



D U R B A N

INSTITUTE *of*
TECHNOLOGY

LIBRARY REPORT

2005



Contents

- 1. Introduction**
 - 2. User information services**
 - 2.1 User education
 - 2.2 Electronic services
 - 3. Collection utilisation and materials access**
 - 3.1 Utilisation analysis
 - 3.2 Inter Library Loans
 - 3.3 In-house use
 - 4. Quality management**
 - 4.1 Programme reviews
 - 4.2 HEQC audit 2007
 - 4.3 Vision and mission
 - 5.4. Collection development**
 - 5.1 Information resources expenditure
 - 5.2 Currency of stock, collection coherence
 - 5.3 Suppliers
 - 6. Collection organisation and maintenance**
 - 6.1 Collection statistics
 - 6.2 Indumiso collection
 - 6.3 Periodicals collections
 - 6.4 Quality control
 - 6.5 Discards and mending
 - 6.6 Stocktaking
 - 7. Staffing**
 - 7.1 General
 - 7.2 Staff development and training
 - 8. Space and facilities**
 - 8.1 Space
 - 8.2 Security
 - 8.3 Photocopiers
 - 9. Projects**
 - 9.1 TELP II
 - 9.2 B M Patel Library 50th anniversary celebrations
 - 9.3 Marketing and branding the library
 - 10. Regional and national collaboration and professional involvement**
 - 10.1 esAL (eastern seaboard Association of Libraries)
 - 10.2 CHELSA (Committee of Higher Education Libraries of South Africa)
 - 10.3 COSALC (Coalition of South African Library Consortia)
 - 10.4 LIASA (Library and Information Association of South Africa)
 - 10. Conclusion**
- Appendices**
- Appendix A DIT Library Statistical Profile 2005
 - Appendix B Electronic usage 2005
 - Appendix C DIT Library Staff as at December 2005
 - Appendix D DIT Library Committee
 - Appendix E TELP 17 point implementation plan

1. Introduction

2005 can be best described as the year of the Unicorn. The migration to the new system permeated through almost every aspect of the library's work and staff have had to adjust accordingly. The level and intensity of effort, input, planning and testing required on the part of the staff could not have been anticipated, to the extent that it overshadowed all other activities during the course of the year. The migration to the new library system, the slow release of the job grades and vacancies in the library, contributed to making 2005 a stressful year.

2. User information services

The Information Services Unit engaged in a series of workshops looking at the all user education training programmes conducted by the library. The first workshop was held on the 9 June to decide on the programme for Foundation programmes, facilitated by Mandy Hlengwa from the Centre for Higher Education Development (CHED). The purpose and specific outcomes have been formulated for the Foundation (Academic Literacy) training programme. The unit still has to work on specific programmes for other levels. Nobuntu Mpendulo and Nicky Muller also finalized the draft Information Literacy Framework and it has been submitted to various stakeholders for their input.

2.1 User Education

Librarians often erroneously believe that libraries in general are easy to use; however, this is not the case for new students who find it difficult to familiarize themselves with the rules and regulations, procedures, facilities, and using various information sources and services. They view libraries as unwelcoming and threatening and become anxious and frustrated. This often leads to reluctant library users, or no library use at all. To this end, the Information Services Unit is responsible for the various forms of library user education programmes that take place during the course of the year. This is an attempt to ensure that students are familiar with the library and its services and that they have the necessary information seeking skills to meet their needs, and to translate into successful academic performance, which impacts on the institution's throughput.

The following programmes are offered:

- Basic Library education
- Advanced Library education
- Academic literacy

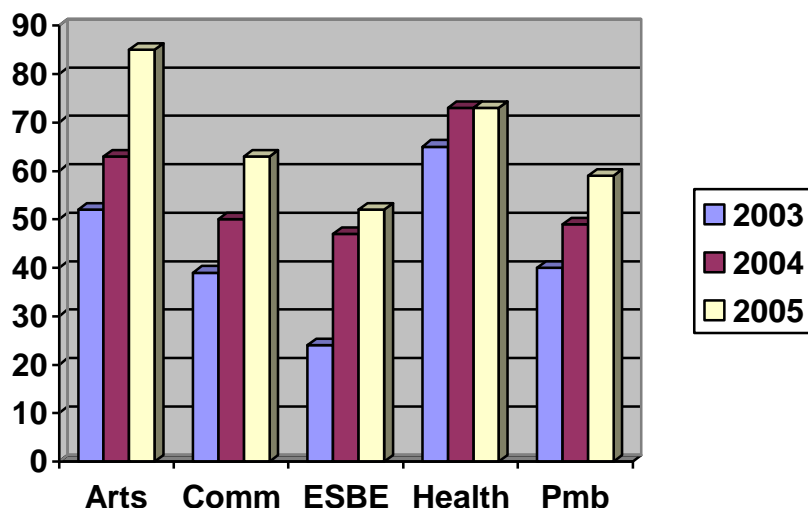
Although the above programmes are drawn up and driven by the Information Services Unit, staff from other sections of the Library assists whenever possible.

2.1.1 Basic training

There was an improvement in attendance in 2005 for all Faculties. In 2003, the overall attendance was 38% compared to 63% in 2005. There is still room for improvement, as the Information Services Unit's target is to reach as many first year students as possible. The attendance by the Faculty of Arts was exceptionally good this year with an attendance of over 80%. Lecturers in both Arts and Health Faculties are supportive of library training initiatives, as is evidenced from the statistics, although the Faculty of Health showed a decrease in attendance in 2005 to 74.1%. The reason for the lower percentage for 2005 has been ascribed to the late intake of students in this faculty. Many of the students who registered after the orientation to the library took place, obtained orientation on a one-to-one basis with the subject librarian or the after hours librarian, when possible.

There has been an improvement in the attendance of the Commerce and the Engineering, Science and Built Environment (ESBE) Faculties. Attendance in the Faculty of Commerce improved by 18% from 2004. The statistics for the ESBE Faculty is still a cause for concern even though there has been an increase from 40 % in 2004 to 55 % in 2005. It must be noted that the statistics for this faculty are skewed because students who are repeating the semester tend not to attend the library orientation. Riverside and Indumiso libraries have also improved from 2004 as the Subject Librarian made considerable effort to promote training. The availability of Open access labs both at Indumiso and City Campus has also made the task of offering these sessions easier.

Basic User Education Attendance by Faculty 2003 - 2005



Although the library receives cooperation from academics with regards to training initiatives, there are still a number of problems that have been experienced by Subject Librarians:

Alan Pittendrigh Library

- Training load uneven since Subject Librarians had to handle their own departments.
- Difficult to determine the actual number of students as some departments registered continuously
- Few students arrived for some sessions; lecturers not bringing students to the library
- Assistance with the tours – SLs had to ensure that there were tour guides
- Inconsistency in terms of content of the tours, some tours were too long and others too short
- Shortage of helpers
- Data projectors problematic
- Baggage Counter procedures took a very long time therefore delaying the start of sessions

BM Patel Library

- Some departments not cooperative in booking sessions or sending students
- Venues are small resulting in a number of sessions per group
- Introducing new students, some of whom come from school systems where there are generally no school librarians nor well established libraries, to the complexities of the library facilities
- Educating students on how to find materials using the outdated green screen character based URICA library system, while many students are familiar with a web-based environment
- The baggage counter was cumbersome for students and caused time delays, which affected the training time sessions and the library orientation timetable.
- Lecturers did not accompany their students to the Library, which resulted in students being lost en-route to the library

City and Brickfield

- No venue at Brickfield - students had to go to City for training and students were resistant
- Small venue at City Campus - the Faculty Lab can only take 20 students at a time and this necessitated dividing students into smaller groups and resulted in a number of sessions
- No assistance to the subject librarian was available

PIETERMARITZBURG libraries

- Some classes were too big despite the Coordinator having indicated the number required at a time
- Differences in computer proficiency made it difficult to keep groups at the same pace
- It was sometimes difficult to get access to the Computer Labs
- Insufficient number of user licenses restricted the maximum utilisation of PCs required.

2.1.2 Advanced training

Advanced training did not progress as expected. This can be attributed to the fact that it is not coordinated in the same way as basic training and also that it is conducted as the need arises. The B M Patel library, however, recorded an increased attendance of 34% over 2004 statistics. Although the advanced training is optional, lecturers are advised to encourage their students to attend these courses as students learn how to search effectively using the databases that the library subscribes to. The course covers the following:

- Finding information for research purposes
- Topic analysis: keywords and synonymous terms
- Search strategies: combining keywords – Boolean logic; expanding and limiting searches; using truncation and wildcards
- Interpreting bibliographic references – distinguishing between book and journal reference; identifying various elements of a journal
- Internet Searching: evaluating information on the web; search engines, websites; electronic journals and databases
- Downloading records: how to save, print and email from a databases
- Referencing

Although some subject librarians have established a good rapport with the lecturers, there are still academics that need to be convinced that basic training is insufficient to see a student through his/her programme. Most academics are not prepared to release their students once they start teaching, ostensibly due to time constraints. No matter how much marketing and promotion of resources the subject librarian can do, it is still imperative that this training should take place at the point of need. The challenge of the Information Services team is to find ways of ensuring that the academics create and recognise that need.

2.1.3 Academic Literacy (Foundation courses)

Academic literacy differs from basic training in that the library component is integrated within the coursework. The course is directed to the institutionally funded Foundation courses of which the Health, Arts and Commerce Faculties are recipients and the (unfunded) Bridging Engineering and Science course. To that end it was essential for the librarians to meet well in advance with all the stakeholders involved with the teaching of the courses. The lecturers provided the librarians with an outline of what the course would consist of and the librarians integrated this as closely as possible with the library aspect of the course. This intervention is broken down to five sessions covering five critical areas:

- identifying need and aim of information;
- locating, accessing and selecting information;
- categorizing, classifying and analyzing information;
- evaluating the accuracy, reliability and relevance of information and
- evaluating the search results

Nozipho Majola conducted Academic Literacy training for the Arts Foundation programme. She was only given 2 double periods to teach referencing skills. Since this programme was not as organized as the Health and Commerce Foundation courses, students were not taken through the whole programme. Subsequent meetings were held between Mandy Hlengwa (Foundation

Programmes Coordinator) , Nozipho Majola and the Arts Foundation Coordinator to come up with a structure for library intervention for 2006.

Attendance at academic literacy training improved by 51% from 2004 in the Faculty of Commerce. Two departments from the Health Faculty formed part of the funded Foundation courses that started in 2005. They were the departments of Somatology and Dental Technology. The subject librarians responsible for the Faculty of Health met on several occasions with the academic staff in order to prepare for the programme. The statistics indicate a 100% attendance from the Somatology group and an attendance of 71% from the Dental Technology group.

The Engineering, Science and the Built Environment subject librarians provided training for students during both semesters registered for the Bridging programme. The statistics indicate that 76% of the students attended the academic literacy sessions.

Evaluation forms were handed out to the groups at the end of the course and the responses indicated that the students felt more confident in using the library after attending the course. Feedback from the subject librarians was that the students were receptive to the training.

2.2 Electronic services

Dennis Mpumlwana and Bongani Ngubelanga, audio-visual library assistants, were trained to do first level trouble shooting with the computers in the electronic classrooms. The programme was provided by Sarah Khan and Pam Govender as part of the recommendation that came out of the Planning and Strategizing meeting in 2004 and 2005. It is envisaged that the AV library assistants will eventually take full responsibility for the management of the electronic classrooms, as well as assist with basic IT troubleshooting at their respective sites.

2.2.1 Electronic Information resources

Project e-collection, the interrogation of the electronic information resources available in the Library, was started in 2004 and is ongoing. The main focus was to establish and address gaps in the collection and investigate the South African and African content available in the collection.

Due to the high costs of electronic databases and other electronic information sources, the Library vigilantly monitors the use of the electronic databases. During the course of the year it became clear that some of the databases were not sufficiently utilized. Databases that were identified as low usage were interrogated and where lack of training was the cause of the low usage, steps were taken to ensure that the necessary training took place. On the whole the statistics reveal an increase in the use of the. Some databases, however, will have to show increased usage in terms of making them cost effective. Database utilization improved by 41% compared to 2004. It is difficult to provide figures for database usage for the PIETERMARITZBURG sites as the statistics cannot be separated from that of other sites.

Several unique and interesting databases were obtained for trial during the course of the year. There was a positive response from the academic staff and the electronic media librarians must be commended for taking the initiative to use the DIT electronic noticeboards as a means of bringing these databases to the notice of the institution.

Access to electronic resources continues to be problematic. While the library ensures that there is a balanced collection of resources available, access is hindered by inadequate numbers of PCs both in the library and elsewhere on campus for student utilisation, as well as considerable bandwidth constraints, which differ from site to site. This affects utilisation of valuable and relevant information resources, which in turn could have an effect on the quality of academic arguments in assignments and projects.

2.2.2 Internet training

Many library users are not familiar with the Internet and how to obtain the best search results. To that end, the Electronic media librarians provide Internet training to groups on request in the electronic classroom or during Forum Period. =

At the Alan Pittendrigh library, for the first semester seventeen (17) Internet training sessions were held. An average of 15 students attends each session as it is advisable that during the training the ratio is one person one computer. The second semester saw ten (10) Internet training sessions. In total 27 Internet training sessions took place at the Alan Pittendrigh library training approximately 405 students

Attendance to this intervention improved by 89% at the B M Patel Library, with a total of 629 students given exposure to the Internet.

In Pietermaritzburg the Coordinator and the Assistant Librarians conducted basic Internet training sessions for all students twice a week. The first term was busy as 180 students attended these sessions whilst only 49 attended between May and July. At Indumiso campus, only 49 students have been trained over four sessions. The Coordinator indicates that most of the Education students have already been through an indepth Internet training as part of their course and only need information about databases and rules related to using the Internet in the library.

Internet training for Arts students from City and Brickfield campuses is conducted at either the Alan Pittendrigh Library or at the B M Patel Library.

2.2.3 Library website

Nothing significant has been done to the website except updating the existing information. Revised subject guides were added to the website. All website construction and engineering was held in abeyance, pending the implementation of the new library system, Unicorn, to determine what role the website would play.

3. Collection utilisation and materials access

The circulation staff have been involved in a number of projects, including the drafting of Customer Care Standards and a Circulation manual, the revision of the Infringement of Library Rules, Visitor membership forms and Student Clearance forms. All visitor members were able to use the new library visitor cards for the first time in 2005. The attempts to recover books outstanding prior to the merger continued throughout the year.

Hours of opening

Due to requests from students, Indumiso Campus Library extended its opening hours from 16.30 to 19.00 from Monday to Thursday and 09.00 to 14.00 on Saturdays during exam time. This arrangement was made possible by the willingness of library staff from both Pietermaritzburg sites to work additional hours.

City Campus Library opening times were extended from the second semester by half an hour to 17.00 on Mondays to Thursdays due to a request by academics. Though the statistics from the onset indicated low usage between 16.00-17.00, it was decided to monitor the usage until the end of the year. According to statistics recorded, the maximum number of users between 16.30 and 17.00 was only 3. The library has decided to revert back to normal hours as the pilot has indicated insufficient use of the library.

All applications for reciprocal membership of other HE libraries in the province were for membership to the University of KwaZulu-Natal Libraries. This bears testimony to the advanced state of their resources.

3.1 Utilisation analysis

The Alan Pittendrigh site is popular with students because of its proximity to major bus and travel routes, and over week-ends it can become extremely busy. This site showed a slight increase (1.6%) in its borrowing activities, and there appears to be a move away from the short loan borrowing to the main collection borrowing.

At the B M Patel library, circulation figures fell by 0.3% despite the fact that there has been an increase in the number of users and membership became free to students registered for non-

subsidy generating courses. It should be noted, however, that this site recorded a large increase in in-house (non-borrowing) use, viz. 59.7%. Newspaper issues increased by 48% although the site stopped generating this statistic in the last term.

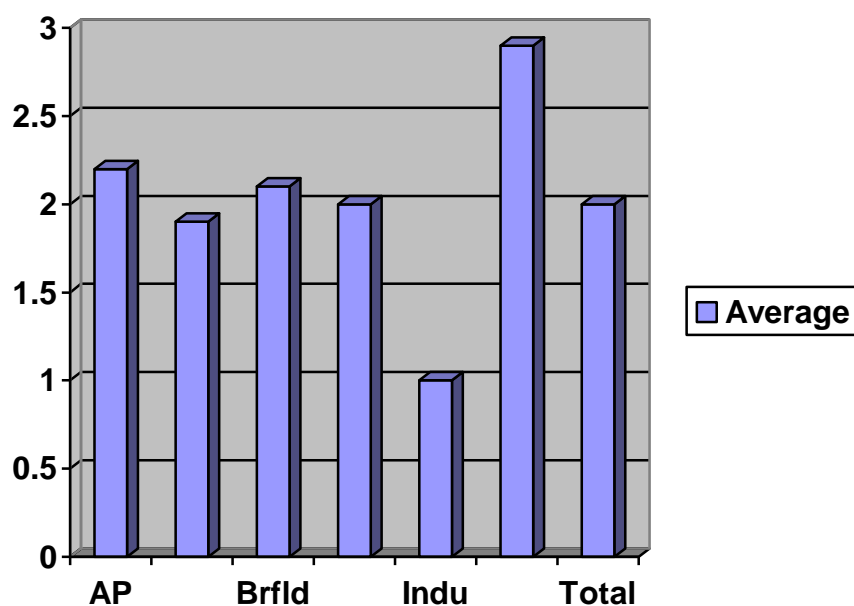
Other sites: Although Brickfield and Riverside loans have increased, City and Indumiso libraries loans are showing a decline. The user patterns at Riverside have not changed as the Short Loans materials are still heavily used. Claire Spershott put considerable effort into building the collection in this library, but lecturers still refer students mainly to the items in the Short Loans collection.

Further breakdown of statistics is available in the statistical profile, Appendix A.

While The Alan Pittendrigh Library shows the highest borrowing activity by users, the Riverside collection is the one with the highest use per item, followed by Alan Pittendrigh and Brickfield libraries. The figures and table below show the comparison between sites.

Average number of loans per volume 2005

	Alan Pittendrigh	B M Patel	Brickfield	City Campus	Indumiso	Riverside	Total
Total no. vols	74946	51812	7168	19362	13079	5704	172071
Total no. loans	166948	96514	15331	39114	12765	16434	347106
Average loans/item	2.22	1.9	2.1	2	1	2.9	2



Average number of loans per volume 2005

A comparison of work load between circulation staff at the sites, based purely on the average number of circulation loans per staff member, shows the following distribution:

	Alan Pittendrigh	B M Patel	Brickfield	City Campus	Indumiso	Riverside	Total
Total no. circulation staff	6	4	2	2	2	2	18
Total no. loans	166948	96514	15331	39114	12765	16434	347106
Average loans/staff	27825	24129	7666	19557	6383	8217	19284

Average number of loans per circulation staff member

*Note that only circulation assistants and assistant librarians were included in this analysis

While the Alan Pittendrigh and B M Patel libraries exceed considerably the average, it should be noted that the smaller sites of Brickfield, Indumiso and Riverside libraries do not have stack attendants, and the circulation staff are thus required to reshelve all the used material. The larger sites, including City Campus, have dedicated stack attendants for this purpose.

Finally, a total number of 23 608 staff and students registered as library members. With a total circulation issue of 347 106, this means that an average of 14.7 items were borrowed per registered user. In 2004 the average was 16 per registered user.

3.2 Inter Library Loans

Comparative statistics with other academic libraries in the region showed an extreme under-utilization of this service at DIT. As a result it was decided that inter-library loan staff should be time-tabled to assist at pressure points, mainly at the issue desk, while further investigations to turn around this state of affairs are being conducted. It is disconcerting to note that there is a high percentage of material which the library is unable to supply to the requesting libraries, for various reasons. Only 30% of the requests the library receives are fulfilled, with an unsatisfactory null return of 64%. Reasons that were given for not being able to fulfil requests include:

- items at binding,
- items on loan or lost,
- requested items are not for loan,
- the request is not found as it was cited,
- items are not in the shelf and cannot be found,
- DIT does not own the requested items.

Following an intervention by management to investigate the causes for this poor return to other libraries, several measures have been put in place internally to enable staff to find the material and make them available for loan timeously. The latest statistics indicate an increase in the statistics of almost 50%. Please see Appendix A for further details.

3.3 In-house use

This statistic is not always reliable and can be subject to manipulation by the staff collecting items in the libraries. Indumiso and Riverside statistics have dropped due to the renovations at both these sites, which have caused considerable disruptions to the service. At the B M Patel library, this figure recorded a 59% increase as compared to 2004, while at the Alan Pittendrigh library it dropped by 47.2%. Overall, there was an increase of 26.2% in the usage of material in the libraries, with Brickfield and City libraries yielding a slight increase as well.

4. Quality management

4.1 Programme reviews

Faculty of Arts: A workshop was held at the Golden Horse Casino in Pietermaritzburg in July in preparation for the MEd internal evaluation. The library presence was useful in clarifying some issues that were not clear to other staff. Reviews were also held for Drama, Translation and Interpreting and Language Practice. The feedback related to the library for Language Practice is confusing as the B M Patel Library does not close from 4.00 to 6.00 as indicated in the report. There is a need to build the collection in this area and also relocate some journals that are still at other sites to B M Patel library.

Faculty of Commerce: Four programme reviews, evaluating the departments of Human Resources Management, Office Management and Technology, Public Relations Management and Sports Management occurred. The findings of the panel were as follows:

- Library facilities, particularly at Pietermaritzburg are grossly inadequate
- Books at Durban are impressive in terms of number and quantity, but very inadequate in direct relationship to prescribed syllabus
- Subject Librarians very knowledgeable, friendly, approachable and helpful

Faculty of ESBE: The Engineering Council of South Africa (ECSA) visited the institution in August as part of the accreditation process. Very little comment if any was made about the collection and the report focussed on computer facilities in the library for students. The ECSA review at the Indumiso library occurred when the power was cut due to construction work, with insufficient space for the panel to be accommodated.

Faculty of Health: Internal programme reviews took place for the Departments of Chiropractic and Child and Youth Development. There was a concern that books purchased took extremely long before they reached the shelves. The staff shortage that existed due to Section 189 being implemented was the main reason for such a delay.

At Pietermaritzburg the ECSA and the B Ed reviews happened at a time when both libraries were under construction, which was by no means ideal. The reports for the Pietermaritzburg libraries indicate inadequate resources though the Subject Librarian has been attending to building the collections for both sites. There is much that needs to be done to ensure that the services at all sites are equitable; equally, an understanding must be created as to the accessibility of material for all DIT users irrespective of the location of the user or the item.

4.2 HEQC audit 2007

Roy Raju, Nicky Muller and Claire Spershott were invited by the Centre for Quality Promotion and Assurance, to serve as team members on various task groups for the institutional audit to be conducted by the HEQC in 2007. They attended various task team meetings.

4.3 Vision and mission

Various members of staff contributed to the institutional process of drafting the vision and the mission of DIT. In turn, in November, a workshop was conducted to revisit the library's vision and mission in the light of the new DIT strategic goals and framework. This process will continue in 2006.

5. Collection development

5.1 Information resources expenditure

The late reflection of payments on the ITS system continues to be problematic as it is difficult to answer queries from suppliers. Invoices for large amounts also remain with the Finance department for long periods before being dealt with. Newspaper subscriptions are also an ongoing source of frustration as the DIT Finance pays a lump sum and the newspaper companies cannot identify which copies are paid for, and for which departments. The library provision of such information is thus affected.

5.1.1 Books and media

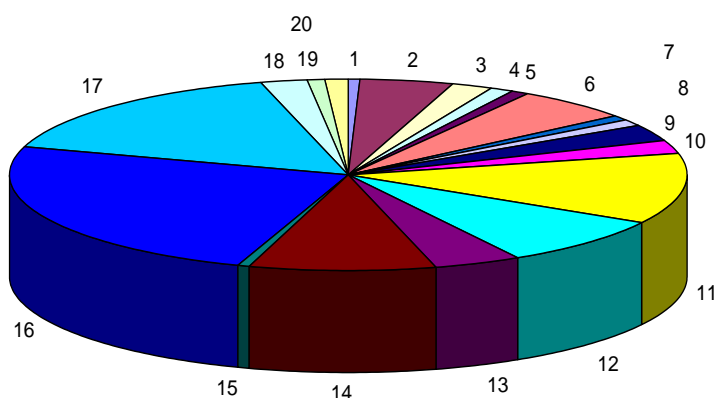
The total allocation for books and media amounted to R2,125,000.00. The formula for allocation of funds to departments was again based on student numbers (FTE's) and average price of books per department.

Once again the commerce and management books and media dominated the purchasing in 2006. This was followed by the arts, health science, computer science, engineering and pure sciences, as is depicted in the following table:

Table : Number of items purchased per discipline

1	Horticulture	20	11	Health science	443
2	Social science	169	12	Engineering	305
3	Public Admin & Politics	67	13	Education	155
4	Psychology	39	14	Computer science	324
5	Mathematics	28	15	Journalism & communication	30
6	Pure Sciences	211	16	Business & commerce	893
7	Law	28	17	Arts	598
8	Language & literature	39	18	Civic & landscape architecture	84
9	Building & manufacture	102	19	Sports	27
10	Food & nutrition	81	20	Generalities	41

Books and media purchased 2005



The total book and audio visual budget was R2,125,000.00; if this is divided by the number of student FTE's for 2005, the calculation shows that R124.02 was spent per student FTE for these library materials. The headcount figure, which is more accurate in terms of usage, shows that R98 was spent per head. If one considers that the average cost of an item in 2005 was R530, this points to a wholly inadequate budget.

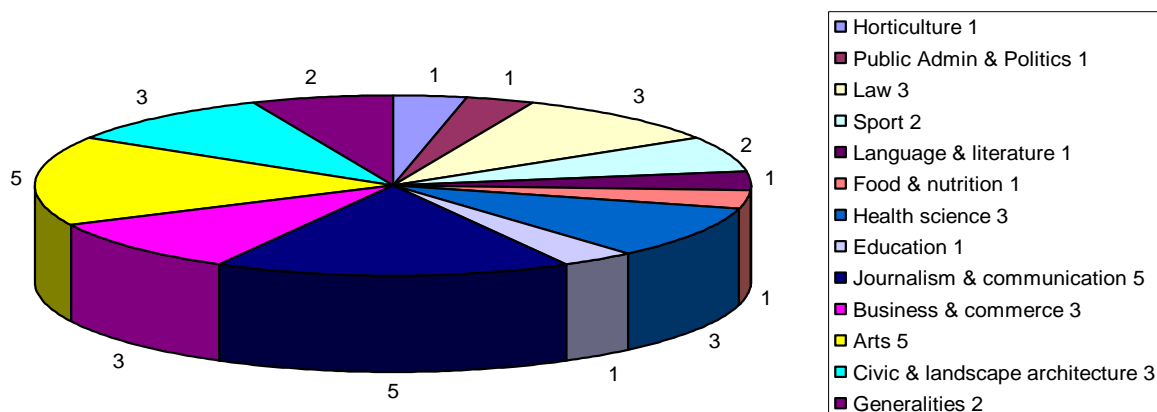
Average costs of books and audio visual materials per faculty is shown as follows:

Faculty	Arts	Commerce	ESBE	Health	Average
Average cost within faculty disciplines	R479	R235	R704	R699	R530

5.1.2 Periodicals

A total of R4,6m was allocated for the purchasing of print periodicals and electronic databases. The strong position of the Rand enabled ordering of more new titles than initially envisaged, and all requested titles that had been motivated for were therefore approved for ordering.

New periodical titles purchased in 2005



5.1.3 Periodicals cost analysis

Due to ongoing misunderstandings with the Finance Department concerning the nature of journals and their academic use, as well as their costs, a document giving an analysis of the cost of periodicals purchased by the library was prepared. Aspects such as the academic argument, cost and usage statistics of periodicals and databases were included.

In assessing the expenditure on the periodicals and electronic databases collections, the following data was identified which shows that DIT expenditure per FTE student is relatively low:

Institution	Periodicals spend	Electronic resources spend
DIT	R149.07/FTE	R53.00/FTE
SA 1 UNISA	R227.19/FTE	R45.89/FTE
SA 2 Potch	R328.80	R55.64
SA3 Medunsa	R720	R162
SA4 UFS	R447.93	R175.69
SA5 Wits*	R1136	
SA6 Fort Hare	R241.18	R55.11
SA7 UJ	R286.06	R100.35
UK 'new' universities*	R384	R132
UK 'old' universities*	R936	R168

* Wits does not separate print from electronic

** 2002-2003 figures latest available; R12:GBP used as conversion rate

5.2 Currency of collection, collection coherence

A project to determine the currency of the DIT books and media was carried out during the course of the year. The analysis indicated that 26% of the total stock was dated pre-1980. After conducting a more detailed investigation it was clear that results varied according to subject

disciplines: stock in the Faculty of Arts was the most outdated with only 23% of the material published after 1995. Of the engineering and science material 27% fell within that category, with 31% post 1995 for the health related disciplines. The commerce stock was the most current with 37% published later than 1995. The subject librarians will now use the data to concentrate on the subject areas most in need of updating and purchase items to replenish the stock, as well as weeding and discarding outdated items if necessary.

Currency of collection per faculty

Faculty	Pre 1995 published	Post 1995 published
Arts	77%	23%
Commerce	63%	37%
ESBE	73%	27%
Health Science	69%	31%

The analysis of stock also identified that the reference collection across the DIT library sites was old. To that end, the subject librarians embarked on a project to weed and update the entire reference collection. Further attention to the stock as a whole will be facilitated by the use of the OCLC collection management tool in the future.

A considerable effort was made to build the collection at both the Indumiso and Riverside Libraries. The Coordinator, Claire Spershott, exceeded the amounts allocated in 2005 in her quest to build the collection for both sites and Education requirements in particular.

5.2.1 Relocation of stock

The materials selection meeting revisited the stock relocation project, undertaken during the relocation of academic departments during merger. The approach taken at the time was one of 'quick and dirty', with the knowledge that there would need to be a relook at the coherence of collections at each site. There are still over 2000 items that are located at inappropriate sites. This relocation project will commence in 2006. In 2005, however, due to the urgent need to build the Education collection, books and audio visual materials were relocated to Indumiso campus from other sites. All duplicate Commerce journal titles were relocated to Riverside Library. This effort has enhanced the quality of the collection as more research items have also been added to the collection.

5.2.2 Standing orders

Considerable time has been spent in updating and modifying the orders and records for the loose leaf legal publications. As more computers become available to users serious consideration will be given to converting to the online versions, which ensures constant access and no misfiling or loss of this valuable source of information.

5.2.3 Project E-collection

Library Staffing Indaba and strategic management deliberations are attempting to provide lasting solutions for the management of e-collections and ensure appropriate staffing levels. It has been realized that insufficient attention is given to this collection. This is known as Project e-collection, which has made good progress in terms of holistically reviewing databases to which DIT library subscribes as well as ensuring adequate African content and relevance where possible. Quarterly assessments of cost per use are undertaken, and remedial action is identified where required.

Appendix B shows the cost per usage of the various electronic databases, as well as collection utilisation figures.

5.3 Suppliers

Three overseas suppliers namely Ambassador, Lindsay & Croft and Blackwells were approved for use and it was agreed that 20% of the book and media budget could be used to purchase material from these companies. Analysis shows that in fact only 12% of the budget went to these suppliers, the rest to local suppliers. As is customary, the local suppliers were evaluated

and their performance assessed at the beginning of the year. DIT Finance requested all suppliers to complete questionnaires and present their credentials to be considered as preferred suppliers. Three new suppliers were added to the list. The preferred local suppliers used during 2005 were: Adams & Co (also trading as Medibooks); Architectural and Art Books; Best Books; Book Finder; Booktalk; Books Etc Trust; Coniston Business Information; Hargraves Library Services; Horizon Library Services; Learning Resources; Rainbow Academic Books; Sesifikile Booksellers; Sherwood Books; Vuga Books (also trading as RC Suppliers and Logans) and Wider Horizons.

Small book exhibitions were held in Riverside and Indumiso during the first quarter and these were well supported.

The DIT Library Book Fair was held as part of the B M Patel 50th Anniversary celebrations. More than 20 exhibitors took part in the Fair held 6-7 April. The Fair generated a large volume of work for the Acquisitions staff and considerable time was spent in trying to resolve problems around the completion of requisition cards. Staff shortages in the section made it difficult to deal with the receipting of new material but staff members from other sections in the library provided relief at times.

A number of suppliers visited the Library during the course of the year. Most local suppliers as well as representatives of the overseas suppliers visited the library to discuss services and assist with problems. A number of electronic database providers also paid visits, viz. Emerald, NISC, EBSCO and ProQuest.

6. Collection organisation and maintenance

Although nearly 3 700 new items were receipted into stock the collection statistics show a decrease in the total stock count. This is due to the deletion of many missing and discarded books from the Urica system before the migration to the Unicorn system. This applies mainly to the B M Patel library (reduced from 41 119 titles to 39 736) and Alan Pittendrigh library (reduced from 56 900 to 56 608). Significantly higher numbers are shown at Indumiso, mainly due to the cataloguing project to capture the Indumiso book stock and to the relocation of stock to that campus.

6.1 Collection statistics

The Alan Pittendrigh Library has the largest number of titles followed by the B M Patel library, City Campus library, Indumiso library, Riverside library and the Brickfield library.

Table : Titles in DIT Library 2005

	Alan Pittendrigh	B M Patel	Brickfield	City Campus	Indumiso	Riverside	Total
Monographs	52104	36095	5001	14802	10804	4904	123710
Periodicals	1567	718	104	368	47	139	2943
Media	2937	2923	100	704	57	266	6987
Total 2005	56608	39736	5205	15874	10908	5309	133640
Total 2004	56900	41119	5026	15419	5144	4839	128447
Volumes in DIT Library							
Monographs	61127	44915	5925	15780	12816	4920	145483
Periodicals	10832	3520	1138	2877	220	528	19115
Media	2987	3377	105	705	43	256	7473
Total 2005	74946	51812	7168	19362	13079	5704	172071
Total 2004	84527	61518	7180	20193	6476	6061	185955

These figures show the concerted effort that has been made to build and improve the Indumiso library collection.

With a headcount of 21 682 students for 2005, and a total count of 172 071 volumes, the average number of volumes available per student is 7.93. This figure has dropped from 2004 where the average was 8.5 books per student. The international norm is 16 books per student, so DIT does not measure well in this regard.

6.2 Indumiso collection

Katy Jhaveri, the contract cataloguer appointed to deal with the Indumiso project and assisted by Anna-Marie Greffrath, managed to complete the cataloguing of the Indumiso non-fiction, including the reference collection. A total of 4 556 volumes were added to the database. Staff have started cataloguing the large fiction collection at Indumiso but as this is not a priority, items will be catalogued and processed one afternoon a week until the completion of the project.

Acquisitions staff assisted with the downloading of bibliographic records for the Indumiso stock when time allowed.

6.3 Periodicals collections

Due to the large volume of loose periodicals arriving on a daily basis it has been difficult to receipt and dispatch the items in time and prevent backlogs from occurring. All periodical titles have now been entered on the manual kardex but the checking and verifying of the titles has not been completed.

Eileen Steyn took on the additional portfolio of registering e-journals in the absence of the second Assistant Periodicals Librarian. This is a time consuming task as each title has different requirements and waiting periods for confirmation also prolong the exercise.

Journals collected from site libraries were sent to three bookbinding companies, Doosi, B K Bookbinders and Natal Ruling, during the course of the year. Due to the resignation of the Binding Assistant in August, a significant backlog developed.

The current awareness service was discontinued at the end of August. A letter was sent to all academics on circulation lists to advise them of the closure due to shortage of staff. The service will be resumed in 2006.

6.4 Quality control

The cataloguers and Periodicals Librarian assisted in small projects to clean up the Urica database in preparation for the migration to the Unicorn library system. This involved deleting records, changing material types, adding call number prefixes, etc.

6.5 Discards and mending

Backlogs developed in the Processing section as the staff were unable to cope with the steady stream of books and media sent for processing by the cataloguing staff. Many new books arrive with CD-ROMS which have to be processed separately, a time consuming task.

Circulation staff from BM Patel Library assisted during the vacations but more planning will have to be done to ensure consistent throughput of materials. The appointment of the third staff member in the Processing section is welcomed by all the staff as this will assist in ensuring a good work flow.

Due to the high volume of new books and media received, the mending of worn books could not always be attended to. Many of the items are high usage material required by users. The circulation staff at all site libraries assisted with mending at their libraries as books were often in demand. By the end of the year Processing staff had made significant inroad into the mending backlog.

6.6 Stocktaking

Due to the migration from the Urica to the Unicorn library system, no stocktaking was undertaken in the year, other than at the Pietermaritzburg sites.

7. Staffing

7.1 General

Vacancies created in 2004 due to staff movements remained unfilled during 2005, due to the Section 189 process, and the continuing delay in the release of grades which would inform at what level the posts were to be advertised. This put considerable strain on staff, many of whom were already overloaded with their involvement in the migration to and implementation of the new library system.

In January 2005 the AIMS coordinator undertook a survey to determine library staffing levels. His research showed that the DIT Library falls below national and international staffing norms, as shown by the following table:

Table : Library staff/library user ratios

Institution	No. library sites	Total no. library staff	Student FTEs	User FTEs (staff & students)	Student: library staff ratio	User FTE: library staff ratio
International						
Australia (mean of 40 universities)	5.7	108	17,676	19,642	163:1	181:1
New Zealand (mean of 8 universities)	4.8	100	15,231	17,133	163:1	183:1
USA (mean of 9 universities)		88	12,670	13,544	149:1	160:1
South Africa						
CAPUT	7	98	20,000	unknown	204:1	unknown
PE Technikon	4	43	7,000	unknown	162:1	unknown
DIT	6	78.5	16,790	17,463	214:1	222:1

A Human Resources strategizing and planning meeting took place towards the end of November to deal with the outstanding issues which emanated from a planning meeting earlier in the year. The meeting was attended by management, coordinators and representatives from the subject librarian grouping. Several recommendations were made with regard to certain sections of the library. It was also agreed that staff members who serve as circulation assistants are rotated on an annual basis to different sites as part of their development.

Alan Pittendrigh Library

There was very few staff movements this year. The secretary, Krys Knox returned to the Alan Pittendrigh Library to resume her secretarial duties at the site. Kusturie Moodley applied for and was successfully placed in a post in the Central Services. Trevor Peters, circulation assistant at the main issue desk has been relocated to the City campus library with effect from the beginning

of January 2006 to be replaced by Vinesh Ramlagan who occupied the same position at the BM Patel Library. Mr. Divya Bhamjee has been relocated to the Alan Pittendrigh since November 2005 library whilst HR processes are being investigated.

B M Patel library

At the B M Patel library three student assistants were appointed during the first term to assist at the information counter, and with secretarial and shelving duties since Zonia Mnyandu was indisposed for much of the term. The contracts of after hours staff Siphon Mchunu and Sizeni Makhathini and stack attendant Tholakele Ntshingila were only renewed at the end of April., Sandra Narismulu, subject librarian, resigned at the end of September. Various staff assisted in the Central Services department where possible.

Materials Organisation (Central Services)

The interim structure that was in place during 2005 worked well. Most staff indicated that they were in favour of the arrangement which made provision for four team leaders with staff reporting directly to the Manager. At a Staffing Indaba at the end of 2005 it was agreed in principle to retain the structure with minor adjustments. Sandra Achary, Acquisitions assistant, resigned and left for New Zealand at the end of July. Christine Sones retired officially at the end of 2004 but was asked to remain until the appointment of the new staff members at the end of 2005.

Two contract cataloguers assisted at various times during the course of the year against the two vacant cataloguing posts. Fran McDonald was responsible for the Commerce collection and Katy Jhaveri mainly worked on the Indumiso collection. Both their contracts came to an end in December 2005. After the release of the job grades the cataloguing posts were advertised with the correct requirements in terms of qualifications but with relaxed requirements in terms of experience, in order to give current DIT Library staff the opportunity to apply. Due to miscommunication between various departments within the institution, the interviews could not proceed which means that the cataloguing section will not have the full complement of staff to start the new year.

The two processing staff members had a heavy workload to contend with in 2005. A third processor was desperately needed in the section as new processing and mending started piling up causing large backlogs. Staff were pleased to hear that Selby Sikhosana would be transferred to the processing section after the disbanding of the CCTV unit from January 2006.

Work in the Periodicals section was compromised due to vacancies. The second Periodicals Assistant Librarian post was vacant from September 2004 until the end of 2005 when Kusturie Moodley was appointed to take up the position in January 2006. Maresce Jones, the Periodicals Binding Assistant left DIT at the end of August to emigrate to Australia. Reginald Magagula who has worked in the section previously was appointed into the position to commence from the beginning of 2006.

Other sites (Brickfield, City, Indumiso, Riverside)

A number of staff moves happened at the end of the year. Reginald Magagula was appointed as a Periodicals Assistant and has moved from Indumiso Campus Library to Central Services. Selby Skhosana was relocated from Brickfield Library to Processing, Central Services, Ashley Joseph was moved from City Campus to B M Patel Library and Trevor Peters moved from Alan Pittendrigh Library to City Campus Library.

After-hours staff

The after-hours team plays an important role in providing library services outside of normal office hours. Although the after-hour staff are responsible for the training of the after hours student library assistants, day staff also played a key role in the training. A Saturday was set aside at the beginning of the year to orientate the new student assistants into the library. The purpose for this intervention was two-fold, viz. that they get to know each other and that they also become familiar with all the sites as they may be called upon to assist at any of the sites.

Staff studies 2005

The following staff undertook further studies during the year, some completing their qualifications while others are still in progress:

Lutchmie John	National dip. in Library and Information Studies
Musa Khomo	B Tech: Library and Information studies

Ramolli Madho	Information Science 201 & Research 201
Zanele Mathe	MA LIS
Phumelele Mhlongo	B.Inf
Zethu Molefe/Mazibuko	Bibl Hons
Kusturie Moodley	B.Inf. Hons
Anushie Moonasar	MA Information Studies
Joyce Myeza	MA Marketing
Andrew Naiker	N Dip: Language and Translation
Ini Naidoo	Psychology 101
Segarani Naidoo	Masters Information Studies
Brian Reynolds	Applied Information Science
David Thomas	Applied Information Science
Philani Zulu	BA

7.2 Staff development and training

While there was no specific budget allocated for staff development and training, it is evident from the list below that attempts were made to ensure that library staff were able to attend workshops, seminars and conferences where possible. A number of staff were also able to attend skills development interventions, organised through the Human Resources department's training section.

With the implementation of the new library system requiring extra effort from library staff, a fun exercise to release tension and relieve stress was organised for staff. The steel drum session on 7 September was welcomed by staff after several intensive training sessions on Unicorn and the general mid-year malaise. It was good fun and hopefully dissolved some of the stress experienced by staff.

7.2.1 Internal workshops

- All DIT subject librarians attended the Information literacy workshop which was facilitated by Mandy Hlengwa from CHED
- Zethu Molefe, Patrick Mhlongo, Zithulele Ndawonde and Vincent Mkhize received training on MS Word
- Zithulele Ndawonde, Dennis Mpumlwana and Bongani Ngubelanga received training on PC trouble shooting from the library IT staff
- All library staff attended the Customer Care/teambuilding workshops held on 16/17 June
- Claire Spershott, Zithulele Ndawonde and Zethu Mazibuko attended the SWOT analysis workshop at Indumiso to discuss the viability of Pietermaritzburg campuses
- All staff attended Unicorn training on modules pertinent to their areas of work

7.2.2 External training and workshop opportunities

- Anna-Marie Greffrath and Trish Gierke attended the IGBIS Advanced Workshop on Bibliographic Standards held in Pretoria during July. Trish Gierke also presented a session on the cataloguing of integrating resources which was well received
- Trish Gierke attended a Sabinet Online/LIASA cataloguing course in March, funded by the Carnegie Foundation. This was an intermediate-level course dealing with the cataloguing of conferences, serials and non-book materials
- All the cataloguers, and Lindiwe Ntsele and Louise Cloete attended an esAL/ NLSA training course on MARC21 in April. The course was funded by UNCF/TELP. The course provided a basic but thorough introduction to MARC21, the coding standard used on the Unicorn system.
- Zanele Mathe and Claire Spershott attended the Knowledge Management workshop at UKZN Pietermaritzburg
- Acquisitions and Cataloguing staff and some of the Periodicals staff attended the Sabinet Online Connexion Client training course presented by Doreen Rabe in June. .

- Dennis Mpumlwana and Kusturie Moodley attended a workshop *Beyond Google: what's new in the web search, weblogs and RSS Technology* presented by Ms Karen Hartman of the United States Public Affairs Department
- Annemarie Rawlins and Mogie Rajkoomar, attended a LIASA workshop on Aids Literacy. This was an informative workshop that dealt with the various information resources available on AIDS.
- Vuyani Mayela attended a three day workshop on the Inter Library Loan ReQuest system which was provided by SABINET. The training for the interlibrary loan staff of the region was held at the Alan Pittendrigh Library. Staff were trained on how to use the statistics generating feature available on the national database and found this very beneficial.

7.2.3 Conference attendance

- David Thomas attended the South African Online User Group (SAOUG) conference
- The annual LIASA conference in September was held in Mpumalanga province this year and attended by four staff members, viz. Joyce Myeza, Lucille Webster, Zethu Mazibuko and Portia Rakoma
- Trish Gierke attended the 26th Annual Conference of the International Association of Technological University Libraries in Canada in May. She also attended the 34th Annual Workshop on Instruction in Library Use held at the University of Guelph in Canada
- Sarah Khan and Pam Govender attended a TENET sponsored conference focused on libraries and mergers
- Nicky Muller attended a local conference on metadata exploration and management.

8. Space and facilities

8.1 Space

The electronic classroom facilities at the Alan Pittendrigh, Indumiso and Riverside libraries are in high demand because the same facilities are used for the various forms of library user education as well as for internet training and for individual information searching. Regrettably, when the subject librarians use these as training venues, students have no other facility in the library to use to conduct literature searches.

Alan Pittendrigh library

Space is at a premium at this site. The introduction of more shelves in 2005 and more during 2006 will severely compromise the seating facility for students. To that end the manager has proposed that the current library extend into the basement of the building. A task group has been set up to investigate the viability of this proposal.

Although the post-graduate classroom was intended only for Master students, poor usage of this facility by them led to the decision to open it to BTech students as well. During the second and third terms, the electronic classroom was used extensively to train staff on the new Unicorn system. Students who required the service during this period were referred to the ML Sultan campus library

The inadequate air conditioning at this site is also a major cause of concern. Several industrial strength fans were purchased during the course of the year to assist with the air circulation. The windows of the Library are sealed and as such very little fresh air comes into the library. Staff at this site have a high incidence of respiratory ailments which is taking a toll on their health.

Several facilities were upgraded or replaced. The Library now boasts automatic doors that were installed in November of 2005.

B M Patel Library

Re-organization of library space planning has been informed by the findings of the studies conducted by the Centre for Quality Promotion and Assurance and the TELP II library survey and best practice visits. These studies recommended, among others, urgent attention to reduce noise levels, to increase the number of group study rooms, and to increase the number of OPAC (Online Public Access Catalogue) points. In response to these recommendations, the site has a three year rolling plan dependent upon the availability of relevant and enabling budgets.

To date the following projects have been undertaken:

- Re-routing the first floor electronic classroom
- Establishment of twelve seat research laboratory
- Removal of spiral staircase in order to reduce noise level and increase space
- Re-organizing the legal reference floor, in order improve management of this collection
- installation of shelf-end panels
- relocating the reference collection

It should be noted that due to this internal reorganisation, the availability of seating has been drastically reduced from 710 to 361 seats in the library. This will be attended to as part of the space planning priorities.

Pietermaritzburg sites

The highlight for Pietermaritzburg has been the refurbishment and extension of both the Indumiso and Riverside campus libraries. Though this resulted in disruption of library services at a time when students needed the facilities most, both students and staff were excited about the improvements. Staff worked under adverse conditions with noise, dust and paint fumes, sometimes with no electricity, network and telephones. The security of library materials and facilities was compromised during this time.

Acknowledgement of the considerable role played by Tom McKune and the work of the Pietermaritzburg maintenance staff whose commitment to the projects ensured that they were completed on time, must be made. The new look Indumiso Library was launched on the 15 November. The Indumiso library space has increased by 165.37 sq m. and Riverside library by 124.12 sq m. Both libraries have been enhanced by addition of group study room facilities, resulting in 5 group rooms for each library. There is, however, a need for air-conditioning for both, as well as for more furniture such as study carrels and chairs as the study or seating space has increased.

City and Brickfield Libraries

There are plans in place to move the library at Brickfield to the ground floor. The Campus Planner, Len Rosenberg has indicated that the move had been approved by Institutional Planning Committee but there is no indication as to when this will occur. A Seminar Room has been created at City Campus and will be operating from 2006 The long awaited baggage counter for City Campus became operational from 2005 thereby solving the problems of students bringing bags into the library.

Central Services

The Central Services department needs more space. One or more store rooms in close proximity to the department could alleviate this problem. Boxes of items to be relocated and donations are currently stacked all over as there are no space on the shelves for the items to be unpacked. The air conditioning on the east side of the building continues to be problematic. Noise has been a problem on the same side, particularly during courtyard activities.

8.2 Security

The security guards at all the libraries are still operating in an acceptable way. Since the employment of Mr. Clement Mthetwa as the Steve Biko Zone manager, there has been an improvement in the relations between the library and Protection services on that campus. There is a greater visibility of security staff after hours and they have been present daily when locking up the library. The Indumiso Campus library was allocated a permanent guard in May. Thanks to Claire Spershott for her persuasion in ensuring that the library is allocated a full time guard.

8.3 Photocopiers

Photocopier utilization rose drastically compared to 2004 showing an increase of over 22 000 copies. The Alan Pittendrigh site library generates the most statistics in terms of photocopying and as such during the course of the year heavy duty machines were relocated to that site where they could be used optimally.

The financial reports reveal that this service is self sustaining.

Statistics for this service are contained in Appendix A.

8.4 Equipment

60 new computers were purchased ahead of the Unicorn library system implementation, and were received by staff with great joy. The Anglo American Chairman's Fund (AACF) granted esAL an amount of R684 000 for the purchase of computers to assist with the successful implementation of the new Unicorn system. DIT will thus be a partial recipient of this funding.

Various other pieces of equipment were purchased for site libraries as per CAPEX plans.

9. Special projects

9.1 TELP II

The TELP II library project came to an end in July. The final project assessment report for the library was drawn up with contributions from the various activity coordinators, which included bibliographic standards for shared cataloguing on a regional database, customer care standards development and training, training programme development and skills training, and user needs analyses.

Two one day workshops on customer care were conducted, that were attended by the circulation staff. The workshops focused on customer care standards and policies. The User Needs Analysis Group finalized its survey in April and its findings have been endorsed by library management.

Activities begun under the auspices of this project now continue as routine business of the Library. The 17 point implementation plan is checked regularly at Library management meetings to track progress. The Customer Care Standards document that was drafted still has to be adopted by the library and implemented.

A final TELP workshop on customer care for the entire Library staff was held at the Botanic Gardens and staff attended in two groups on 15 and 17 June. The next step is to look at the recommendations that came out of the workshop.

9.2 BM Patel library 50th anniversary celebrations

The B M Patel library celebrations kicked off at the end of 2004 with an open lecture, an unveiling of the plaque and a luncheon. The celebrations spilled over to 2005 when two major activities coincided in April, viz. the book fair and book launches. The book fair, with over 15 exhibitors displaying their wares for three days, was the first of its kind for DIT. The following books were launched:

- Timol – A quest for justice by Mr Imtiaz Cajee (pre-launch)

- The Lotus people by Azziz Hassim
- Communicating with African patients by Dr. Chris Ellis

9.3 Marketing and branding the library

As part of the thrust of branding the DIT Library, new library promotional material has been produced. Nozipho Majola worked on the bookmarks for all sites and Claire Spershott worked on the Z-card, a 'library passport' that will be handed to students. Nobuntu Mpendulo worked on the Library Logo, Z-card holder and various Unicorn promotional materials. Mogie Rajkoomar organized T-shirts for all Circulation and Information Services Unit staff, water bottles and pens to be given out during library training sessions. The assistance of the DIT Design Unit, Portia Redmond and her staff in designing various elements is appreciated, as is that of the Department of Printing and Duplication.



The new DIT logo is

9.4 National Library Week

The KZN launch of the National Library Week was held in the Art Gallery at the Steve Biko campus on 14 March 2005 with MEC Narend Singh as the keynote speaker. The event was a collaboration between the national library association LIASA and the DIT library. The theme for the library week was **Opening the doors of learning and culture to all.**

Activities at the sites during the library week festivities ranged from general amnesty from fines for all library users to competitions and displays. Other activities included workshops and presentations on plagiarism and referencing.

10. Regional and national collaboration and professional involvement

10.1 esAL (eastern seaboard Association of Libraries)

10.1.1 EsAL Systems Project (ESP)

The dominant focus of esAL during the year was the implementation of the new Unicorn library system. esAL had successfully motivated to the Andrew Mellon Foundation in the USA, for a grant to implement the new system on a single server, with a single integrated bibliographic database for the libraries of the DIT, Mangosuthu Technikon (MT) and the Universities of KwaZulu-Natal (UKZN) and Zululand (UZ). This became known as the esAL Systems Project (ESP).

DIT library staff played a prominent role in the planning, testing and implementation of the system, particularly when the University of KwaZulu-Natal pulled out of the project. Nicky Muller, as esAL chairperson, led the project through to its final implementation, while Louise Cloete, Camilla Thumbadoo, Millicent Khumalo, Segarani Naidoo, Kogie Naicker and Sarah Khan were members of specialist working groups. Louise also acted as the DIT library coordinator and Camilla and Karin both coordinated their working groups. While this group of staff was at the forefront of the implementation, other colleagues played the invaluable and essential role of supporting and continuing normal business.

Preparation and planning began early in the year with a ten day implementation workshop, following which comprehensive system configuration profiles and data mapping specifications had to be agreed upon by the four participating libraries, and completed. The withdrawal of UKZN from the project in early June necessitated changes to the project plan and new submissions of documents had to be prepared. Due to the fact that the DIT database would

become the primary database, much cleanup work was also conducted by the DIT cataloguing and periodicals staff before the final data load. Test plans also had to be prepared with sample records to ensure adequate testing of the converted data.

The ESP core training conducted by Sirsi, the suppliers of the system, occurred in two phases, and on the model that a core component of staff would be trained, who would then cascade training appropriately in the esAL libraries. Segarani Naidoo and Kogie Naicker were involved in presenting cascade training for OPAC (five sessions) and Circulation (four sessions), respectively with their MT and UZ counterparts, at all the libraries. The cataloguing cascade training was attended by cataloguers from the three esAL libraries. At the end of the training period, the unanimous feeling of the cataloguers was that esAL should investigate the feasibility of setting up a centralised cataloguing department for all three institutions. This was seen as the only possible way to ensure quality control, a reasonably high standard of cataloguing and consistency in the joint database, given the very different levels of experience, expertise, knowledge and cataloguing control at the three institutions. Karin Herbert organised and presented the Serials Primary Cascade training together with the two trainers from University of Zululand and Mangosuthu Technikon. Millicent Khumalo was involved in presenting the primary cascade training for Acquisitions staff.

After two years of hard work, the esAL database comprising the catalogues of DIT, MT and UZ came into being. The maintenance of the database will require the determined effort, communication and cooperation of all the esAL cataloguers.

10.1.2 A blow to regional collaboration

The main purpose of implementing the new system with the model of a single integrated bibliographic database, was to create a single platform for access to information for Higher Education students, academics and researchers within the province. The University of KwaZulu-Natal, as the largest and most resourced institution in the province, owns 73% of the library holdings in the HE libraries in the region. This means that their withdrawal depletes the single library information platform by that percentage, leaving a database that reflects only 27% of the region's information resources. Students and researchers in the province are thus that much the poorer for the loss of what could have been a potent, single access point to the information holdings in the region. As indicated above, Z39.50 can be used to access the UKZN database, but it will not be a single seamless search for the user and will only be at the user's direct choice that this will happen. The Library Committee viewed this lack of willingness to collaborate for the greater good, so seriously that the issue will be tabled for discussion at Senate in the new year.

It is uncertain how much the UKZN withdrawal has to do with that institution's decision to terminate its membership of the eastern seaboard Association of Tertiary Institutions (esATI) and how much was a perceived opportunity by the librarians to disengage themselves from a model over which they would have no control of the library systems, other than in the participatory mode established from the outset. Control and ownership of the library system were two very evident concerns raised by the UKZN, to the extent that they proposed owning, controlling and managing the system on their own and allowing access by the other libraries on a negotiated basis (communication from the Acting DVC: Academic, May 2005). It is also evident that esAL's relationship to esATI (as a project of esATI) was problematic for the UKZN, in that the university would have no say in the legal ownership of the system, if they were not members of esATI.

In an attempt to retain UKZN participation in the system, esAL proposed to the esATI Board of Trustees that an agreement be signed between esAL and the UKZN enabling a partnership with a clearly defined understanding of operation. This was communicated to the UKZN management, who chose to exercise their prerogative to purchase their own library system. A sentiment was expressed that the UKZN "commits itself to working closely with ESAL to ensure that the yet-to-be-defined organic link between the systems is maximized/optimized." This is assuming that such an arrangement can be made, at present esAL is of the view that this can only be maximised through using the Z39.50 protocol.

10.2 CHELSA (Committee of Higher Education Libraries in South Africa)

In the last year this entity has consolidated into an effective forum for higher education libraries in South Africa. Links have been forged with national and international organizations to further its aims. Nationally it has established links with the Department of Education (DOE), the Council for Higher Education (CHE) through the office of the HEQC, the National Council of Library and Information Services (NCLIS), the Library and Information Association of South Africa (LIASA), and the National Research Fund (NRF). CHELSA has also requested affiliation with HESD (Higher Education of South Africa), namely the Vice-Chancellors' forum.

Internationally CHELSA has links with organizations such as SCONUL in Britain, CAUL (Committee of Australian University Libraries) in Australia and ARL (Association of Research Libraries) in the USA.

Roy Raju will be Chairperson of the incoming committee.

Projects of CHELSA include the following:

- Quality Assurance. The draft measures for Higher Education Libraries have been finalized and will be presented to the full forum in March 2006.
- ETD. The CHELSA sub-committee tasked with this project has requested financial assistance from the NRF. The object of the project is to create a seamless ETD system for all CHELSA member institutions with the NRF hosting a national metadata repository.
- Funding Formula. CHELSA in conjunction with NCLIS will formulate a funding framework for academic libraries. The report will be finalized by end of November 2005.

10.3 COSALC (Coalition of South African Library Consortia)

DIT derives significant benefit from the South African Site Licensing Initiative (SASLI), which is the sole project of COSALC, of which esATI is a member on behalf of esAL. SASLI benefits are purely in terms of cost recovery, as the office negotiates deals and agreements for electronic databases on behalf of COSALC members. In 2005, DIT subscribed to 8 services negotiated by the SASLI office for South African libraries. The market values of these was \$2,485,571. DIT paid only \$152,581 – a substantial saving indeed. Were it not for the services of this office, the DIT community would be that much the poorer in the provision of electronic information provided.

Nicky Muller currently serves on the Board of Directors as alternate Director for esATI/esAL.

10.4 LIASA (Library and Information Association of South Africa)

DIT library has been a key player in the KwaZulu-Natal branch of LIASA for the past two years. A number of staff members serve on the Executive of the KZN branch or the Interest group committees. Lucille Webster is the Chairperson of the branch; Nicky Muller and Portia Rakoma are Chairperson and Vice chair respectively of the Research, Education and Training Interest Group (RETIG); David Thomas and Joyce Myeza serve on the executive committee.

DIT hosted a series of RETIG workshops on Research Methodology to 15 participants over six workshops.

10.5 Other bodies

Louise Cloete continued to be involved in activities of the Sabinet Online Standards Committee (SOSC), attending two plenary sessions in March and November. This committee attempts to raise the standard of the Sabinet online database.

Trish Gierke was appointed as reviewer of the NLSA's teleMARC course on non-book materials. She was responsible for editing and evaluating four components of the course: sound recordings, video recordings, electronic resources and continuing resources. The course is currently available on the Internet.

Trish Gierke also presented a cataloguing training session at the Annual Conference of the KZN Media Teachers' Association held in September at Edgewood College. This involved a fair amount of work in terms of discussions and preparation. She has also been assisting with KZN Cataloguing Interest Group work – editing, writing and circulating minutes and agendas.

11. Conclusion

The year under review was by and large a period of consolidation during the post merger period. The merger precipitated significant organizational changes with a new structure, shifts in lines of responsibility and new relationships between the library and the faculties.

Initially the adjustment to these changes posed challenges; acceptance to these changes are beginning to manifest themselves in the first signs of a new organizational culture, new allegiances and the sense of belonging to the new entity.

With challenges of merger and system migration behind we can once again concentrate on more familiar problems of being responsive to the needs of students, researchers and the intellectual challenges of the 21st century.

Appendix A: Statistical Profile

Information Resources - Expenditure

Information Resources - Expenditure on binding

Information Resources – Expenditure on non-serials (books and a/v)

Information Resources – Number of non-serials items purchased

Information Resources – Expenditure on serials subscriptions

Information Resources – Expenditure on electronic databases

Collection acquisitions and organisation

Cancelled serial titles – number

Current serials titles total

New Serial Titles - New individual print and non-print serial titles (number)

New Serials, bound, despatched to site libraries

New Serials, loose issue, despatched to site libraries

New Serial items, including standing orders, receipted into stock

Serials prepared and sent for binding

Serials processed and entered onto system

Non-Serials prepared and sent for binding (Including exam papers)

Non-Serials processed and entered onto system (Including exam papers)

Non-serial Items - Gift or exchange received

Non-serial Items - Number non-serial items acquired during the year

Non-serial Items - Total non-serial items in library at end of year

Non-serial items - downloaded catalogue records

Non-serial items - holdings added

Non-serial items - original catalogue records created

Non-serial items - number processed, reprocessed or mended

Current awareness - scanned or photocopied for distribution

Inter library loans

Received from others - Original items received ILL

Received from others - Photocopies/ Electronic items received

Received from others - Total items received

Supplied to others - Original items supplied

Supplied to others - Photocopies/ Electronic items supplied

Supplied to others - Total items supplied

Institutional figures

Total Students - Total Students (FTE)

	2004	2005
	R 65,148	61,045
	R1,363,754 spent R1,362,626 committed	1,600,512 spent, R598,434 committed
	3206	4519
	2,924,458	2,720,292
	1,237,846	958,143
	24	19
	1600	1263
	30	31
	994	1651
	7702	8625
	9909	8816
	548	1267
	1060	1972
		Incl with serials
	281	Incl with serials
	271	125
	217	4644
	3695	172071
	185955	6017
	3176	6017
	351	597
	739	11697
	9006	1076
	1409	
	476	1089
	908	776
	1384	1865
	375	646
	282	652
	657	1298
	16790	17135

Total Students - Total Students (persons)
 Number of registered library borrowers (staff and students)

21904
 22050

21682
 23608

Site specific information

Collection statistics	Alan P	B M P	Brickfield	City	Indumiso	Riverside	Total	
Lost books paid for - number	179	41	0	0	0	0	220	
Lost books paid for - financial value	67874	10346					78220	
New books and media dispatched to site libraries	1442	1850	73	316	116	209	4006	
Total items in collection 2004	84527	61518	7180	20193	6476	6061	185955	
Total items in collection 2005	74946	51812	7168	19302	13079	5704	172071	
Total titles in collection 2004	56900	41119	5026	15419	5144	4839	128447	
Total titles in collection 2005	56608	39736	5205	15874	10908	5309	133640	
People figures								
Headcounts - bodies in libraries daily	423256	410183	46811	55824	5431	8679	950184	
External registered users (reciprocal and visitors)	1						1	
User education								
Information Literacy and Instruction - Participants in group presentations 2004	1805	2533	59	259	305	870	5831	
Information Literacy and Instruction - Participants in group presentations 2005	2072	3215	72	619	385	596	6959	
Collection utilisation								
In-house utilisation of materials	97251	711136	46811	55824	5431	8679	925132	
Loans - number of main collection loans	110500	47224	6875	17787	6338	8433	197157	
Loans - Number of reserve (short loan) collection loans	56448	49290	1783	3560	2089	8001	121171	
Loans - Total number of loans 2005	166948	96514	8538	21347	8427	16434	318208	
Loans - Total number of loans 2004	164273	130597	7952	26511	8739	15628	353700	
Space and facilities								
Photocopies - number of copies made	310932	286274	14322	31055	16484	1970	661037	
Floor space (sq metres)	63950		figures not available for any sites at time of report finalisation					
Seating - Number of seats	490	361	46	122	84	127	1579	
Opening Hours - number of hours open per week	75	75	41	46.5	41	41	319.5	
Number of Site Libraries	1	1	1	1	1	1	6	

Basic Training by Department within Faculty: attendance as a percentage

Faculty of Arts			Faculty of Commerce			Faculty of ESBE			Faculty of Health Sciences		
Department	2004	2005	Department	2004	2005	Department	2004	2005	Department	2004	2005
Drama Studies	25	100	Auditing	0	81	Architectural Technology	73	63	Biomedical Technology	82	77
Entertainment Tech	70	70	Catering Studies	82	-	Civil Engineering	8	40	Clinical technology	48	76
Fashion Design	73	100	CIS	50	-	Construction Management	62	60	Dental Services	88	85
Fine Art	70	100	Commercial Practice	-	-	Surveying		82	Dental Assisting	98	85
Graphic Design	0	89	Economics	0	-	Town Planning	97	76	Emergency Medical and Rescue	81	62
Interior Design	100	100	Entrepreneurial Studies	47	25.8	Food Technology	%not recorded	35	Environmental Health	98	64
Jewellery Design	94	100	Enviro & Recr Tech	84	80	Maritime Studies	79	69	Postgraduate Nursing	73	65
Journalism	100	100	Financial Accounting	25	64	Chemistry	71	23	Chiropractic	90	80
Interpreting & Translating		55	Gov Studies	60	100	Textile Technology	90	75	Child and Youth	52	80
Language practice		57	Hospitality Mgt	86	83.3	Mechanical Engineering	36	36	Homeopathy	85	50
Photography		100	NCC	50 91	- 105	Clothing Technology	66	56	Somatology	45	90
Video Tech	100	100	Info Tech	59	50.7	Chem Eng	3	34	Radiography	72%	76%
Textile Design	100	Incl with Fashion	Lib & Info Studies	137	68.4	Biotechnology	48	2			
Arts Foundation	100	50	Management	92	60.2	Electrical Engineering	37	72			
Indumiso			Mgt Accounting	10	60.2	Electronic Engineering	35	67	Riverside		
Civil Engineering	55	69	Marketing IMM	100 62	58.4 23	Industrial Engineering	64	60	Financial Accounting	50	46
Electrical LC	0	0	Office Mgt Tech	59	76.1	Food & Consumer Sc.	71	100	Management Accounting	94	0

Electrical HC	0	0	Operation & Quality Mgt	100	72.5				Accting Tech (IBS)		90
Education		64	Public Relations	75	65.65				NCC	28	70
			Sports Mgt	61	62.1				HRM	64	50
			Taxation	0	64.7				Management	94	75
			Tourism	53	288				OMT	72	83
			Tourism Marketing	-	82.3				PR	0	63
									Pub Mgt	49	48
									Tourism	50	57

Appendix B Electronic resources

Electronic resources: database utilisation

Databases	Total 2004	Total 2005
Analytical Abstracts	307	301
DAAI (Dramatic Arts Abstracts & Index)	4	354
EI Village Compendex	2398	2381
Emerald	46	1097
FSTA	221	224
NISC	3204	3108
ProQuest unique hits	19927	25081
Reuters	N/A	220
SA e-publications	416	14468
Sabinet	18906	37400
ScienceDirect	4186	19086
Springerlink	258	571
Wilson Arts	289	691
Wilson Business	865	662
Total	24920	105644

Usage cost per search

SILVERPLATTER		Total Searches	Cost Per search
Analytical Abstracts	2004	307	R 53.75
	2005	301	R 75.23
FSTA		221	R 208.29
	2005	224	R 180.49
EI VILLAGE		Total Searches	Cost Per search
Compendex	2004	2398	R 38.55
	2005	2381	R 31.65
SCIEDIRECT		4186	R 9.28
	2005	19086	
Springerlink		Total Searches	Cost Per search
Springerlink	2004	258	R 20.20
	2005	571	
PROQUEST		Total Searches	Cost Per search
<i>Unique hits (Search button)</i>	2004	19927	R 10.34
	2005	25081	R 9.18
PROQUEST		Total Searches	Cost Per search
Cinahl	2004		
	2005	254	R 91.96

Appendix C: Library Staff as at December 2005

DIRECTORATE

Raju, Roy	Chief Librarian
Muller, Nicky	Specialist
Ndaba, Mandla	Admin officer (Finance)
Khan, Sarah	Coordinator: Library IT
Govender, Pam	Library Web Officer
Jwara, Bongani	Library Computer Technician
Jadoo, Reshmee	Secretary
Knox, Krys	Secretary

MATERIALS ORGANISATION

Cloete, Louise	Manager
Thumbadoo, Camilla	Cataloguing librarian: quality control
Gierke, Trish	Cataloguing librarian
Greffrath, Anna-Marie	Cataloguing librarian
Langner, Jeanette	Cataloguing librarian
Herbert, Karin	Coordinating Librarian: Materials Acquisition
Khumalo, Millicent	Assistant librarian: acquisitions (books & media)
Steyn, Eileen	Assistant librarian: acquisitions (Periodicals)
Khomo, Musa	Periodicals
John, Lutchmie	Processing
Joseph, Wendy	Processing

ALAN PITTENDRIGH LIBRARY, STEVE BIKO CAMPUS

Webster, Lucille	Manager
Gumede, Lindiwe	Subject Librarian
Naidoo, Segarani	Subject librarian
Rajkoomar, Mogie	Subject librarian
Rawlins, Annemarie	Subject Librarian
Shah, Anitha	Subject Librarian
Thomas, David	Electronic Media Resources
Mpumlwana, Dennis	Audio Visual
Naicker, Kogie	Coordinator: Circulation
Mayela, Vuyani	Assistant librarian: Inter Library Loans
Madho, Molly	Circulation
Moodley, Kusturie	Circulation
Peters, Trevor	Circulation
Zwane, Thomas	Circulation
Naidoo, Indraloshni	Short loans
Reynolds, Brian	Short loans
Green, Gloria	Stack attendant
Naidoo, Charm	Stack attendant
Ramsaroop, Rita	Stack attendant
Rakoma, Portia	Coordinator: after hours
McCarthy, Dennis	Circulation: after hours

B M PATEL LIBRARY, M L SULTAN CAMPUS

Radebe, Siza	Manager
Mathe Zanele	Subject Librarian

Myeza, Joyce
Neerpath, Shirlene
Ntsele, Lindiwe
Ngubelanga, Bongani
Maharaj, Rakesh
Mhlongo, Phumelele
Ramlugan, Vinesh
Moonasar, Anushie
Pillay, Indrani (Vino)
Moses. Abel
Kunene, Zak
Eswarlal, Rajen
Mnyandu, Zonia
Ntshingila, Thola
Zulu, Philani
Makhathini, Sizeni
Mchunu, Sipho
Bhanjee, Divya

Subject Librarian
Subject Librarian
Electronic media librarian
Audiovisual
Coordinator: Circulation
Circulation
Circulation
Short Loans
Short Loans
Legal Ref. Collection
Inter library loans
Stack attendant
Stack attendant
Stack attendant
Coordinator: after hours
Circulation after hours
Circulation: after hours
relocated Alan Pittendrigh Library

BRICKFIELD CAMPUS LIBRARY

Mkhize, Vincent
Sikhosana, Selby

Assistant Librarian: Circulation
Stack attendant (temporary)

CITY CAMPUS LIBRARY

Mpendulo, Nobuntu
Majola, Nozipho
Mhlongo, Patrick
Joseph, Ashley
Ngwenya, David

Manager: Other sites
Site Coordinator
Assistant librarian: Circulation
Circulation
Stack attendant

INDUMISO CAMPUS LIBRARY, PIETERMARITZBURG

Ndawonde, Dumisani (Zithulele)
Magagula, Reginald

Assistant librarian: Circulation
Circulation

RIVERSIDE CAMPUS LIBRARY, PIETERMARITZBURG

Spershott, Claire
Molefe, Ntombizethu (Zethu)
Naicker, Ureshan (Andrew)

Site coordinator
Assistant librarian: Circulation
Circulation

Appendix D: DIT Library Committee 2005

Voting members:

DVC: Academic (Chairperson)	Prof D Lortan
DVC: Operations	Mr M Madanjit
Executive Dean: Faculty of Arts	Dr K Netshiembo
Executive Dean: Commerce	Prof M Wallis
Executive Dean: Engineering, Science & Built Environment	Prof S Pillay
Executive Dean: Faculty of Health Sciences	Prof T Gwale
Chief Librarian (Executive Officer)	Mr R Raju
Specialist Director: Library Services	Ms N Muller
Manager: Library Materials Organisation	Mrs L Cloete
Manager: Site (Alan Pittendrigh) Library	Ms L Webster
Manager: Site (B M Patel) Library	Mr S Radebe
Manager: Other Sites	Ms N Mpendulo
Director: Research	Prof G Pillay
Representative: Arts Faculty	Prof I Sutherland
Representative: Commerce Faculty	Mrs S Vermeer
Representative: ESBE Faculty	Ms G Lincoln
Representative: Health Sciences Faculty	Mr M van der Merwe
Pietermaritzburg Academic representative	Ms L McCullough
SRC representative	
CHED representative	Ms M Hlengwa
CQPA representative	Mrs B Sattar

Non-voting members:

Library representative: Arts	Ms N Majola
Library representative: Commerce	Ms S Neerpath
Library representative: ESBE	Ms S Naidoo
Library representative: Health Sciences	Ms M Rajkoomar
Library staff representative	Ms C Thumbadoo

**Annexure E TELP II
Recommendations for implementation**

No.	Recommendation	Timeframe	Action	Responsibility
1	Establish Knowledge Commons	Immediate	1 electronic classroom at BM Patel library ; postgrad classroom at Alan Pittendrigh library	Relevant managers and electronic media librarians
2	Branding DIT library	Immediate	Establish library marketing group to present possibilities	S Radebe, N Muller
3	Develop Library's mission and vision in line with the Institution's strategic objectives	Immediate	January planning day, forwards	Library management and coordinating librarians
4	Increased bandwidth	Immediate	Recommendation to IPC	N Muller
5	Computer workstations - update and increase	Midterm	3 year CAPEX rolling plan Leasing possibilities investigation	Library management N Muller
6	Establish 24 hour study centres	Immediate	Explore space possibilities	Siza Radebe, Lucille Webster
7	Performance monitoring and evaluation through surveys etc.	Midterm	TELP II user needs analyses Question of the month - Perseus	TELP II library focus area team L Gumede, S Narismulu with managers
8	Library credit card for Internet purchasing	Immediate, & ongoing	Explore and recommend	Louise Cloete
9	Use of the skills levy for staff development	Immediate	Consult with HR	Library staff dev group
10	Facilities for differently abled students	Immediate	Enquire about institutional plans with N Jappie	L Webster
11	Flexibility in use of staffing budget allocation	Immediate	Motivations to ensure responsiveness to needs etc.	R Raju
12	Percentage of library orders to stay in the country, some to go overseas	Immediate	Policy proposal	L Cloete
13	Be a driver in regional library cooperation	Ongoing	Use esAL Systems Project as launch pad	L Cloete and DIT working group reps

14	Staffing structure that is responsive to needs and changing trends	Short to midterm	Start with library staffing indaba, make recommendation to EMM	Library coordinators, management to EMM
15	Improve communication channels with users	Immediate, & ongoing	Website, suggestion box response and action, focus group interviews	Marketing committee, managers
16	Information literacy policy and framework of implementation for DIT	Short to midterm	Policy and framework development for approval	N Mpendulo, N Muller
17	Establishment of DIT ICT committee for strategic planning	Short to midterm	Recommendations through ICT to IPC	N Muller