

Welcoming the new Library Director

By Romeo Matumba

The newly appointed Director: Library Services, Dr Phaladi joined the Durban University of Technology (DUT) with effect from 1 September 2021.

His experience ranges from academic libraries to corporate information services. As a leader and manager, he has held various positions at different institutions. Previously he served at TUT as Manager: Library & Information Services, Information Technology & Systems, and, as Head of Library Services at the Polokwane Campus. He was Manager: Research Information Management at Unisa, Branch Head Librarian at Wits University, and Head of Library Services at Rand Water.

Having worked in this environment, he has developed strong project management skills in building information technology and system infrastructure, as well as strategy implementation skills necessary to satisfy the needs of a 21st-century library. Due to his expertise in developing and implementing library investment philosophy, DUT's library will become a strategic primary resource for teaching, learning, and research.

Dr Phaladi holds a Doctor of Philosophy in Information Science from the University of South Africa, as well as an MPhil in Information and Knowledge Management from the University of Stellenbosch. He is an active member of the Library and Information Association of South Africa (LIASA).

We asked Dr Phaladi some questions to determine his philosophy in life and what he would like to achieve while at DUT.

What would you like to achieve at DUT?

"I would like to position the DUT Library as a strategic primary support resource and partner in the academic project. I also wish to further cement the role of the library as the preferred open access publishing service platform within the system, as that will serve to enhance the discoverability and visibility of our research outputs, thus resulting in increased citation rates and improve-



ments for the university rankings. Open access publishing should become a default scholarly communication philosophy if we are indeed to address issues of access and equity in the scientific knowledge production and distribution system".

What is your philosophy in life?

"My philosophy in life is to embrace and respect diversity and humanity".

"In addition, as the new Director: Library Services, It is equally imperative for one to build sustainable strategic partnerships within the value chain system to achieve all of that," added Dr Phaladi.

Library staff members are looking forward to working with Dr Phaladi to achieve key strategic goals of the university and those of the library.

DUT Library launches FOLIO: the first in Africa

The Durban University of Technology (DUT) Library is now recognised as being the “First” in implementing and adopting new technologies in Africa. The DUT Library became the first university library in Africa to launch the “Future of Libraries is Open”, commonly known in the global community as FOLIO. This is an open-source library service platform that allows libraries to work efficiently to provide library services. The library went live with FOLIO on 1 July 2021.

The FOLIO official launch was held on Wednesday 22 September 2021 at the Curries Fountain boardroom on the ML Sultan Campus in Durban. DUT partnered with Universal Knowledge Software (UKS) and EBSCO Information Services for the implementation and launch of the global product. Partners mentioned above are well known in the information service industry both on the African continent as well as worldwide.

The programme was successfully facilitated by Ms Sanele Dlamini from UKS in a very professional and entertaining way. The event was held both virtually and physically, with only a few guests at the physical venue, in compliance with COVID-19 protocols.

Professor Nokuthula Sibiya, Deputy Vice-Chancellor: Teaching and Learning, welcomed the guests. She pledged her full support to the project and its launch. *“I wish to thank the University Library Services and system partners for hosting this important event to launch FOLIO. With exciting developments like this, I am firmly tempted to believe that the future DUT Library is in the open with open-source software and open access being part of the library DNA. On behalf of the Durban University of Technology Vice-Principal, Professor Thandwa Mthembu and the executive management, I extend a warm welcome to all of you”* said professor Sibiya. In her welcome remarks, she also indicated that the adoption of a project such as FOLIO is well aligned with both the DUT’s ENVISION2030, and the DUT’s digitization strategy and that these projects are at the hearts of transforming DUT’s systems and processes.

Professor Sibusiso Moyo, DUT’s Deputy Vice-Chancellor for Research, Innovation & Engagement, was also present. During her remarks, she stressed DUT’s commitment to achieving ENVISION2030 successfully in the region, the country, and on the continent. According to her, a big part of the launch is showing that we are always looking outside as well as inside to see how we can *improve on what we do and engage better with our clients. “The library has helped us to a greater extent to achieve the world ranking through Times Higher Education, by providing digital solutions and collaboration,”* said Prof Moyo. She added that the library’s support allows the university to compete with the best in the world.

The Chief Information Officer at DUT, Dr Progress



Mtshali, also noted the importance of digitisation and open source to the library and the institution. His presentation focused on the benefits of shifting from analogue to digital and how this is now positively impacting the university’s operations in a digital world. *“With FOLIO’s open platform, the library will be able to integrate easily with other university systems,”* said Dr Mtshali.

As the first African library to switch to FOLIO, Mr Richard Burkitt, the Director of Innovation at EBSCO, cited DUT Library as a library leader *“DUT is the first FOLIO that has been implemented by a partner outside of North America. It has been an exciting development. DUT, you are leading the way in future library vision”* added Richard Burkitt.

Other speakers included the former Director of Library Services at DUT, Lucille Webster; DUT’s current Director of Library Services, Malefetjane Benny Phaladi; UKS’s CEO: Executive Operations, Neesha Ramsumar; Ishmael Mohammed, Technical Services Manager at UKS;



Bongiwe Shongwe, Chief Technical Officer at UKS; EBSCO's Vice President of Sales: Sub Saharan Africa, Colleen Mills; EBSCO's Senior Regional Sales Manager, Bronwyn Rassmann; and Mr Sagren Moodley, DUT's FOLIO project coordinator.

“Future of libraries is open”

Dr Phaladi expressed his excitement about the launch and acknowledged the previous Director, Ms Lucille Webster *“The success of this project was also due to the efforts of the library staff and partners, not forgetting the contributions of my predecessor, Lucille Webster. From a sustainability point of view, open-source software and open access systems help us do more with less in transforming our systems and processes,”* said Dr Phaladi.

Prior to giving an overview of the project implementation, Mr Sagren Moodley shared the rich history and background of the hosting venue, Curries Fountain. He then described the FOLIO project stages and DUT's experiences. *“We were looking for a new library system and FOLIO ticked all the boxes. Due to the expert technical skills and knowledge of our partners and library staff, the short timelines were successfully achieved. EBSCO assisted in handling the FOLIO cloud installation, UKS handled data migration and training of library staff, and the DUT library staff assisted in the implementation process,”* added Mr Moodley.

By Romeo Matumba



Farewell to Ms Lucille Webster, after serving the library profession for over 30 years

By Romeo Matumba

Having worked in academic libraries in South Africa for over 30 years, the DUT Library wishes Lucille Webster (pictured on the right) a long and happy retirement. She retired on 31 July 2021, after turning 65 years old.

She served as Director: Library Services, at the Durban University of Technology for the past 8 years. Her career began at the University of Natal (now known as UKZN) thereafter occupying various positions at universities around the KZN region, including Mangosuthu University of Technology, ML Sultan Technikon, Technikon Natal and eventually, DUT.

She was a staunch advocate for identifying the needs of academic libraries for the future during her successful career within the library profession. Lucille also served on several professional bodies including the National Council for Library and Information Services (NCLIS), a statutory body for the library profession, which she cites as the highlight of her career. She also held leadership positions within the Library and Information Association of South Africa (LIASA), Committee of Higher Education Libraries of South Africa (CHELSA), and recently as an Executive member of the Board of the International Association of University Libraries (IATUL) until 2020.

These are some of the sentiments shared by her colleagues regarding their association with her...

Mr David Thomas – Manager: Academic Services, DUT

“Lucille Webster has certainly made contributions to the development of the sector during her career. At DUT, she has embraced every opportunity to collaborate/partner with other departments at the University in embedding the Library into the academic programme of the institution. She brought to the Library her unique style of leadership and has always sought out opportunities to enable and capacitate her team. Her authentic approach has allowed many staff to grow both within DUT Library as well as beyond DUT. This strong woman has demonstrated a resilience and passion both in her personal and professional journey. She has and will continue to be a mentor to me”.



Mr Siza Radebe - Manager: Campus Library & Sites, DUT

“Lucille and I have worked together for about 22 years. She has played an integral role in improving and developing our libraries' infrastructure since she became Director: Library Services. She has a new journey ahead of her, and I wish her well”.

The DUT Library wishes Lucille all the best as she embarks on a new journey in her life.



Library book donation drive

By Sarah Khan, Library Community Outreach Project team leader

The library community outreach project team aims to strengthen, promote, encourage, and support community engagement. As part of its ongoing initiatives, the project team identified a non-profit organization based in the Durban precinct called, First Metro Housing Company (FMHC).

The FMHC was formed in 1998 to assist with community housing challenges, while also mandated to promote the culture of reading amongst the residents of FMHC.

In supporting the mandate of the FMHC to promote a culture of reading, the library outreach project team engaged with site libraries to identify books be donated to the FMHC. This effort is aligned with the Library's Strategic plan P4 (Community Engagement) which is

tied to strategic objective 10 (Engaged University) in support of DUT's ENVISION2030 strategy.

DUT staff members were requested to donate books from their personal collection, in addition to books identified from DUT's site libraries. The Central Services department was identified as the central collection point for all donated books.

For the book donation handover, the committee project team requested that the Librarian: Marketing & Communication coordinate and facilitate a virtual event via MS Teams on 11 August 2021.

"This was not a once-off event. The community outreach team will follow through and check the im-

pact to take the project to another level. Depending on the pace and scale, we intend to link FMHC with the national NGO's that provide book donations, e.g., Bibli-onef SA, Centre for the Book, Rotary, The Bookery, Read Education Trust, and Fun-Dza," explains Mr Siza Radebe, Manager: Campus Library & Sites.

Mr Thulasizwe Khuzwayo, FMHC's Community Development Manager, responded by expressing, *"We, at First Metro Housing, wish to express our heartfelt appreciation to the DUT Library for partnering with us, FMHC, with the donation of books that are desperately needed to adjust towards the current situation brought about by this deadly pandemic, COVID-19. This donation will be incredibly helpful and will allow us an opportunity to reach our ultimate goal of instilling a culture of reading amongst our residents. Thank you once more and looking forward to more of the same engagements with DUT Library"*.

Library staff and other guests were in attendance at this event. The committee plans to continue to host activities like this in the future.



New library director inculcates a culture of publishing

Building a culture of publishing in the library environment is a priority number one for the new Director of the DUT Library Service. Historically, librarians have always been synonymous with facilitating access to the latest research thinking in the scientific knowledge distribution systems. He asserts that librarians need to move beyond that and get actively involved in the business of publishing research outputs and bringing money into the system. In that way we will be contributing to the sustainable future of the university. The potential is there as we have several M&D holders in the library, all that we need to do is to put processes and systems in place to capacitate staff to start publishing and contribute to the scientific knowledge production system.

The new director is involved in the business of publishing. He has a single-authored book chapter titled "Studying Knowledge Management and Human Re-

"Let us all be strategic partners and contribute to knowledge production in an area of our specialisation and sustainable future of the university".

source Management Practices in the State-Owned Entities Using Mixed Methods Research Design" recently published in the Handbook of Research on Mixed Methods Research in Information Science edited by Professor Patrick Ngulube and published by IGI Global 2021, Copyright ©2022. This book chapter demonstrates the lessons learnt from the application of exploratory sequential design in a mixed methods research project to investigate the integration of knowledge management and human resource management practices for the reduction of knowledge loss in the public-owned entities. Knowledge loss is a complex phenomenon posing risks and threatens the sustainability of the state-owned entities.

The loss of organisational knowledge is not a research phenomenon that could be left scientifically to the whims of either knowledge management or human resource management. In this study, exploratory sequential mixed methods research design was the chosen design best suited for studying complex research problem from different perspectives due to its ability to offer complementarity, completeness, development, diversity in the data collection and analysis processes. The chapter revealed that qualitative data need to be complemented with the statistical or quantitative data to make an informed and complete analysis, conclusions and recommendations of the research findings.

Dr Phaladi is active in the blind peer review process. In 2019, he reviewed a book chapter in Ngulube, P (Editor), Handbook of Research Connecting Research Methods for Information Science Research published by IGI Global in 2020. In 2021, he also reviewed another book chapter published in Ngulube P (Editor), ©2022, Handbook of Research on Mixed Methods Research in Information Science published by IGI Global.



"Research outputs can be improved if we cultivate a culture of reading and writing".

Dr Benny Phaladi, 2021

In addition to his recently published single-authored book chapter, Dr Phaladi has two journal articles currently in the review process for publication. One of these manuscripts is back from the reviewers with minor revisions to address before it is published. He has presented papers at LIS-related con-

ferences. His research interests include organizational knowledge loss, knowledge management, knowledge risk management, human resource management practices, and state-owned enterprises in the knowledge economy. He concludes by saying

that "Librarians will find it extremely difficult to position the library as a publishing service platform if we as the librarians we are not active participants in the knowledge production".

DUT Open Journals

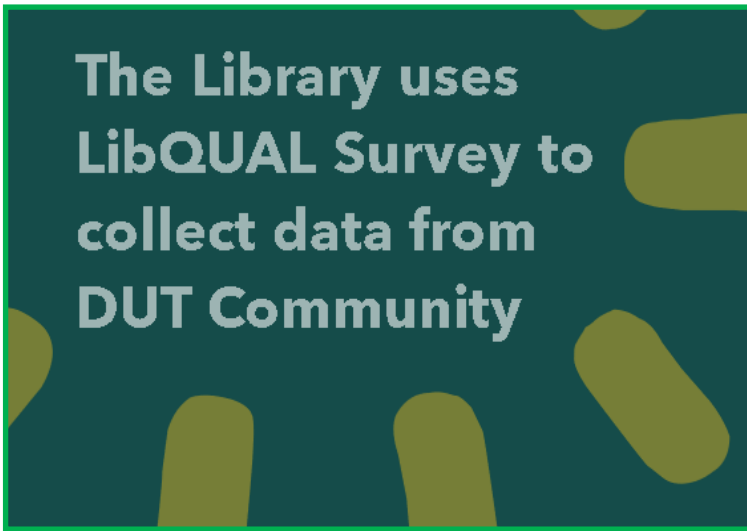
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In September 2021, the library conducted an online survey. The purpose of the survey was to get feedback from Durban University of Technology (DUT) staff and students regarding library services and facilities. The survey was administered using the LibQUAL service. Data were collected from 6 to 30 September 2021.

LibQUAL, a web-based survey offered by the Association of Research Libraries (ARL), is an instrument used by many libraries worldwide to measure library service quality with a special focus on three dimensions; Effectiveness of services, information control, and library space. Several libraries and information service agencies use this tool to assess, determine gaps, market services, and improve service delivery and infrastructure.

This survey was used by the library to identify areas for improvement and benchmark its services with those of other local and global academic libraries.

To handle survey logistics and planning, a survey working group led by Mr David Thomas, Manager: Academic Services and Mr Romeo Matumba, Librarian: Marketing and

Communication was formed. Dr Malefetjane Phaladi, Director of Library Services, praised the working group for its diligent work and dedication.

To encourage participation from the DUT community, prize incentives were announced as part of a marketing campaign. Library notices and posters were shared via the library website, notice board, social media, and the university pinboard.

To reward the lucky participants, five mobile tablets were procured. A lucky draw was conducted and the five tablets were allocated to 2 postgraduate students, 2 undergraduate students and 1 staff member. The working group used a random list provided by the LibQUAL system to draw names of lucky participants.

The handover of prizes was concluded on 23 Nov 2021 at the BM Patel Library. The mobile tablets were handed over to the lucky participants by Dr Phaladi, Director: Library Services.

LUCKY PARTICIPANTS

Postgraduates:

Ms Nqobile Ndlovu (Information Systems) and Mr Ajayi Ayodele Abraham, (Mechanical Engineering).

Undergraduates:

Ms Zanele Ngcobo (Design & Textile), and Mr Jadon Muthusamy (Chemical Engineering).

Staff member:

Mr Norman Roland (Centre for Quality Promotion).



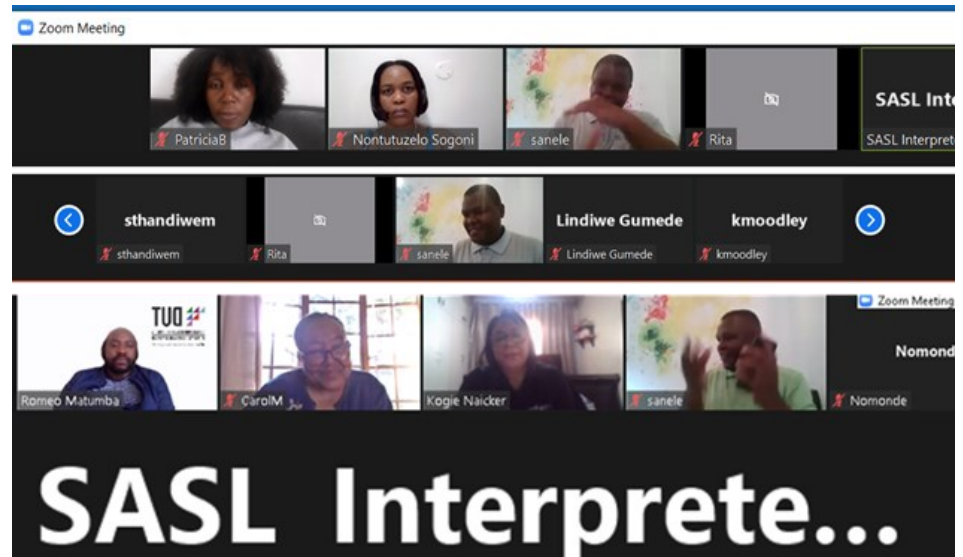
Sign Language Workshop

Sign language is on its way to becoming one of South Africa's 12 official languages. DUT Library management advocated it as mandatory training for library staff. The training addressed fundamental sign language as well as questions and answers about situations that library staff face daily.

The training was broken into two phases to make it more participatory. Circulation staff attended the first round of sessions, and the rest of the library staff attended the second round. This allowed the trainer to view and talk with each participant virtually when they signed. The training took place online and lasted two hours for each group. All staff had to have cameras on their devices to communicate. Staff feedback was positive, and they appeared to have had a great time.

By Nsike Badenhorst,

Librarian: Training and Development



Report Writing Workshop

To improve the report writing skills of Library staff who are required to compile reports in relation to their job profiles, the Library's working committee organized a report writing training workshop, which was conducted online, via MS Teams and facilitated by the DUT's Writing Centre.

The training was divided into two sessions: basic and advanced, with staff attending the session relative to the type of report they write in their respective positions.

The content included, reflective writing, different types of reports (formal and informal), the

Which type are you?

- *The Diver writer*
- *The Architect writer*
- *Reflective writer*
- *Patchwork*
- *Grand planner*

stages of report writing, writing reports for an intended audience as well as accurately capturing data when compiling a report.

Staff were divided into groups in breakout rooms to engage in interactive sessions as well as performing of a practical task to write a report based on their learning in the session.

The feedback from Staff attending the workshop was positive, with many expressing increased confidence in their approach to report writing by using the strategies and techniques offered in the workshop.

Staff on the move

Introducing Dr Patrick Mhlongo

Dr Patrick Mbongwa Mhlongo completed his Doctoral Degree in the Faculty of Management Sciences at the Durban University of Technology in 2021. When asked to comment on his current success, he expressed his delight at participating in a process that has improved his ability to think creatively and to engage with others on many levels. "To remain relevant requires one to keep learning" added Dr Mhlongo. Having a staff member of his calibre is an honour for our library. We congratulate Dr Mhlongo on his well-deserved success.



A warm welcome to our new library staff members!!

- Ms Nomcebo Faith Mthimkhulu was appointed as the Assistant Librarian: Circulation at Brickfield Library from 01 June 2021.
- Thandanani Zungu was appointed as the Lab Assistant (Pmb) from 01 September 2021.
- Dr Malefetjane Benny Phaladi was appointed as the Director: Library Services from 01 September 2021

**Dr Malefetjane Benny
Phaladi**

**Ms Nomcebo Faith
Mthimkhulu**

**Mr Thandanani Talent
Zungu**





Library and Information Association of South Africa

Join Your Professional Body!

Persons who work in the Library and/or Information Services Sector and who care about their profession and careers:

Who can apply for membership?

Any individual or institution with an interest in the library and/or information services sector may join LIASA.

What are the membership categories and the fees per category?

There are two main categories of membership: Individual and Institutional membership.

Individual membership is for a person who obtains membership in their personal capacity. Individual membership fees for 2022 is R650 (early bird) and R680 from Jan 2022.

Individual members who are full-time undergraduate students, interns, unemployed, retired or who volunteer their services at a LIS related institution qualify for a discounted rate, which is R310 for 2022. Proof of status is required.

Institutions, vendors and organisations are eligible for Institutional membership. Benefits for this category are awarded to the institution and not to any individual staff members.

Take advantage of the early bird registration!

Visit the LIASA website for more information about membership, fees and other benefits!

<https://www.liasa.org.za>

Some of the benefits include:

- ⇒ LIASA is the SAQA accredited Professional Body for the LIS sector in South Africa and therefore, upon application and meeting the requirements, LIASA can confer a designation.
- ⇒ Regular communication via the mailing list LIASOnline.
- ⇒ Four issues of LIASA-in-Touch, our information-filled magazine for the LIS professional; paid-up members have access to the electronic version, even before the printed copy is posted (when possible) to the members and stakeholders.
- ⇒ Access to the South African Journal for Libraries and Information Science, the academic and accredited professional journal.
- ⇒ Discounted rates for meetings, seminars.
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- ⇒ Eligibility for the various prestigious LIASA awards.
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- ⇒ Eligibility to attend the IFLA Conference at the IFLA membership rate.
- ⇒ Membership of your local branch and access to all its activities at discounted rates.
- ⇒ Membership of two Interest Groups of your choice and access to its activities.
- ⇒ Opportunity to develop your leadership and professional skills, learning best practice from others.
- ⇒ Networking, and more networking! Experience what it feels like to belong to a community that is passionate about the library profession in South Africa, and network with the who's who in LIS - nationally and internationally!