



DUT

DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

LIBRARY ANNUAL REPORT 2019



2019 SNAPSHOT



CIRCULATION (LOANS)

130 802



E-USAGE

FULL TEXT ARTICLES

1 061 350

FULL TEXT BOOKS

168 715



DUT OPEN SCHOLAR

THESES: **166** | ARTICLES: **20**



COMPUTERS: **223**



SUMMON SEARCHES

838 406



EZONES BOOKINGS **261 077**

LAPTOPS LOANS **18 074**



TRAINING SESSIONS

Undergrad: **234** | Postgraduate: **54**



LIBRARY USER

RATING

SATISFACTION

4/5

LIBRARY VISITS

1 721 450 million

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1. INTRODUCTION

The Library's core mandate is to support and enhance the teaching, learning and research activities of the Durban University of Technology. The recent infrastructural developments and enhancements at the various site libraries, have transformed all our physical spaces into vibrant and interactive, flexible environments that support the various types of academic learning activities by providing both collaborative and individual study spaces.

In this report, the Library reviews activities undertaken during the course of the year and reflects on some of the highlights. We also endeavour to demonstrate how the Library encourages and supports research and scholarship through its collections, staffing, partnerships, services and physical and virtual spaces.

2. HIGHLIGHTS FOR 2019

2.1 LIBRARY WEEK

The South African library community traditionally celebrate South African Library Week every year and in 2019 it was held from 18 - 24 March 2019. Every year a theme is identified, and the theme for 2019 was *Collaborate @ your library*.

DUT Library produced a programme for the week that included a public lecture, the launch of the new library basement space at the Alan Pittendrigh Library on Steve Biko campus, and various other events and workshops. The plenary speaker at the Public lecture was Prof. L. Dube from UNISA who provided an insightful overview of what decolonization means and what steps libraries could take to decolonize their collection.



Prof Luyanda Dube

During a workshop on *Library as publisher* Dr R. Raju (UCT) posited that the Library can enhance the scholarly output of the university by assisting faculty, researchers and students to produce new, born-digital journals, books, conference proceedings or multimedia projects. The spiralling costs of access to cutting-edge scholarly resources has necessitated a relook at the existing sourcing of resources by academic libraries.

2.2 PUBLIC LECTURE OPEN ACCESS WEEK

The second Public Lecture of the Library took place during the second semester and formed part of the Open Access Week celebrated in October 2019. Open Access Week is an annual scholarly communication event centering on Open Access and related topics. It takes place globally during the last full week of October. Former DUT Vice-Chancellor and Principal Professor Ahmed Bawa led an open lecture on the 2020 Open Access Model under the title: *A Journey Towards Open Access to Scholarly*



Prof. Ahmed Bawa

Journals: towards transformative agreements. This event was held at the DUT Hotel School and Conference, Ritson Campus on Monday, 21 October 2019.

The Library also took the opportunity at this event to launch DUT's first open-access journal and book as follows:

- The open-access journal: The African Journal of Inter/Multidisciplinary Studies (AJIMS) aims to explore how different academic foci could be brought together to address society-related issues. The journal can be accessed at: <https://journals.dut.ac.za/index.php/ajims>
- The open-access book: The book, *Ubungqabavu (Vitality)*, provides practical nutritional and related financial advice targeted at students. It is available at: <https://openbooks.dut.ac.za/index.php/dut>

2.3 STAFF DEVELOPMENT: LIBRARY RESEARCH DAY

DUT Library held its first Research Day on 11 September 2019. The aim of Research Day was to provide a platform for library staff who have not presented a paper at a conference. To assist interested staff, a mentorship model was implemented, where potential presenters were paired with mentors who have had previous research experience. Five Library staff presented papers based on various library themes: RFID, patterns of purchasing and use of books, services for the differently-abled students, information-seeking behaviour, and conflict in the workplace.



The Library Staff Training and Development Committee's efforts were recognized at the DUT Council Awards in December 2019. Developing the Library into a learning organization was one of key Library strategic goals for 2015 to 2019.

2.4 LIBRARY STAFF RECOGNITION AWARDS

A Library Staff Recognition Workshop was held on the 25th of January 2019 at Coastlands Hotel. The main purpose of this event was to recognise significant contributions of the Library staff to the mission, strategic initiatives and overall operations of the Library. Awards given through the programme identified individuals who embody the organizational values and exemplify excellence in all aspects of their job performance.

Staff were able to nominate their peers for certain categories of awards and Library management identified several staff for special recognition and awards. The Library also used this event to recognise departments and faculties that have successfully worked with the Library on projects, or who have been very supportive of the Library.



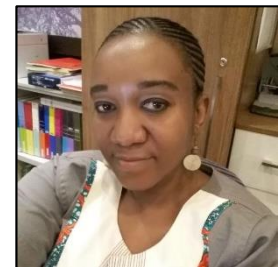
Staff participating in the Staff Recognition Function

2.5 RETIREMENTS, RESIGNATIONS AND NEW STAFF APPOINTMENTS

Retirement: Mrs Louise Cloete, Library Manager: Materials Organization, retired after thirty-eight years of service at DUT. She commenced her service at the then Technikon Natal in 1981. Mrs Cloete had mentored and developed several young librarians over the years who bear testimony to her dedication to the profession.

New staff: Ms Patiswa Zibani was appointed in December 2019 as Manager Library Sites and is based at the BM Patel Library at the ML Sultan campus. She is responsible for the management of three library sites which are as follows:

- BM Patel Library,
- City Library, and
- Brickfield Library



Ms Zibani holds a Masters in Arts in Information Science (MAIS) from University of Zululand and a Bachelor of Information Science (BIBL) from Walter Sisulu University in 2000. She has a wealth of experience of both public and academic libraries. Prior to joining DUT she was based at University of the Western Cape where she was the Manager: Research Data and Impact Services. She was also based at the National Research Foundation, in Gauteng for five years where she was a Senior Information Specialist in the Library and Bibliometric Services division. We warmly welcome her to the DUT community.

Resignation: Ms Mbali Hlophe, stack attendant, resigned at the end of February 2019.

3. TEACHING, LEARNING AND RESEARCH

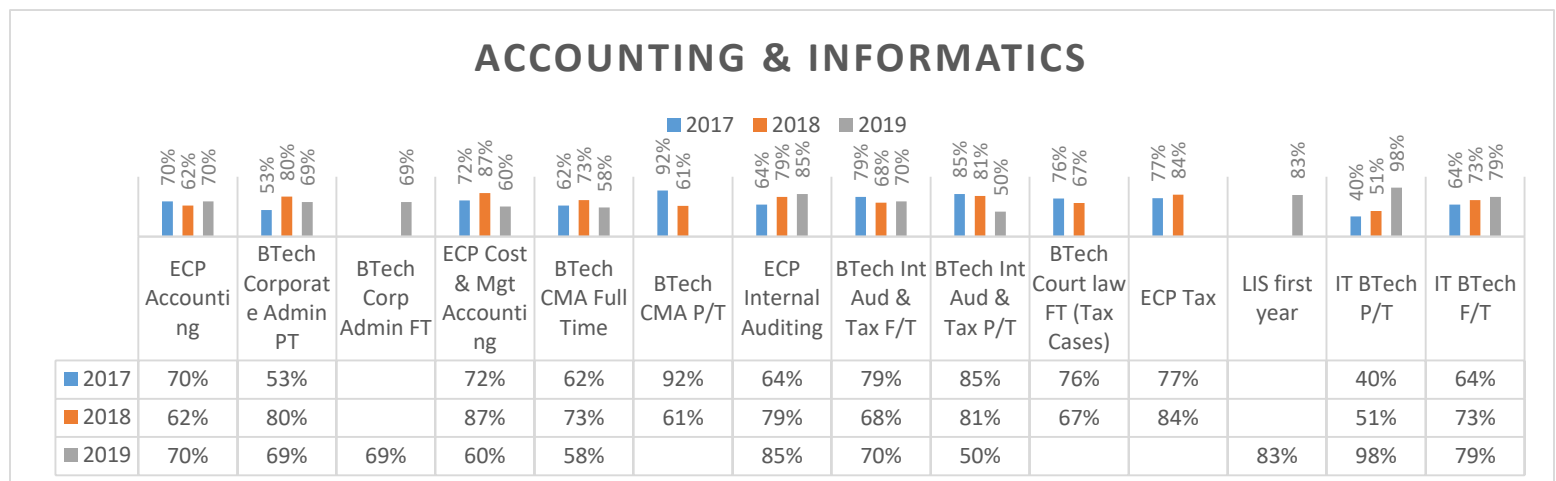
3.1 INFORMATION LITERACY FOR UNDERGRADUATES: INTEGRATING INFORMATION LITERACY (IL) INTO THE CURRICULUM

The Library continues to make gains in integrating information literacy skills into the curriculum. In higher education, information literacy has generally been defined as set of skills that enable individuals to recognize when information is needed, and to locate, evaluate, and effectively use the required information. Academic librarians have taken up the challenge to ensure that our undergraduate students are able to successfully navigate the vast amount of information that is available, and to do so in an ethical manner.

Research has indicated that Google is still the first choice for assistance for an assignment rather than prescribed and recommended textbooks or journals. Unfortunately, the Internet contains unfiltered and unsubstantiated information, and requires considerable skill to evaluate the veracity of the information. Students must acquire the skill not only to find information but also to select, evaluate and use it appropriately and effectively. Librarians have therefore worked diligently with academics to embed information literacy training into the departmental programmes, Cornerstone, GenEd Technical Literacy, and GenEd Business Communication and Information Literacy.

During 2019, the Library offered 234 face-to-face training sessions across all faculties. These sessions were supplemented with online tutorials and online assessments.

The following is a breakdown by faculty of IL initiatives for the past three years:



Faculty summary of IL training - % attendance

Disruptions caused by power cuts, student protests and non-functioning air-conditioning in the library labs at the ML Sultan campus, severely affected Information Literacy training for the Faculty of Accounting and Informatics this year. Librarians resorted to scheduling training at the Steve Biko Library labs as well as Faculty labs where available.

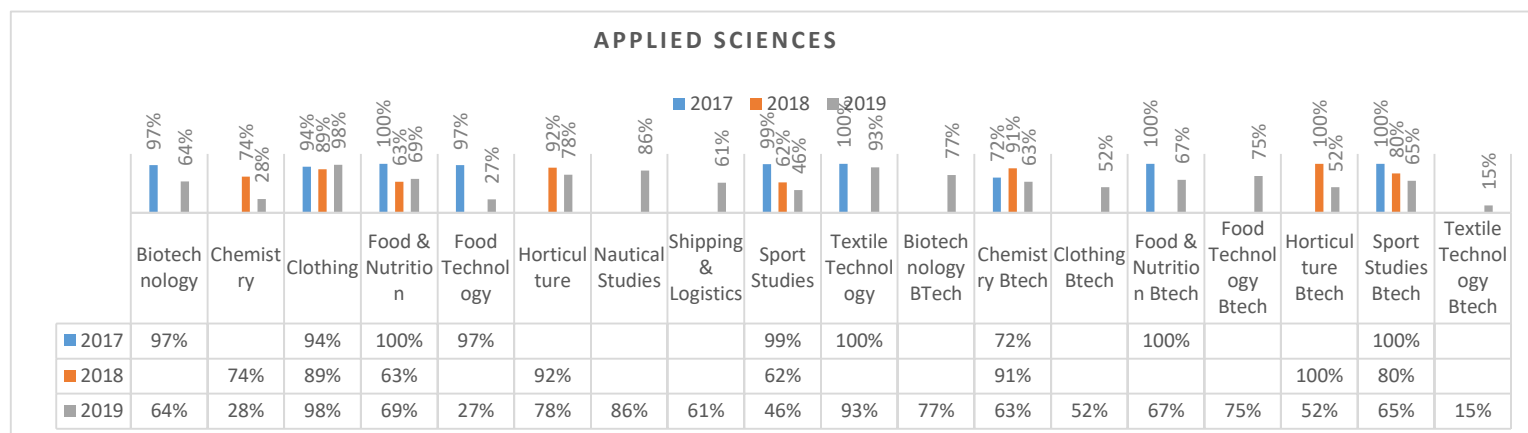
Training sessions were conducted with 71 international students who hail from various countries including SADC, DRC, China, Germany and France.

The IL training sessions were customised for the various groupings of students in the faculty including the Cornerstone cohort, the ECP student cohort and the Business Information Management (BIM) group. The sessions were interactive and catered for face-to-face walk-in sessions. Students had to reserve a seat ahead of the walk-in sessions, as only a certain number of students could be accommodated at a session.

IL was offered to the BTech students in the faculty and the following departments requested training for their students:

- Cost and Management Accounting
- Tax and Internal Auditing combined
- Corporate Administration

Generally, there was a slight improvement in attendance statistics for 2019, with IT BTech showing the most improved attendance. The subject librarians would be approaching lecturing staff where the attendance percentages have decreased over the last three years.



Faculty summary of IL training - % attendance

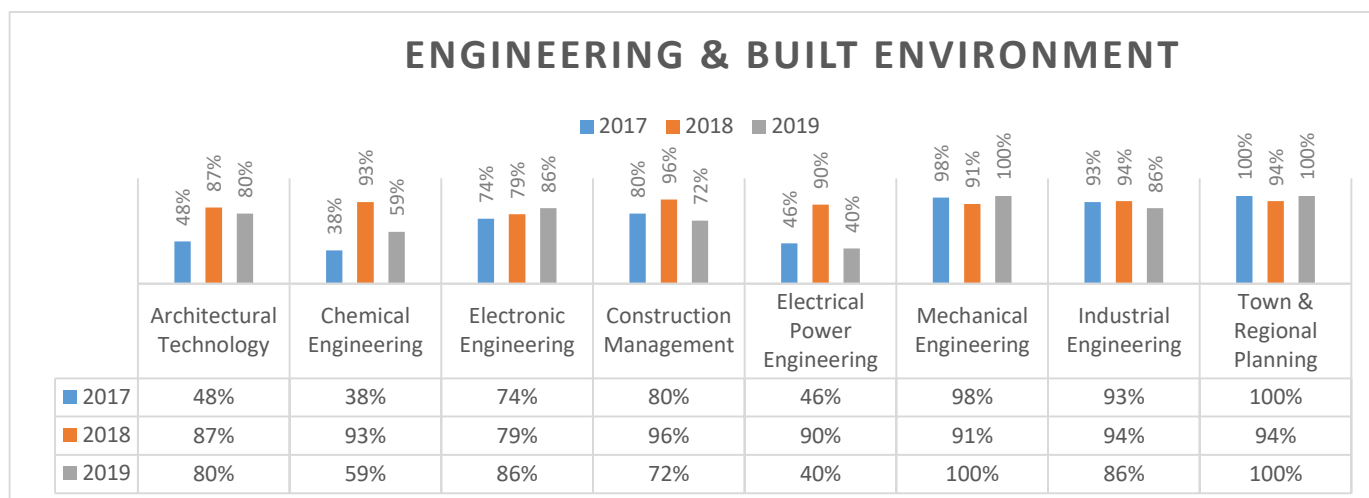
The efforts of the librarian have yielded a positive result with departments from the Faculty of Applied Sciences and there has been an increased uptake on the scheduled Information Literacy sessions compared to 2018. Despite the disruptions caused by student protest, this year cooperation from departments has improved relative to previous years. The training sessions ranged from basic instruction on information retrieval to more advanced features of evaluation and ethical use. EndNote training was also offered to BTech students. The following three groups participated in the Blackboard (TLZ) Information Literacy module:

- Cornerstone students,
- Horticulture 1st year group and
- Food and Nutrition (ECP)

The Food and Nutrition ECP group (25) received training that covered the usual content of the IL module incorporating tutorials on plagiarism and referencing.

The Plagiarism dropdown tutorial and the LibGuides were used as tools to engage the students in active learning.

Particular success stories included the Horticulture 1st year students and the Food and Nutrition ECP cohort. Of concern is the low attendance statistics for Food Technology, Sports Studies, Chemistry and Textile Technology.



Faculty summary of IL training - % attendance

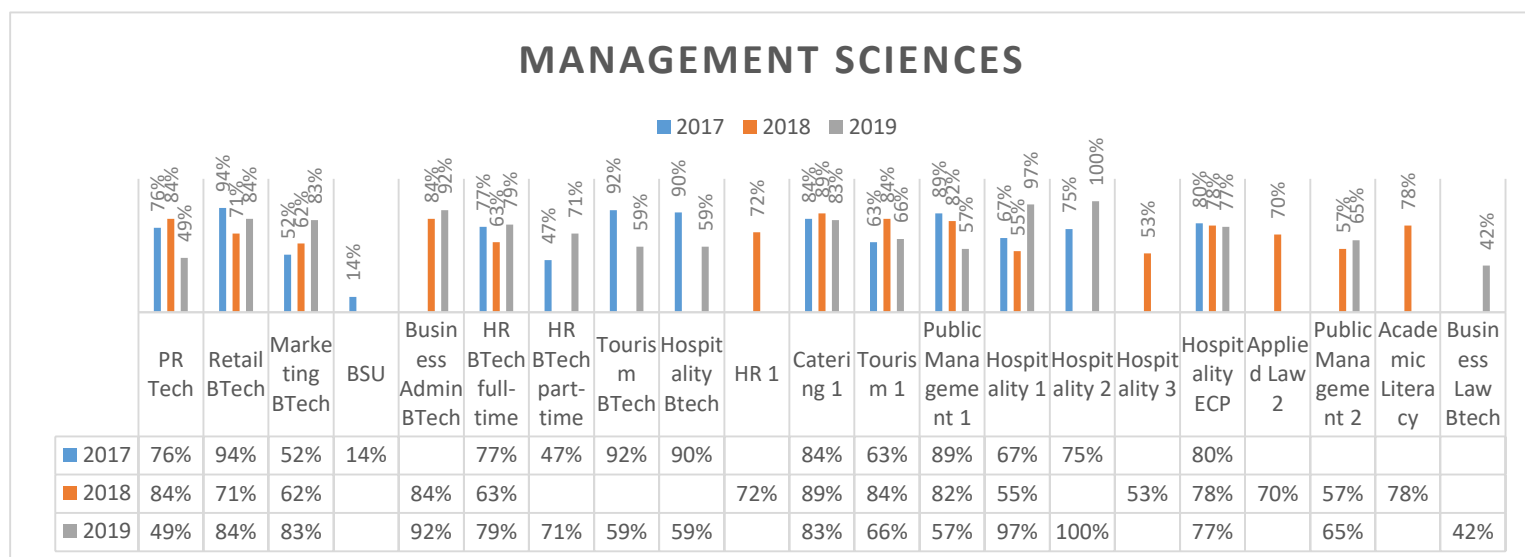
The statistics above generally reflect a higher attendance for first year students as compared to previous years. This was partly due to the improved relationship between the lecturing and library staff. The S2 Industrial Engineering cohort provides an illustrative case. The lecturer concerned has decided to embed the information literacy training as part of the course module from 2020 onwards, with IL contributing 10% towards the student's final mark. This would contribute to improved attendance at the various interventions.

The first year lecturer for Technical Literacy (Electronic engineering) allocated 50% of the first assignment mark to referencing. This assignment required students to create a technical report.

Advanced levels of information training were conducted for Chemical Engineering, Industrial Engineering and Town Regional Planning BTech students. The information literacy training included topic analysis and the research process, searching for information, referencing and EndNote.

The Engineering Librarians used a blended approach to teaching Information Literacy, and made extensive use of the Library Guides (LibGuides) and TLZ (Blackboard) in conjunction with face-to-face training. These

approaches saw students engaging with pre-and post-assessment exercises as well as other tools like the LibAnswers and the Live Chat facility.



Faculty summary of IL training - % attendance

Information literacy (IL) basic training took place with various departments across the Faculty of Management Sciences. Overall, the attendance has improved from previous years, with the exceptions of Public Relations and Business Law (BTech).

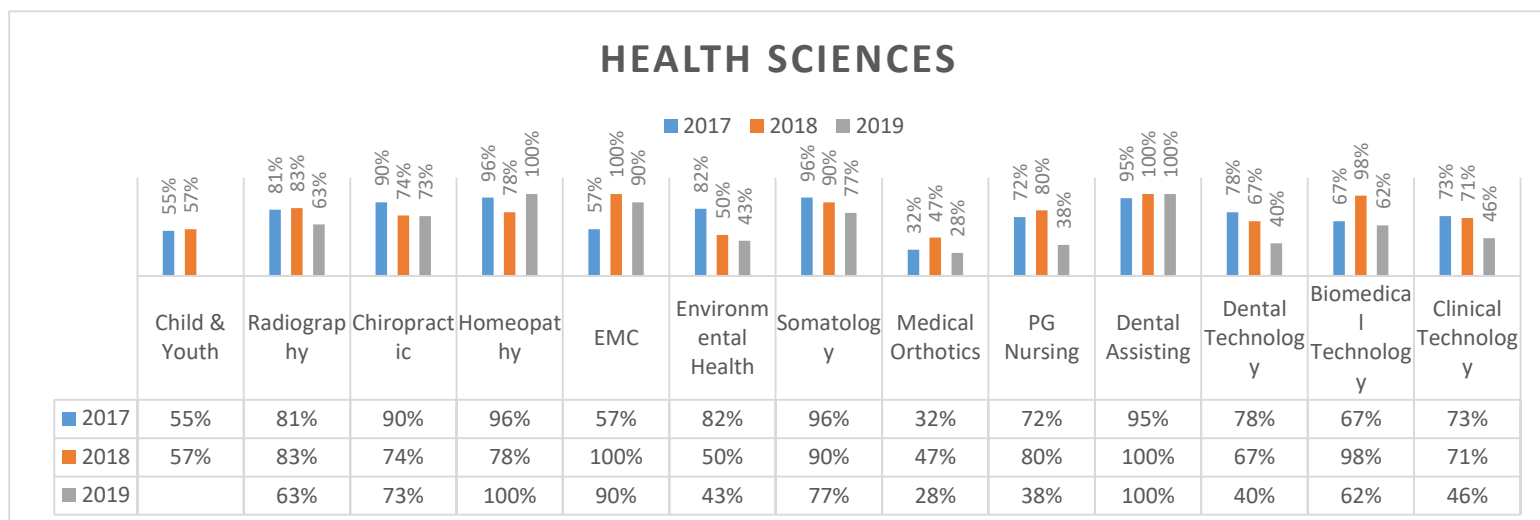
The librarians at the site taught the Cornerstone face-to-face sessions jointly and this year the student attendance improved significantly. The content covered in these sessions were: An Introduction to the Blackboard module, Topic Analysis, Basic Summon Searching and Basic Referencing.

Hospitality Management ECP (35 students) received IL training, which was conducted over 5 sessions. The assessment rendered an 86% pass rate for the group.

Advanced training sessions were also conducted and some of these training initiatives took place in the evening to accommodate part-time students.

The Business Communication and Information Literacy GenEd module was offered in the 4th term, due to logistical issues. Whilst this was not ideal, the module was successfully delivered and assessed.

Departmental orientations were conducted with Marketing, Retail, Operations, Entrepreneurial Studies and Management, Public Relations, and Human Resources Management.



Faculty summary of IL training - % attendance

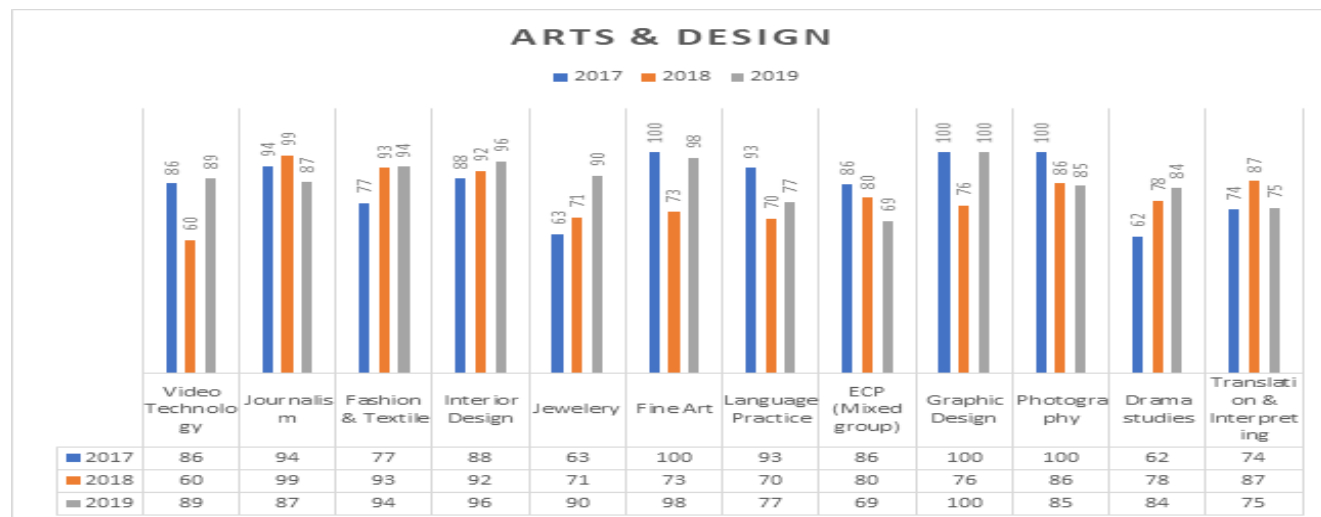
The Faculty of Health Sciences' participation in the IL programme generally improved during 2019 with the exception of Medical Orthotics. Although student protest action interrupted the IL programme, departments reallocated time to have the training done.

Mixed/blended teaching methods were used in the delivery of the IL lessons. Blackboard, Online Subject/Research Guides, peer/group teaching, games, debates and face-to-face teaching were used to encourage student participation in the lessons. It was evident that students preferred these interactive lessons.

There were fewer ECP groups during 2019 compared to previous years and students from this cohort reported that they found the sessions informative and that they learned skills that they did not have before. However, attendance during test week or periods close to holidays and assignment due dates saw a decrease in attendance.

The Faculty Office requested IL training, which included: referencing, paraphrasing and academic writing. Subject librarians co-ordinated the session, arranging for the Writing Centre to deliver the academic writing section whilst the subject librarians covered referencing and paraphrasing. The training was scheduled for four departments from the Faculty of Health, which included Environmental Health,

Homoeopathy, Somatology and EMCR. Unfortunately, students from EMCR did not attend the training. However, the attendance by the other three departments was very good.



Faculty summary of IL training - % attendance

IL training was offered to most departments in the Faculty of Arts and Design, across various levels. The approach adopted was to offer the training at the point of need. Thus the training was scheduled immediately after students received their first assignment for the year.

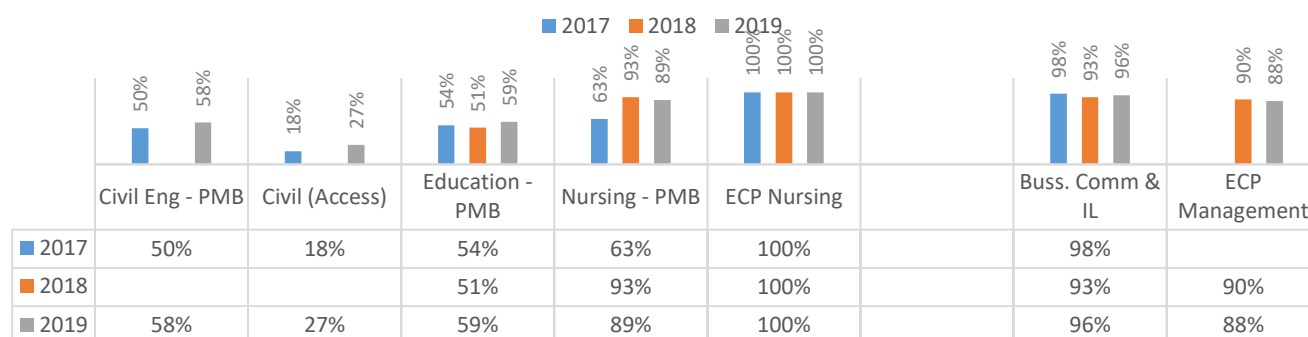
The librarian conducted departmental orientation sessions with the following departments:

- Department of Translation and Interpretation (1st years)
- Department of Journalism (Masters and BTech)

The librarian reports that she has built up an excellent relationship with the academics from this faculty which has contributed to improved attendance at IL training sessions.

An assignment for ECP students in the faculty, directed students to use only journal articles as sources of information. The Subject Librarian responded accordingly and trained students on how to identify a journal; finding a journal article; searching across journal databases and referencing journal articles.

MIDLANDS CAMPUSES



Faculty summary of IL training - % attendance

The collaboration between the Library and the Business Information Management (BIM) programme has seen Information Literacy being recognised as valuable training and offered across the first and second year programme in the Midlands. Areas of focus were Topic Analysis, Library Database Searching, Referencing, as well as how to navigate the Subject/Research guide via the Library web page.

BIM2 students (86) were provided with refresher sessions before completing an IL assessment. All students were required to complete an IL test after attending all the lessons. An IL assessment using Blackboard for the BIM cohort was used and the test scores contributed 30% toward the student's research project.

Accounting students of the ECP cohort were given an essay type assignment designed to assess their understanding on how to find Thesis/Dissertations as well as how to apply in-text referencing and compile a reference list in an assignment. Eighty percent of the students received more than seventy - five percent on the assignment. Of particular concern this year, is the low attendance by Ecotourism 1 and Public Management BTech students.

Formal IL sessions were conducted for the GenEd groups: Business Communication and Information Literacy (BCIL) and Business Information Literacy (BILT). BILT took place in the first semester and BCIL took place in the second semester during the third quarter. The BILT group consisted of Public Management, Local Governance and Supply Chain Management. The BCIL group consisted of Human Resource Management, Public Relations Management, and Business Administration. Both BCIL and BILT groups

completed an assessment, which contributed 30% towards the students' final mark. All the assessments were completed online via TLZ (Blackboard).

IL sessions for the Cornerstone group took place during the first semester. Unfortunately, most of the students had not been uploaded to TLZ by the time the assessment was made available. One of the factors that contributed to this challenge was late registration.

Management ECP students (41) started attending IL classes towards the end of February. Extensive support material was provided via the Subject/Research guide (LibGuides) as well as via TLZ. Content covered included:

- Library services and facilities
- Library collection (Books, periodicals and reference materials)
- Topic analysis
- Finding library resources using the library database
- Library website – LibGuides, LibChat & Tutorials
- Plagiarism and basic referencing

Ecotourism for the ECP cohort was introduced in 2019. The department only managed to put in place a coordinator very late and although a time slot was scheduled for students, most of them did not attend the training sessions. As a result, this group did not complete the IL assessment planned for 2019. This issue has been flagged to be resolved at the beginning of the first semester of 2020.

3.2 RESEARCH AND POSTGRADUATE SUPPORT

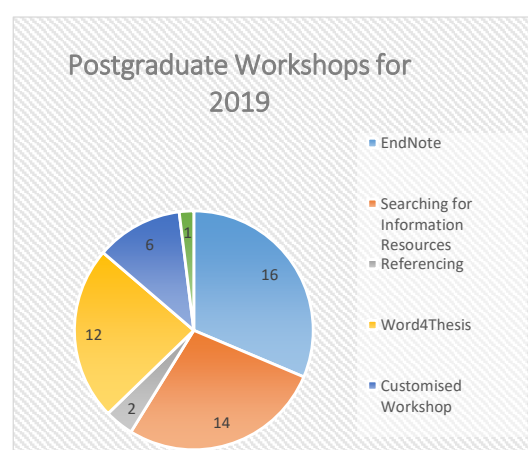
The Library facilitates research and innovation and has positioned itself as a provider of customised and focussed support for postgraduate students at the institution. It aims to make a meaningful contribution to the postgraduate attributes of competency in information and digital literacy, building in-depth subject knowledge, and fostering an understanding of scholarly publishing. With the support of the Research and Postgraduate Support Directorate and Faculties, the Library has set up Research Commons facilities at four of the six site libraries. A Research Commons is a dedicated space that limits access to postgraduate students and researchers. Currently the Library employs three full-time Postgraduate Librarians who provide a comprehensive service to the community. Below are a few highlights for this division during 2019:

- Planning and developing content for referencing workshops (including flashcards and an assessment game).
- A series of Research Support SWOT meetings.
- A number of Information Literacy and Digital Literacy workshops.
- Library Research Day mentoring.
- PhD Review: Compilation of a report for the impending PhD Review at DUT.
- Updating both the *Postgraduate Guide to the Library* and the *Academics Guide to the Library*.

These guides can be found online at: <http://libguides.dut.ac.za/research-support> ;
<http://libguides.dut.ac.za/c.php?q=392075&p=2663290>

3.2.1 WORKSOPS AND SERVICES

Fifty-four face-to-face workshops were offered to postgraduate students, academic staff and researchers with an overall attendance of **938** for the year.



It is evident that 'Searching for Information Resources', 'EndNote' and 'Word4Thesis' are the most popular workshops and are well-established. The 'Referencing' and 'Systematic Reviews' workshops have been recently introduced and show potential to gain popularity. Positive and supportive feedback about the workshops has been received throughout the year. The image on the right depicts a tweet for one of the well-attended training sessions held on a Saturday.

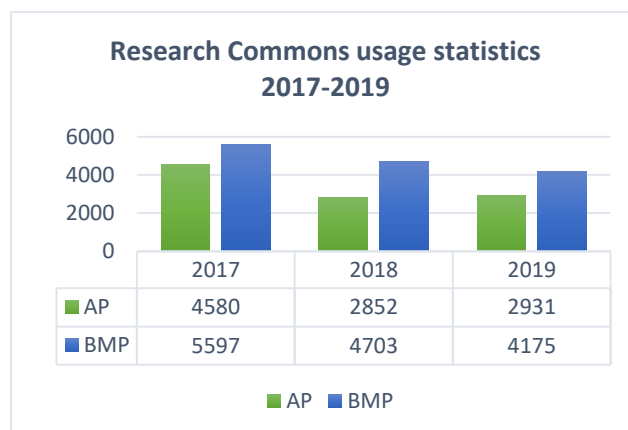


The annual statistics for queries answered by the postgraduate librarians appear in the table below. Statistics are presented for the past three years. It is apparent that there is an increase in referencing and Turnitin queries. However, the most time-consuming queries are usually those requiring assistance with formatting theses in MS Word.

	2018	2019
Accredited publications	45	36
EndNote installations	435	388
Ask a librarian	8	8
Referencing	144	172
SPSS installations	99	148
Thesis formatting	261	175
Turnitin reports	281	330

3.2.2 USE OF THE RESEARCH COMMONS

The Research Commons at the AP (Steve Biko campus) and BM Patel (ML Sultan campus) are used by Masters and Doctoral Students. There has been a decrease in the usage of these facilities, however, the statistics are reflected of the print registers that are signed by students. Statistics from the access control system would provide a more accurate reflection of the usage.



3.3 POSTGRADUATE SUPPORT (MIDLANDS)

There is a close collaboration between the Durban and Midlands postgraduate librarians.

The introduction of formal support for postgraduate services in the Midlands is new, yet despite this, the librarian reports an increase in usage of the services and requests for training and other assistance.

In the Midlands, most of the queries relate to accessing information resources and navigating the library databases.

Comprehensive training is offered; however, very few can attend these interventions as they are part-time students. Where possible, librarians have accommodated these students by scheduling training on a Saturday. See the table for a breakdown of the training initiatives hosted at the Midlands campus libraries.

Lesson/s	Attendees
Endnote & databases (PhD: Education)	14
Endnote & databases (Masters: Public Management)	6
Endnote & databases (various groups)	28
Endnote & databases (PhD: Education)	9
Endnote & databases (various groups)	13
Research capacity building (various groups)	10

Over and above the timetabled workshops, librarians also accommodate walk-ins. These walk-ins receive assistance in how to download and use EndNote, as well as in searching techniques when using databases such as SABINET, Current and Completed research database, SA ePublications, Summon and the DUT Open Scholar repository.

3.4 BIBLIOMETRICS WORKSHOP

In partnership with the Research Office, the Library arranged Bibliometric training for both librarians and researchers. The workshop was widely advertised using the noticeboard and Pinboard. Training was held on the 29 to 30 October 2019 and was facilitated by staff from the University of Pretoria. Fifteen (15) library and academic staff attended this intervention.

3.5 PHD PROGRAMME REVIEW

A report was prepared by the Postgraduate librarians and submitted to CQPA during 2019 for the internal review for the PhD programme.

3.6 TUTORS IN THE LIBRARY

The Library once again appointed library tutors to help students with general and information queries. The call for applications was sent to the LIS academic department and the target group were DUT LIS graduates, including those who were registered for a BTech or higher qualification. An exception was made regarding applicants in the Midlands as there were no LIS graduates in that area. The Training Librarian set up an intensive training schedule to ensure that these tutors would be able to assist students with most queries.

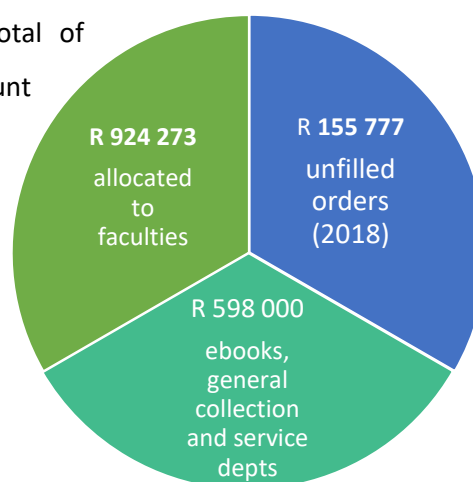
4. RESOURCE MANAGEMENT AND SUSTAINABILITY

4.1 INFORMATION RESOURCES BUDGETS

4.1.1 BUDGET ALLOCATION

R1,677,450 was allocated for books and media for 2019. This represents a 5.5% increase compared to the total of R1,590,000 received in 2018. The allocated amount was divided as per the Information Resources Management Policy, based on a formula of student numbers (FTE's of 2018), average price of material, and usage figures.

Total Book Budget R1,677,450



Faculty of Arts and Design	R 112 021
Faculty of Accounting and Informatics	R 147 566
Faculty of Health Sciences	R 145 623
Faculty of Engineering and Built Environment	R 177 922
Faculty of Management Sciences	R 227 686
Faculty of Applied Sciences	R 113 455

Faculty Book Budget Allocation

PERIODICALS AND DATABASES

Budget allocation 2019		R 14 849 500
Expenditure		
Periodicals + newspapers	R 4 220 841	
Databases	R 10 620 627	
Bank Charges	R 10 092	
Paid		R 14 851 560
Credit notes received		R 28 814
Balance (surplus)		R 26 754

Budget allocation

R14,849,500 was allocated for subscriptions to databases, periodicals and newspapers for 2019 – an increase of 12.58 % from 2018.

Expenditure

Most of the large journal and database invoices were paid at the beginning of 2019 when the invoices were received. Credit notes were also collected for outstanding journals to the value of R28,814, resulting in a surplus of R26,754.

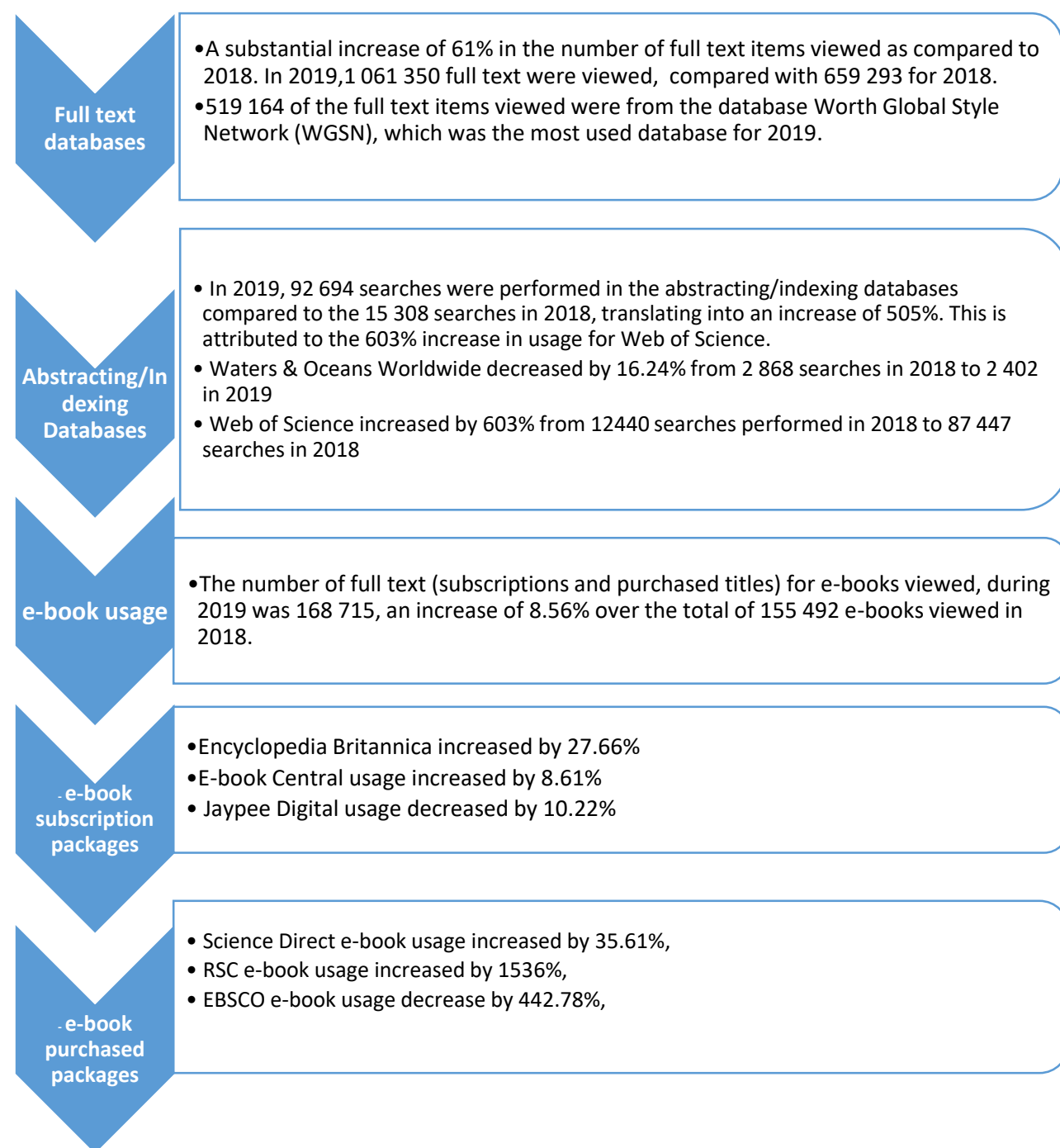
4.2 CURRENT COLLECTION STATISTICS

By the numbers ...

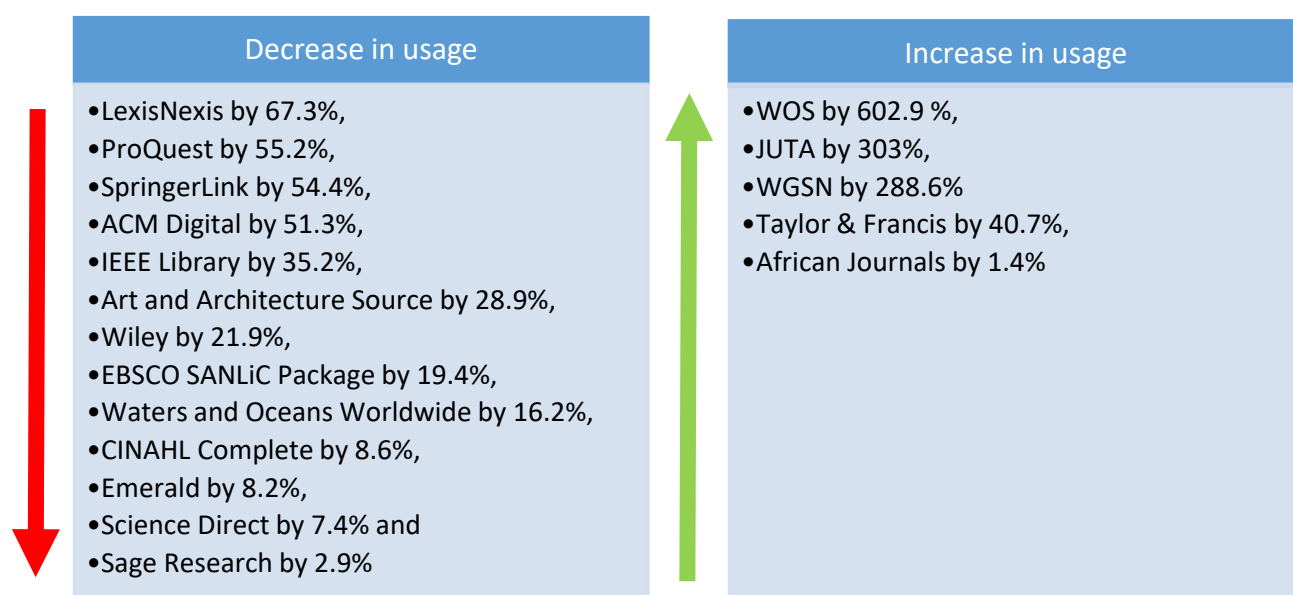
Print and media resources					
	Library	print books	media	bound serials	total
volumes	Alan Pittendrigh	71741	3011	15556	90308
	BM Patel	41930	1841	5470	49241
	Brickfield	6594	90	3278	9962
	City	18065	516	4294	22875
	Indumiso	13408	335	477	14220
	Riverside	11837	642	1648	14127
		163575	6435	30723	200733
E-Books					
Ebooks (subscriptions)				Purchased titles	
e-book packages: 183 110 titles (Package titles: (Ebook Central, Jaypee Digital, Encyclopedia Britannica Academic online, Knowledge Resources - South Africa: Human Capital and Labour Reports, Bargaining council for the civil engineering industry: collective agreements, Papermaking Science and Technology eBook series)				1 618 titles	
Databases					
DUT Library currently subscribes to 118 databases/database packages with access to around 77 893 e-journals.					
Periodicals					
Periodicals	Print	Print + e	e-only	Total	
Subscriptions	132	33	218	383	
Donations	37	137	82	256	
Total	169	170	300	639	

4.3 USAGE

4.3.1 E-RESOURCES



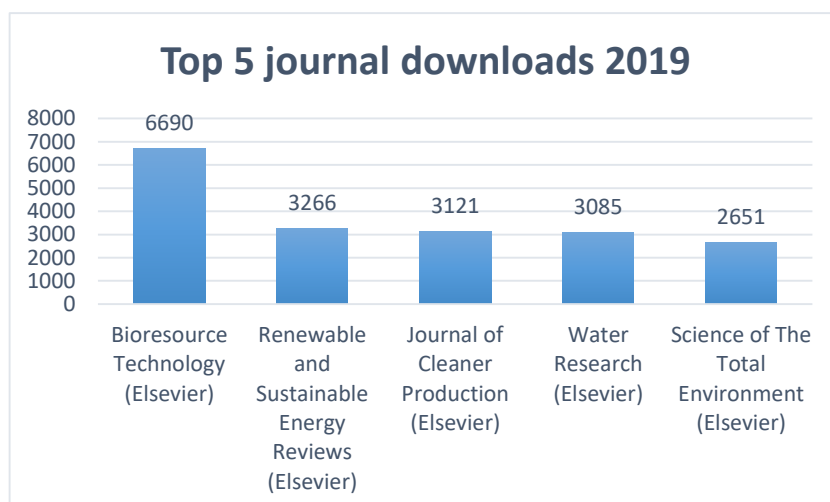
Overall database usage comparisons (2018 – 2019)



Lowest cost per search	Highest cost per search
<ul style="list-style-type: none"> •WGSN (R0.13), • Encyclopedia Britannica (R1.86), • Ebook Central (R2.03), • PressReader (R2.20), • ScienceDirect (R5.80) • Web of Science (R6.18) • Taylor & Francis (R7.25) • Sage Journals (R8.26) 	<ul style="list-style-type: none"> • Scopus (R290.40), • CINAHL Complete (R128.79), • ACM Digital (R124.29), • Art and Architecture Source (R113.01) and • LexisNexis (R84.77)

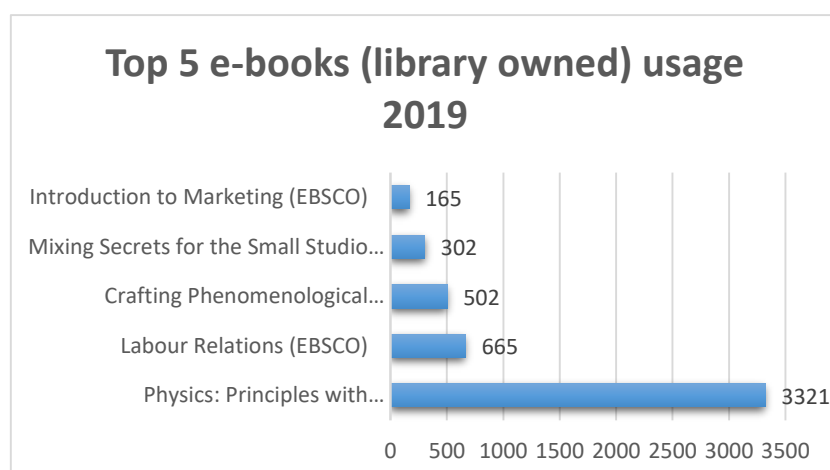
Most downloaded database, journal and e-book titles

Science Direct was one of the most popular databases for 2019 with 208,195 full text downloads, and five journals from Science Direct featured in the top five most-downloaded journals.

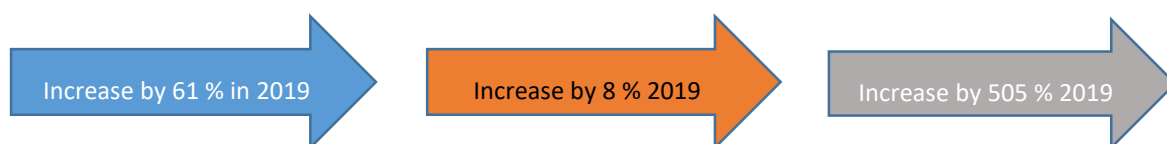
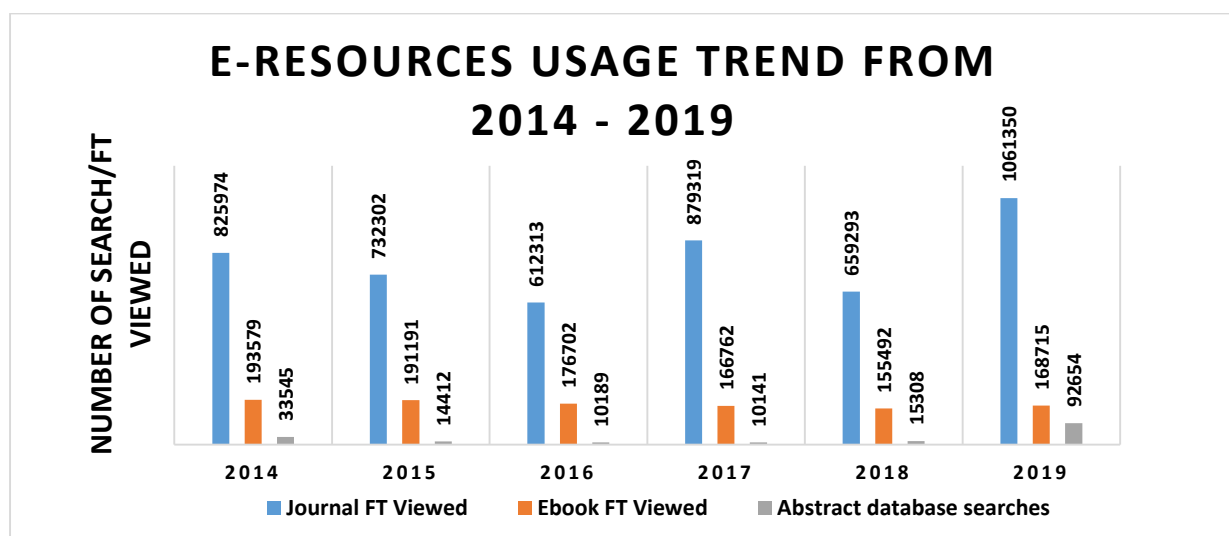


The most-used journal for 2019 was *Bioresource Technology* with 6,690 full-text downloads, followed by the journals *Renewable and Sustainable Energy Reviews*, *Journal of Cleaner Production*, *Water Research* and *Science of the Total Environment* with 3266, 3121, 3085 and 2651 full-text downloads respectively. This is the third consecutive year that both journals *Bioresource Technology* and *Renewable and Sustainable Energy Reviews* featured in the top five journal downloads and the second consecutive year that journals *Water Research* and *Journal of Cleaner Production* featured in the top five journal downloads.

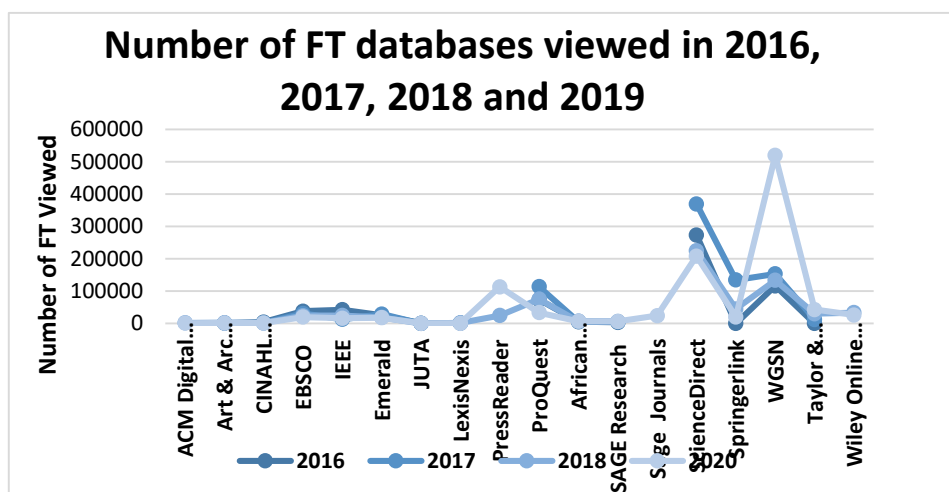
E-books: The five most-downloaded, library-owned e-books were acquired from Science Direct, Ebook Central, Ebsco, and Cambridge for 2019. These statistics were analysed further and the five most-downloaded e-books (DUT owned) were from *Ebook Central*, *EBSCO* and *Elsevier (Science Direct)*.



Usage trends: The graph below illustrates usage of electronic resources 2014 to 2019.



The graph depicts the usage trend for Full-text downloads 2016 to 2019. Significant decreases in usage were from the EBSCO SANLiC package, ProQuest and Springer, while Science Direct and WGSN remained the top-used resources for five consecutive years.



4.4 DIGITAL REPOSITORIES

4.4.1 INSTITUTIONAL REPOSITORY (DUT OPEN SCHOLAR) UPLOADS

186 (**166 theses and 20 research articles**) items were uploaded into DUT Open Scholar during 2019. 36 current research titles for the Faculty of Engineering and Built Environment were uploaded to the Nexus database. The Nexus database is currently under revision and all updates on current titles are paused until further notice

New workflows: The new Library workflows for the submission of theses dissertations was implemented for the September graduation. Some Faculty Officers have uploaded theses directly to DUT Open Scholar, thereby making the resource available in the shortest possible time. All faculties should be using this facility from 2020.

4.4.2 EXAMINATION PAPER REPOSITORY

	Submissions	Downloads
Accounting and Informatics	338	47731
Applied Sciences	236	23098
Arts and Design	150	27890
Engineering and Built Env.	601	48416
Health Sciences	219	20262
Management Sciences	494	40880

4.4.3 LIBRARY AS A PUBLISHER

By taking on the role of publisher, the Library provides the DUT community with the facilities for the publication of open-access monographs, textbooks and journals. The journal repository, <https://journals.dut.ac.za>, hosts the African Journal of Inter/Multidisciplinary Research by the Research and Postgraduate Support Directorate. The Open Books repository showcases the work of a DUT student, Sboniso Ngcobo: *Ubungqabavu (Vitality)* and can be accessed at: <https://openbooks.dut.ac.za>.

African Journal of Inter/Multidisciplinary Research (AJIMS) downloads

Statistics > Articles (total of all articles)	2019	10	11	12
Abstract Views	60	15	14	31
File Views	31	3	9	19
PDF	31	3	9	19
HTML	0	0	0	0
Other	0	0	0	0

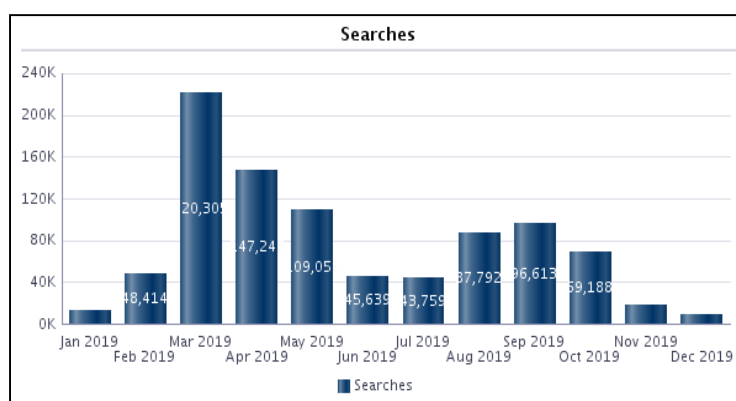
Open Books downloads

Statistics > Monographs (total of all books)	2019	10	11	12
Abstract Views	52	37	4	11
File Views	39	27	0	12
PDF	39	27	0	12
HTML	0	0	0	0
Other	0	0	0	0

4.5 WEB USAGE

4.5.1 SUMMON (DISCOVERY TOOL)

The number of searches performed on Summon for 2019 was 838,406. In 2018, 473,811 searches were done, indicating an increase of 76.94%.



4.6 LIBRARY INFORMATION TECHNOLOGY

- The **Library User Satisfaction Tool** has been implemented across library sites. Preliminary data indicates that students are rating the library positively, with an average score of 4 out of 5.
- **WIFI:** There have been reports of limited or no Wi-Fi connectivity at some of our libraries. The library has informed ITSS about areas where Wi-Fi was problematic.
- **Cashless Library:** Prashanth Sivsaran and Sagren Moodley met with a representative from Standard Bank and Konica to determine the different options that are available for a cashless solution. After many meetings, the library still does not have a viable solution.
- **Installation of new computers:** As part of the University's Computer replacement project, the library benefitted by receiving 223 new computers. The majority of library student ezones have now been refitted with new computers.
- **Library Virtual Assistant:** The library is partnering the IT Department on a project to implement a Library Virtual Assistant

4.6.1 IT AND SYSTEMS

4.6.1.1 COMPUTER BOOKINGS

Usage of the BM Patel (ML Sultan campus) and AP (Steve Biko campus) Libraries has decreased significantly due to the venues being closed for various reasons. Due the lack of air-conditioning, one of the BM Patel Library Ezones was closed for most of the year.

Libki Statistics by Library	Jan-Dec 2018	Jan-Dec 2019
Brickfield	6,791	5392
City	3,997	2926
ML Sultan	72,030	47345
Steve Bike	76,280	902
Alan Pittendrigh Open Area	23471	139377
Riverside Ezone	14,802	28080
Riverside Research Commons		64
Indumiso Info Commons	17,367	24 979
Indumiso Research Commons		12012

4.6.1.2 STUDENT IT SUPPORT UNIT

There was an increase in the use of the student IT support centre. 9,347 queries were addressed by the IT support staff in 2019. There was an increase of 86.32% in Student IT Support for 2019. This was largely due to more staff being allocated to assist users with support in the day and the evenings.

Student IT Support	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
DUT4LIFE	62	290	356	134	195	160	292	448	292	372	231	6	2838
PORTAL	104	229	243	104	373	326	98	208	209	298	181	5	2378
ITS	0	0	0	0	0	0	127	97	43	125	46	2	440
WI-FI	49	519	513	419	409	190	280	593	272	385	167	8	3804
BLACKBOARD	0	209	257	95	86	39	70	172	65	35	9	0	1037
OFFICE 365	9	117	240	26	50	25	74	240	131	132	35	2	1081
ACTIVE DIRECT	54	478	419	187	266	272	277	583	320	328	186	9	3379
LIBKI	21	132	142	50	51	64	64	27	72	62	40	2	727
TECHNICAL	10	70	118	28	56	21	82	78	196	73	45	0	777

4.6.1.3 STUDENT LAPTOP LOANS

Laptop usage at the BM Patel, AP and City Libraries decreased, whilst usage at the City, Brickfield and Riverside Libraries increased in 2019. The main reason for the decreases were that the laptops were over five years old and very slow. New laptops were procured during 2019 and we expect to see an increase in borrowing statistics.

LIBRARY	2018	2019
BM Patel	3824	2870
Alan Pittendrigh	7054	2112
City	1127	2143
Brickfield	62	63
Riverside	3285	6608
Indumiso	2517	4008

5. INFRASTRUCTURAL RESOURCES

This section of the report refers to the refurbishment and enhancement of existing spaces in the Library. The refurbished library basement at the Steve Biko campus was officially launched in March 2019 during Library Week. The new space incorporates 12 group rooms and three seminar rooms that vary in size, 150 desktop stations, 60 laptop stations, archives storage and workroom, stack area, three staff offices, ablution facilities, as well as casual, relaxed seating areas.

During the course of 2019, Library Management acceded to CELT's request to host support centres in the Library. CELT support centres are now operating at Alan Pittendrigh, Indumiso and City libraries. These centres incorporate Technology for Learning, First-Year Student Experience, and Residence Education Programme services.

5.1. FACILITIES MAINTENANCE

The air-conditioning on the second floor of BM Patel Library (ML Sultan campus) had not been working since October 2018 and for the whole period of 2019. This resulted in extremely poor air quality as library windows are sealed. With the heat emanating from over 40 computers, the situation became untenable and library management had no option but to cancel all training in these facilities. Other venues had to be sourced for the training. After the lengthy tender process for the air-conditioning system, new air-conditioning units were finally installed in December 2019.

The BM Patel Library has been plagued with a number of infrastructure-related problems, which disrupted library services. These included water leaks from the cooling towers that damaged the 4th floor Research Commons, uncovered electrical skirting's that became a hazard, and faulty lifts. The lifts at BM Patel Library are due to be replaced with new ones in 2020. The repairs to the BM Patel Library roof took place during the first semester and the contracting company caused immense damage due to poor workmanship.

Central Services: a number of infrastructure-related problems affected this section of the library as well, such as: roof leaks, faulty air-conditioning system and plumbing issues in the bathrooms. Some of these problems have only been partially resolved. These faults can mainly be attributed to lack of regular maintenance and the age of the building.

5.2 USAGE

Statistics	2018	2019	%Variance	Attributing factors
Circulation	100,239	130, 802	23% increase	Increased use of short-loan material, group study rooms and laptops
Head-count	1, 624 595	1,721 450	5.6% increase	Increased use of 24/7 opening hours
Photocopying	1,583 550	812 316	48% decrease	Disruption of the academic programmes
In-house	82 063	46 381	43.4% decrease	Increased utilization of e-collection

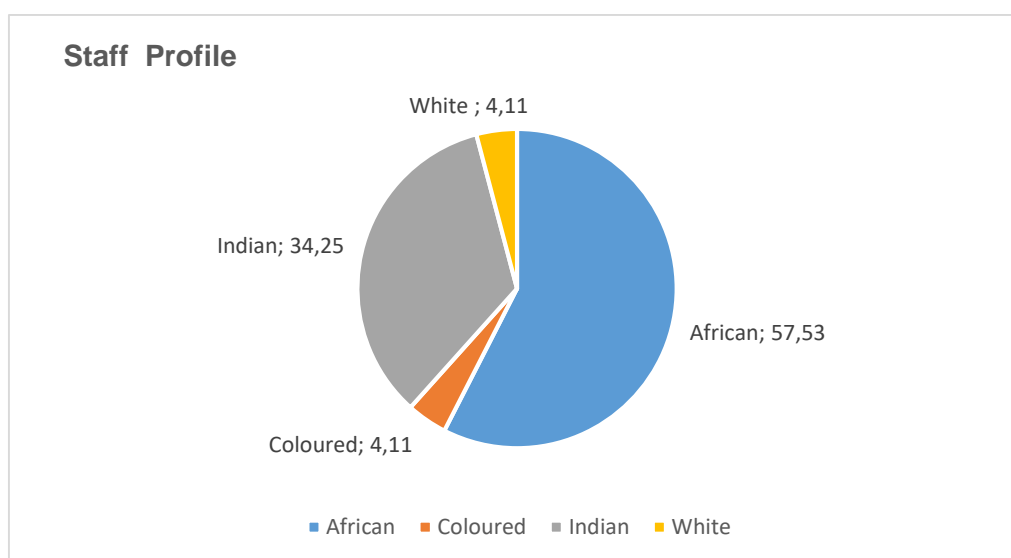
Facilities (Library head counts, Group rooms, photocopiers, opening hours)

In terms of circulation of materials and headcounts, the Alan Pittendrigh Library on the Steve Biko campus has the highest statistics compared to the other site libraries. This is largely attributed to the proximity of the student residences as well as the fact that this is one of two library sites that offer 24/7 access to the library during the exam periods. This library also boasts the highest seating capacity. The other 24-hour library site is the Indumiso Campus Library. This campus also has a student residence and its library is well-used.

There is a notable decrease in photocopying and printing at all sites. It is still too early to speculate as to the reason for this although we are inclined to link this to greater access to online resources and the ability to scan and save content to devices rather than generating photocopies.

6. STAFF TRAINING AND DEVELOPMENT

The Library has a diverse staff complement of 81 permanent staff members located at six sites. In terms of gender, the staff are made up of 53% female and 47% male staff. Below is a pie chart that reflects the racial demographics of the Library.



Several training and development initiatives have been put in place to ensure a well-balanced highly skilled staff. The list below is not exhaustive and only highlights some of the initiatives that took place during the course of the year.

6.1 CONFERENCE ATTENDANCE AND PRESENTATIONS

Library staff attended and presented at various national and international events such as the following:

- **Library and Information Association of South Africa (LIASA) Conference:** Sagren Moodley and Sean Carte won best poster presentation at this conference. Anushie Moonasar also attended the conference.
- **International Conference on Information Literacy (ICIL):** Kogie Naicker, Mousin Omar Saib and David Thomas presented papers.
- **International Association of University Libraries (IATUL):** Lucille Webster and Sagren Moodley each presented papers. Lucille Webster also chaired some of the conference sessions.

- **Changing Landscape of Science & Technology Libraries (CLSTL) conference:** Lucille Webster presented a paper.
- **Siyaphumelela National Conference:** Sean Carte chaired a panel discussion.
- **South African National Library and Information Consortium (SANLiC):** pre-conference workshop. Kusturie Moodley presented a paper.
- **Capstone Carnegie Conference held in Pretoria:** Anushie Moonasar, Sagren Moodley, David Thomas and Sean Carte presented papers

6.2 WORKSHOPS

- **Interest Group for Bibliographic Standards (IGBIS):** Nwabisa Rasana did a presentation.
- **DUT Library Research day:** Presentations were done by Nwabisa Rasana, Nokuthula Mdlalose, Samkelisiwe Dlamini, Charm Naidoo and Rajen Eswarlal.
- **DUT Data Day:** Sean Carte and Sagren Moodley participated in DUT Data Day on the 29 August 2019.
- **Library CPD:** Kogilambal Naicker, David Thomas, Anushie Moonasar, Sagren Moodley, Sean Carte, and Mousin Omarsaib presented their findings of DUT research they had undertaken, at the CPD workshop.
- All Library staff attended a workshop on Assertiveness and Communication held during October.
- **Digitization training** was attended by the following staff: Reginald Magagula, Thomas Zwane, Ini Naidoo, Vuyani Mayela, Sibusiso Gumede, Brian Reynolds, Avenal Finlayson, Sara Mitha, Kusturie Moodley, and Sarah Khan.
- **Moodle Training:** All Subject Librarians attended the Moodle overview presentation that was conducted by CELT unit on 05 September 2019
- **Disability Workshop:** Ntokozo Nxumalo, Siza Radebe, Sibusiso Gumede and Vincent Mkhize attended the DUT Staff Workshop on Disability on the 17 July 2019.
- **Supervisory Training** was attended by Vuyani Mayela, Sibusiso Gumede, Samkelisiwe Dlamini, Ntokozo Nxumalo and Zithulele Ndawonde.
- **Bibliometric training** was attended by Nozipho Majola, Romeo Matumba, Kusturie Moodley, Sean Carte, Sara Mitha, Avenal Finlayson, Sagren Moodley and Lindiwe Gumede.
- Kusturie Moodley attended the **Sabinet Advisory Board** Meeting held at the Sabinet Centurion offices on 25 October. Several relevant matters were discussed such as the SABS standards, updating Sabinet platform and archiving projects.

- Kusturie Moodley has been selected to be part of the **Wiley Regional Technical Library Advisory Board**. The directive of Wiley regional technical library advisory board is to help provide insight on how Wiley can improve upon its new and existing products.
- **Library Team Building:** The Library year-end team building event was held at the Fred Crookes Sports Centre in November 2019.
- **MS Office training:** An in-house training programme was developed for the library staff on MS Office, MS PowerPoint and MS Excel in September 2019. A short questionnaire was sent to staff to determine their training needs.
- **Best practices workshop:** All SL's and Postgraduate Librarians participated in the IL practice sharing session on 14 June. The workshop focused on how they used LibGuides and Blackboard for IL teaching.
- **Backup Support Refresher:** The LIT Team conducted a backup support refresher for staff across sites on the 23 January 2019.
- **OneDrive training:** Library managers, Admin Assistants, Subject Librarians and co-ordinators attended a very informative session on OneDrive on the 13 November 2019 in the ITSS Conference Centre.
- **RFID training:** Staff from Central Services and Indumiso Library were trained on the use of RFID equipment in April.
- **Scopus/Scival training** took place at the Research Commons on ML Sultan Campus in April.
- **Endnote** training was provided by WWIS in June for selected staff.

6.3 STAFF STUDIES

- Nontutuzelo Sogoni is enrolled for the Master in Information Studies at University of KwaZulu-Natal.
- Iviwe Yengwa is enrolled for the M.Tech in Library & Information Studies at Durban University of Technology.
- Samkelisiwe Dlamini is enrolled for the BTech in Library & Information Studies at Durban University of Technology.
- Prashanth Sivsaran enrolled for a Bachelor of Information Science through University of South Africa.
- Ayanda Thwala enrolled for a Project Management Course at MANCOSA
- Selby Sikhosana enrolled for a Bachelor of Technology in Information Technology at DUT.

- Patrick Mhlongo is registered for a PhD in Management Science at DUT.

The following staff members graduated:

- Ntuthuko Chonco graduated with a Bachelor of Information Studies (Hons) degree from the University of KwaZulu-Natal.

Staff movements/promotion

- Ayanda Thwala was the successful candidate for the Computer Technician's post and assumed duties on 01 June 2019.
- Sagren Moodley became the Manager: Information Systems and Resources with effect from April 2019.
- Mendi Sibisi was appointed as the Library Assistant: Circulation with effect from 01 April 2019.
- Blessing Dube was appointed as the Stack Attendant with effect from 01 June 2019.

6.4 PROFESSIONAL CONTRIBUTIONS

- Kusturie Moodley attended the Sabinet Advisory Board Meeting held at the Sabinet Centurion offices on 25 October. Several relevant matters were discussed such as the SABS standards, updating Sabinet platform, and archiving projects.
- Kusturie Moodley has also been selected to be part of the Wiley regional technical library advisory board.
- Lucille Webster is an Executive Member of the Board of the International Association of University Libraries (IATUL) and is also a Board Member of the South African National Library and Information Consortium (SANLiC).
- Lucille Webster is an Executive Member of Committee for Higher Education Libraries of South Africa (CHELSA).
- David Thomas serves as an office bearer in the Higher Education Libraries Interest Group (HELIG) of LIASA.
- David Thomas is a member of the Information Literacy Interest Group of the International Association of University Libraries (IATUL).