programme.

### 7.5.2 Library Books

As Cory Library is focused on Eastern Cape books, a small but steady stream of books (many of them donations) are being catalogued on an on-going basis.

### 7.5.3 Digitisation Station

The digitisation station has been unused since the Andrew Mellon Project came to an end in 2017, and thereafter students were not appointed to continue the digitisation project.

### 7.5.4 Study and Research

Gate count (total entries into Cory Library). Please note that this figure is always an under-count because one student will open the gate and several will follow him or her without closing the gate: 7 January to 13 December 2019 – **12,819**. **For noting:** *This is the highest annual footprint ever into Cory Library.*

As a “primary” research facility, Cory Library continues to buzz with research activity. Substantive research services were rendered over the counter and by e-mail, done for remote clients, including documentary film makers, scholars, churches, publishing houses, genealogists, and family historians we required access to primary documents (manuscripts), as follows:

- Over the counter: **811**
- By e-mail: **1,060**
- Students daily studying in Cory Library is estimated at **50**.

In addition to regular visits by Rhodes University scholars, Cory Library continued to attract distinguished professors, doctors, researchers, scholars, post-doctoral fellows and writers from all over, including a small sampling:

- Alex Wheeler, University of the Free State
- Ncedile Mhlauli, University of Fort Hare
- Nadine van der Merwe, University of Pretoria
- Patricia Hayes delegation, University of the Western Cape
- Kate Highman, University of the Western Cape
- Tanya Hammel, University of Basel
- Buyiswa Ndibongo, Massachusetts Institute of Technology
- Annwen Bates, School of Oriental and African Studies, University of London
- Timothy Keegan, University of the Western Cape
- Mike Kenyon, Research Associate of Michigan State University
- Peter Scott, Emeritus Professor University of London
- Sue Ogterop on behalf of Prof Joel Cabrita, Stanford University
- Jake Bezuidenhoudt, Freelance researcher, writer
- Prof Nomalanga Mkhize, Nelson Mandela University
- Megan Vetch, Independent local history researcher

- Marguerite Poland, prize-winning novelist
- Hazel Crampton, renowned freelance writer
- Lin Andrew, Archivist of St Andrew's College
- Diane Salters, United Kingdom Council for Psychotherapy
- Prof Jeff Peires, Senior Research Associate, Cory Library
- Fleur Way-Jones, Cory Library Professional Associate
- Prof Brian Willan, University of London
- Dr William Barham, University of Colorado
- Prof Mike Bruton, distinguished ichthyologist and author
- Mr Zongezile Matshoba, Amazwi Literary Museum (NELM)
- Ms Thandiwe Hlam, Nelson Mandela University
- Katherine Gillam, Local History researcher
- Stephanie Victor, Rhodes University PhD candidate
- Lwandile Dlamini, Durban University of Technology
- Paul Maylam, Emeritus Professor and Rhodes University historian
- Julia Wells, Rhodes University Emeritus Professor
- Robert van Niekerk, Professor of Policy Studies, Witwatersrand

#### **7.5.5 Licensing**

Cory Library's licensing "department" continues to attract some income. Mostly, however, we extend courtesy permission for the use of our images to kindred institutions.

#### **7.5.6 Publications and Books**

Cory Library Senior Research Associate Dr Sandra Shell launched her book *Children of Hope: The Odyssey of the Oromo Slaves from Ethiopia to South Africa* in Cory Library on 25 June 2019. Also published in 2019, by Cory Library itself, was *Our Fulfilment of the Soul* by Michael Barry and Fr Geoff Goodwin, with a Foreword by Monsignor Brendan Deenihan, and edited by Cory Library Head, Dr Cornelius Thomas. In preparation for most of 2019 was Vianne and Michael Bell's manuscript "Titan without a Profile: The Life and Times of Wilton Mkwai". The book will be published in 2020.

#### **7.5.7 Collections Development**

Despite the vacant post of Archivist, Cory Library continues to work mainly on the backlog of Methodist and other church related materials. The backlog is estimated at about 25 years – *if* an Archivist were to be appointed.

#### **7.5.8 Community History Project**

Prof Julie Wells conducted her Izikhumbuzo Community History Project in an office in Cory Library. Staff supported the research aspect of this project throughout.

#### **7.5.9 Video captures**

Three student groups from our Fine Art School did video and photo captures in Cory Library in September 2019. On 6 December 2019 an SABC TV crew conducted and video-captured an interview on how the Cory Library manages and makes accessible the archive collections to researchers in general.

#### **7.5.10 Exhibitions**

We provided materials for the following exhibitions:

- Exhibition on South African Writers, Amazwi Literary Museum; and
- Exhibition in the Thomas Mapikela Debating Chamber, St Andrew's College

### **7.6 Housekeeping**

- Security: Cory Library's perimeter security remained virtually non-existent as there are no burglar bars and no alarm system.
- Cory Library has a fire-alarm, water and foam extinguishers, but it remains without gas-based fire-suppression.
- Pest control was done in June and December 2019.

- Humidity and temperature controls in all our stores were maintained within the required ranges for an archival facility.

### **7.7 Internal Adjustment**

To bring Cory Library up to best practice archival standards by affording staff direct sight of researchers, it was decided that two dry-wall panels would be removed and glass panels inserted at the front desk office and old “consultation” room. It is envisaged that these adjustments will be done in 2020.

### **7.8 Rhodes University Historian**

Rhodes University’s Distinguished Professor, Paul Maylam, continues with his research in Cory Library. In 2019 he continued his work on a biography of economist D Hobart-Houghton.

### **7.9 Rhodes University Archivist**

Rhodes University does not have a University Archivist. Cory Library secures the University Archive, and manages it, albeit by default, in consultation with the Registrar. In 2019 the total number and size of special collections added to the digital archive are as follows: Labour Research Archives = 542 and Selmar Schonland Herbarium = 786. Consideration could be given to getting a temporary Archivist to deal with the backlog.

## **8 Partnerships and Collaborations**

- SEALS – Figshare and Introduction of RDM services at RU. Joint Collaborative project with SEALS libraries, a workshop is planned around the last week of November to coincide with the SEALS Trust meeting.
- CHELSA Projects: Academic Library Standards framework, National declaration on Open Access, National LIS Policy, CHELSA Leadership Development Programme.
- SANLIC Conference in June 2019 in Cape Town - The keynote speaker was Jeffrey MacKie-Mason, Professor, School of Information and Professor of Economics at the University of California, Berkeley. Jeffrey is also the University Librarian and Chief Digital Scholarship Officer at UC Berkeley and co-chairs the University of California Publisher Negotiations Task Force. His presentation read “*Pathways to Open Access: The University of California Experience*”.
- SANLiC Negotiations  
*Taylor & Francis Transformative Agreement*

SANLiC has held two webinar meetings (22 August and 18 September 2019) to prepare for 2020 subscription renewals and for transformative agreements, in order to develop a common understanding of these agreements and how they can be used to manage costs and access to scholarly information. SANLiC is entering into its first Transformative Open Access agreement with Taylor & Francis for 2020/2021. Currently, SANLiC is requesting that certain data be verified in terms of OA (Open Access) workflows, APC (Author Processing Charges) charges and a summary of non-SANLiC journal subscriptions that members have.

## **9 Library Spaces**

The Library provides and maintains conducive library spaces and facilities for learning, research, training, meetings, workshops for the entire university communities.



## 9.1 Research Commons and Postgraduate Commons

The Library's Research Commons and Postgraduate Commons are highly used facilities by postgraduate students. According to the occupancy statistics recorded daily, both venues reach their maximum capacity on most days.

The Postgraduate Commons is staffed by 6 postgraduate student assistants. The locker system to ensure fair use was changed in the first quarter of 2019. At the same time, the study booth booking times have been extended to 4 hour sessions. Feedback from the student assistants has indicated a positive and welcome acceptance from the students themselves. Food and drink has been strictly managed.

The Scholarly Communications Librarian, Debbie Martindale has met with all the PGC student assistants on an individual basis. The purpose was to chat informally about their personal wellbeing, the status of their research, their plans for 2020, and to gain an understanding of their experiences of working in the PGC team and the facility itself.

## 9.2 Staff Commons

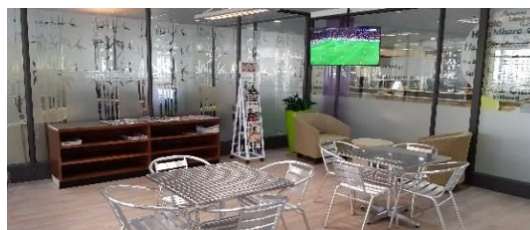
The then Acting Library Director, Mr L Naicker in collaboration with IT& Infrastructure officer, Mr G. Dampies initiated the project of converting the Web Administrators office into a staff common. The primary purpose of the staff commons is the facilitation of **library-related** activities only. This facility is for **Library staff** only. This room will be available on the facility booking system, and may be used for:

- Staff training/instructional training
- Conference calls
- Webinars
- Meeting with vendors
- Training of new staff
- Library marketing
- Library projects
- Team/section meetings
- Online lectures



## 9.3 News Lounge

The News Lounge carpets were replaced with wooden flooring due the space make re-purposed for eating, viewing etc.



## 9.4 Information Commons Desk

A new desk counter was installed for the Undergraduate Librarian in order to facilitate more one on one user interaction with the students.



## 9.5 Usage of Library Spaces

The demand for the use of library venues is evident from the statistics. The Library has prioritized the maintenance of these spaces which are heavily used by the University community at large.

Facilities Bookings 2019:						
	Conference Room:	Meeting Room:	Xstrata Training Room:	Staff Commons:	Total bookings:	Overall Year-on-Year:
Jan-19	50	12	8		70	40
Feb-19	77	28	52		157	74
Mar-19	22	27	56		105	39
Apr-19	25	15	16		56	-13
May-19	30	27	32		89	-12
Jun-19	17	22	15		54	16
Jul-19	19	18	23	6	66	9
Aug-19	14	12	8	27	61	-30
Sep-19	21	13	9	23	66	-13
Oct-19	19	20	3	25	67	-7
Nov-19	13	18	1	29	61	6
Dec-19	7	4	0	18	29	19
<b>Total:</b>	314	216	223	128	881	
<b>Ave/Month:</b>	26	18	19	11	73.42	

Table 31: Facilities Bookings 2019

Conference room= 314 people; average per month = 26, Meeting room = 216 people; average per month = 18, Xstrata Training Room = 223 people; average per month = 19, Staff Commons = 128; average per month = 11.

## 10 ICT Infrastructure

### 10.1 Biometrics

Further to the request from the SRC representative, with regards to biometrics being investigated for the Library as that of the University Residences, the Library Management have been liaising with Infrastructure & Operations in this regard. This item was placed on hold due to the appointment of the new Library Director, in July 2019.

The Library Management will be investigating the software requirements as well as compatibility to the Library Management System with the vendor and with the Infrastructure & Operations Directorate, in the next few months.

## 11 Community Engagement

### 11.1 Community access to RUL

One of the LIS strategic objectives is to provide library membership to the members of the Makhanda community and remove as most barriers to access as possible. The total number of external users registered as library users in 2019 are as follows:

External Users	2018	2019
Community	19	30
Alumni	30	34
COT	63	53
Visitors (Short & Long term)	19	25
<b>TOTAL</b>	<b>131</b>	<b>142</b>

Table 32: Community Access to RUL - 2019

This number will increase remarkably if we were to remove the financial barriers to access. Currently some members are subject to membership fee subscription.

## 11.2 Library Visitor Smart Cards

- **Community members** are required to pay a fee when registering as a library user.
- In order to register and be issued with a library card, community members need to bring the following:
  - R150 registration fee
  - I.D. photograph
  - Proof of residence (N.B. Makana letters are NOT accepted)
  - Photocopy of I.D. document
- For **Alumni** (RU graduates and ex-members of staff, requirements 2-4 above apply but no membership fee is charged. We require proof (degree certificate parchment or academic statement) that you are a graduate of Rhodes University and proof of previous employment)
- Students from other South African Institutions also qualify for a free subscription fee as per **CHELSA** Agreement.
- Students from the College of the Transfiguration are also registered for library access. They are charged R75 which is half the price of normal registration as per MOU between the Library Director and the College management.
- As of January 2019, the Library is required to pay R198.00 for these cards which was not the case previously. This cost will have to be incurred by the Library.
- Further to this it was proposed at the previous meeting that the Acting Library Director, Larshan Naicker and Mike Irwin, draft a proposal to be presented at the next I&TC meeting in this regard.

## 11.3 Community Engagement activities

- On 18<sup>th</sup> July Librarians spent some quality time reading stories to the kids and giving out party packs at the Potter's Crèche in celebration of Mandela's day.
- 31<sup>st</sup> July 2019: As a result of the Library Week visit to the Luzuko Pre-Primary in March 2019, a rain tank has been installed. The Library has been integral in ensuring the school is part of the Indigo Project wherein they will be supplied with drinking water as and when it is required. Mbuleli Mpokela is the Library liaison with the school principal.
- Mr L Naicker (Acting Director), attended the official opening and unveiling of the AMAZWI South African Museum of Literature – Monday, 06 May 2019
- Mrs Rionda is on the Grahamstown Public Libraries' "Friends of the Library" Committee, and continues to promote this committee's events and fund-raising activities, which benefit all the libraries in the Makana Municipality.
- Disability Week in collaboration with the SA Library for the Blind at RU Library
- 4<sup>th</sup> June: Sidima (WSU). Meeting to discuss SC roles and resources
- 26<sup>th</sup> June: UFH Intern – to share the SC roles and resources

*Figure 2: Librarian and communities*



*Figure 3: RUL & delegates from the Library for the blind*

## 11.4 Community Professional Mentoring and Development

### 11.4.1 Interns and Volunteers

Technical Services hosted one intern on contract, and two volunteers:

- Mr Sizwe Cunge was initially appointed on a three-months contract (September – November 2018) which was extended from 1 December 2018 to 30 June 2019, as Digitisation Assistant. Mr Cunge assisted with the preparation and digitization of materials as part of the Labour Research Service (LRS) agreement.
- Mr. Andrew Mugenyi who has been working at Rhodes Library since January 2019 to the end of June 2019 as a volunteer in the cataloguing and metadata units. Mr. Mugenyi was specifically interested in metadata creation, and therefore his focus at the Library has mainly been working on metadata on the repository – specifically the Andrew Tracey Collection.
- Ms. Anna Perold joined Technical Services as a volunteer in view of experimental training on the 16th of September. She has been assisting with the loading of materials for the C.J. Skead Collection (Selmar Schonland Herbarium), as well as assisting with the loading of research articles on the Rhodes Digital Commons.

## 12 Staff Development

### 12.1 Academic Progression & Courses Attended

- Ms D Martindale attended the RU Thomas Alty Award for the completion of her Masters in Information Technology (M.IT) on 6<sup>th</sup> June 2019.
- Ms N Fumbatha – BRICS Network University Winter School, 5-9 August 2019, Brazil: Ms Nandi Fumbatha (Assistant Librarian – Circulation), attended the BRICS Network University Winter School on Economic issues in the BRICS countries. Ms Fumbatha was one of the 3 South African students who were selected to attend the winter school which took place at the University of Campinas in Brazil. The trip was fully sponsored by the University of Cape Town and the BRICS Network University. The workshops and networking opportunities were beneficial to her research.
- Mr V Ntamo & A Sampson attended the Library Carpentry Workshop at CSIR, Pretoria – 15 May 2019
- Ms D Martindale; Mr G Dampies & L Naicker attended the 9 Conversations in Leadership hosted by Rhodes Human Resources Division from May to August 2019.

### 13.2 Professional Involvement

A number of staff within the Library Services are active participants on various fora:

Name	Committee / Association / Community of Practice
Chantel Clack	IGBIS Committee member
Carol Perold	SEALS Standards Committee – Cataloguing
Brenda Stoltz	SEALS Standards Committee – Electronic Resources Management
Khawulile Radebe	SEALS Standards Committee – Digitisation & Repository
Michelle Booyesen	SEALS Standards Committee – Acquisitions
Erica Hart	SEALS Standards Committee – Serials
Wynand van der Walt	SEALS Standards Committee – Systems (acting)
	SEALS Trust Member
	NeDICC Secretary
	LIASA Executive Committee
Larshan Naicker	Acting Library Director: April – June 2019
	Middle Management Steering Committee
	LIASA HELIG PRO (2018-2020)
	Sabinet Advisory Board Member (2014- )
	Deputy Chair – IUG Conference Organising Committee (2019-2020)
Louisa Verwey	Branch Secretary – LIASA EC
Mbuleli Mpokela	Committee member, IUG Conference Organising Committee (2019-2020)
Molly Chikafa	LIASA HELIG additional member
Thandi Dyantyi	Chair-Elect (2018-2020), LIASA Eastern Cape

Table 33: Staff Professional Involvement

### 13.3. Continual Professional Development (CPD)

The following Continual Professional Development Sessions were held:

Date	CPD Sessions
31 January 2019	Wikipedia /lib/ref campaign
03 April Webinar	AfLIA webinar 1 on OER
17 April Webinar	AfLIA webinar 2 on Open Access
02 May Webinar	AfLIA webinar 3 on OER
30 April 2019	Publons
21 May 2019	Collaborating for successful Open Access journal publishing with Digital Commons (webinar)
25 June	Overdrive
16 July 2019	Overdrive training
17 July 2019	Atom and Archivemeta
11 August 2019	Linked Data
15 August	Digital Storytelling (MC & TD)
15 October 2019	Kopernio
18 October	IGBIS presentation
22/10/2019	Why OA? The SAJBM's journey
23 October	Future of OA Books
23-Oct-19	Wikipedia #1Lib1Ref

Table 34: CPD Sessions 2019

### 13.4 Vendor visits & training sessions

Micromedex (training of the platform), OverDrive (front end training and ordering processes), JoVE demonstration, Scifinder-n Webex (migration to new platform), Annual Reviews presentation, Proquest training for Academic Complete ebook functionality, ProQuest One Academic, Emerald visit, Cambridge University Press presentation, SpringerNature presentation, Juta Evolve (update on the new platform), Sabinet; Askews & Holts, Erasmus Books, Ebsco, Best Books, and Annual Reviews.

### 13.5 Lecture/seminars/webinars, etc. attended locally & Online

Where	What	Date
VC	Address to Middle Management	30 January
Webinar	III Strategic Partner	13 February
RUL	Overdrive Training Session	05 February
Law	Faculty Opening function	22 February
St Johns'	First Aid level 1	04-06 March
Webinar	Overdrive training	05-March
Webinar	Incites Clarivate Analytics	12-March
RU	SHE meeting	14 March
RU	Annual reviews	15 March
RU	H & S meeting	18 March
Commerce	Human Rights Week Display	18-22 March
RUL	SALW event: Public Library	19 March
Law	Moot final	25-March
RUL	Proquest e-book training	26 March
RUL	Course Reserves Mdu from UNISA	27 March
RU	Middle Management Forum	03-April
RUL	Emerald Publishing	23 May



<b>ComFac Res Coll</b>	Research presentation by Dr Peta Myers (Acc)	29-May
<b>RU</b>	Symplectics presentation (Noelle Obers)	3 June
<b>RU</b>	Middle Management Forum	9 July
<b>RUL</b>	ProQuest presentation	16-July
<b>ComFac Res Coll</b>	Research presentation by Dr J Marire (Ecos)	30-July
<b>PE</b>	Sabinet Regional Meeting	01 August
<b>Philosophy</b>	Guest Lecture by Dr Doug Gevitt	06-August
<b>Law Res Sem</b>	Conference & research paper presentations	20-August
<b>RU</b>	RU Disciplinary Code presentation	28 August
<b>RUL</b>	Webinar: understanding researcher/Ex Libris	03 September
<b>RUL</b>	SEALS site visit	11 September
<b>RUL</b>	Askews & Holts Library Service - Keith Stanley	11-September
<b>RUL</b>	Cambridge Univ Press demo	12 September
<b>RUL</b>	Springer Nature presentation OA workflow	17 September
<b>RUL</b>	SANLiC video meeting on transformative agreements for publisher licenses.	18 September
<b>RUL</b>	Chronos presentation	19 September
<b>RUL</b>	Juta zoom meeting	26 September
<b>RUL</b>	Kopernio presentation	15 October
<b>RUL</b>	Nevada info session	18 October
<b>RUL</b>	Open Access video	21 - 25 October
<b>RUL</b>	Sabinet Meeting - Jean Nel	22-October

Table 35: Lecture/seminars/webinars, etc. attended locally & Online

### 13.6 Conference attendance

- 7 Feb (AM) LIASA - Training for treasurers, PTA
- L Naicker – CHELSA AGM & General Meeting, Centre for the Book, Cape Town – 24 June 2019
- L Naicker – SANLIC Conference 2019, Cape Town – 25-27 June 2019
- GN Danster, L. Naicker, W Van de Walt, M Chikafa, T. Dyantyi & L. Verwey – LIASA Annual Conference 2019, Durban – 30 October 2019 – 4 September 2019
- The SEALS Manager, Mrs Maretha Allwright represented the four SEALS Directors at the 1st USAF Higher Education Conference held at the CSIR ICC, Pretoria 2-4 October 2019.
- Khawulile Radebe (Librarian: Repository & Metadata) Heritage Digital Campus Workshop (23-24, 27 September 2019) University of KwaZulu-Natal (UKZN)

### 13.7 Paper Presentations by Library staff (Conferences & Workshops)

- Danster GN, 2019. *Rhodes University Library delivers the Fourth Industrial Revolution: the butterfly effect*, Leadership Magazine, August, 68-69
- Naicker, L. 2019. *Collaborate at your Library*, Guest Speaker: SAPS National Librarian's Forum, 12 September 2019, Bisho.
- Naicker, L. 2019. *CHELSA Leadership Development Programme-HELIG AGM*, LIASA Conference 2019, 30 September – 04 October 2019, Durban ICC. (Co-presented with Ms Z Mathe & Ms K Maphopha)
- Dyantyi, T & Chikafa, M. 2019. *Rhodes University experience using QR Codes in marketing library services: narrating our story through digital storytelling*. LIASA Conference 2019, 30 September – 04 October 2019 Durban ICC.
- Thomas, C (editor), and annotated by Geoff Goodwin and Michael Barry, *Our Fulfilment of the Soul: Priest and Young Man Ponder Life and Love in Letters*, Cory

Library, 2019

- Van der Walt, Wynand (RU) & Thomson, I (UCT). #1Lib1Ref Campaign. HELIG Webinar, 31 January 2019.
- Van der Walt, Wynand. 2019. *Leading for innovation: an assessment of employee perceptions about leadership behaviours among senior and middle management staff at Rhodes University Library*. UP Carnegie Capstone Conference, 25-29 March 2019.
- Van der Walt, Wynand. 2019. *LIASA ICTLIG*. Free State ICTLIG, 28 March 2019.
- Van der Walt, Wynand. 2019. *Metadata and Linked Data*. NeDICC Forum, 15 April 2019.
- Van der Walt, Wynand. 2019. *Aligning standards between catalogues and repositories: considerations*. IGBIS Forum, 29-30 August 2019.
- Van der Walt, Wynand (RU) & Thomson, I (UCT). *Finding your roots*. LIASA Pre-conference workshop. LIASA Conference 2019, 30 September 2019.
- Van der Walt, Wynand (RU) & Thomson, I (UCT). *Librarians as Wikipedians*. LIASA Conference 2019, 3 October 2019.



## 14 Recommendations

- A Strategic review session is necessary to streamline and align the various functions within the library
- Key positions, staff realignment and restructuring has to be considered in order to support the mission of the Library. Attention will be given to the said alignment in the following months.
- Filling of vacant positions, aligned to the strategic direction of the Library
- Strengthening internal partners
- Virtual presence (updated Library website) needs to be prioritized
- Security risk at Cory Library due to non-existence of perimeter security wall

## 15 Conclusion

The environment in which academic libraries function, is one of complexity and continual changes. Services need to be continually aligned and strategies devised to ensure that the Library meets its mandate. During the year under review, the Library has continued to give substance to its brief to be a partner and supporter of the academic project, Cory has continued to transform from a library orientation to an archive orientation. For reasons of easy retrieval, preservation and serving scholars world-wide, Cory Library is also steadily working towards a digital future. I would like to thank the Chair and line manager of the Library Division Dr. Peter Clayton for his support and guidance during this transitional phase, the members of the Library Committee, Library management and library staff, without whom this report would have not been successfully compiled and finalized.