



D U R B A N  

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UNIVERSITY *of*  
TECHNOLOGY

**LIBRARY**

**ANNUAL REPORT**

**2006**

**DUT**  
Library

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# 1. Introduction

This annual report provides an opportunity to present the Library's activities and achievements in 2006.

The year has been challenging yet fruitful. Facing demanding responsibilities, the six sites of the library services have accredited themselves well over the period. Striving for excellence, we believe that the changes that are being initiated in the way that the services are delivered will stand us in good stead as we work to provide better services to our clients.

Quality management, both in the form of eliciting useful perceptions from library users in the LibQUAL+™ survey, the self-review and formulating a new vision and mission and a strategic plan, formed a significant part of the Library's activities. Staff also adjusted to working on the new Unicorn library management system. Services to users were severely compromised due to problems presented by this new system. The year was characterised by frustrated librarians and library users alike who struggled to access a system which responded poorly due largely to bandwidth problems. Constant monitoring of the situation, ongoing investigations to resolve the problems and the additional bandwidth which was purchased later in the year saw most of the problems being resolved by the end of 2006.

We recognise that the library is but one player within the academic team. Better service delivery and improved academic success depends on the whole sector. Over the past year, the Library has concentrated on strengthening relationships with academic departments. Working in partnership with our colleagues builds on our complementary strengths and enhances the collective effort to improve the University's throughput rate and student success.

## 2. Teaching, Learning and Research

### 2.1 Teaching and Learning

This section describes the Library's involvement in user education and training of portable information skills, as well as initiatives to put Information Literacy (IL) firmly on the university's agenda.

A draft Information Literacy Framework was tabled for discussion at a Library Committee meeting during the year. The Committee agreed that this should serve at the Academic Planning Committee for ratification and implementation in July 2007. The context within which the draft framework is situated is the Teaching, Learning and Assessment Strategy and the later Academic Strategic Plan.

Considerable progress was made in 2006 in formalising the library user education courses, thus ensuring that training offered to users is standardised across all sites. A series of workshops was held for the Information Services Unit, facilitated by the Centre for Higher Education and Development (CHED) on the purpose statement, outcomes and assessment criteria for the Information Literacy course and in developing appropriate lessons.

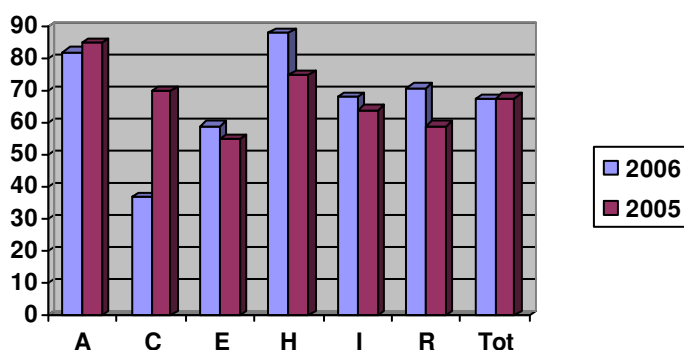
User education is a crucial component of the subject librarians' portfolio and involves careful planning and preparation on the part of the librarian. In an effort to make each lesson meaningful and interesting to the students, subject librarians often request from the lecturers learner guides and assignment topics for the orientation sessions.

The following categories of user education programmes were conducted during the course of 2006:

- Academic staff training (training on iLink and the databases)
- Basic training (training on iLink, library services and rules and tour of the library)
- Advanced training (training on iLink where necessary, databases and search strategies)
- Foundation programmes (These are weekly sessions which are integrated with teaching and assignments. The lectures focus on aspects such as: what is information, how does one use reference sources, what is iLink and how does one access it, how and why does one use periodicals, how to use the various multimedia available, databases and the Internet. Tasks to be carried out by the students are set for each lesson. In some instances there is assessment as well)

#### 2.1.1 Basic training

The graph below shows the increase/decrease per faculty of attendance (as a percentage) of students at basic training interventions.



As can be seen from this graph, the Faculty of Commerce showed a disappointing and considerable decrease, while Arts showed a marginal decrease. ESBE yielded a marginal increase, with Health, Indumiso and Riverside all increasing attendance at their training interventions. A marginal overall decrease of 0.3%.

### *Faculty of Arts*

The overall attendance for basic library training at City Campus has decreased by 3% from 85% in 2005 to 82% in 2006. The Coordinator has struggled with organising sessions with some departments. Four departments have a 100% attendance, viz. Arts Augmented (Foundation), Entertainment Technology, Fine Art and Jewellery Design. Entertainment technology arranged four sessions, which included referencing techniques and how to use the Index to Performing Arts database.

Problems highlighted at City Campus:

- Lack of commitment from some lecturers as students were not brought to the library for training
- The system response time was slow initially until remedial action was taken

### *Faculty of Commerce*

It is disappointing to report the drastic decrease in attendance at this level of intervention. Only 37% of registered first level students attended, compared to a 68.9% attendance in 2005.

Constraints in providing basic library education:

- The relocation of the second e-room at the B M Patel Library was only completed in March, thus limiting the number of bookings
- Slow internet response rate due to limited bandwidth
- Limited support in the provision of hands-on training and tours due to staffing problems
- Non-arrival of students despite adequate preparation, notice and acceptance of bookings by lecturers – usually these are groups unaccompanied by their lecturers
- Familiarising students who have no information skills at all with a broad range of library resources while attempting to develop library skills
- Different levels of computer proficiency of students

### *Faculty of Engineering, Science and Built Environment (ESBE)*

The statistics for the ESBE faculty is showing an upward curve. This steady improvement in the attendance can be traced from 40 % in 2004, 55% in 2005 to 59% in 2006. Unfortunately there are still departments who make little, if any, effort to ensure their students attend library orientation. It is a concern that the attendance percentage for the departments of Electrical Engineering, Mechanical Engineering and Food Technology are all below 30% .

### *Faculty of Health Sciences*

Academic staff in this faculty are proactive library users and made bookings early for their students. It is evident that when students are accompanied by lecturers to the library orientation, a higher percentage of students attend the orientation. On the whole the attendance for this faculty was excellent: 89% in 2004; 75% in 2005 and 88% in 2006. The following departments achieved an attendance of over 80% during orientation for first year students and are an example of the Library and academic staff working together well:

- Chiropractic
- Child and Youth
- Somatology
- Biomedical Technology
- Dental Assisting
- Dental Technology and
- Environmental Health

### *Pietermaritzburg – Indumiso and Riverside*

There has been an improvement in attendance at both these sites in 2006. Compared to 2005, there has been an increase of 4% from 64% in 2005 to 68% in 2006 for Indumiso and from 59% to 71% for Riverside. The Coordinator reports that departments were more cooperative than previous years. Attendance of the Department of Accounting is the lowest at 28% whilst

Government Studies had 100% attendance. At Indumiso campus, Education and Civil Engineering lecturers were cooperative and allowed training to take place in the departmental computer laboratories. For both sites there considerable informal training occurred at the OPACs as the users were not familiar with the new system. Though the total attendance for Riverside has risen to 71%, problems experienced included:

- some classes were too big
- different abilities / computer literacy skills / mouse skills within a class making it difficult to keep everyone at the same pace, especially if the classes were big. Often the Coordinator had to incorporate basic computer training
- some students don't see the need for library orientation and have a hostile attitude
- difficulties in obtaining the computer laboratory space for Library purposes. At Indumiso departmental laboratories were used
- Considerable time is spent on setting up for these sessions and moving equipment to and from the venues

### 2.1.2 Advanced training

The first term is usually set aside for the training of first year students. Subject librarians conduct advanced training sessions to other categories of students if there is a request for this. Although the advanced training is optional, lecturers are advised to encourage their students to attend these courses. In addition to learning how to effectively search the databases, the course also attempts to teach students about the different search strategies such as combining keywords, Boolean logic, interpreting bibliographic references and the various referencing methods.

#### *Faculty of Arts*

The subject librarian conducted 10 advanced training sessions with 146 participants. She had an opportunity to address all new Arts BTech and MTech students as part of the introduction to research course. She arranged separate sessions with departments whose lecturers also attended. She also conducted a session for five Graphic Design junior lecturers who were preparing for the MTech in 2007.

#### *Faculty of Commerce*

Although advanced training is optional, lecturers are advised to encourage their students to attend this intervention. The attendance to this intervention normally picks up in the second term, but this year very few departments responded. Subject librarians thus conducted this training on a one-to-one basis.

Experience has shown that no matter how much marketing and promotion of resources the subject librarian can do, it is still imperative that this training take place at the point in need, thus Subject Librarians work closely with lecturers building bridges in this regard.

#### *Faculty of ESBE*

For the ESBE faculty there was a decline in the number of students who attended the advanced training. In 2005 49% of ESBE students attended the training compared to the 46% of 2006.

#### *Faculty of Health Sciences*

There is also a slight decline for this faculty, although the percentage of students that attended is still above average. The attendance percentage for 2005 was 72% and 70% for 2006.

#### *Pietermaritzburg – Indumiso and Riverside*

At Riverside, five advanced training sessions for Office Management, BTech Tourism and three sessions for Public Management with a total attendance of 50 were conducted. For both Office Management and Tourism, the attendance was poor, though the training was tailored to suit the

needs expressed. The subject librarian has also been doing one-on-one training with the BSU students on the databases. She indicates that the numbers of BSU students in Pietermaritzburg have increased in 2006.

### 2.1.3 Foundation programmes

The teaching of IL skills in Foundation programmes took place during the first semester and the first term of the second semester. This intervention differs from basic training in that the library component (information literacy) is integrated within the coursework. Librarians take active part in the planning phases for the teaching of these foundation programmes. Because of the structure of the course it is essential for the librarians to meet with all the stakeholders involved with the teaching of the courses. The lecturers provided the librarians with outlines of what the courses would consist of and the librarians integrated this as closely as possible with the library aspect of the course. In essence the library component involved the teaching of the various reference sources, the different information formats available in the library and hands-on training on the Online Public Access Computer (OPAC) as part of the coursework. Students therefore learned about the library at the point of need. Library involvement in the various departmental foundation programmes varied considerably as can be seen below.

#### *Faculty of Arts*

Information Literacy training sessions were conducted with the Arts Foundation students. These sessions were on a needs basis and lecturers prescribed what needed to be taught at a particular session.

3 sessions included the following:

- First session was basic library orientation done to all first years : rules and regulations of the library sections of the library , number of items that can be borrowed and the library tour
- Second session was on the Library catalogue – iLink
- Third session involved training on how to reference and explaining what referencing means and why is it important. Students for this session had to buy referencing guides and were given exercises to do
- Another session was conducted by Sanjuka Bejanath, Lab Technician for the Faculty of Arts and she trained them on how to use Internet, how to use email facilities and MSWord for typing purposes
- Exercises were done for referencing. Students had to sign an attendance register.

#### *Faculty of Commerce*

Subject librarians were involved in the teaching of various reference sources, the different information formats available in the library and hands-on training on the OPAC as part of the coursework. Because lecturers accompany students and sit in during training, attendance has been 100 percent for the last two years in Management Foundation (Durban).

#### *Commerce Foundation at Riverside - Management*

Information Literacy training sessions were delivered to a group of 26 students over 4 double periods. This was the subject librarian's first information literacy experience, and she indicates that it went well and students were involved in all activities.

4 lessons included the following:

- Lesson 1: Introduction and overview of the sessions; The concept of information: what is information; where it is found (various sources); how and why it is organised and how to find it. Tour of library
- Lesson 2: Identify the different parts of a book; Write a basic book reference; Dewey decimal classification; iLink training (hands on)

- Lesson 3: Periodicals – e.g. Frequency, subject, contents, merit; Differences between scholarly and popular; Write a reference for a periodical; Definition of an electronic journal. Definition of an electronic database
- Lesson 4: Internet (hands on), definition, navigation, evaluation

Internet and iLink training were hands-on. The students were given exercises to show their competency in what they had learned. Students completed evaluation forms.

#### *Faculty of ESBE*

No foundation training took place for the ESBE.

#### *Faculty of Health Sciences*

The foundation programme departments involved in the Health faculty are Somatology and Dental Technology. The following is a breakdown of the sessions that was held during the course of the year:

- Session 1: General orientation to the DIT libraries, the organisation of information, how information is accessed and a tour of the library.
- Session 2: Introduction to reference sources in Health and Medicine
- Session 3: Introduction to the concept of the catalogue, training and hand-on training on the online catalogue
- Session 4: Brief introduction and explanation of referencing. Students were then shown how to write a reference
- Session 5: Introduction to the internet, its function, purpose structure and how to evaluate a site followed by hands-on training on the Internet
- Session 6: A detailed lesson on Harvard reference method and how to write a reference for a book and a periodical. Plagiarism was also discussed
- Session 7: This lesson reviewed the referencing task. This was followed by a short test in order to determine their understanding of the database and the other concepts that they were exposed to.

#### 2.1.4 Internet training

##### *Alan Pittendrigh Library*

Classes on how to navigate the internet continued to be offered during the first term. From the second term onwards librarians offered assistance when the need arose. As can be seen from the preceding paragraphs, internet training is a component in all the training interventions on offer in the Library.

##### *B M Patel Library*

Group internet training diminished towards the end of the first term due to the following reasons, that is

- The conversion of the site's Multimedia Librarian position
- Integration of this intervention into basic training
- Opening access to e-zone to students without having to attend this training
- Increased focus on one-to-one training

##### *Brickfield and City libraries*

Internet training at these sites is conducted on a needs basis.

##### *Pietermaritzburg - Indumiso and Riverside libraries*

Internet training at these sites is conducted on a needs basis. However, at both Indumiso and Riverside libraries, forum time is still set aside for group Internet training. At Indumiso campus, most students undergo Internet training as part of their course, therefore there is little demand. The subject librarian/coordinator conducted 6 sessions of Internet training with 63 students.

### 2.1.5 Database training

Database training forms part of the advanced training on offer to all departments. When a new database is introduced at the university, the Library invites the relevant academics and librarians to attend the sessions which are offered by the service providers. Training was offered on the following databases:

- Scifinder Scholar (CAS)
- Ovid/Silverplatter
- Web of Science
- Scopus

Unfortunately no statistics are available as to the number of people who attended these courses.

## 2.2 Academic integration

At the end of 2005 the Library submitted a proposal for a Teaching Development Grant. A Library Teaching Development Grant group planned a library intervention to empower academics and assist them in improving their teaching in areas that are crucial for academic integrity, such as plagiarism, copyright and referencing. Library Management decided not to pursue this intervention in 2006 but to resubmit a proposal for 2007.

The Library is represented on the DUT's Department of Library and Information Studies liaison committee. The Library also hosts library students from various institutions, for their work integrated learning components.

CHED is responsible for the induction of new academics. Nobuntu Mpendulo conducted library induction for new academics in the first term. The session was attended by 17 academics, most of whom had been with DUT from July 2005 and had already established relationships with their relevant subject librarians. The session was mainly introductory and further individual or subject specific sessions were planned with the subject librarians.

The Library enjoys an excellent working relationship with CHED and wishes to express appreciation for the support that is given to Library teaching and training endeavours by this department.

## 2.3 Research

In support of the third core function of the institution, the Library developed plans for an Institutional Repository to house, amongst other things, electronic copies of Theses and Dissertations, and research output of DUT staff and students. This repository will serve as the showcase of DUT research output, as well as making it accessible within the global knowledge environment. A proposal made to the Institutional Research Committee met with favourable support that this be submitted for funding from the 2007 Research Development Grant. A server has been purchased and funding for the remainder of the project is now awaited.

The Library has voting membership on the Institutional Research Committee.

## 2.4 Papers, publications and awards

### 2.4.1 Papers presented

- UKZN/LIASA mini conference on mergers
  - Roy Raju: The history of mergers in Higher Education
  - Anushie Moonasar: The DIT merger: some personal perceptions from a staff member
  - Charm Naidoo and Portia Rakoma: The merger between Alan Pittendrigh Library (ex Technikon Natal) and the B M Patel Library (ex M L Sultan Technikon): staff attitudes and perceptions
  - Trish Gierke: 1+1=1: the birth of the DIT Library database
  - Nicky Muller: Mergers and managers: what's needed to make it work?
- TENET DITCHE library workshop
  - Nicky Muller: The emergence and implementation of the esAL Systems Project
- Finnish Library Association conference
  - Lucille Webster co-presenter: Impact of the Internet on Libraries in South Africa
- Interest Group for Bibliographic Standards (IGBIS) Advanced Workshop on Bibliographic Standards
  - Trish Gierke was the trainer on cataloguing of direct access e-resources
- Library and information Association of South Africa (LIASA) conference
  - Musa Khomo: Membership of the Library and Information Association of South Africa (LIASA) among library workers in academic libraries in the Durban area

### 2.4.2 Publications

- Muller, N J. 2006. Mergers and managers: what's needed for both to work? In *South African Journal of Libraries and Information Science* 72(3)
- Neerpath, S. 2006. Towards establishing guidelines for performance appraisal of subject librarians in KwaZulu-Natal academic. In *Mousaion* 24 (1)
- Webster, L. 2006. article on her experiences at the World Library and Information Congress in Seoul. Published *LIASA-in-Touch* newsletter, December

### 2.4.3 Awards

- LIASA/SABINETOnline Librarian of the Year: Joyce Myeza was nominated as the KZN Branch Librarian of the Year, and in the national competition was awarded second place

### **3. Quality management**

#### **3.1 HEQC Audit**

The Library is represented on the DUT Audit Steering Committee. A number of senior library staff attended various workshops and meetings in preparation for the Audit in 2007.

#### **3.2 Programme reviews**

##### *Faculty of Arts*

A B ED programme review panel visited the Indumiso Campus library.. Though the library had not received prior notification of the visit, the panel was impressed with the improvements in the library as compared with their previous visit in 2005.

##### *Faculty of Commerce*

Programme reviews were conducted in the following departments: Human Resources Management, Information Technology and Small Business Management. It must be noted though that poor communication from the side of the academic departments regarding the reviews is a cause for concern. On the whole the Library came out well in these reviews.

At Riverside reviews were conducted for Human Resources Management and the NHC in Accounting.

##### *Faculty of ESBE*

The follow up ECSA visit for Civil Engineering was undertaken at Indumiso campus. The visit was a secondary review to see whether there have been improvements since the previous visit in 2005. Results of reviews are still awaited by the Library.

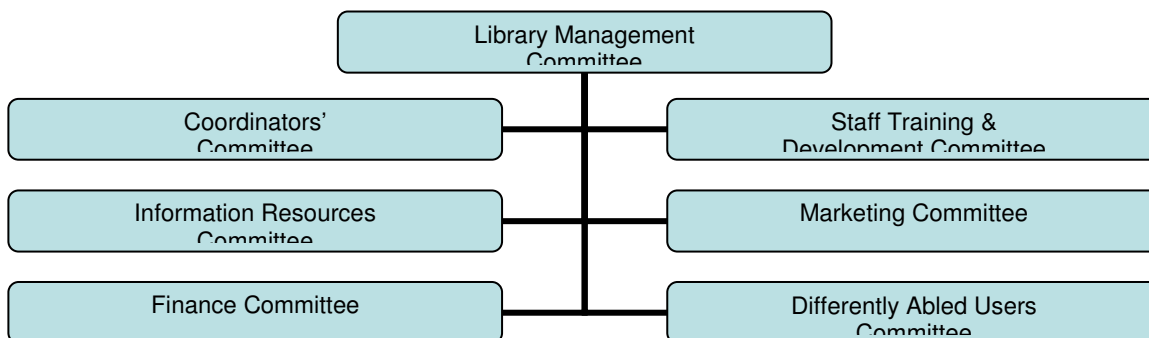
A review of the Maritime Studies programme indicated that the panel was critical of the library collection for that programme. This is despite the attempts by the subject librarian to encourage the department to spend their library information resources allocation. The panel for the Town and Regional Planning review was suitably impressed with the collection as well as the service and facilities available for library users.

##### *Faculty of Health Sciences*

The Chiropractic Department was reviewed by an external panel, and the subject librarian was interviewed by panel members. Although the panel was impressed with the subject collection they felt that the media facilities in the library were inadequate.

#### **3.2 Library quality management**

The Library has an informal hierarchical system of committees which see to the planning and implementation of Library business. The Library Management and Coordinators' committee combine at times to form an extended management team, particularly to formulate strategic and operational plans:



### 3.2.1 Self-review

As part of its quality management process, the Library undertook a self-review during 2006 in preparation for the HEQC audit in 2007. The main purpose was to review what the library does, how it does it and then to determine how the services can be improved or further developed. The process to be followed was introduced to all staff during a general staff meeting in June. Six teams were established and worked according to the Critical Success Factors (CSF's) compiled by the Committee of Higher Education Librarians of South Africa (CHELSA). The critical success factors are as follows:

- Integration – Team leader: Roy Raju
- Resources – Team leader: Nobuntu Mpendulo
- Human Resources – Team Leader: Lucille Webster
- Processes – Team leader: Louise Cloete
- Access – Team Leader: Siza Radebe
- Service Quality – Team Leader: Nicky Muller and Shirlene Neerpath

The groups were tasked to review the Library according to the description of that CSF. Groups were composed of a cross section of Library staff, each with a group leader. Input was garnered from all staff, resulting in a written report from each group indicating practice in place, weaknesses/challenges identified and quality improvements recommended. Practice in place was evidence-led and each report reflects source of evidence. A writing group comprising three individuals synthesised the six reports into the self-evaluation report. A first draft was circulated to all library staff for input, following which the final document was prepared and submitted to the CQPA as part of evidence for the HEQC Audit in 2007.

The task now for Library Management is to look at the weaknesses, challenges and recommendations and devise improvement plans.

### 3.2.2 User perception survey – LibQUAL+™

The Library engaged in a web-based survey to determine users' perceptions of the library service. An internationally recognised tool, LibQUAL+™, was used as the survey instrument. Useful feedback was elicited from students, academics and academic support staff, despite a low return rate. Of particular help was the open text comments box, which yielded valuable qualitative perceptions. A working group was established to ensure that all the appropriate planning and groundwork was done. To that end the proposed survey was marketed across the campus as well as to all the relevant committee structures and faculty boards.

Unfortunately the release of the survey to the university community coincided with the student unrest and other disruptions such as technical problems associated with an online survey. There were also perceptions that there were too many questions to answer.

The Library is committed to improving the service delivery of all the sites and as such the results are being used to re-examine the effectiveness of the library services and resources. Improvement plans are built into the operational plan for 2007 and progress will be reported at appropriate structures. A summary of the survey results is posted on the Library website.

### 3.2.3 Work load assessment

The Department of Operations and Quality Management was requested to assist with conducting a time and motion study focusing on the following circulation issues:

- efficiencies of human resources in the circulation points at the Alan Pittendrigh and B M Patel libraries
- equitable distribution of human resources between the B M Patel and Alan Pittendrigh Libraries' circulation points

The final report has been endorsed by the library management and recommendations are being implemented.

### 3.2.4 Policy review and development

As part of its quality management cycle, Library management took a decision to review all Library policies. Currently, review of the Collection Management and the Information Services policies are underway.

As part of collection development, discussions around the implementation of a weeding policy were introduced. A draft policy was prepared in part from existing policies from other libraries as well as input from subject librarians. The aim of the policy is to provide guidelines for the assessment of the DUT Library collection with regard to deselecting material.

## 3.3 Vision and mission, strategic and operational planning

The extended management team attended a workshop aimed at crafting the library mission and vision. The draft mission and vision statements were then discussed at a general staff meeting where some suggestions were incorporated. This was further discussed in numerous management meetings.

In November 2006, a strategic planning workshop took place to finalise the mission and vision and also to determine strategic objectives for the library. The draft planning document has been compiled. Each site manager also discussed and presented an operational plan for 2007.

Library staff members were also involved in giving input to the institution's strategic and operational planning documents, at various levels and at various fora.

## **The DUT Library Vision, Mission and Values**

- Vision
  - To be a leading University of Technology library in Africa that provides equitable access to the global knowledge environment
- Mission
  - The DUT Library is a client-focused service that enables teaching, life-long learning and research by:
    - Acquiring information resources
    - Providing information skills training
    - Ensuring equitable access to information and facilities
    - Using appropriate technology and skilled staff
    - Engaging in resource sharing and community outreach
- Values
  - Trust, Respect, Understanding
- Strategic direction
  - Innovative use of appropriate technology
  - Achieve operational excellence for the benefit of the client
  - Embedding the Library within the academic endeavour

### **3.4 Integration with institutional structures**

#### 3.4.1 Senate

The Library Director is a voting member of Senate.

#### 3.4.2 Faculty Boards

Subject librarians serve on the faculty Boards of the University, but not in a voting capacity. The degree of involvement of subject librarians and discussion of library related matters varies from faculty to faculty.

#### 3.4.3 Library Committee, sub-committee of Senate

The Library Committee is a sub-committee of Senate, and is chaired by the Deputy Vice Chancellor: Academic. See Appendix E for details of the Library Committee.

#### 3.4.4 Institutional Committees

The Library has voting membership on the following committees:

Academic Planning Committee  
Institutional/Physical Planning Committee  
Institutional Research Committee

## 4. Collection utilisation and access

This section addresses issues relating to how the Library is used. Statistics show that

- Borrowing has decreased substantially, except at Indumiso where there is an increase
- In-house use of materials has increased at most sites
- Photocopying has increased at some sites
- Use of the Inter Library Loans service has increased in some faculties
- Use of electronic databases has increased

### 4.1 Hours of access

During the student unrest in the first semester, there was a strong call for the Library to extend its opening hours. To accommodate this Library management in consultation with the DVC: Academic determined to:

- Set up 24-hour study centres at the two large sites, Alan Pittendrigh and B M Patel
- Extend opening hours to 22:30 Mon – Thurs and 18:00 on Fridays
- Extend hours at Indumiso until 20.00 weekdays, and 09.00-14.00 Saturdays

#### *Alan Pittendrigh Library*

Establishment of a 24-hour centre was completed in August at the Alan Pittendrigh Library but it is not yet operational due to the lack of a security presence. It is hoped that the matter will be resolved in 2007

#### *B M Patel Library*

Plans are underway to provide additional seating and group areas for students as well as creating a 24-hour study centre.

#### *City Campus*

At City Campus, students have requested that the library extend the opening hours to Saturday. This request was part of student grievances, but was not effected due to staffing considerations.

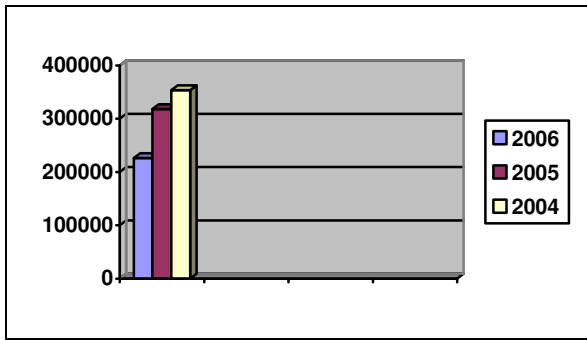
#### *Indumiso*

At Indumiso Campus the opening hours were extended. As this was part of the student grievances, a contract staff member was employed for four months, from September - December 2006. The library opened until 20.00 on week days, from 9.00-14.00 on Saturday and on Sundays during the examination period. Despite Library management concerns of raising expectations and not being able to fulfil them, the contract position has not been renewed.

## 4.2 Utilisation analysis

### 4.2.1 Analysis of borrowing patterns 2004-2006

The total number of items borrowed from the libraries over this three year period shows a marked decrease of 36% over that period. Reasons for this will have to be investigated carefully. Student disruptions in the first semester of 2006 affected library use, but cannot solely be attributed to this, as the three year period shows a downward borrowing trend:



2004-2006 borrowing patterns

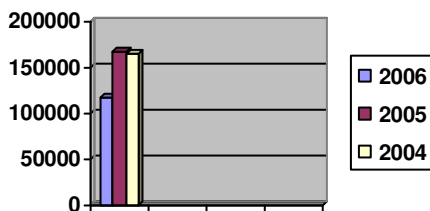
Factors for the downward trend could include the following:

- Library closures due to student unrest, security strike
- Disruptions at some sites as a result of building activity, closure due to airconditioning inefficiencies, power failures etc.
- Impact of slow bandwidth on productivity and library service when the new Unicorn system was implemented
- Increasing reliance of students on electronic information
- Changing usage patterns with a greater reliance on photocopying and in-house use

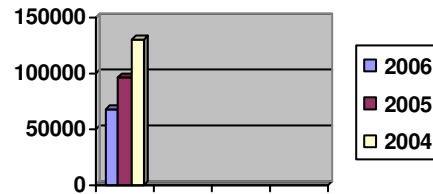
Indumiso Campus Library is the only site to record an increase in circulation figures. This is possibly due to:

- the concerted effort in ensuring all the Indumiso holdings are reflected on the library system (a project which began post merger)
- increased student numbers at that campus
- increased library hours over a four month period

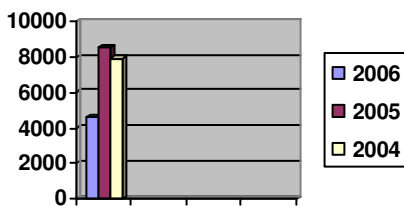
*Alan Pittendrigh Library*



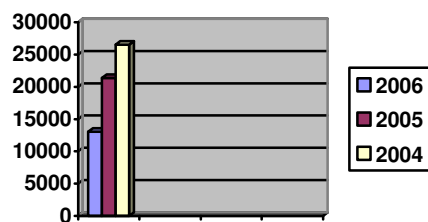
*B M Patel Library*



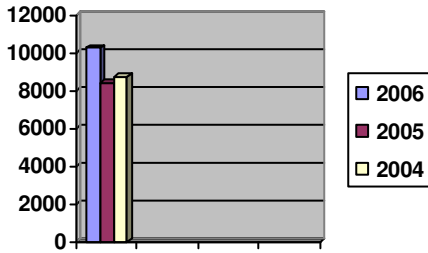
*Brickfield Library*



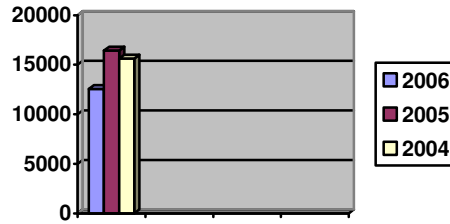
*City Library*



*Indumiso Library*



*Riverside Library*

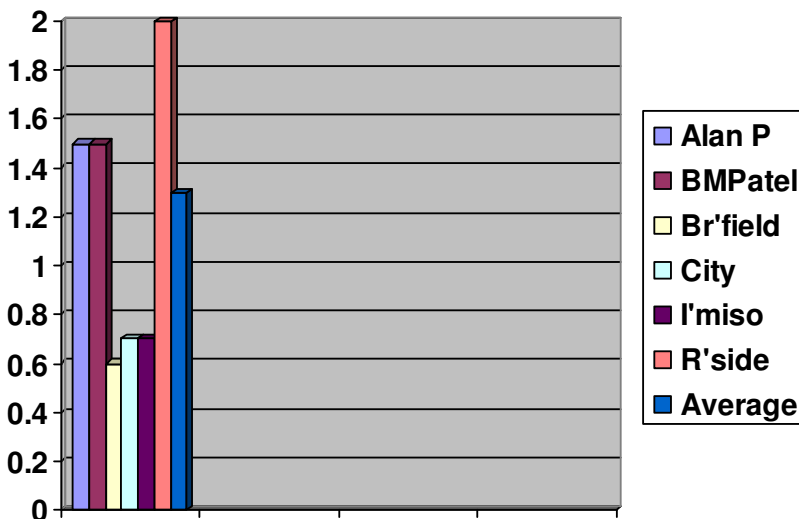


4.2.2 Analysis of use of collection per site

An analysis of the use of the collection per site, where use is measured as borrowing activity, shows the following:

**Average number of loans per volume 2006**

	Alan Pittendrigh	B M Patel	Brickfield	City	Indumiso	Riverside	Total
Total no. vols	77260	45271	7177	19914	13969	6417	170008
Total no. loans	117050	68399	4625	13019	10257	12557	225907
Average loans/item	1.5	1.5	0.6	0.7	0.7	2	1.3



Average loans/item

This graph indicates that the items in the small collection at Riverside campus are being used the most frequently, confirming that while small, the collection is relevant and appropriate to user needs.

4.2.3 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:

#### Average number of loans per circulation member

	Alan Pittendrigh	B M Patel	Brickfield*	City Campus	Indumiso*	Riverside*	Total/av
Total no. circulation staff	8	8.5	1	2	2.5	2	24
Total no. loans	117050	68399	4625	13019	10257	12557	225907
<b>Average loans/staff</b>	<b>14631</b>	<b>8047</b>	<b>4625</b>	<b>6510</b>	<b>4103</b>	<b>6279</b>	<b>9413</b>

\* It must be noted that only the Alan Pittendrigh, B M Patel and City libraries have stack attendants who re-shelve borrowed material. Brickfield, Indumiso and Riverside circulation assistants have to do this as well as their circulation duties.

### 4.3 Electronic resources

Due to the relatively high costs of electronic databases and other electronic information sources, the Library monitors usage of these products. Databases that are identified as low usage with concomitant high costs are interrogated, and relevant remedial action is investigated and implemented, such as training of users on the product and appropriate targeted marketing.

One of the databases identified as low usage and high cost, was the Food Science and Technology Abstracts (FSTA) database. The subject librarian marketed the use of the database extensively to the Food Technology academics and students over the past year and a half and by August 2006 the costs had decreased significantly.

The following databases are regarded as cost effective and come in below R10.00 per search:

- Proquest;
- SpringerLink
- ScienceDirect
- Sabinet

There has been a decline in the usage of the EI-Village Compendex. Further marketing and training was scheduled for the end of 2006 but was cancelled due to time constraints as the training could only take place after 16.00.

There has been an increase in statistics for both Arts databases viz. DAAI (Design and Applied Arts Index) an almost 50% increase in Wilson Art Full text,. This could be attributed to the efforts of the Subject librarian in promoting the use of these resources.

For further statistical information regarding electronic resources, please refer to **Appendix C**.

### 4.4 Inter Library Loans (ILL)

The ILL service is undergoing constant evaluation and monitoring. Various factors affect this service: global trends in the utilisation of inter-library loans services, increased utilisation of electronic resources, and the failure of the DUT Library to supply more than 64% of the incoming requests. Library users were outspoken in their perceptions of the ILL service, and the quality of service reflected poorly in the LibQUAL+™ survey (academic staff and post graduate students

perceptions). The monitoring of the service has resulted in a slight improvement. A number of measures have been put in place to overcome the challenges, among others,

- Ensuring that the ILL service is introduced in every library education programme
- Increased promotion of this service
- Exposing ILL staff to customer care interventions
- Dealing with library database anomalies
- Improving communication between ILL and mending / binding staff regarding availability of items.

A slight improvement is evident in the increased statistics. Overall, there has been an increase in the number of materials requested and supplied particularly in the last quarter of the year. In terms of supplying materials to other institutions, the statistics increased by almost 50%.

#### *Faculty of Arts*

The Faculty of Arts is active in terms of ILL, though some academics complained about lack of follow up regarding items requested.

Department	Books	Copies	Total
<b>National Requests</b>			
Language and Translation	25	8	33
Education	11	18	29
Fine Art	31	12	43
Fashion	20	61	81
Interior Design	4		4
Graphic Design	5	11	16
Journalism	6	5	11
<b>Total</b>	<b>102</b>	<b>115</b>	<b>217</b>
<b>International Requests</b>			
Fashion	0	16	16
<b>Total</b>	<b>0</b>	<b>16</b>	<b>16</b>
<b>Grand Total</b>	<b>102</b>	<b>131</b>	<b>233</b>

#### *Faculty of Commerce*

Department	Books	Copies	Total
<b>National Requests</b>			
Applied Law	14	20	34
BSU	15	28	43
Environment & Recreation	17	0	17
Governmental Studies	42	27	69
Library	14	19	33
Management	37	2	39
Management Accounting	7	6	13
Marketing	18	18	36
Taxation	20	12	32
<b>Total</b>	<b>184</b>	<b>132</b>	<b>316</b>
<b>International Requests</b>			
Information Technology	0	4	4
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>
<b>Grand Total</b>	<b>184</b>	<b>136</b>	<b>320</b>

### Faculty of ESBE

There has been a decrease in ILL activity in this faculty. Users in this faculty tend to be high electronic information users of full-text databases such as ScienceDirect and EI Compendex.

Department	Books	Copies	Total
<b>National Requests</b>			
Chemistry	19	117	136
Physics	0	53	53
Biotechnology	23	78	101
Chemical Engineering	9	33	42
Centre for Systems Research	3	14	17
Textile Technology	16	20	36
Town & Regional Planning	1	0	1
Mechanical Engineering	0	4	4
Horticulture	3	0	3
Surveying	3	0	2
<b>Total</b>	<b>76</b>	<b>319</b>	<b>395</b>
<b>International Requests</b>			
Biotechnology		12	12
<b>Total</b>	<b>0</b>	<b>12</b>	<b>12</b>
<b>Grand Total</b>	<b>76</b>	<b>331</b>	<b>407</b>

### Faculty of Health Sciences

There has been an increase in statistics for the Faculty of Health. Typically this faculty is the highest user of the service.

Department	Books	Copies	Total
<b>National Requests</b>			
Chiropractic	44	232	276
Homoeopathy	25	76	101
Human Biology	20	38	58
Nursing	43	52	95
Child & Youth	14	239	253
Dental Services	0	12	12
Somatology	7	0	7
Biomedical Technology	4	52	56
Environmental Health	13	16	29
<b>Total</b>	<b>170</b>	<b>717</b>	<b>887</b>
<b>International Requests</b>			
Chiropractic	0	96	96
Homoeopathy	0	26	26
<b>Total</b>	<b>0</b>	<b>122</b>	<b>122</b>
<b>Grand Total</b>	<b>170</b>	<b>839</b>	<b>1009</b>

### Pietermaritzburg – Indumiso and Riverside

There has been no ILL activity for either Indumiso or Riverside Libraries other than material borrowed for ILL purposes. This matter has been addressed with Subject librarians concerned and that marketing of the service should be their responsibility.

### Other

Department	Books	Copies	Total
Student Counseling	6	6	12
Health Care Services	34	13	47
<b>Total</b>	<b>40</b>	<b>19</b>	<b>59</b>

## 4.5 In-house use

In-house use relates to the use of library materials within the libraries, i.e. material which is not borrowed for home/office use. Gathering of this evidence is difficult, and statistics which are reported serve more as a guideline than concrete fact.

### *Alan Pittendrigh Library*

There has been a steady increase in in-house use by the library users over the past year.

### *B M Patel Library*

There have been inconsistencies in generating this statistics, as a result it has become extremely difficult to establish causes for a dramatic decrease of over 80%. This may be due to inaccurate counting.

### *Brickfield and City Libraries*

Both sites always have high in-house utilisation due to the nature of the Arts programmes offered. Most users are interested in visual images such as pictures and illustrations. At Brickfield Library, the lecturers bring classes for a particular lesson to browse journals and magazines, especially when looking at various patterns.

### *Indumiso and Riverside Libraries*

The in-house utilisation for both sites has not changed much and is always lower than the other sites. Both libraries have limited periodicals collection, which usually contribute to in-house use.

Further statistics relating to collection usage are tabled in **Appendix A**.

## 5. Collection development

### 5.1 Information resources expenditure

#### 5.1.1 Books and media

The budget for books and media for 2006 amounted to R2,201,000.00. This was divided as per the Collection Management policy:

- Funds allocated for unfulfilled orders from 2005: R400,000
- Funds allocated to the site libraries for general / interdisciplinary works; service departments and a contingency fund (Top slice): R375,000
- Allocation to academic departments: R1,826,000

The formula for allocation of funds to academic departments was again based on student numbers (FTE's) and average price of books per department. For the departmental calculations, student numbers were limited to a maximum of 250, except for the departments Auditing, Financial Accounting and Taxation, which were limited to 100 for Durban and 50 for Pietermaritzburg. Average prices were obtained from the "new title output and price reports" issued by YBP and were allocated per faculty.

Of the 5889 items ordered, only 3219 have been received, meaning that over 2500 orders were outstanding at the end of 2006. Many of these orders were only placed towards the end of the year and will hopefully be received early in 2007. Some of the vendors are not managing to supply material within the allocated time as per the Service Level Agreement and considerable time was spent by Acquisitions staff following up on outstanding orders.

Purchasing in 2006 was dominated by Commerce, followed by Arts and Health as can be seen in the table and chart below.

**Books and media titles purchased during 2006**

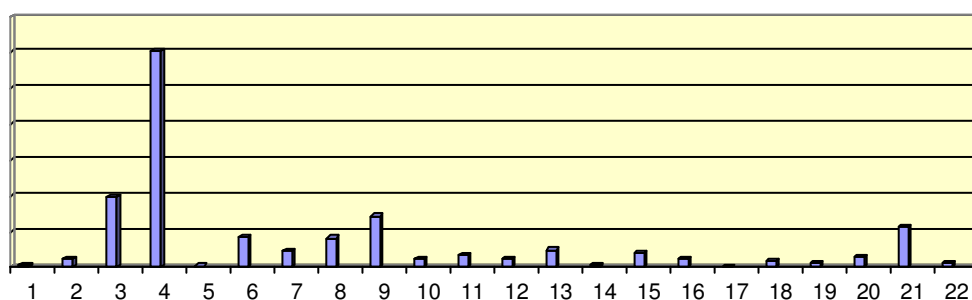


Chart number	Category	Number purchased	Chart number	Category	No. purchased
1	Horticulture	17	12	Languages	46
2	Architecture	46	13	Law	100
3	Fine & Performing Arts	394	14	Library and info sciences	13
4	Business & Commerce	1206	15	Science	85
5	Communication	11	16	Mathematical Sciences	45
6	Computer Science	168	17	Philosophy & Religion	3
7	Education	91	18	Physical Education	35
8	Engineering	166	19	Psychology	29
9	Health Sciences	288	20	Social Services / Public Admin	59
10	Food and nutrition	47	21	Social Sciences	228
11	Industrial Arts	67	22	Generalities	29

### 5.1.2 Periodicals

An amount of R4,806,500 was allocated for periodicals for 2006. A proposal was accepted at the Materials Selection Committee to divide the periodicals budget into faculty allocations for 2006. To establish these allocations, the estimated expenditure for existing titles (R3,900,930) was subtracted from the total periodicals budget which left approximately R905 500 for the ordering of new titles. 60% of the allocation went towards print and e-journals and 40% for databases. Of the R543,342 allocated for print, a top slice of R43,342 was set aside for general and reference periodicals. The remaining R500,000 was further divided into faculty allocations by using a formula of postgraduate student numbers and average price. The figures for average prices were obtained from the cost analysis prepared by Karin Herbert based on periodicals expenditure during 2005. This method was piloted for 2006 and will be reviewed in 2007.

71 new periodicals titles were ordered in 2006, in contrast to the 31 titles ordered in 2005. Some titles are print only, but all the titles available in electronic format have been ordered as print plus e-access.

**Periodical titles purchased during 2006**

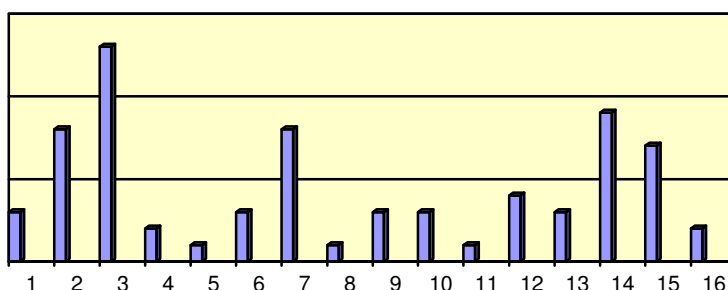


Chart number	Category	No of items purchased	Chart number	Category	No of items purchased
1	Horticulture / Landscape	3	9	Technology	3
2	Fine & Performing Arts	8	10	Languages	3
3	Business & Commerce	13	11	Library and info sciences	1
4	Journalism	2	12	Science	4
5	Education	1	13	Sports	3
6	Engineering	3	14	Social Sciences	9
7	Health Sciences	8	15	Travel / Geography / SA Interest	7
8	Food and nutrition	1	16	Generalities	2

Periodicals acquisitions continued to have problems with delayed payment of Library invoices by DUT Finance. Many months of delays have cost the institution considerable sums of money as discounts for early payment are forfeited. A few suppliers have refused to deliver material to the Library until they receive payment. The Library Director will take the matter up with the Director of Finance.

### 5.1.3 E-resources

The total expenditure on databases amounted to R1,378,456.00, which includes renewal of databases as well as new orders.

Four new titles were ordered during 2006: *Croner-i Health and Safety Expert*; *Juta's Labour Library*; *EBSCOHOST*; and *SA Industrial Relations Directory*, at a total cost of R461,055.00.

The Library is a member of COSALC (Coalition of South African Consortia). As such it is able to make use of the services of the South African Site Licensing Initiative (SASLI), which negotiates favourable deals for its members on electronic database and product subscriptions. For the eight products negotiated by SASLI on behalf of the DUT Library, a saving of \$3,780,183 was effected. The Library pays a minimal service fee for this considerable benefit.

#### 5.1.3.1 Trials of products

In order to keep abreast of emerging technologies and information products, the Library participates in trialling various products as they become available. New trials are widely publicised and evaluations forms sent to all stakeholders. Academics and librarians alike are encouraged to trial the databases and comment on the relevance and usefulness for DUT library users. The following trials took place during the course of the year and in some cases recommendations were made for subscriptions:

- South African Industrial relations directory (SAIRD)
- Online Newspapers
- EBSCO Premier Business Package
- Business Source Complete (EBSCO)
- Medline with Full Text (EBSCO)
- Bentham Science
- Scopus - Training of this resource was conducted in August 2006 but it was decided not to take out a Library subscription
- ISI Web of Science
- Garden, Landscape & Horticulture Index (EBSCO)
- Sage Full Text Collection
- CAS (Scifinder Scholar) - (Chemical Abstracts)
- Gideon Health (EBSCO)
- Croner-i Health and Safety Expert
- McGraw-Hills Access Science
- McGraw-Hills Digital Engineering Library

#### 5.1.3.2 Current databases

The Library currently subscribes to the following databases:

- ISI Web of Science – statistics indicate that this is a popular database particularly amongst researchers. This is a comprehensive database that covers the Natural Sciences, Social Sciences and Art and Humanities. Training on the use of this database was offered to DUT staff during the course of the year. This subscription has been renewed for 2007
- EBSCOHost: This is a well-known and popular database. The Library has taken out a subscription for this database for 2007. The package includes the following: Academic Search Premier replaced with Academic Search Complete ; Business Source Premier replaced with Business Source Complete; MasterFile Premier; Newspaper Source; Health Source: Consumer Edition; Health Source: Nursing/Academic Edition; ERIC; and SportDiscus with Full Text (2 to 4 simultaneous users)
- Garden, Landscape and Horticulture Index
- Hospitality and Tourism Complete
- JSTOR "Open Africa" Initiative: This database is part of the Open Africa initiative to create an archive of scholarly literature that is extended as broadly as possible to all academic and not-for-profit institutions on the continent of Africa at no cost. The DUT Library now benefits from this and the database can be accessed on campus

- ProQuest: This well-used database has been renewed for 2007. The subscription package consist of the following: Science and Technology ;ABI Trade & Industry, ProQuest Career & Technical Education; ProQuest Agriculture Journals; ProQuest Computing; ProQuest Education Journals; ProQuest Medical Library; ProQuest Science Journals; ProQuest Social Science Journals; ProQuest Telecommunications; ProQuest Dissertations & Theses: Sc and Eng. Subset
- Other renewals for 2007 include: SpringerLink; SAePublications (South African full-text journals); ScienceDirect; Cinahl plus with Full text; Emerald ; Sabinet Online Reference, Wilsons Art Full Text, Taxnet, Africa-wide NiPAD, and Datamonitor

Scholarly content, currency, African content and usage statistics were among factors considered in renewing these databases.

#### 5.1.4 Textbooks

In response to student grievances, the Library put a number of measures in place to meet the demands. An amount of R500 000 was made available for the purchase of textbooks. For this project 320 titles were ordered (106 new titles and 214 titles already in stock at one of the DUT sites) totalling 783 copies (volumes).

There were numerous challenges in dealing with the textbook project:

- Despite a request for urgent submission of their prescribed texts to meet tight deadlines, some departments delayed the process by tardy submissions
- Different interpretations arose as to what a 'textbook' is. It became evident that some academics were not sure which titles were prescribed textbooks versus recommended reading. In a number of cases there were more than 10 prescribed texts for a single subject
- Obsolete/out-of-print items were another challenge. At least 24 of the 320 requested titles are out of print and are no longer available
- The material also took longer to arrive than anticipated as many suppliers indicated that they would be able to supply within 21 days of receipt of the orders, but could not deliver on this assurance

The Library Committee recommended that all academic departments submit lists of prescribed texts to the Library by August of each year. This should give library staff time to purchase, catalogue and process the material before the beginning of the following academic year.

#### 5.1.5 Book exhibitions

As part of the DUT Library Week celebrations, book exhibitions were organised at a number of sites. Medibooks and van Schaik exhibited at Alan Pittendrigh Library; Coniston and Rainbow Books were at BM Patel Library while Adams went to City Campus and Hargraves to Indumiso and Riverside Libraries. The suppliers expressed satisfaction with the organisation as well as the sales during the event.

## 5.2 Suppliers

The Library continued using its approved list of suppliers from 2005, as discussion relating to approved suppliers for 2006 with Procurement did not occur. No formal appraisal of supplier performances was conducted during the year.

There were visits from many local and overseas supplier representatives. A representative from Lindsay Croft / YBP in the UK came to discuss new developments and services.

Some suppliers, such as EBSCO, hosted an information day for their clients where they presented new services, and spoke about new trends.

### **5.3 Currency of stock, collection coherence and development**

Spanning 2005 and 2006, an analysis of the Library collection relating specifically to its currency, was undertaken. This culminated in a report in May 2006, which documented the size of the collections, funding received to support collection growth and development, as well as an analysis of the currency of the collection. The currency analysis indicated that 26% of the stock was dated pre-1980, but this varied according to disciplines. Stock in the Faculty of Arts was the 'oldest', with only 23% of its collection published after 1995. 27% of the ESBE material fell in that category, with 31% post-1995 for the health related disciplines. The Commerce collection was the most current, with 37% published later than 1995. The issue of currency of a collection is a complex one, and date of publication does not reflect quality, usefulness or relevance. Caution must be exercised in making simple assumptions.

It was agreed that subject librarians would investigate their respective collections intensively, and weed (de-select) items which were deemed to be out-of-date or no longer relevant. This was to be done in conjunction with academics.

#### *Alan Pittendrigh Library*

An analysis of the currency of the library stock is an ongoing project. Librarians weeded sections of the collection which were published between 1905 and 1959. These books are now awaiting perusal by academics before they are recommended for discarding. It must, however, be noted that not all departments were happy to update their collections in this manner. Many lecturers, especially from the service departments such as mathematics and physics, feel that the older editions are excellent for the students as these books explain in much more detail than the current new editions or titles. Caution thus has to be exercised.

The Reference Collection was weeded in 2005, and the benefits of new items appearing on the shelves are already evident. This project was part of the overall aim of the Library to provide the users with an updated and relevant collection.

#### *B M Patel Library*

This library embarked on a large weeding exercise to remove some of the outdated material from their shelves. More than 6 000 items were removed from stock.

Further statistics relating to the collection appear in **Appendix A**.

## 6. Collection organisation and maintenance

### 6.1 Collection statistics

TITLES IN DUT LIBRARY 2006							
	Alan Pittendrigh	B M Patel	Brickfield	City Campus	Indumiso	Riverside	Total
Monographs	53443	32526	5062	15342	11423	5361	123157
Periodicals	1624	760	109	383	54	165	3095
Media	3082	2797	100	705	57	278	7019
<b>Total 2006</b>	<b>58149</b>	<b>36083</b>	<b>5271</b>	<b>16430</b>	<b>11534</b>	<b>5804</b>	<b>133271</b>
<b>Total 2005</b>	<b>56608</b>	<b>39736</b>	<b>5205</b>	<b>15874</b>	<b>10908</b>	<b>5309</b>	<b>133640</b>
VOLUMES IN DUT LIBRARY 2006							
	Alan Pittendrigh	B M Patel	Brickfield	City Campus	Indumiso	Riverside	Total
Monographs	62599	37937	5857	16137	13646	5479	141655
Periodicals	11273	4031	1215	3062	244	695	20520
Media	3388	3303	105	715	79	243	7833
<b>Total 2006</b>	<b>77260</b>	<b>45271</b>	<b>7177</b>	<b>19914</b>	<b>13969</b>	<b>6417</b>	<b>170008</b>
<b>Total 2005</b>	<b>74946</b>	<b>51812</b>	<b>7168</b>	<b>19362</b>	<b>13079</b>	<b>5704</b>	<b>172071</b>

The table shows a slight negative growth in 2006 due to the large numbers of items removed from stock in the BM Patel Library. All site libraries show an increase in stock except for BM Patel where more than 6000 items were weeded.

With a headcount of 21316, this means that there are 6.6 books per head. Expenditure per head for books is R103.25 and for periodicals is R225.46.

### 6.2 Books and media

At the time of merger large numbers of stock were relocated between site libraries. During that exercise many titles were overlooked and it became clear that there was a necessity to follow up on this matter and ensure that information resources are placed at the appropriate and relevant site according to the academic offerings at that site. Over 500 education books and media were relocated from the B M Patel Library to the Indumiso Library and 129 arts books were moved from Brickfield Library to City Library. The project will continue in 2007. The continued academic restructuring and relocation of departments will also have an impact on the scale of this project. Hospitality Management and Horticulture are two departments whose stock will be affected. The future of the Music collection (Light Music moved to join UKZN in 2006) still needs to be decided.

Statistics in Appendix A reflect that cataloguing activity decreased in 2006. Factors which contributed to this include using a new and unfamiliar library system, using a new cataloguing standard (MARC21) in which all cataloguers had to be trained, and slow response time from the system resulting in decreased productivity. Cataloguers have for the first time entered bibliographic records directly onto WorldCat (previously only holdings were added to this database). All the DUT theses received during the course of the year were catalogued on the WorldCat database and thereafter downloaded to the DUT database. WorldCat is the world's

largest collaboratively-produced network of library services. The core WorldCat database contains the merged catalogs of thousands of OCLC member libraries and is collectively maintained by those members' information professionals.

### **6.3 Periodicals collections**

Periodicals staff spent considerable time sorting out the loose periodicals in the Alan Pittendrigh Library basement and relocating the titles to the appropriate site libraries. The project also involved clearing duplicates and identifying material that the subject librarians had to decide on for binding, discarding or relocating. The project will continue during the first quarter of 2007 as decisions are still being awaited from subject librarians

With a full complement of staff in this section, various backlogs have been eliminated. Journals are marked off and sent to sites within three days of receipt.

The project to enter all current periodicals subscription orders on the Unicorn library system has been completed. A total of 836 records were entered on the database. New orders are entered on the system on receipt of the orders. Records for donations have yet to be created and should be completed by the first quarter of 2007. Cataloguing and re-cataloguing of journals on Unicorn continued. Whilst most of the re-cataloguing was due to title changes, e-access changes and stock relocation, much of it was necessitated by conversion errors in the data which came across from the old URICA system. Many incorrectly merged records had to be recreated, the holdings deleted and then re-entered.

Various lists relating to print and e-journals were prepared by the Periodicals section and distributed to sites, as well as being posted to the Library website.

After spending much time on the cataloguing and filing of the loose-leaf publications, serious consideration was given to converting the print subscriptions to electronic versions. Many titles are also available as bound volumes, some already available in the library.

Approximately 1340 periodical volumes and exam volumes were sent for binding.

### **6.4 E-collection**

Good progress has been made with the time consuming task of registering the e-journals. 550 titles have been completed of the 1285 current periodical titles received by the Library. All titles from A-K have been dealt with as well as many other urgent requests from subject librarians and lecturers. This task needs constant attention as details such as URL changes being updated on a regular basis. Electronic journal management software to assist with this task will be considered for purchase in 2007.

### **6.5 Quality control**

Quality of the database has an impact on all facets of library operations. Moving to a new integrated library system at the end of 2005 resulted in considerable challenges for those responsible for the database. The cataloguers spent much of the first term sorting out Unicorn teething problems, fine-tuning the system and learning how to catalogue in MARC21. It was a difficult and often frustrating experience with constant amendment of records. The slow system response time did not help matters and it took time before the cataloguing team was fully

functional. During the conversion from URICA to Unicorn many data errors occurred (such as missing records and incorrectly merged records). The cataloguers spent considerable time investigating and amending these errors.

Some of these challenges also arose out of the model on which the DUT Library shares an integrated bibliographic database with the libraries of the Mangosuthu Technikon and the University of Zululand. The shared database presented many problems as there were several instances where good bibliographic records were overlaid and valuable data lost in the process. Duplicate records are also being downloaded from OCLC WordCat. These issues will have to be addressed as the shared catalogue can only be a success if all members work to the same established understanding and protocols.

As part of her involvement as convenor of the esAL Cataloguing Working Group, Camilla Thumbadoo was tasked to investigate authority file cleanup as the authority files need serious attention. Thousands of duplicate and incorrect headings were created during the integration of the databases.

Barcodes also presented a challenge as part of quality control and delivery of efficient services. During conversion to the Unicorn library system, barcodes with the A start and B stop characters were incorrectly converted. This led to numerous delays and difficulties at the circulation desks. As there was no system or programming-possible intervention, this project had to be undertaken manually over approximately three weeks. Most amendments were done at the B M Patel Library. More than 25,000 barcodes were amended on the database at the six site libraries and Central Services during this time.

## **6.6 Processing and mending**

The processing staff caught up on the vast backlog in the section, due to having a third processing assistant in place. Due to slow feed-in from cataloguers still finding their feet with the new system, the processors were able to attend to newly catalogued material promptly, thus ensuring prompt delivery of materials to sites.

## **6.7 Stocktaking**

Due to staff participating in the project to amend A/B barcodes, no stocktaking was conducted during 2006. Proposals have been made to Library Management to change the dates of the stocktaking to mid-year during 2007, as the end of the year is usually not conducive to a project of this nature.

Further statistics appear in **Appendix A**.

## 7. Staffing

The Library staff complement comprises 80 members of staff across six site libraries, the Central Services and the Directorate. Site libraries are situated at the Brickfield, City, Indumiso, M L Sultan, Riverside and Steve Biko Campuses. The Central Services and Directorate are on the M L Sultan Campus. Of its 80 staff, 10 have a Masters degree, 8 Honours and 14 either a Bachelors or B Tech degree.

For a full listing of library staff as at December 2006 please see **Appendix D**.

The knowledge and information society is continually evolving and as new developments and new technologies emerge, so the Library attempts to adjust accordingly. Considerable deliberation took place during the year regarding appropriate staffing for electronic services, both from a user service and a library administrative perspective. The hierarchical library structure is inflexible, and directives that no restructuring can occur limits the potential of moving staff appropriately and where needed. Utilising a vacant position of Electronic Media Librarian, the Library has adapted the position to that of a Training Librarian. This position is critical in the Library's mission to embed itself in the academic endeavours of the institution.

### 7.1 General overview

#### *Alan Pittendrigh*

- The after hours library assistant Dennis McCarthy retired after seven years at the Library
- Prince Ncwane replaced Dennis McCarthy
- Re-allocation of electronic and associated responsibilities occurred whereby David Thomas assumed the full responsibility of the marketing and advocacy of electronic resources, while the audio visual assistants Dennis Mpumlwana (Alan Pittendrigh) and Bongani Ngubelanga (at the B M Patel Library) became responsible for the management of the electronic classrooms
- Dennis Mpumlwana was appointed to the post of Subject librarian at Indumiso
- Selby Sikhosana was appointed as audio visual assistant in Dennis's place
- Charm Naidoo was appointed as circulation library assistant at the BM Patel Library His position was filled by Nhlanhla Nhleko as stack attendant
- Anitha Shah was appointed in December as Training Librarian effective from January 2007
- Mogiveny Rakoomar was appointed as a lecturer in the LIS department with effect from January 2007
- Portia Rakoma resigned in December 2006 to take up a position as lecturer in the LIS department effective January 2007

#### *B M Patel*

2005 was a better year for staffing with the institution releasing grades and resolving section 189. That paved the way forward for the vacant posts to be advertised. The following staff members were appointed:

- Lindiwe Ntsele – Subject librarian
- Zola Dlamini – Stack Attendant
- Lungile Magoso – Stack Attendant
- Charm Naidoo – Library Assistant: Circulation
- Nonjabulo Mthethwa was temporarily employed while Abel Moses was on extended sick leave
- Sizeni Makhathini – Library Assistant : Circulation
- Nonjabulo Mthethwa – Library Assistant: After-hours

- Queen Mthembu – Library Assistant: After hours

BM Patel Library was also affected by the outcomes of the Library's HR strategising workshop that took place in November 2005. These outcomes were gradually implemented:

- Ashley Joseph relocated to BM Patel Library
- Vinesh Ramlugum relocated to Alan Pittendrigh Library
- Rakesh Maharaj was temporary relieved from his circulation supervisory duties and Anushie Moonasar voluntarily acted in this capacity
- The process of converting the Electronic Media Librarian post to Training Librarian post was finalised in December 2006

#### *Brickfield*

Brickfield still has one staff member, Vincent Mkhize, who is relieved by a student assistant for lunch. In the absence of Vincent, a staff member from City Campus Library works at Brickfield.

#### *City*

Nobuntu Mpendulo moved from City Campus to the Library Directorate at ML Sultan Campus in January. As part of circulation assistants' rotation, Ashley Joseph moved from City Campus to ML Sultan and Trevor Peters moved from Steve Biko to City Campus in January 2006.

#### *Indumiso and Riverside*

There were a number of staff moves at the beginning of the year. This created a vacuum at the Pietermaritzburg sites and both Indumiso and Riverside Library were short staffed at a time when the library was extremely busy with user education, and when circulation points were inundated with registrations and staff struggling with the new library system.

- Reggie Magagula rejoined the Periodicals department from Indumiso Campus in January creating a vacancy
- Zethu Mazibuko moved from Riverside and was appointed as the subject librarian for Indumiso Campus Library
- The staff at both sites must be commended for their dedication, ensuring that the libraries operated smoothly despite staff vacancies
- Ntsiki Ngubane assumed her duties as the Indumiso Library Assistant
- Zethu Mazibuko moved to a cataloguing position in June
- Dennis Mpumlwana replaced Zethu as subject librarian
- Ziningi Sithole was appointed as the contract after hours circulation assistant at Indumiso Campus Library from September - December 2006
- Siphon Mchunu moved from B M Patel after-hours in July to an Assistant Librarian position at the Riverside Campus Library.

All new staff members who were appointed at the Pietermaritzburg sites went through library staff induction. This was based on the draft programme that was compiled by the Library Staff Training & Development Committee.

#### *Central Services/Materials Organisation*

For the first time since merger, the Materials Organisation department operated with a full complement of staff for most of the year. This brought about a positive attitude amongst staff in the department.

- Thola Ntshingila and Rajen Eswarlal were appointed as acquisitions assistants
- Zethu Mazibuko and Anushie Moonasar were appointed as cataloguing librarians
- Selby Sikhosana, (redeployed from CCTV) was appointed as a processing assistant. He was then appointed to the position of audio visual library assistant at Alan Pittendrigh Library in November

- Lutchmie John, processing assistant, was redeployed to the position of administrative assistant at the B M Patel Library. She had played a significant role as team leader in the section
- Ziningi Sithole and Mbali Dlamini were appointed in the processing section to fill Selby and Lutchmie's vacancies
- Reginald Magagula was appointed as Periodicals binding and current awareness assistant
- Kusturie Moodley was appointed as Periodicals acquisitions (e-resources) assistant librarian

## 7.2 Staff studies 2006

Staff members involved in furthering their studies are as follows:

### *Alan Pittendrigh*

- Ini Naidoo : Psychology - UNISA
- David Thomas : Information Studies at UNISA
- Lindiwe Gumede : coursework Masters degree in Social Policy - UKZN
- Segarani Naidoo : Honours degree in Library and Information studies - UNISA

### *B M Patel*

- Joyce Myeza: MA Marketing - DUT
- Philani Zulu: B.Tech Business Administration / BA Social Science– UNISA
- Phumelele Mhlongo: BA Inf – UNISA
- Sizeni Makhathini: BTech LIS - DUT
- Lungile Magoso: ND Office Management & Technology - UNISA
- Siza Radebe: BInf Hons – UNISA

### *Riverside*

- Andrew Naicker- N Dip Languages and Translation

### *Central Services*

- Musa Khomo – MTech LIS - DUT
- Thola Ntshingila – BTech LIS - DUT
- Anushie Moonasar – Masters Information Science - UNISA
- Kusturie Moodley – Masters Information Science – UNISA

### *IT*

- Bongani Jwara - MCSE

## 7.3 Staff development and training

### 7.3.1 Skills development workshops/training

Through the skills development levy and skills training organised by the Human Resources department, library staff were able to attend a variety of training interventions.

7.3.1.1 Two of these were requested specifically by the Library for Skills Levy funding, viz.:

- *Basic Sign Language and Conversation Skills course*. This was a 5 week course on basic sign language communication. The course was offered by the Department of

Language and Translation and is an attempt by the Library to facilitate communication with hearing-impaired students. Feedback from staff who attended the course indicates that it was particularly useful and provided them with insight into the problems faced by hearing-impaired individuals. Each staff member who has completed the course will be issued with a certificate. Attendees: Kogilambal Naicker, Indraloshni Naidoo, Portia Rakoma, Nhlanhla Nhleko, Brian Reynolds, Ramolli Madho, Thomas Zwane, Vinesh Ramlugan, Annemarie Rawlins, Segarani Naidoo, Patrick Mhlongo, Vincent Mkhize, Trevor Peters, Andrew Naicke, Ntsiki Ngubane. This will hopefully be repeated for the remainder of frontline staff

- *Cataloguing training.* The four book/media cataloguers and the periodicals cataloguer, along with three cataloguers from Mangosuthu Technikon, received three days of advanced cataloguing training from Ina van der Merwe, an accredited Sabinet trainer. The training covered strategies for searching the OCLC bibliographic and authority databases, various problematic MARC tags and linking entries, as well as original cataloguing and editing of OCLC records. The training was jointly funded by Sabinet Online and the DUT (skills levy funds).

In August two new cataloguers (Anushie Moonasar and Zethu Mazibuko) were given formal training in AACR2 and MARC 21 by Ina van der Merwe, again making use of DUT skills levy funds.

#### 7.3.1.2 Other skills development training which occurred:

- *Conflict Management.* Kogilambal Naicker, Indraloshni Naidoo, Brian Reynolds, Philani Zulu, Siza Radebe and Nobuntu Mpendulo
- *Excel Training.* Thomas Zwane and Lindiwe Gumede Trish Gierke
- *Customer care.* Indraloshni Naidoo, Brian Reynolds, Molly Madho, Vinesh Ramlugan, Rita Ramsaroop, Gloria Green, Vuyani Mayela Rakesh Maharaj, Phumelele Mhlongo, Ashely Joseph, Charm Naidoo, Vino Pillay, Sizeni Makhathi, Siphon Mchunu, Zonia Mnyandu, Zola Dlamini, Lungile Magoso, Zakhele Kunene, Bongani Ngubelanga, Trevor Peters
- *Project management.* Louise Cloete, Philani Zulu, Joyce Myeza and Siza Radebe
- *Safety Management Workshop.* Brian Reynolds, Vincent Mkhize

#### 7.3.2 Internal (DUT/library facilitated) workshops

##### 7.3.2.1 The Library has a Staff Training and Development Committee which organised a number of training and development activities:

- CV compilation and interview preparation (attended by 35 participants)
- Effective use and management of Groupwise (attended by 42 participants)
- Fun teambuilding cookout (attended by 75 participants)

##### 7.3.2.2 Planning and development workshops included:

- Strategic planning workshops in June and November (extended management team)
- Values workshops in February and June (extended management team)
- Information literacy workshop facilitated by Delysia Timm and Mandy Hlengwa from CHED (managers and subject librarians)

#### 7.3.3 External training, workshops and development opportunities

- Arnold Hirshon, NELINET, USA. "From collection management to coordinated information management". The workshop dealt with the management of electronic resources and the library in the digital environment

- Peter Shepherd of COUNTER. This workshop was of particular interest because it dealt with the management of database statistics
- Dr Robert Stueart at the US Consulate Information Centre entitled *Digital Libraries and the value of scholarly communication*. Karin Herbert, David Thomas, Phumi Mhlongo, Zanele Mathe
- Sabinet Online Regional Seminar. Camilla Thumbadoo, Louise Cloete, David Thomas, Jeannette Langner, Shirelene Neerputh, Sarah Khan attended various Sabinet regional meetings
- TENET DITCHE libraries' workshop, Port Elizabeth: Dennis Mpumlwana, Bongani Ngubelanga, Pam Govender, Sarah Khan, Nicky Muller. Nicky presented a paper
- TENET DITCHE IT techies workshop: Bongani Jwara
- Interest Group for Bibliographic Standards (IGBIS) Advanced Workshop on Bibliographic Standards. Camilla Thumbadoo and Trish Gierke attended. Trish was a presenter for the second day
- OSISA/eIFL Open Access and Institutional Repositories workshop. Nicky Muller
- Library management team development. Library management, with the aim to create a better understanding amongst members of the team and put structures in place to ensure improved communication

#### 7.3.4 Conference attendance

- UKZN/LIASA mini conference on mergers. This was well attended by DUT Library staff, and six staff presented papers
- 4<sup>th</sup> South African Library Acquisitions Conference. Millicent Khumalo
- FOTIM/GAELIC Quality in Higher Education: Mission (Im)possible? Nicky Muller
- SASLI Conference *An integrated approach to e-content*. David Thomas and Kusturie Moodley
- Finnish Library Association conference. Lucille Webster was invited to attend the Finnish Library Association conference in Helsinki. She co-presented a paper with John Tsebe from the National Library of South Africa
- International Federation of Library Associations (IFLA) Conference in Seoul, Korea. Lucille Webster was part of the South African IFLA organising committee who attended the Seoul conference. In 2007 South Africa will host the IFLA conference at the ICC in Durban
- CITTE conference: Pam Govender
- Annual Library and information Association of South Africa (LIASA) conference. Portia Rakoma chaired a pre-conference session, Lucille Webster chaired two sessions and Musa Khomo presented a paper. Other attendees were Anushie Moonasar Joyce Myeza, Abel Moses, Shirlene Neerputh and Siza Radebe
- 9<sup>th</sup> annual Stellenbosch Symposium. Academic libraries: proactive partners in learning and research. Nicky Muller

For presentations at conferences see 2.4.1.

## 8. Space and facilities

Adequate and appropriate space remains a problem in most instances. Despite renovations to Indumiso and Riverside libraries, and minor alterations at other sites, space remains a premium. Delays in the processing of maintenance requisitions and poor workmanship are having an impact in the libraries. Leaking ceilings and flooding at certain sites is common. Air conditioning remains a perpetual problem: it is either too cold or does not work, and this was one area highlighted continuously by students in the library perception survey undertaken in the year. Security remains a high priority, and libraries open at night are often unsupported by poor campus lighting external to the libraries and in parking areas, making library users and staff vulnerable targets.

### 8.1 Space

#### *Alan Pittendrigh Library*

The Alan Pittendrigh library is rapidly running out of shelving space and seating areas. The shelving in the Short loans section will not accommodate all the books that are expected by the end of the year, due to the increase in the number of textbooks as per student demands.

The 24 hour study area was completed in August. This area will provide study space for approximately 95 students at a time. This section will remain open throughout the night once the library closes its doors at 22h30. It is of vital importance that a visible security presence is maintained in the section.

Adequate seating facilities at this campus are inadequate. Students lean chairs procured from lecturing venues or elsewhere against library glass windows, resulting in damage to windows.

#### *B M Patel Library*

The relocation of the e-zone to second floor is a first step in streamlining the management of the electronic laboratories, and plans are in place to reposition the office of lab supervisor, setting up of the postgraduate laboratory and a knowledge commons. In close vicinity to these facilities is the wifi hotspot, where users can use their laptops.

The additional space (old gym) allocated to the library will be used for increased study space once construction is completed. This space will accommodate the 24-hour study centre, nine group discussion rooms and individual study carrels. This is a direct response to the TELP II recommendation (17 Point Plan). This allocation will greatly relieve the seating space which has been reduced by half over the last few years as a result of merger.

There are two outstanding 2006 capital projects, which will be executed at the beginning of 2007, viz. consolidating Subject librarians' offices and the short-loan counter. The outcome of these projects is geared to improve the information services and streamline the management of short-loan collections respectively.

#### *Brickfield Library*

A decision has been taken to move the library from 4<sup>th</sup> floor to the ground floor to cater for growth. This decision was made late in the year with the result that staff had to cancel their end of the year leave to supervise the relocation of library materials and furniture to a store room. Construction took place during the December break. The staff, and in particular Vincent Mkhize, must be commended for their dedication in ensuring that the environment was adequately prepared for the contractors to begin their work.

### *City Library*

There has been a major re-organisation of space at this library to ensure that the computers do not interfere with the 3M security system.

The Faculty of Arts has requested to use the room the old Managers' office as a health facility.

### *Indumiso Library*

Air conditioning at both Pietermaritzburg libraries is still a problem despite funds being allocated in May 2006. There have been some delays as a result of the old and inadequate power infrastructure of Indumiso Campus. As at the end of 2006 no work had been undertaken.

### *Riverside Library*

One of the highlights for the year was the launch of the renovated Riverside Library on the 13 September. The event was a way of showcasing the wonderful work that has been done in improving the facility.

The library was flooded once again at the beginning of the year. The drainage system is problematic. Investigations have been undertaken and hopefully this will not re-occur.

### *Central Services*

The lack of space in the department presented serious problems during the year as acquisitions and binding staff found it difficult to unpack boxes and sort items. This will hopefully be something of the past as Central Services has been allocated an area adjacent to our current offices in space previously occupied by the Music department. Building alterations will take place early in 2007.

A hole in the ceiling of the cataloguing room remained unrepaired, despite the Maintenance department inspection of the roof on a number of occasions. This leak has damaged the carpet and new books due to heavy rainfalls over a weekend. It is expected that the roof will be repaired as part of the contract to replace the air conditioning in the building.

## **8.2 IT and network**

### 8.2.1 Software

All computers were updated with Service Pack 2 of Windows XP Operating System. Plug-ins, browsers, spybot, and anti-virus software were updated on all staff and student computers.

### 8.2.2 Hardware

8.2.2.1 The DUT Library was the recipient of a grant, through esAL, from the Anglo American Chairman's Fund. 34 computers were received which were distributed as follows:

- Alan Pittendrigh Library 10
- B M Patel Library 10
- Brickfield Library 3
- City Campus Library 4
- Indumiso Library 3
- Riverside Library 4

8.2.2.2 Capex purchases were as follows:

- 62 computers for student use
  - Alan Pittendrigh Library 23
  - B M Patel Library 20
  - Brickfield Library 4

- City Campus Library 4
- Riverside Library 10
- Other equipment
  - 11 printers
  - 3 flatbed scanners
  - 17 handheld barcode scanners
  - 3 data projectors
  - 2 notebooks

### 8.2.3 Network

8.2.3.1 Wireless hotspots were installed in the Alan Pittendrigh and B M Patel libraries. Access is open and library users can bring their own notebooks that are wireless ready to use in the libraries. These still need to be marketed appropriately.

8.2.3.2 Bandwidth issues and challenges. The Library's shared Unicorn system server is situated remotely and access is via the Internet. Extremely slow response times to the server were experienced, resulting in decreased levels of efficiency and quality service, and increased levels of frustration on the part of users and library staff alike. An additional 512kb bandwidth was made possible via money relating to student grievances, and bandwidth shaping tools have been put in place to improve the efficiency of traffic management. Priority has been given to incoming and outgoing traffic to the library server. Constant monitoring is taking place and it is hoped that these problems will be inconsequential in the future.

### 8.2.4 Unicorn Library Management System

Sarah Khan is back-up to the esAL Library Systems Manager, and first line of support at DUT. The response time on the Unicorn library system was one of the main problems during the course of the year. This remains extremely variable despite increased bandwidth and shaping devices installed.

The upgrade to the new Java client version took place in September. Staff had to adjust to the new version of WorkFlows even though the functionality largely remained the same. One of the benefits of this version is improved control over the institutional call and copy level records which prevents the danger of deleting other institutions' data. Provision has also been made for the transition to the 13 digit ISBN which comes into effect in January 2007.

There were many unscheduled periods of Unicorn and Internet unavailability during the course of the year which disrupted operations throughout the Library.

### 8.2.5 Web services

8.2.5.1 Website. This site requires considerable change. A working group has been formed to look at the duplication of information between iLink and the Library website, as well as to make recommendations on a new design.

8.2.5.2 Ezproxy. This software enables remote access to databases to which the Library subscribes. This has been ordered and will be installed in early 2007.

8.2.5.3 WebCT. A particular application of WebCT has been developed for the Library by Pam Govender. Library policies, procedures, software updates, workshop and conference reports, photo gallery, IT training and troubleshooting hints and discussion forums are available for Library staff to access.

### 8.2.6 Support

The Library is fortunate to have three library IT staff. Amongst other support responsibilities they provided training to six staff members in basic troubleshooting. The transfer of these basic skills should improve turnaround time in resolving IT related problems.

NetOps was purchased and installed on users' computers (OPACs and electronic classrooms) primarily for the purpose of remote desktop support. This has improved turnaround time in resolving remote problems.

### 8.3 Security

The nation wide security strike had considerable impact on the libraries in Durban, with the Pietermaritzburg libraries less affected. Some libraries closed early in the interests of the safety of staff and students. Although arrangements were made to have plain clothed security guards on duty during this period they were not always present.

Indumiso and Riverside Libraries were not as affected by the strike as the Durban sites. There was security presence throughout the period though the guards had to dress privately. At Indumiso problems were experienced when the Zone Managers would remove security guards from the Library without informing library staff. This problem was sorted out with the coordinator's intervention. Access to Indumiso Campus is tightly controlled during the Grade 12 exam marking period and as a result it is difficult for students who want to use the library in preparation for their supplementary examinations to enter the campus. This problem has been reported to the Curator.

### 8.4 Photocopiers

The photocopiers are a non-DUT budget funded service to users. The financial report reveals that this service is self sustaining. The Library management is investigating outsourcing this facility as the Library does not have the necessary manpower to monitor and assist users when required.

Revenue	-DRC4	
Clearances		137,125.95
Less : Rental & Copy charge		121,969.78
Surplus 30/12/2006		<b>15,156.17</b>

#### *Alan Pittendrigh Library*

The Alan Pittendrigh usually produces the highest statistics of all the DUT libraries in terms of the number of photocopies made. The absence of a dedicated person available to assist students should they experience problems with the photocopier has led to the abuse of this facility. It has been reported that students have damaged lids and paper trays of the copiers.

#### *B M Patel Library*

There has been a slight increase in the photocopier utilisation despite the fact that some machines have been transferred to other sites and the existence of the copier shop on campus.

#### *Brickfield Library*

The number of photocopies made has increased.

#### *City Library*

There has been a decrease in use of photocopiers at City Campus, from 31055 copies made in 2005 to 22049 copies in 2006.

### *Indumiso and Riverside Libraries*

The number of photocopies made at these sites has increased. As the demand for cards increased, more loaded cards had to be allocated to the sites.

## **8.5 Differently abled users**

The Library has established a Differently-abled users committee which includes the chair of DASA (Differently Abled Students Association)

During 2006 the committee gave input to the DUT draft policy for the disabled. The feedback was acknowledged and the draft policy is to be presented to Senate for approval.

The goals for the committee for 2006 were:

- To ensure that there is equitable access at all library sites by requesting that all 6 sites of the university has dedicated parking
- accessible facilities (referring to equipment and dispensers being reachable from wheelchair height)
- special adjustable desks in the electronic classrooms to allow for a wheelchair seated person
- sufficient space to manoeuvre a wheelchair in the electronic classrooms as well as between the book stacks.

The committee will use the international guidelines for the disabled as drawn up by the International Federation of Library Association (IFLA).

## 9. Marketing and branding the library

### 9.1 Branding

A marketing committee has been established to see to the branding of the DUT Library, marketing and promoting the Library, and establishing guidelines for promotional materials. With the name change of the institution, the Library logo had to be revised, and this was achieved in conjunction with the Design Unit. All library promotional material bears this logo:



Promotional material includes:

Z-card (Library passport)

Bookmarks

Golf shirts (staff)

Name badges (staff)

Pencil cases

Pens

Water bottles

Keyrings

The committee has drafted a programme to market the Library to the university key stakeholders viz. Executive Management, Faculty Boards and student leadership in 2007.

### 9.2 National Library Week activities

DUT Library once again celebrated South African Library week from 13 to 18 March 2006. The theme this year was *Libraries : Partners in Learning, Nation Building and Development*. DUT Library week was officially launched on Monday 13 March in the Art Gallery in the Cecil Renaud Complex. The keynote speaker was Prof Jaya Raju from the LIS department of DUT.

The College lecture forum period in that week, facilitated by Mr Prits Dullay, was dedicated to Library Week and the guest speaker was Dr Padayachee, a Sunday Times columnist and novelist. Several staff attended the provincial launch of Library Week which was at the new Msundusi Library in Pietermaritzburg. Lucille Webster attended the national launch in the Free State where Minister Pallo Jordan was the keynote speaker.

As usual, the Library had a week of amnesty where more staff than students returned late books. Interesting displays around the theme were put up and there was a prize for the winning display which the Alan Pittendrigh and B M Patel Libraries shared. A host of competitions were run and spot prizes handed out.

### 9.3 Displays

#### *Alan Pittendrigh Library*

A range of displays were put up during the course of the year. The Chiropractic department did a display which drew much attention. The Library intends encouraging departments from both faculties to mount their displays in the library during the course of 2007. Other displays that staff

participated in were Diwali, Comrades Marathon, Youth Day, Library Week, Heritage Day and Valentines Day. The Health Promoter for the institution, Mr Oziel Mdletshe did a display on AIDS in the Library during World Aids Day in December 2006.

*B M Patel Library*

Displays at this library covered a range of subjects including Library Week, Workers' Day, Freedom Day, Comrades Marathon, Youth Day, National Women's Month, Spring Day, Heritage Day and Aids Awareness Day.

*City Library*

Displays in this library centred around National Days/Weeks. These included HIV ( display by O.Mdletshe from AIDs centre DUT), Library Week, Freedom Day, Workers day, Youth Day, Womens Day, AIDS week and Heritage Day

*Riverside Library*

The following displays were erected: Welcome to the library / how to use the library and iLink, Library Week theme - Libraries, partners in learning, Photographic history of Riverside, Lib Qual+, Study skills

## **10. Regional and national collaboration, professional involvement**

### **10.1 esAL (eastern seaboard Association of Libraries)**

The DUT Library is an active member of esAL, a consortium of three libraries including the Mangosuthu Technikon and the University of Zululand. The University of KwaZulu-Natal was a member until it withdrew in late 2005. The threatening dissolution of esAL's 'parent' body, esATI (eastern seaboard Association of Tertiary Institutions) is of considerable concern regarding the efficient functioning of esAL, particularly in the governance and management of the joint Unicorn library system. Funding received from the Andrew Mellon Foundation is also at stake if suitable arrangements are not made for an institution to house the funds on behalf of esAL. The esAL Steering Committee will be undertaking strategic planning early in 2007 to address some of these issues.

One of the most significant elements of this consortium is the joint purchase of a common, integrated library system with a shared bibliographic database on a single server which currently resides at the esATI offices. DUT Library staff play a significant role in the management and implementation of this system, with three of the six working group convenors being from DUT, Camilla Thumbadoo (Cataloguing), Karin Herbert (Periodicals) and Kogie Naicker (Circulation). Nicky Muller was Chair of the Steering Committee until her resignation from that position in mid 2006.

The esAL Cataloguing Working Group dealt with a few regional issues during the year. One of these was the discussions around the feasibility of a centralised cataloguing department. All three institutions were asked to give a recommendation on this matter. On request from Mangosuthu Technikon, their main cataloguer Nomusa Zimu spent a week in May in the DUT cataloguing department to test the value of centralisation. Although this was a positive exercise, the consensus amongst esAL cataloguers was that the three libraries should continue to operate separately, with dedicated cataloguers and one quality control person at each institution. The Cataloguing Working Group recommended that a consultant be appointed to investigate the issue further if the esAL Steering Committee wished to pursue the issue of centralisation.

Camilla Thumbadoo coordinates esAL cataloguing activities and in this capacity created an e-mail group for the esAL cataloguers to encourage communication between members of the group. She also compiled a cataloguing manual which was circulated to all cataloguers in the region.

Karin Herbert as convener of the Serials Working Group, maintained contact with the staff at University of Zululand and Mangosuthu Technikon to discuss various issues and problems around the periodicals module and the cataloguing of periodicals.

Kogie Naicker assumed responsibility as convener of the Circulation Working Group during the year. Meetings were held quarterly and reports submitted to the esAL Steering Committee. Kogie gave further training on the Unicorn Reports module to her colleagues from the Mangosuthu Technikon and University of Zululand libraries.

### **10.2 CHELSA (Committee of Higher Education Libraries of South Africa)**

CHELSA is recognized as the forum that represents the view of Higher Education libraries in South Africa. CHELSA's association with HESA is of special significance. This relationship is

based on the concept of `Communities of Practice` and more specifically as self-organising COPS. Areas of activity for 2006 included:

- *National ETD Project:* The NRF and CHELSA are currently busy with ownership of the national ETD project. A sum of R17,000 was received from NRF towards the project
- *DISA Project:* DISA (Digital Imaging South Africa) and CHELSA are working collaboratively and formed a strategic alliance in the development of digital resources in South African libraries. The aim of the project is to make Southern African material of high socio-political interest, which will otherwise be difficult to locate and use, accessible to scholars and researchers world-wide
- *Measures for Quality in South African Higher Education Libraries:* CHELSA, with the assistance of Prof Karin de Jager of UCT, has developed a draft set of measures for Higher Education libraries in the same manner that these have been developed for American, Australian and British libraries respectively
- *Information Literacy:* An Information Literacy group was formed last year and Nobuntu Mpendulo is the DUT Library representative on this group. A short questionnaire was sent to all university libraries to ascertain the status of Information Literacy at their institution

Roy Raju is currently the Chairperson of CHELSA.

### **10.3 COSALC (Coalition of South African Library Consortia)**

DUT Library, by virtue of its membership of esAL, is a member of COSALC. Nicky Muller serves as the alternate board member for esAL on the Board of Directors.

COSALC business in 2006 focussed largely on restructuring the company, proposals of which were accepted by the Annual General Meeting of members in November. COSALC will change its name to the South African National Library and Information Consortium (SANLIC). It will retain the business of the South African Site Licensing Initiative (SASLI) as a project. SASLI will also undergo a name change in the near future.

### **10.4 LIASA (Library and Information Association of South Africa)**

The DUT Library is active through its staff members in LIASA, with several members taking leading roles.

Until branch elections in September, Lucille Webster, David Thomas and Joyce Myeza served on the KZN Branch committee, Lucille as Branch Chairperson. Nicky Muller and Portia Rakoma served as Chair and Vice Chair respectively on the KZN Research, Education and Training Interest Group (RETIG). Following elections, Lucille Webster is serving her second term as both Chair for the KZN Branch as well as a member of the Executive Committee of the National Association. David Thomas is also serving his second term, this time as the membership secretary. Portia Rakoma serves as the Chair for RETIG KZN and also serves on the national RETIG body as the Secretary. Mandla Ndaba serves as the treasurer for the KZN branch of LIASA.

Trish Gierke was chosen as secretary of the IGBIS KZN branch for 2006 and was involved in various administrative tasks for meetings held on a quarterly basis. The DUT cataloguers hosted a meeting of the branch in June which was well attended by cataloguers from 11 KZN institutions.

Trish Gierke presented a training session at the IGBIS Advanced Workshop on Bibliographic Standards held in Pretoria in July. The topic of her presentation was the cataloguing of direct access e-resources (e.g. CD's and DVD's).

### **10.5 SOSC (Sabinet Online Standards Committee)**

Louise Cloete is the KZN representative on this cataloguing and bibliographic standards committee. She attended the annual SOSC meeting in Pretoria to explore issues such as training and quality control on the Sabinet Online database. Feedback was given to DUT cataloguers as well as a report at the KZN IGBIS meeting.

### **10.6 WLIC (World Library and Information Congress)**

Lucille Webster serves as a committee member of the local organising committee for the World Library and Information Congress. This international conference will take place in South Africa at Durban's ICC in August 2007.

## 11. Conclusion

2007 will be another challenging year when staff will have to deal with continued heavy workloads as well as the institutional audit and the IFLA conference (these two events happening back to back). However, the three main projects undertaken in 2006 mission, viz. establishing the vision, mission and strategic objectives, the LibQUAL+™ survey and the library self-review will serve as the building foundations for the Library. The latter two projects have made staff aware that although many good procedures and processes are in place, there is always room for improvement. The challenge will be to link improvement planning with appropriate resourcing.

The future of academic libraries will be determined by their ability to adapt to their changing, turbulent environment. There is awareness that new ways of working must be found which take account of the dynamics of change and which may also significantly influence the successful adoption of change and innovation in academic libraries. Academic libraries in South Africa, like most other institutions, must review existing practice and remodel themselves in terms of their fitness for the new challenging HE arena.

In conclusion the Library would like to acknowledge the external funding and support received from the Andrew Mellon Foundation and the Anglo American Chairman's Fund. Both these bodies have funded activities, systems and equipment through the Library's membership of esAL.

<b>Annexure A DUT Library Statistical Profile</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
<b>Information Resources – Expenditure – Rand value</b>			
Information Resources - Expenditure on binding	37,992	61,045.00	65,148.00
Information Resources – Expenditure on non-serials (books and a/v)	1,680,014	1,600,512.00	1,363,754.00
Information Resources – Expenditure on non-serials (books and a/v) committed	1,266,925	598,434.00	1,362,626.00
Information Resources – Number of non-serials items purchased	385	4519	3206
Information Resources – Expenditure on serials subscriptions	3,005,072	2,720,292.00	2,924,458.00
Information Resources – Expenditure on electronic databases	1,378,456	958,143.00	1,237,846.00
<b>Collection acquisitions and organisation</b>			
Cancelled serial titles – number	4	19	24
Current serials titles total	1283	1263	1600
New Serial Titles - New individual print and non-print serial titles (number)	71	31	30
New Serials, bound, despatched to site libraries	1090	1651	994
New Serials, loose issue, despatched to site libraries	10123	8625	7702
New Serial items, including standing orders, receipted into stock	10917	8816	9909
Serials prepared and sent for binding	1236	1267	548
Serials processed and entered onto system	973	1972	1060
Non-Serials prepared and sent for binding (Including exam papers)	351	Included with serials	281
Non-Serials processed and entered onto system (Including exam papers)	128	Included with serials	271
Non-serial Items - Gifts or exchanges received	111	125	217
Non-serial Items - Number non-serial items acquired during the year	3481	4644	3695
Non-serial Items - Total non-serial items in library at end of year	149488	172071	185955
Non-serial items – Number of bibliographic records downloaded (titles)	2593	Not counted	Not counted
Non-serial items - Downloaded records catalogue	3595	6017	3176
Non-serial items - Holdings added	3238	6017	351
Non-serial items - Original catalogue records created	328	597	739
Non-serial items - Number processed, reprocessed or mended	11772	11697	9006
Current awareness - Scanned or photocopied for distribution	2111	1076	1409
<b>Inter library loans</b>			
Received from others - Original items received	1141	1089	476
Received from others - Photocopies/ Electronic items received	1122	776	908
Received from others - Total items received	2263	1865	1384
Supplied to others - Original items supplied	1186	646	375
Supplied to others - Photocopies/ Electronic items supplied	1345	652	282
Supplied to others - Total items supplied	2513	1298	657
<b>Institutional figures</b>			
Total Students - Total Students (FTE)	17231	17135	16970
Total Students - Total Students (persons)	21316	21682	21904
Number of registered library borrowers (staff and students)	21758	23608	22050

<b>Site specific information</b>	<b>Site Library</b>						
	<b>Collection statistics</b>	<b>Alan P</b>	<b>BM Patel</b>	<b>Brickfield</b>	<b>City</b>	<b>Indumiso</b>	<b>Riverside</b>
Lost books paid for - number 2006	56	27	0	0	0	2	85
Lost books paid for - financial value 2006	17196	16961.11	0	0	0	1246	35403.11
New books and media dispatched to site libraries 2006	1476	1317	31	212	193	487	3716
Total items in collection 2006	77260	45271	7177	19914	13969	6417	170008
Total items in collection 2005	74946	51812	7168	19302	13079	5704	172011
Total items in collection 2004	84527	61518	7180	20193	6476	6061	185955
Total titles in collection 2006	58149	36083	5271	16430	11534	5804	133271
Total titles in collection 2005	58608	39736	5205	15874	10908	5309	135640
Total titles in collection 2004	56900	41119	5026	15419	5144	4839	128447
<b>People figures</b>							
Headcounts - bodies in libraries daily 2006	462653	394664	31745	75281	34012	112495	1110850
External registered users (reciprocal and visitors) 2006	6	17	0	0	0	0	23
<b>User education</b>							
Information Literacy and Instruction - Participants in group presentations 2006	1372	2693	83	516	421	552	5216
Information Literacy and Instruction - Participants in group presentations 2005	2072	3215	72	619	385	596	6959
Information Literacy and Instruction - Participants in group presentations 2004	1805	2533	59	259	305	870	5831
<b>Collection utilisation</b>							
In-house utilisation of material 2006	117679	103114	45727	50787	5996	7555	330858
Loans - number of main collection loans 2006	84111	36244	3703	12070	6237	6384	148749
Loans - Number of reserve (short loan) collection loans 2006	32939	32155	922	949	4020	6173	77158
Loans - Total number of loans 2006	117050	68399	4625	13019	10257	12557	225907
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
<b>Space and facilities</b>							
Photocopies - number of copies made 2006	332465	86347	25347	22049	24313	27542	518063
Floor space (sq metres)	2747.39	details unavailable		808.35	601.38	540.23	
Seating - Number of seats for users	420	360	47	141	138	190	1296
Computers – number for users	45	74	9	8	13	23	172
Opening Hours - number of hours open per week	81	77	41	46.5	64*	41	286.5
Number of Site Libraries	1	1	1	1	1	1	6

\* change in hours of operation at Indumiso Library from September to December 2006, 41 hours before

**Appendix B Basic Training by Department within Faculty: attendance as a percentage**

Faculty of Arts			Faculty of Commerce			Faculty of ESBE			Faculty of Health Sciences		
Department	2006	2005	Department	2006	2005	Department	2006	2005	Department	2006	2005
Drama Studies	73	100	Auditing	48	81	Architectural Tech	46	63	Biomedical Tech	97	77
Entertainment Tech	100	70	Entrep Studies	74	26	Civil Engineering	41	40	Clinical Tech	72	76
Fashion Design	88	100	Enviro& Rec Tech	49	80	Construction Mgt	67	60	Dental Tech	100	88
Fine Art	100	100	Fin Accounting	35	64	Surveying	95	82	Dental Assisting	81	88
Graphic Design	76	89	Govt studies	56	100	Town & Planning	63	76	EMC&R	62	62
Interior Design	93	100	Hospitality Mgt	96	83	Food Technology	0	35	Environ Health	96	64
Jewellery Design	100	100	Human Res Mgt	45	0	Maritime Studies	0	69	Pgrad Nursing	67	65
Journalism	79	100	IMM	0	23	Chemistry	61	23	Chiropractic	69	80
Interpeting & Transl'n	75	55	Info Technology	37	50	Textile Technology	86	75	Child & Youth	100	80
Language Practice	57	57	Libr & Info Studies	88	68	Mechanical Eng	23	36	Homoeopathy	46	50
Photography	76	100	Management	68	60	Clothing Tech	77	56	Somatology	97	90
Video Technology	88	100	Marketing	48	58	Chemical Eng	72	34	Radiography	69	76
Arts Foundation	100	50	NCC	0	105	Biotechnology	72	2	<b>Riverside</b>		
			Office Mgt Tech	100	76	Electrical Eng	20	72	Fin Accounting	91	46
			Op & Quality Mgt	55	72	Electronic Eng	88	67	Human Res Mgt	76	50
			Public Relations	98	66	Industrial Eng	70	60	Management	97	75
			Sports Mgt	30	62	Food & Consumer Sc	65	100	NCC	76	70
			Taxation	38	65				Office Mgt Tech	79	83
			Tourism	64	88	<b>Indumiso</b>			Public Relations	70	63
						Civil Engineering	57	69	Public Mgt	100	48
						Education	65	64	Tourism	64	57
						Engineering bridg'ing	90	0	Foundation	100	

**Appendix C**

**E-resources: usage and cost analysis**

Database	2005 Total searches	2006				
		Total Searches	Cost in Rands	Cost Per search	Total queries	Cost per query
CSA DAAI	354	441	R 19,435.61	R 44.07	1839	R 10.57
DBIC Datamonitor		1081	R 25,589.99	R 23.67	576	R 44.43
EI Village Compendex	2381	1438	R 93,548.10	R 65.05	174	R 537.63
Emerald	1097	6265	R 15,965.93	R 2.55	8133	R 1.96
EBSCO Cinahl	254	966	R 32,079.46	R 33.21	27	R 1,188.13
Lexisnexis Taxnet		1566	R 19,601.13	R 12.52	0	
Nisc Africa Wide-Nipad	3108	1006	R 40,185.00	R 39.95	207	R 194.13
Nisc Biotech Abs		455	R 29,129.63	R 64.02	104	R 280.09
Nisc Water Resources Worldwide		346	R 21,285.05	R 61.52	77	R 276.43
PROQUEST Unique hits	25081	32810	R 259,958.58	R 7.92	11821	R 21.99
Sabinet SA E publications	14468	27512	R 51,579.30	R 1.87	2454	R 21.02
ScienceDirect	19086	32415	R 198,352.35	R 6.12	23336	R 8.50
Silverplatter Analytical Abstracts	301	500	R 28,837.65	R 57.68	768	R 37.55
Silverplatter FSTA	224	253	R 48,996.75	R 193.66	838	R 58.47
Springerlink	571	2099	R 11,979.32	R 5.71	1961	R 6.11
Wilsonweb Art FT	691	1359	R 52,745.05	R 38.81	4373	R 12.06
	67616	110512	R 949,268.90		56688	

## Appendix D

## DUT Library Staff as at December 2006

Designation	Incumbent
Director	Roy Raju
Specialist: Library Innovation & Development	Nicole Muller
Manager : Materials Organisation	Louise Cloete
Manager: Other sites	Nobuntu Mpendulo
Manager : B M Patel Library	Siza Radebe
Manager: Alan Pittendrigh Library	Lucille Webster
Cataloguing & Classification Librarian (Q.C)	Camilla Thumbadoo
Cataloguing & Classification Librarian	Annemarie Greffrath
Cataloguing & Classification Librarian	Jeanette Langner
Cataloguing & Classification Librarian	Patricia Gierke
Cataloguing & Classification Librarian	Anushie Moonasar
Cataloguing & Classification Librarian	Zethu Molefe
Site Library co-ordinator, CC and Brickfield	Nozipho C. Majola
Site Library co-ordinator, Pietermaritzburg	Claire Spershott
Subject Librarian, ESBE	Annemarie Rawlins
Subject Librarian, Health	Thara Devi Shah
Subject Librarian, ESBE	Segarani Naidoo
Subject Librarian, ESBE	Lindiwe Gumede
Subject Librarian, Health	Mogiveny Rajkoomar
Subject Librarian, Commerce	Lindiwe Ntsele
Subject Librarian, Commerce	Zanele Mathe
Subject Librarian, Commerce	Shirlene Neerpath
Subject Librarian, Commerce	Joyce Myeza
Subject Librarian, Indumiso	Dennis Mpumlwana
Training Librarian	vacant
Materials Acquisitions Coordinating Librarian	Karin Herbert
IT & Systems Coordinator	Sarah Beebee Khan
Electronic Media Librarian	David Thomas
After hours librarian Alan Pittendrigh	Portia Rakoma
After hours librarian B M Patel	Philani Zulu
Materials Access Librarian Alan Pittendrigh	Kogilambal Naicker
Materials Access Librarian B M Patel	Rakesh Maharaj
Assistant Librarian : Perios Acquisitions	Eileen Steyn
Assistant Librarian: Perios eAcquisitions	Kusturie Moodley
Assistant Librarian : Book Acquisitions	Millicent Khumalo
Assistant Librarian :Materials Access, Indumiso	Zithulele D.Ndawonde
Assistant Librarian :Materials Access, City	Mhlongo, Patrick M
Assistant Librarian :Materials Access, Brickfield	Mkhize, N Vincent
Assistant Librarian :Materials Access, Riverside	Sipho Mchunu
Assistant Librarian :Inter Library Loans	Vuyani Mayela
Assistant Librarian :Legal Resources	Abel Moses
Web & Systems Officer	Yogasthrie Govender
Finance Officer	Mandla Ndaba
Computer Technician	Bongani Jwara

Secretary to the Director	Reshmee Jadoo
Administrative Assistant	Lutchmie John
Administrative Assistant	Christine E Knox
Library assistant Binding & Current Awareness	Reginald Magagula
Library Assistant : Acquisitions	Thola Ntshingila
Library Assistant : Acquisitions	Rajen Eswarlal
Library Assistant : Periodicals	Musa Khomo
Library Assistant : Processing	Mbali Dlamini
Library Assistant : Processing	Wendy Joseph
Library Assistant : Processing	Ziningi Sithole
Library Assist : Audio visual, B M Patel	Bongani Ngubelanga
Library Assist : Audio visual, Alan Pittendrigh	Selby Sikhosana
Library Assistant Materials Access, City	Trevor Peters
Library Assistant Materials Access, Riverside	Ureshan Naicker
Library Assistant Materials Access, Indumiso	Nsiki Ngubane
Library Assistant Materials Access, Alan Pittendrigh	Ramolli Madho
Library Assistant Materials Access, Alan Pittendrigh	Brian Reynolds
Library Assistant Materials Access, Alan Pittendrigh	Indraloshni Naidoo
Library Assistant Materials Access, Alan Pittendrigh	Tulse Ramlugan
Library Assistant Materials Access, Alan Pittendrigh	Thomas Zwane
Library Assistant Materials Access, B M Patel	Ashley Joseph
Library Assistant Materials Access, B M Patel	Sizeni Makhatini
Library Assistant Materials Access, B M Patel	Phumelele Mhlongo
Library Assistant Materials Access, B M Patel	Charm Naidoo
Library Assistant Materials Access, B M Patel	Indrani Pillay
Library Assistant Materials Access a/hrs Alan Pittendrigh	Prince Ncwane
Library Assistant Materials Access a/hrs, B M Patel	Nonjabulo Mthethwa
Library Assistant Materials Access a/hrs, B M Patel	Queen Mthembu
Library Assistant Materials Access a/hrs Alan Pittendrigh	vacant
Library Assistant: Inter Library Loans	Zak Kunene
Stack attendant, City	Ngwenya. David
Stack Attendant, Alan Pittendrigh	Rita Ramsaroop
Stack Attendant, Alan Pittendrigh	Gloria Green
Stack attendant, Alan Pittendrigh	Nhlanhla Nhleko
Stack Attendant, B M Patel	Zola Regina Dlamini
Stack Attendant, B M Patel	Lungisile Nomusa Magoso
Stack Attendant, B M Patel	Zonia Mnyandu

## Appendix E      DUT Library Committee 2006

### Voting members

(Acting) Deputy Vice-Chancellor: Academic (Chair)	Prof M Wallis
Deputy Vice-Chancellor: Operations	Prof N Gawe
Deputy Vice-Chancellor: Finance & ICT	Mr M Madanjit
Executive Dean: Faculty of Arts	Dr K Netshiombo
Executive Dean: Faculty of Commerce	Mr V Moodley
Executive Dean: Faculty of ESBE	Prof D Lortan
Executive Dean: Faculty of Health Sciences	Prof T Gwele
Director: Library (Executive Officer)	Mr R Raju
Specialist: Library Innovation & Development	Ms N Muller
Manager: Library Materials Organisation	Mrs L Cloete
Manager: Site (Alan Pittendrigh) Library	Mrs L Webster
Manager: Site (B M Patel) Library	Mr S Radebe
Manager: Other Sites	Ms N Mpendulo
Director: Research	Prof D Pillay
Representative Arts Faculty	Prof I Sutherland
Representative Commerce Faculty	Mrs S Vermeer
Representative ESBE Faculty	Ms G Lincoln
Representative Health Sciences	Mr M van der Merwe
Representative Pietermaritzburg Academic	Ms L McCullough
Representative CHED	Ms M Hlengwa
Representative CQPA	Mrs K Sattar
Representative SRC	

### 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	Mrs M Rajkoomar
Library staff representative	Ms C Thumbadoo