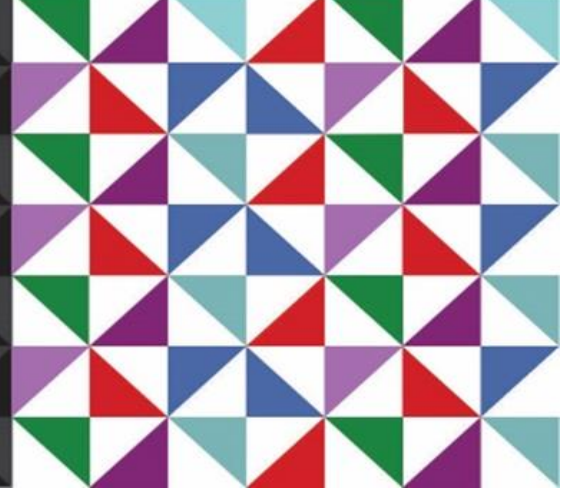




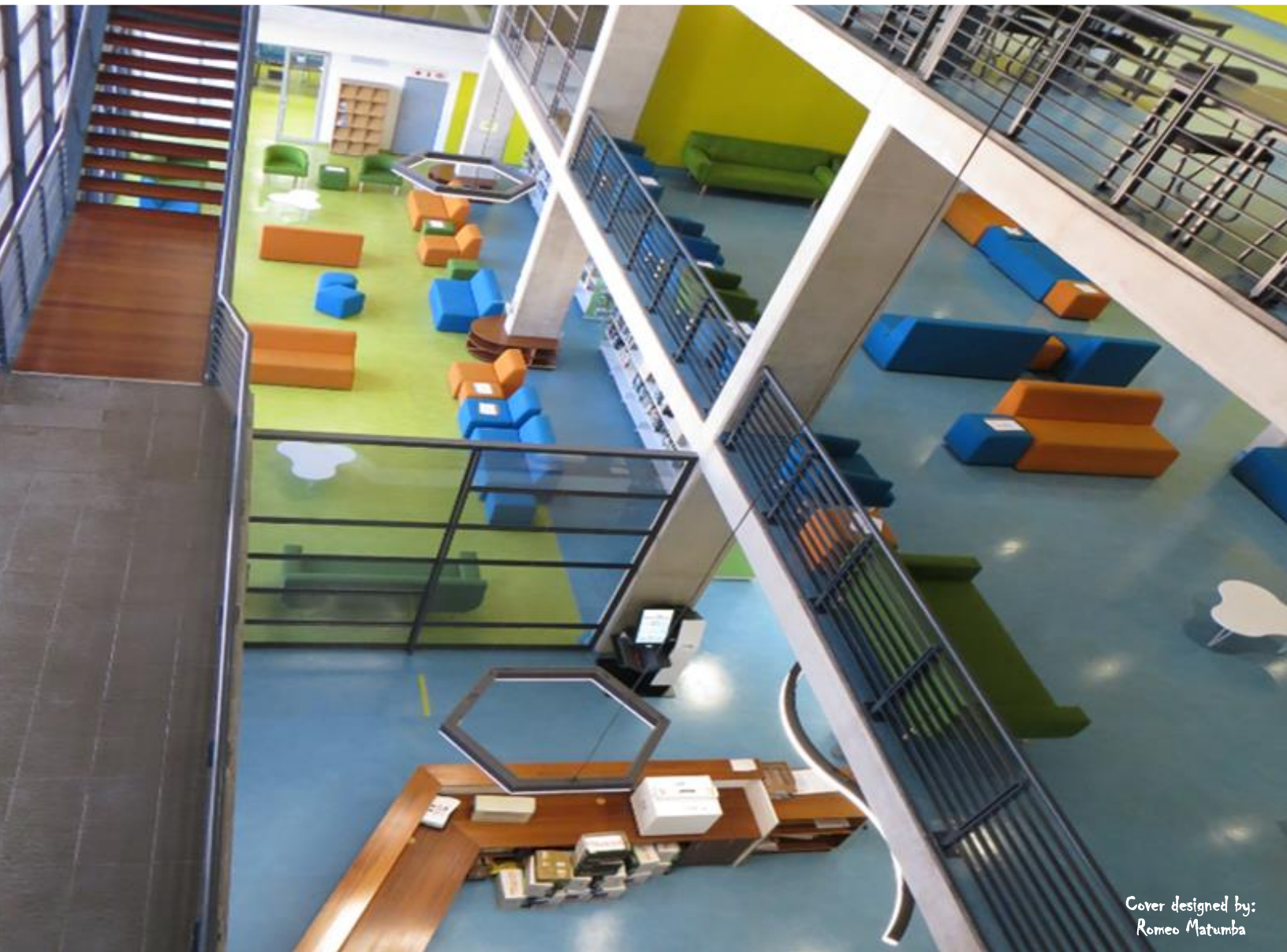
# DUT

DURBAN UNIVERSITY OF TECHNOLOGY  
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

# LIBRARY



## ANNUAL REPORT JAN-DEC 2020



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**ENVISION2030**

transparency • honesty • integrity • respect • accountability  
fairness • professionalism • commitment • compassion • excellence



# DUT

DURBAN UNIVERSITY OF TECHNOLOGY  
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE



# ACKNOWLEDGEMENTS

Library Management acknowledges the contributions by all staff to this Annual Report. The success the Library enjoys is through the commitment and dedication of library staff in day-to-day operations; their enthusiasm to drive new projects and initiatives that furthers Library goals; their active participation in Library and University forums and task teams; their persistence in ensuring that students are exposed to information literacy interventions by creating sustainable partnerships with academics; and finally, their personal drive to success through further studies, and continuing professional development.

Success is also dependant on other role players in the academic and support spheres of the University. Critical partnerships, co-operations and collaboration form the backbone of our service, and due credit must be given to those who support the Library in its endeavours.



**Pictured:** Library Staff



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# I. INTRODUCTION

2020 turned out to be a year that no one could have foreseen. Considering the far-reaching impact of the COVID-19 pandemic across the world, the previous sentence is probably an understatement. Yet, despite the global fear, disruption and confusion brought about by the pandemic, there were moments of positivity in that we learned to do things differently and, in most instances, better.

As a Library staff, we looked forward to 2020 as we considered it to be a year that would be filled with promise, hope and good intentions. Building on a successful 2019, the Library positioned itself as an innovator, focused on delivering new technology and services to improve the user's overall library experience. To achieve this, several projects were initiated between January and March, and these projects involved participation from all levels of library staff in research and project teams to find relevant solutions that not only enhanced our current systems and infrastructure, but also sharpened our processes to improve efficiency across the library eco-system. This report will reflect on the role of the Library in supporting the university community and highlight events, programmes, and accomplishments throughout the year.

## 1.1 National Lockdown

After the national lockdown was introduced at the end of March, we suddenly found ourselves in uncharted territory. We grappled with issues such as staff working remotely and supporting them, timetabling staff in line with the minimum number of employees allowed as per the lockdown levels, deciding on how we would continue long-planned activities, how to sustain critical projects and manage budgets while simultaneously ensuring the safety of staff and students.

Following lockdown levels adjustments, we were able to re-open the library for the phased-in return of staff and students across DUT campuses. Health and safety of the DUT community remained the priority throughout the process of preparing for re-opening. As such, it was essential that we complied with COVID-19 measures to minimise or reduce infection. This was done by ensuring that the library complied to social distancing and other enhanced hygiene measures. To make certain that we were able to transform our study spaces to comply with social distancing, we required the managers and some key staff to report for duty during the lockdown to prepare site libraries ahead of the re-opening. All library staff and student library assistants were provided with masks and personal sanitisers.

The result of adhering to the COVID-19 measures meant that there were now limited study and social spaces, access to computers and laptops, as well as some of the face-to-face services offered by the library.

Our Information Services team had to adjust their working habits and to think creatively in embracing opportunities. The information services support workflow moved from physical face-to-face interactions to online engagement, with many of the librarians gaining proficiency in the use of MS Teams and other online software. Individuals and teams displayed extraordinary commitment and resilience to re-envision our services against unimaginable challenges. The new normal was and still is an opportunity to be embraced with positivity.





The first term of 2020 saw the Durban University of Technology launch its new strategy, ENVISION2030 at the State of the University Address (SOUA) event held in February. Consequently, the Library embarked on the process to align its vision, mission, and values with those of the University while also articulating a unique vision for the Library's future. A key consideration in our deliberations was to encourage our library staff to re-imagine the Library service in line with ENVISION2030.

In preparation for the work ahead, an initial planning meeting was held with Library Management, followed by a strategic breakaway workshop with Library management and members of the Library Middle Management team in March 2020. Due to the lockdown, the planning continued discussions virtually and a framework was developed from which the new vision would be developed. These included a reflection of the relevancy of the academic library by 2030; the provision of inspired spaces for participation, creation, and discovery; and the proactive use and application of new technologies to enhance the library and information services. The Library Strategic Plan 2030 provides an outline of our short-to-medium plans. Our strategic document is a living document subject to a continually changing environment. Therefore, this plan will change as necessary to reflect those circumstances as we continue to evolve our services to meet the needs of our library users in a complex digital world.





Several library projects were initiated during 2020. The infographic below lists some of the projects that were linked to ENVISION2030:

<p>Systems &amp; Processes: Measure 5.1.1 Internal and external people satisfaction</p>	<ul style="list-style-type: none"> <li>• Staff survey (2020)</li> <li>• Student website polls (2020)</li> </ul>
<p>Systems &amp; Processes: Measure 5.1.2 Improved turnaround times</p>	<ul style="list-style-type: none"> <li>• LIVECHAT ( virtual library reference and IT support services)</li> <li>• AUTOMATION (RFID stock control)</li> <li>• Research Study: Analysis of Library Services during Lockdown</li> </ul>
<p>Systems &amp; Processes: Measure 5.2.1 Spend on technology to improve efficiency</p>	<ul style="list-style-type: none"> <li>• 223 New computers for students</li> <li>• 80 new laptops for students</li> <li>• 54 new computers for staff</li> <li>• Data and equipment for staff working from home</li> </ul>
<p>Systems &amp; Processes: Measure 5.2.2 Integrated digital platforms used in our work</p>	<ul style="list-style-type: none"> <li>• New integrated library system ( investigations for 2021)</li> <li>• RFID self service facilities at all Library sites (2020)</li> <li>• Integration of DSPACE with Elements</li> <li>• Data Management Plan Tool</li> </ul>
<p>Systems &amp; Processes: Measure 6.1.2 Aesthetically and functionally pleasing facilities and infrastructure</p>	<ul style="list-style-type: none"> <li>• Re - design of library entrances (2020)</li> <li>• New access control systems (2020)</li> </ul>
<p>Systems &amp; Processes: Measure 6.2.1 Creatively designed multifunctional structures and services</p>	<ul style="list-style-type: none"> <li>• Information Commons - 1 stop access to computers, IT and reference support (2020)</li> </ul>
<p>Society: Measure 9.1.2 Number of solutions advanced to the world's environmental problems.</p>	<ul style="list-style-type: none"> <li>• Collaborative Project with UCT to develop a shared platform for publishing of books and journals</li> <li>• Library expertise in publishing open access books and journals</li> </ul>
<p>Society: Measure 10.1.1 Impact of our research focus areas</p>	<ul style="list-style-type: none"> <li>• Enhancing visibility of Research Output including research data (2020)</li> </ul>

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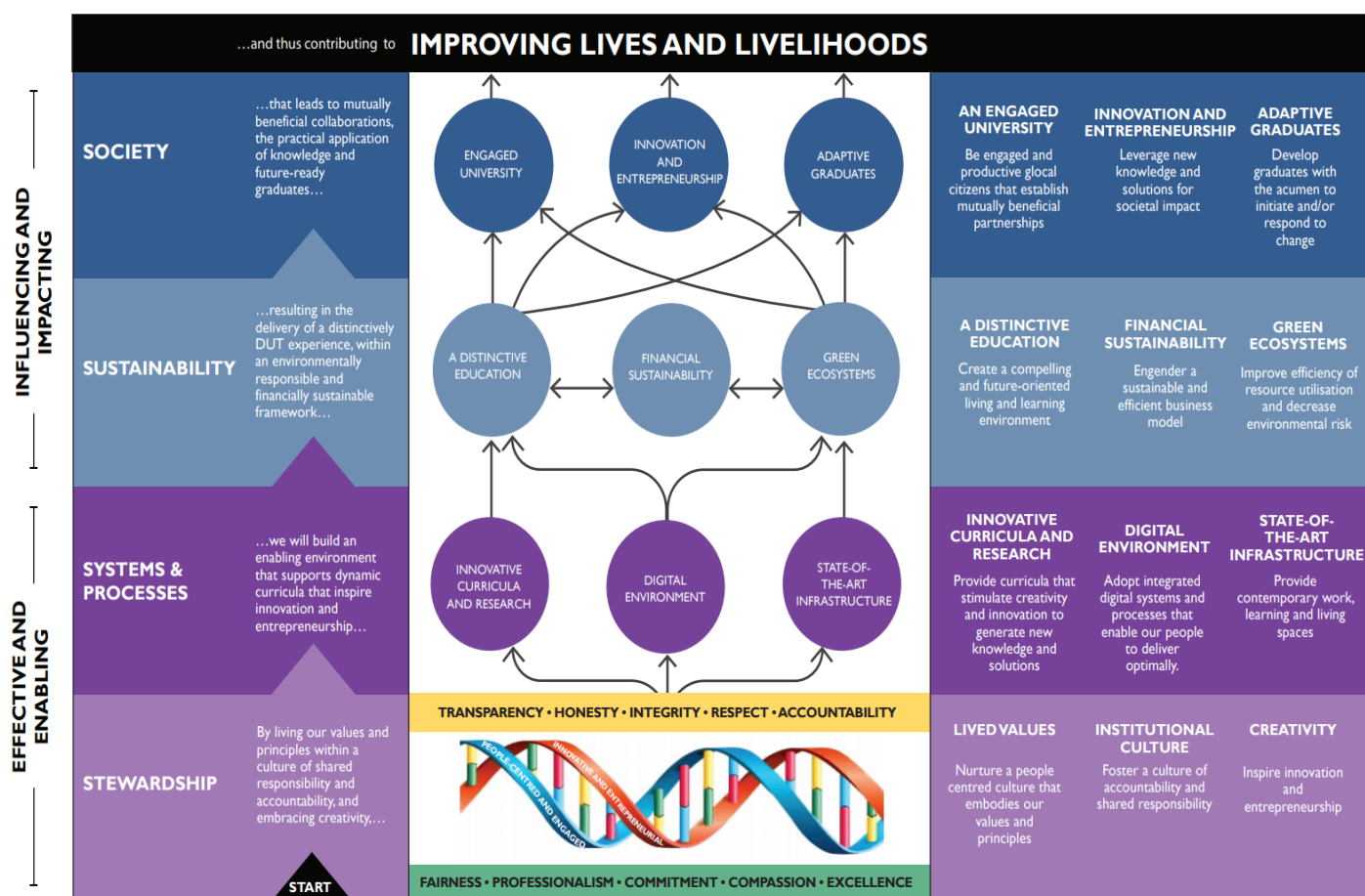


## Library report aligned to Perspectives of the ENVISION2030 strategy map.

In this annual report, the ENVISION2030 strategy map is used to provide structure for the situational analysis of the four perspectives in the performance of library activities in line with the objectives that corresponds with each perspective.

### ENVISION2030 2030 STATEMENT OF INTENT

By 2030, Our people will be creative, innovative, entrepreneurial and adaptive to changes in the world;  
Our people will participate productively in the development of our region, country and the world;  
Our state-of-the-art infrastructure and systems will enhance an ecosystem created to achieve this vision.



# ENVISION2030

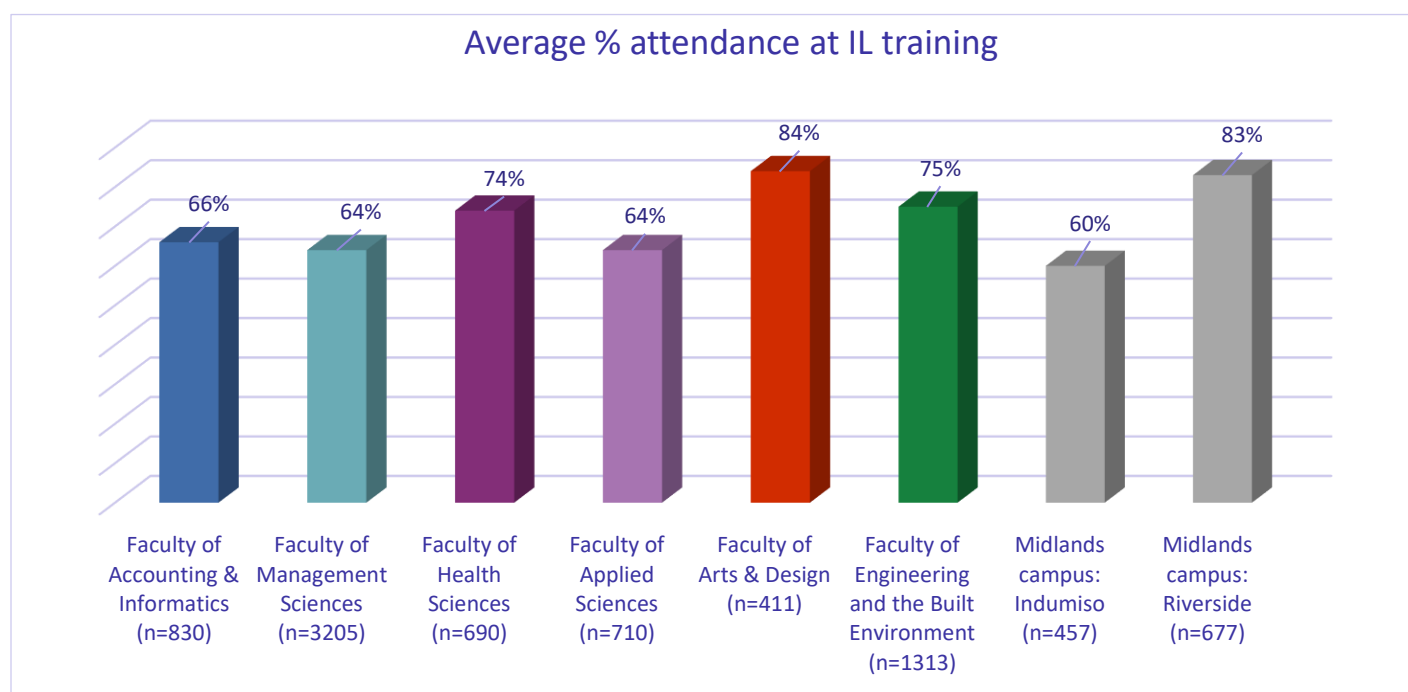


## 2. SYSTEMS & PROCESS: Innovative Curricula and research

### 2.1 Undergraduate Services

The Information Services team is a student-facing service with the focus of integrating information literacy skills with academic teaching and support. During the lockdown, the librarians offered a wide range of support and services to students and staff using online tools and resources. These included library virtual enquiry services via LIBCHAT, the library's primary online reference and IT support tool. This service was supported using LibGuides, Ask a Librarian service (LibAnswers), WhatsApp, MS TEAMS for online training and support on Moodle.

Information Literacy training followed a multimodal approach with training being done online via Microsoft Teams. While this technology presented an opportunity to reach students, it also presented other challenges like connectivity and data issues that impacted student access. The graph below provides a snapshot of the training undergraduates received during 2020.



#### 2.1.1 Customisation of Information Literacy (IL) training

The aim of the information literacy training sessions is to assist students in transitioning from school to higher education environment, by ensuring that they can effectively find, access, evaluate and use information responsibly. Academic staff are therefore encouraged to send their first-year students to the basic Information Literacy training. The outcomes for the basic training are the following:

- The development and integration of information literacy activities within modules.
- A general understanding of the information landscape.
- The ability to carry out a search using the library database.
- To be able to critically evaluate the information.
- To use the information effectively and ethically.



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IL skills development is scaffolded, and training advances as the student progresses academically. Advanced training is normally offered to second and third year students and is customised according to the needs of the curriculum. Much progress has been made in terms of mainstreaming IL into the curriculum and in some departments, the training has been formalised and is credit-bearing.

### **2.1.2 Analysing data**

The Reference Analytics module within the LibAnswers application has been customised to capture reference query statistics. The application allows for the librarians to capture details of queries relative to the nature, complexity, duration, etc. The data collected reflects that librarians are fielding a wide range of queries, from basic reference queries to advanced individual instruction on accessing, searching, and referencing of information from various sources. There were also queries related to IT support (data, connectivity), Moodle, Turnitin and other tools. An Information services data group has been established to explore how the tool could be improved. Faculty-based datasets have been setup to allow for better data analysis.

### **2.1.3 Moodle goes live in 2020.**

The roll out of Moodle as the institutional Learning Management system (replacing Blackboard) was exciting yet a daunting experience for staff and students alike. Whilst there were connectivity issues at the outset, the system and infrastructure seemed to have settled and most issues were resolved. Subject librarians have partnered with lecturers in establishing a library presence in their Moodle classrooms. Links to the Library Webpage, the relevant Subject/Research Guides and in some instances, to e-resources to support assignments and projects were placed in the online modules. The platform has also been successfully used to administer library assessments.

### **2.1.4 First-year student experience (FYSE)**

The Library participated in the FYSE programme by delivering faculty-based training sessions on the *Effective use of Online library Systems*. The sessions covered an overview of the library facilities and services, website navigation and a live demonstration on basic library database (Summon) searching.

### **2.1.5 Information Literacy on a stick**

In response to the communication from the DVC T&L regarding making available USB drives for students that were having connectivity and data issues, the library put together a package of online video tutorials / recorded lectures for inclusion into the USB drives and shared these with their respective departments. This content is also available on the library subject guides.



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## 2.1.6 Literacy module review

To remain current and relevant, subject librarians review the Information Literacy offerings on a continuous basis. In November, a workshop was held to align the IL programme with DUT's strategic direction. The Digital and Information Literacy (DIL) framework from the Open University was considered for adoption. Further discussions and planning will take place in the new year.

## 2.2 Postgraduate Services

Once lockdown was announced, the postgraduate services team swiftly adjusted their services from in-library training and consultations to virtual services and recommendations to remote or online resources.

A total of 25 workshops was offered on the Durban campuses with a further 3 workshops in the Midlands, to postgraduate students, academic staff and researchers. An overall total of 769 users attended these initiatives. The attendance numbers compared favourably with previous years, even though far fewer workshops were held, and engagements were increasingly online with the COVID-19 lockdown.

### 2.2.1 Recognising the Library contribution to the academic endeavour

**Pictured:** Prof Netswera and Ms Sara Mitha



The Faculty of Management Sciences held an awards function on 6<sup>th</sup> November 2020. The postgraduate librarian for the faculty, Ms Sara Mitha, received the Dean's award in recognition of outstanding work with the faculty research office. In addition, an award of appreciation was also received, for the online facilitation of library workshops with the doctoral candidates at the Takoradi Technical University in Ghana.

The Researcher Profiles webinar was held jointly by the Library and the Research and Postgraduate Support Directorate in December 2020. Postgraduate librarians represented the library and presented on the value and importance of ORCiD and Google Scholar profiles for researchers. This webinar was well attended by researchers and academic staff of DUT. This year, an increase in the number of queries received on verification of accredited publications and requests for H-Index was noted. This was in support of nominations for various positions and research awards.



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### 2.2.2 Skills and Competencies for PG Librarians

The postgraduate support team shared and acquired skills with compiling, creating and distributing the monthly *Read for Research* alert. Team members can now compile this very useful and popular alert on new research resources in the library. Ten alerts were issued during 2020 which promoted both print and online materials to the research community. Other opportunities offered and taken up by the postgraduate librarians for developing competencies were by attending many of the webinars on offer. Most notable were the SciVal webinar series, and the offerings from Clarivate which allowed them to develop advanced skills in using the SciVal, Scopus, Web of Science databases and the newly released EndNote version 20.

### 2.2.3 CHE Doctoral Review

The Library participation in the CHE Doctoral Review was an interesting and thought provoking one. The Self-Evaluation Report (SER) was produced in consultation with all faculties and research support departments. Before the Doctoral Review, CQPA together with Faculty representatives arranged mock audits in preparation for the Review. In October 2020, the national review took place, and the Library was interviewed with other Research Support staff. This was a very exciting experience which highlighted areas for future development.

### 2.2.4 Research Commons at library sites

The facility for postgraduate students at the Indumiso campus library is currently being set up. This is an exciting development because it shows the commitment of the library to offer equitable service across all sites. Ten new computers were delivered for the Research Commons and tables and chairs are awaiting delivery.







### 3. SYSTEMS & PROCESS: Financial Resources

#### 3.1 Operational and Capex Budget Expenditure and planning

90 % of the OPEX budget was spent on information resources, both print and electronic. Due to a budget deficit experienced in June 2020, library funds were re-prioritized to ensure that sufficient funds were available for databases. The CAPEX budget was primarily used for projects which included the refurbishment of staff and student spaces and a new access control system for all libraries.

##### 3.1.1 Information Resources Budgets

R 1 761 328 was allocated for books and media for 2020 – a 5 % increase from 2019. 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.

- R819 474.83 allocated for general collections, electronic book subscriptions, service departments and contingency fund.
- R941 853.17 was allocated to faculties:

FACULTY	ALLOCATION
Faculty of Arts and Design	R 110 994,41
Faculty of Accounting and Informatics	R 149 348,00
Faculty of Management Sciences	R 245 940,00
Faculty of Applied Sciences	R 110 363,95
Faculty of Engineering and Built Environment	R 166 897,76
Faculty of Health Sciences	R 158 309,05

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## Faculty Book Budget Allocation: Periodicals and databases

### **Budget allocation 2020**

**R 15 591 975**

<b>Expenditure</b>		
Periodicals + newspapers	<b>R 4 817 269</b>	
Databases	<b>R 11 636 128</b>	
Bank Charges	<b>R 4 464</b>	
Paid		<b>R 16 457 861</b>
Credit notes received		<b>R 37 133</b>
Deficit		<b>R 828 753</b>

R15 591 975 was allocated for subscriptions to databases, periodicals, and newspapers for 2020, an increase of 5% from the R14 849 500 received in 2019. Most of the large journal and database invoices were paid at the beginning of 2020 when the invoices were received and when the exchange rate proved to be favourable. Credit notes were also collected for outstanding journals and early payment of the EBSCO invoice to the value of R 37 133 resulting in a deficit of R 828 753.



## 3.2 Processes

### 3.2.1 Information Resources management

- **eBooks**

Subscriptions	Purchased titles
eBook packages: 189 997 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)	1 744 titles

- **Databases**

DUT Library currently subscribes to 118 databases/database packages with access to 79 741 e-journals.

- **PEESA**

Durban University of Technology was included in the partnership within the Project Personalized Engineering Education in Southern Africa called the PEESA III project which was co-funded by the ERASMUS + Programme of the European Union. The University received funding for approximately R400 000 (25.000,00 EUR) which was used to purchase 116 eBooks (67 eBooks purchased from ProQuest and 49 eBooks purchased from Wiley). The Library will track the usage of these resources.

#### 3.2.1.1 Usage of Resources

- **Databases and eBooks**

COUNTER (Counting Online Usage of Networked Electronic Resources) is an international standard used by libraries, publishers, and other content providers for reporting usage statistics for electronic resources in a standardized way. Below is a broad analysis of usage statistics:

- A substantial decrease of 46% in the number of full text items viewed compared to the previous year.
- In contrast, the abstracting/indexing databases usage increased by 11% compared to the previous year.
- eBook usage indicates a decrease of 55% compared to the previous year.

Generally, the usage of resources was affected by the pandemic. Many students struggled without devices and data to connect whilst off-campus. Once lockdown levels eased, statistics gradually increased but the prolonged



closure significantly contributed to the low usage statistics experienced. Below is a list of individual databases and how usage compared between 2020 and 2019.

**Overall database usage comparisons:** When comparing 2020 stats to 2019 stats the following are observed:

**9 Databases saw an increase in usage i.e.,**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>Cambridge Wits University Press Collection by 227%</li> <li>Ebsco Academic Collection by 139%</li> <li>LexisNexis by 109.95%</li> <li>IEEE Library by 73%</li> <li>Library Pressreader by 54.90%</li> </ul> | <ul style="list-style-type: none"> <li>ACM Digital by 25.15%</li> <li>Waters and Oceans Worldwide by 22.98%</li> <li>SciVal by 8.46%</li> <li>Scopus by 7.8%</li> </ul> |
|--|---|

**15 Databases suffered a decrease in usage i.e.,**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>WGSN by 91.34%</li> <li>Sage Research Methods by 54.96%</li> <li>African Journals by 51.39%</li> <li>CINAHL Complete by 42.29%</li> <li>Juta by 40%</li> <li>Ebsco SANLIC Package by 39.79%</li> <li>Sage Premier Journals by 31%</li> <li>Emerald by 25.98%</li> </ul> | <ul style="list-style-type: none"> <li>Science Direct by 25%</li> <li>Art and Architecture Source by 18.9%</li> <li>Taylor &amp; Francis by 15.25%</li> <li>Web of Science by 11 %</li> <li>SpringerLink by 8.86%</li> <li>Wiley by 6%</li> <li>ProQuest by 1.63%</li> </ul> |
|--|--|

**The Databases with the lowest cost per search in 2020 are:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>Pressreader (R1.57),</li> <li>WGSN (R1.61),</li> <li>Encyclopedia Britannica (R2.82),</li> <li>Web of Science (R6.26)</li> </ul> | <ul style="list-style-type: none"> <li>Taylor &amp; Francis (R9.38),</li> <li>Ebook Central (R10.91) and</li> <li>Science Direct (R9.13)</li> </ul> |
|---|---|



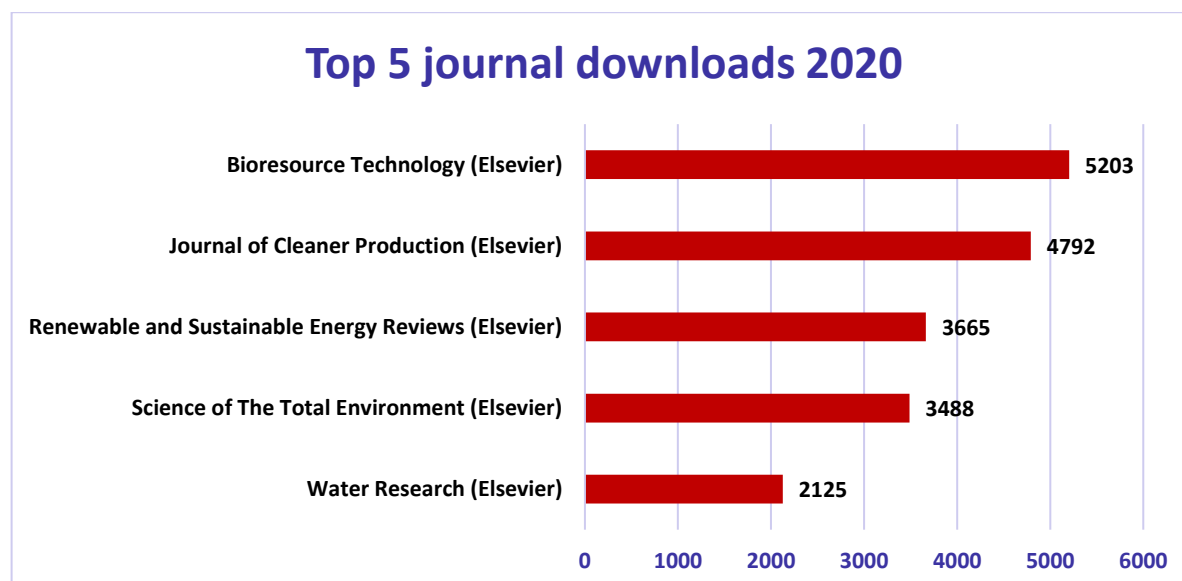
### The Databases with the highest cost per search in 2020 are:

- SciVal (R567.63),
- Scopus (R299.07),
- CINAHL Complete (R251.73),
- Art and Architecture Source (R157.19),
- EBSCO SANLIC Package (R123.32),
- ACM Digital (R108.47) and
- African Journals (R103.75)



### Most downloaded database, journal and eBooks titles

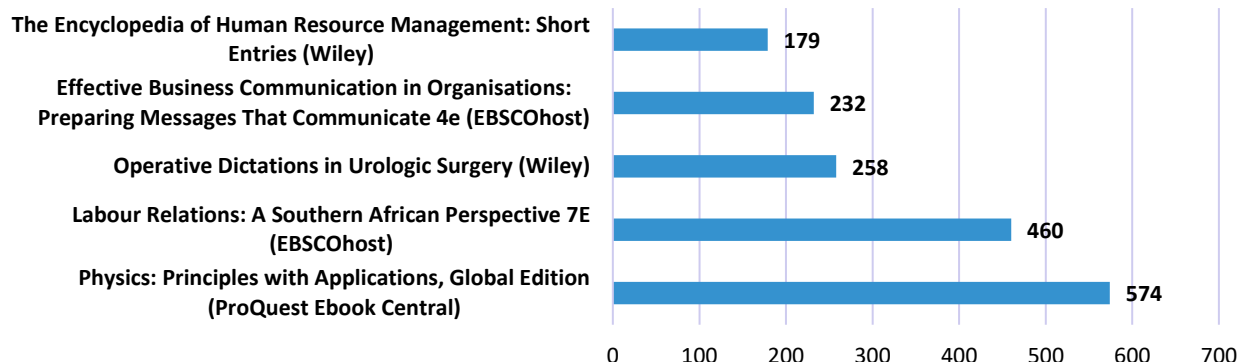
**E-Journals:** The 5 most downloaded journals were collected from 10 full text databases i.e., Science Direct, EBSCOhost, Emerald, ProQuest, African Journals, Taylor & Francis, SpringerLink, Sage Premier Journals, IEEE and Wiley online for 2020 to determine the 5 most used journals downloaded. Science Direct was one of the most popular databases for 2020 with 155204 full text downloads, and 5 journals from Science Direct featured in the top 5 most downloaded journals. The most used journal for 2020 was *Bioresource Technology* with 5203 full text downloads, followed by the journals *Journal of Cleaner Production*, *Renewable and Sustainable Energy Reviews*, *Science of the Total Environment* and *Water Research* with 4792, 3665, 3488 and 2125 full text downloads respectively.





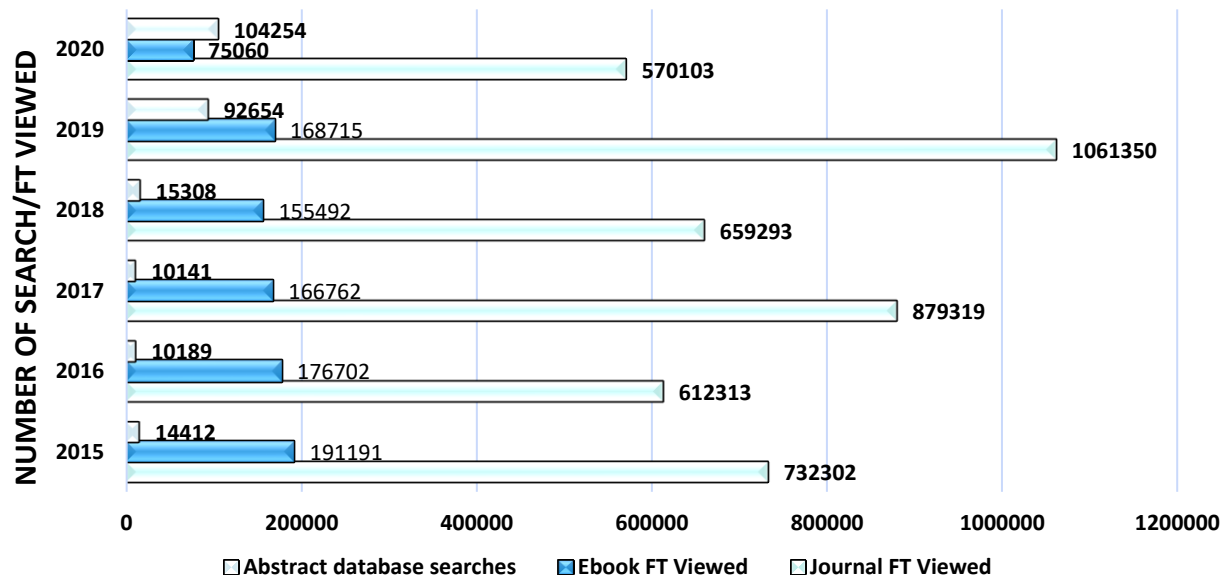
**eBooks:** The 5 most downloaded owned eBooks were collected from Science Direct, Ebook Central, EBSCO, Cambridge, and Wiley for 2020. These stats were analysed further, and the 5 most downloaded eBooks (DUT owned) were from ProQuest Ebook Central, EBSCO and Wiley.

### Top 5 eBooks (library owned) usage 2020



**Usage trends:** The graph below illustrates usage of electronic resources 2015 to 2020.

### E-RESOURCES USAGE TREND FROM 2015 - 2020





## Journal full text viewed:

- increase by 61% in 2019.
- decreased by 46 % in 2020

2019 saw an increase in the full text downloaded due to considerably high usage of the WGSN database which attributed to 49% of the total full text downloaded in 2019. The decrease in 2020, could be attributed to the pandemic which brought disruption to the institution.

## eBook usage:

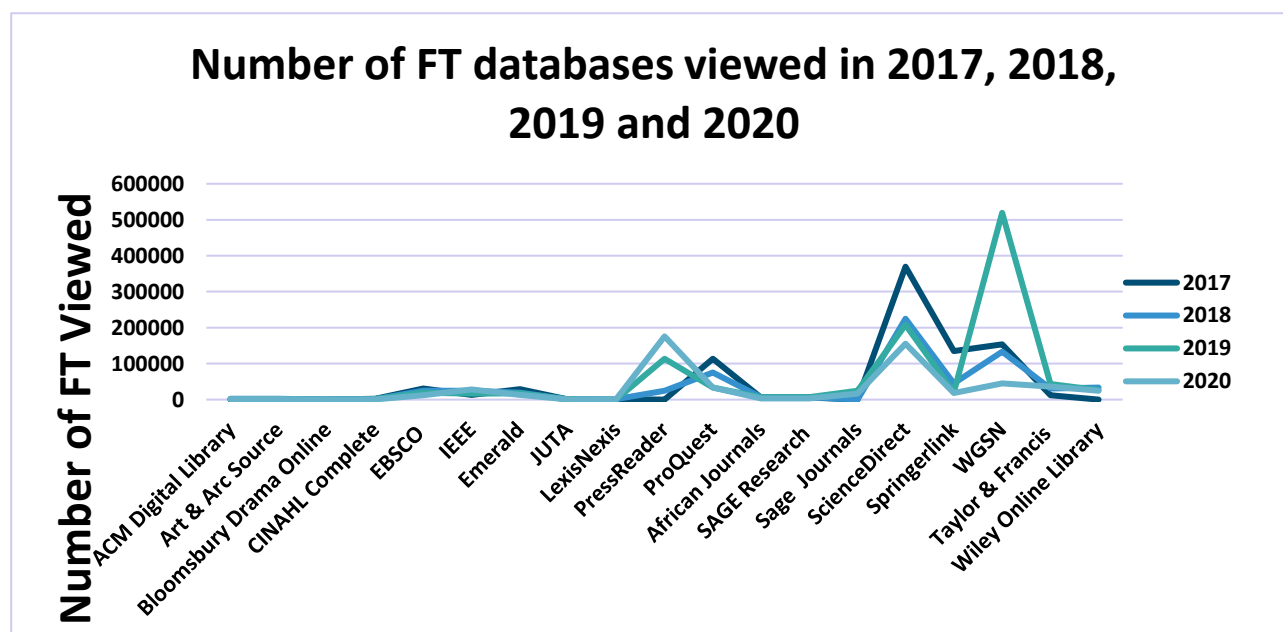
- increased by 8.56% in 2019.
- decreased by 55% in 2020

## Abstract database usage has declined steadily over the years:

- increased by 505.26% in 2019.
- increase by 12.5% in 2020.

The continuing decline could be attributed to the cancellation of abstract databases and user's preferences for full text databases. However, in 2018 to 2020 there was an increase of 50.95%, 505.26% and 12.5% respectively in usage due to the Web of Science citation abstract database, mainly due to an increase in research activity and promotion of the database by the postgraduate librarians.

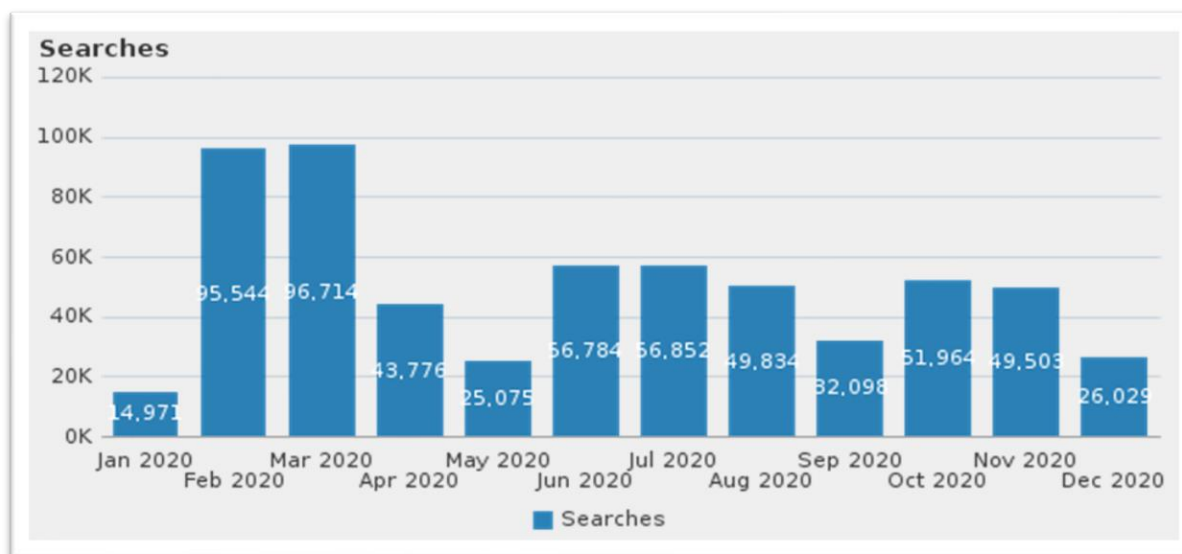
The graph below depicts the usage trend for Full-text downloads from 2017 to 2020. Significant decreases in usage were from EBSCO SANLiC package, ProQuest, Springer, Science Direct while Pressreader increased steadily over the years. ACM Digital, Art & Architecture Source, CINAHL Complete and IEEE usage remain consistent.





- **Summon usage (Library database)**

The number of searches performed on Summon, decreased by 29%. The table below provides a breakdown of searches per month. The highest recorded statistics were indicated in February and March. Once lockdown was introduced, there was a marked decreased in the usage patterns.



### 3.3 DUT Repositories (DUT Open Scholar and Exam repository)

- **Submissions of Theses and Dissertations and Research Publications**

The workflows introduced by the Library to facilitate the upload of theses into the repository has yielded results. At the time of compiling this report, the faculties listed below submitted theses that were completed in 2020. Items uploaded = 128 (26 theses + 102 articles)

Theses & Dissertations	2020
Faculty of Accounting & Informatics	1
Faculty of Applied Sciences	9
Faculty of Arts & Design	12
Faculty of Engineering & Built Environment	0
Faculty of Health Sciences	2
Faculty of Management Sciences	2

### Research Articles

The integration of the Library system and Elements is now complete. New research articles are sent directly to the DUT Open Scholar repository for archiving. It is important to note that only articles that have Publisher permissions for self-archiving, are made openly accessible on the repository (Consult the SHERPA/ROMEO site for publisher open access policies <https://v2.sherpa.ac.uk/romeo/> ). For articles that do not meet these requirements, an abstract is provided on the repository with a full-text link to the Publisher's website.



<b>Research Publications</b>	<b>2020</b>
Academic Support	0
Faculty of Accounting & Informatics	5
Faculty of Applied Sciences	7
Faculty of Arts & Design	15
Faculty of Engineering & Built Environment	37
Faculty of Health Sciences	3
Faculty of Management Sciences	31

### 3.3.1 Exams Repository

There were no submissions recorded for April, May and June. Below find a table indicating usage per faculty.

<b>Faculty</b>	<b>Submissions</b>	<b>Downloads</b>
Faculty of Accounting and Informatics	200	12438
Faculty of Applied Sciences	394	6602
Faculty of Arts and Design	142	35439
Faculty of Engineering & Built Environment	379	16597
Faculty of Health Sciences	282	16414
Faculty of Management Sciences	313	22287

### 3.3.2 Open Journals

The African Journal of Interdisciplinary/ Multidisciplinary Studies was launched in October 2019. The second issue of the journal can be viewed online at: <https://journals.dut.ac.za/index.php/ajims/index>

<b>Open Journals ( AJIMS)</b>	<b>2020</b>
Abstract Views	1757
PDF	1028

### 3.3.3 Open Books

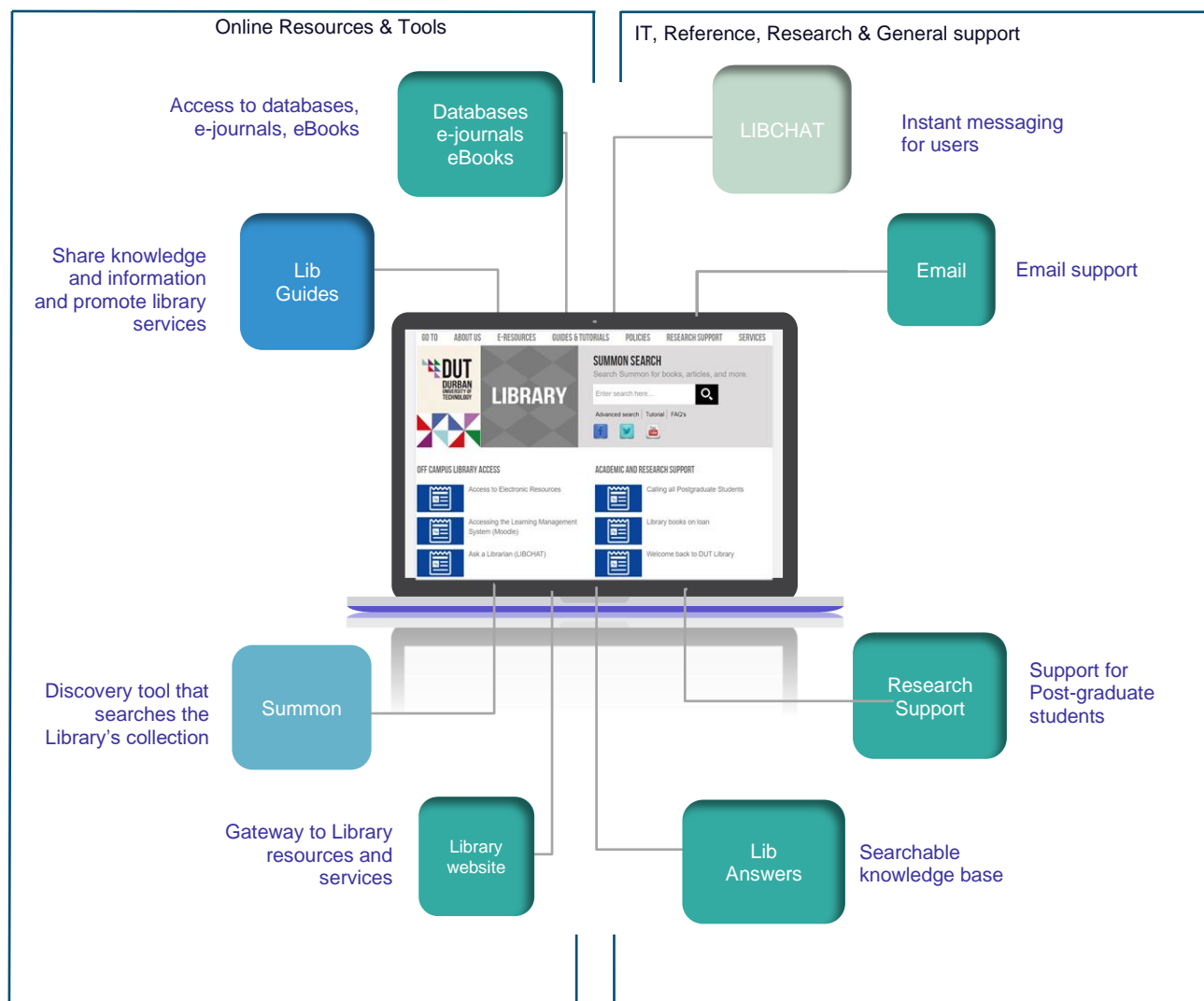
The Library has published two books since launching the Library Publishing Service in October 2019. A Writing Handbook for Fine Art by Karla Nixon is now available online: <https://openbooks.dut.ac.za/index.php/dut>.

<b>Monographs (total of all books)</b>	<b>2020</b>
Abstract Views	621
PDF	308



### 3.3.4 Library Virtual Services

The following graphic highlights the extensive services that were offered to library users during the lockdown. The left-hand side describes all the online resources and tools that are available, and on the right, a comprehensive list of the all the different ways library users can contact the library for reference and IT support.



- **Access (logins) to Library Resources using Open Athens.**

Previously, our library users had significant challenges accessing digital content whilst off-campus. To authenticate users, the Library relied on EZproxy, which had become outdated. Since the Library procured OpenAthens, our users have access to single sign-on authentication which means they have access to all the library content whether on or off-campus.





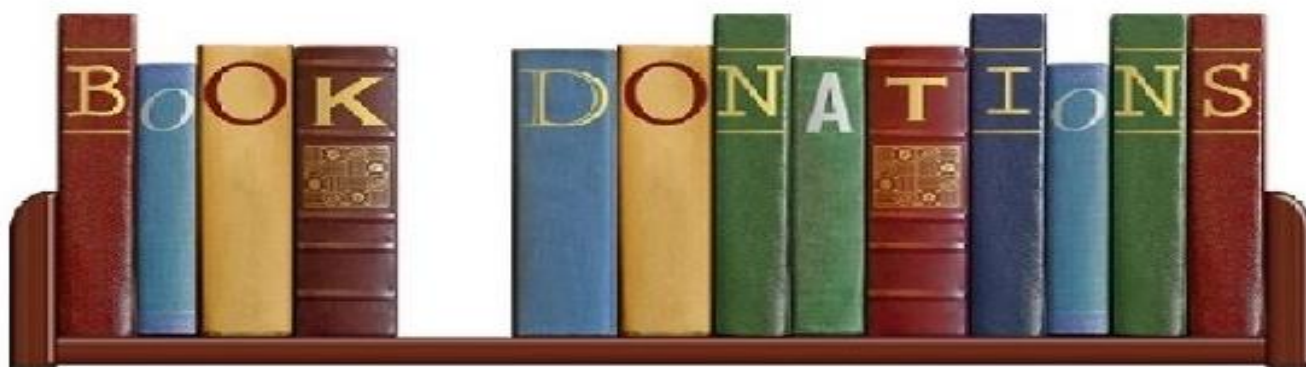
Below are some statistics generated via this software.

OA 2020 Resources	No of times accessed	Monthly average
Elsevier	26252	2187,7
ProQuest	16801	1400,1
Wiley Online Library	11742	978,5
Ebook Central	11064	922,0
Taylor & Francis Online	9906	825,5
SAGE Journals	8189	682,4
ITHAKA	7375	614,6
EBSCO Information Services	7203	600,3
IEEE Explore	5002	416,8
Sabinet	3505	292,1
Springer Link	2882	240,2
Emerald	2192	182,7
Pressreader	2061	171,8
Papermaking Science & Technology eBooks	1481	123,4
Encyclopedia Britannica	1125	93,8
SAGE: Knowledge, Research Methods	947	78,9
ACM Digital Library	890	74,2
Cambridge Core	880	73,3
LexisNexis	837	69,8
Web of Science	749	62,4



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### 3.4 Donations

Van Schaik Bookstore donated seven boxes of books to the library. One hundred and thirty-three (133) titles were selected for the DUT Library collection and the remaining items will be donated to other libraries in the region.

### 3.5 Newspapers

At the beginning 2020, the Library subscribed to 48 print national and regional newspapers. Due to limited student activity on campus, most of these subscriptions were cancelled in 2020. Most of the newspapers can now be accessed online via the database Pressreader, accessible from the library webpage. <https://library.dut.ac.za>



**Picture:** Book donations

### 3.6 Circulation Services and Statistics

#### 3.6.1 Inter-library loans

The Inter-library loans section has seen an increase in the lending of material in 2020. This can be attributed to COVID-19 pandemic disruptions.





# Big Data Statistics

## ILL - JANUARY-DECEMBER 2019 VS 2020

SUBMITTED REQUESTS STATISTICS	2019	2020	% VARIANCE	ATTRIBUTING FACTORS
<b>Books</b>	58	36	37% decrease	COVID-19 disruptions
<b>Article Copies</b>	61	112	83% increase	COVID-19 disruptions
RECEIVED REQUESTS STATISTICS	2019	2020	% VARIANCE	ATTRIBUTING FACTORS
<b>Books</b>	64	113	76% increase	COVID-19 disruptions
<b>Article Copies</b>	28	86	207% increase	COVID-19

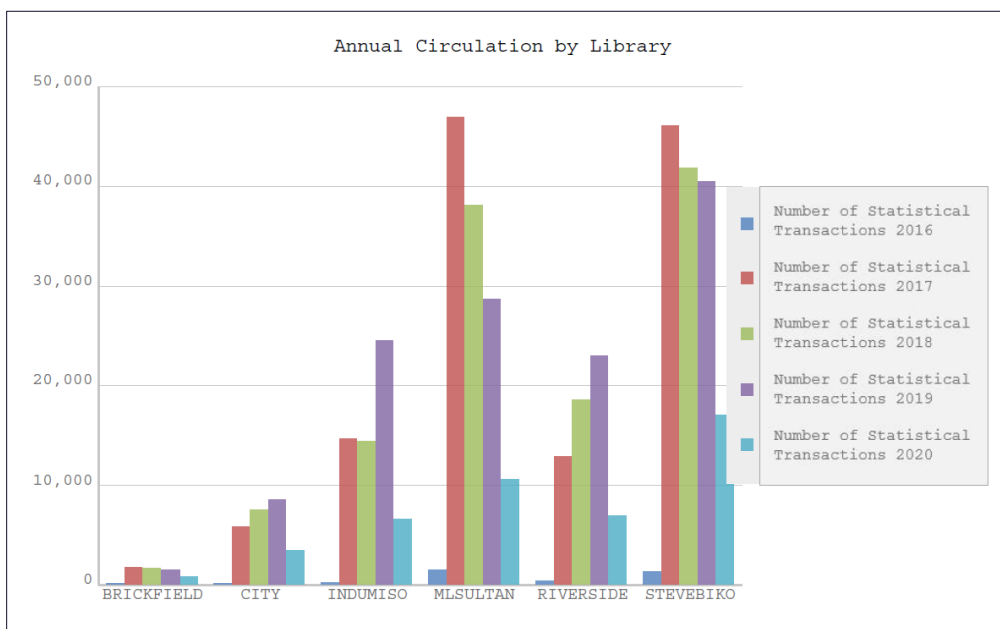
### 3.6.2 Facilities (Library head counts, Group rooms, Photocopiers, Opening hours)

An overall decrease in circulation of materials as well as headcount is observed in 2020 compared to the previous year. Various factors such as load shedding and the university shutdown due to COVID-19 can be attributed to this decrease. Despite this number, university surveys conducted to determine the gradual return of students revealed that most students still preferred the online teaching and learning environment as it guaranteed their safety.

## CIRCULATION STATISTICS PER SITE

CAMPUS	2016	2017	2018	2019	2020
Brickfield Library	10	1844	1667	1583	892
City Library	121	5951	7513	8612	3563
Indumiso Library	347	14759	14415	24483	6593
ML Sultan Library	1562	46880	38110	28637	10683
Riverside Library	412	12898	18676	22977	7068
Steve Biko Library	1354	46009	41905	40439	17033



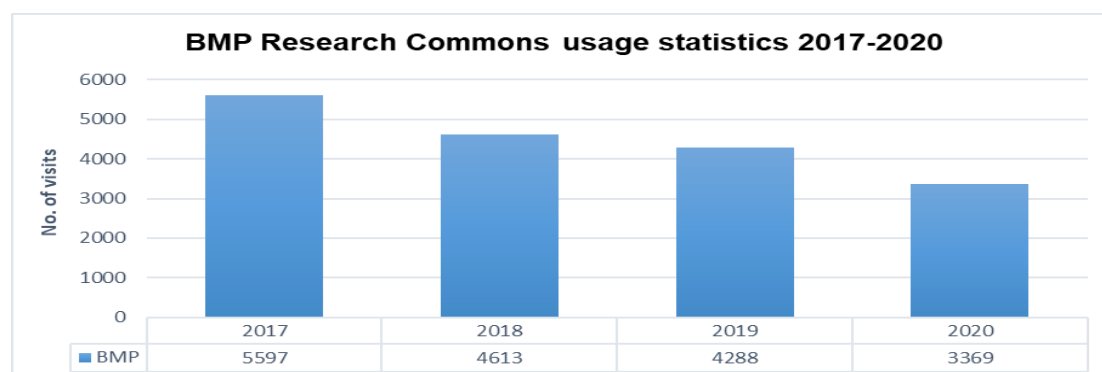


## DUT LIBRARY 2019 VS 2020

STATISTICS	2019	2020	%VARIANCE	ATTRIBUTING FACTORS
Circulation	126731	45832	63% decrease	COVID-19 disruptions
Headcount	1721450	414807	75% decrease	COVID-19 disruptions
Photocopying	812316	370045	54% decrease	COVID-19 disruptions
In-House	46381	31469	32% decrease	COVID-19 disruptions

### 3.6.3 Use of the Research Commons

The usage of the Research Commons at BM Patel Library is low compared to previous years.







## 4. STATE-OF-THE ART INFRASTRUCTURE

### 4.1 Systems and Support

**New Library System:** The Library System task team have finalised investigations into a new library system. The procurement process for this system will start in January 2021.

**Computer replacement:** the following computers and laptops were replaced for both student and staff use:

- 21 laptops.
- 39 desktops
- 209 desktop computers for the library EZones
- 21 state-of-the art all-in-one computers for the library lab at City campus

#### 4.1.1 Radio-frequency identification (RFID)

During 2020 the Library received strategic priority funding to procure RFID for 5 library sites. The use of RFID in the library reduces the amount of time required to perform Circulation operations. The most significant time saving is with inventory control. RFID also enables patron self-service options, where library users can issue and return library material without staff assistance.

This system is already operable at the Indumiso campus. Due to the extensive lockdown, the full implementation of RFID has been delayed and should be concluded in 2021.

#### 4.1.2 Student Laptop and desktop usage

Each library has laptops and desktops that can be borrowed by students for a specified time. The statistics for 2020 is significantly lower compared to 2019 due to the closure of library during lockdown and the limited operational hours due to the curfew.





### LAPTOP LOANS STATISTICS.

SITE	2019	2020
BM Patel Library	2870	336
AP Library	2112	283
City Library	2143	235
Brickfield Library	63	19
Riverside Library	6608	658
Indumiso Library	4008	770

- Desktop Bookings**

Students can prebook computers that are located the library EZones. The table below highlights the high number of bookings despite the lockdown period.

### COMPUTER BOOKINGS

Site	Logins
<i>Brickfield</i>	3100
<i>City Campus</i>	2587
<i>BMP ECR1</i>	7259
<i>BMP ECR2</i>	9126
<i>AP Open Area</i>	41229
<i>Riverside Ezone</i>	7935
<i>Indumiso Info Commons</i>	10553
<i>Indumiso Research Commons</i>	1521
<b>Total</b>	<b>83310</b>



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## 4.2 Library IT Infrastructure

- Access Control: A project is underway to implement new access control systems at all libraries. This project involves both the redesign of the library entrance to improve the flow of students using the library facilities as well as the implementation of modern access control gates to allow for seamless access to the library.
- With the financial assistance of the Faculty of Arts & Design (FoAD) the computer lab at the City Campus was refurbished with 21 new state-of-art computers for student use. The Library contributed by equipping the space with appropriate desks and chairs.
- The launch of the lab took place on 18 November 2020. The event which was held both physically and virtually was well attended. Dr Chris De Beer, HoD of Fine Art and Jewellery Design was the guest speaker who gave an inspiring speech on behalf of the Executive Dean of FoAD. He emphasized the importance of collaborating and sharing resources and ideas. He concluded by saying:

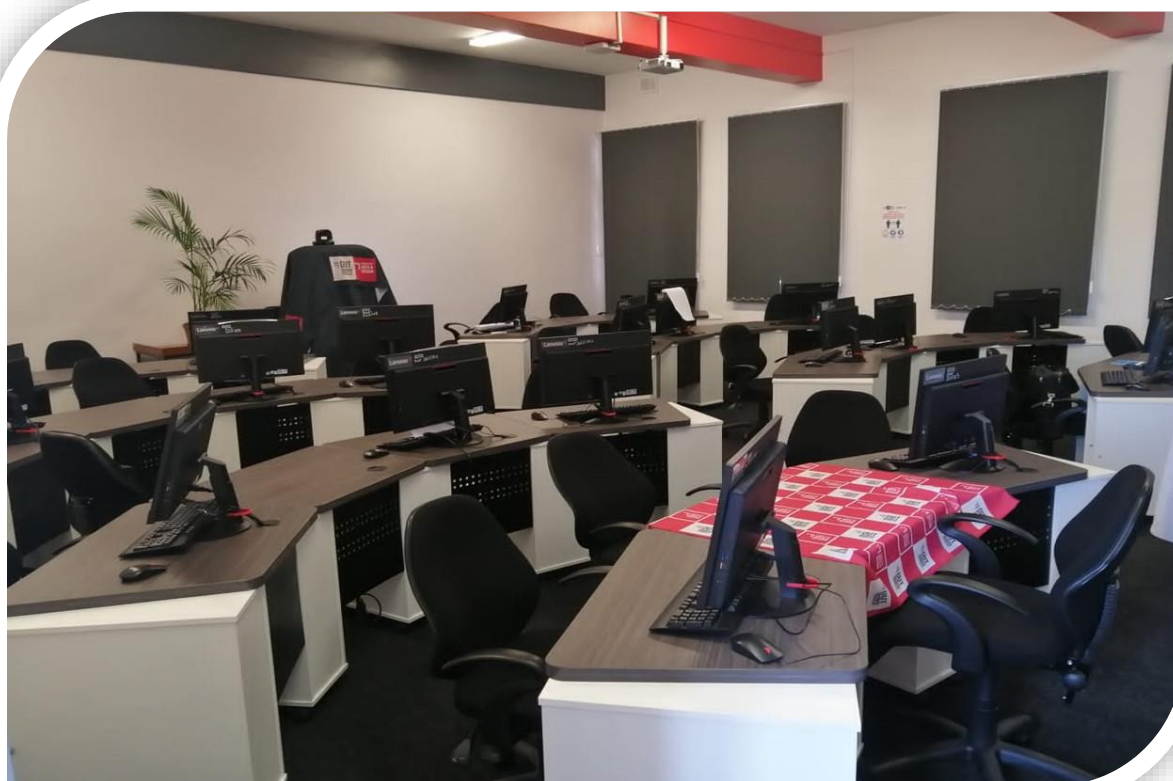
*“The FoAD is pleased with the role that the Library plays in facilitating the shared spaces that have become central hubs to the learning and engagement of students and staff at the Durban University of Technology”.*

The social spaces for students in the City Library were further enhanced by the donation of beanbags and ottomans from the faculty. City Library now boasts conducive spaces for group study rooms, individual quiet study spaces and spaces for socialization and relaxation.

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- BM Patel library was identified as one of the priority sites to be funded from the 2020 CAPEX budget. The library has been challenged by several infrastructure related problems such as water leaks, faulty air conditioners and dysfunctional elevators which have all contributed to the disruption of services at the site. One of the major projects for this site was the establishment of a learning commons on the second floor. The commons will be completed in the first term of 2021.



**Picture:**  
New  
Computer Lab

- On 25 November 2020, a fire broke out the Library IT section located on the ground floor of the BM Patel Library. Fortunately, there were no injuries to staff or students. The fire caused extensive damage to the Library IT computer room, library equipment as well as damage on the ground floor of the library. The ground floor of the library was closed to allow for forensic investigation to determine the cause of the fire and insurance claims to be processed. An alternate entrance on the first floor of the library was created to allow library operations to continue.
- The installation of water coolers across all sites was completed in January 2020. Unfortunately, because of the pandemic, these were disabled as a precautionary measure to prevent the spread of infections.





## 5. STEWARDSHIP: Lived Values, Institutional Culture and Creativity

### 5.1 Human Resources: appointments and staff movements



During 2020, Mr David Thomas joined the library management team. His portfolio is Manager: Academic Services.

**Other key appointments that were made are as follows:** In order of the photographs:



- Mr Romeo Matumba was appointed as Librarian: Marketing and Communications.
- Mr Sean Carte was appointed as Librarian: Digital Initiatives
- Ms Nonsikelelo Badenhorst was appointed as the Librarian: Training & Development
- Mr Ntokozo Nxumalo was appointed as the Subject Librarian at the Riverside Library
- Mr Blessing Dube was appointed as a Library Assistant: Afterhours at the BM Patel Library
- Ms Sthandiwe Makhathini was appointed as Librarian: Afterhours at the BM Patel Library.
- Ms Zibuyile Jama was appointed as the Library Assistant: Afterhours at the Alan Pittendrigh Library
- Ms Nontuthuko Zondi was appointed as a Library Assistant: Afterhours at Alan Pittendrigh Library



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**Resignation:** Ms Iviwe Yengwa, Library Assistant After-hours from the Alan Pittendrigh Library resigned to take up a new appointment.

**Retirement:** Ms. Phumla Luhabe retired at the end of April having served the institution for the past ten years.



**Picture:** Ms Phumla Luhabe

**Medical Boarding:** Mr Rakesh Maharaj, Librarian: Circulation has applied for medical boarding during 2020.

**Passing away of Library staff members:** It was a heart-breaking year for Library staff members.

- Mr Ashley Joseph, a Library Assistant from the Brickfield Library passed away after a short battle with cancer. He served the institution for over 24 years.
- Mr Vincent Mkhize, Assistant Librarian also based at the Brickfield library, passed away in December after serving the institution for the past twenty-eight years.
- Mr Selby Sikhosana, a Library Assistant based at the BM Patel Library passed away in January 2021 after serving the institution for over twenty years.



**Mr Ashely Joseph**



**Mr Vincent Mkhize**



**Mr Selby Sikhosana**

# May Their Souls Rest in Peace



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The annual Library Staff Recognition Awards for 2019 took place in January 2020 at the DUT Hotel School. These awards recognise excellent work by staff. The awards allow for peer nomination as well as nomination by management. By incorporating living values in the awards, we ensure that every employee touchpoint reinforces the living values of the institution. The former Director of DUT Library Services, Mr Roy Raju was awarded with the Lifetime Achievement Award.

## Staff Recognition Award's theme *“drape yourself in culture”*



**Picture:** Library staff

### **5.1.2 Staff Training and Development:**

The COVID-19 lockdown impacted on the planned training interventions. A revised online training programme was developed, and in October, three training interventions took place. Each of these programmes was customised to align to the DUT lived values.



TOPIC	DESIGNATED GROUP	DURATION	PROPOSED DATES
Grant Proposal Writing	Managers	1 day	13 October
Time Management	All Staff	1 day for each group (3 groups over 3 session)	19, 20, 22 October
Project Management	Coordinators, Supervisors, SL's, PGLs	2 day	14 & 15 October

### 5.1.3 CPD

The library CPD programme would have been run formally from 2020. In 2019, the CPD guidelines were approved, and a formal CPD programme would have been in place for 2020. Due to COVID-19, this programme will start in 2021. Despite this, staff attended numerous CPD training sessions, held both at DUT and from external organisations.

#### CPD Presentation

This initiative intended to give Library staff an opportunity to share their conducted research with the other staff. It is envisaged that this would become a standard feature in the Library's calendar. The STWG successfully planned and hosted the first virtual CPD session where three staff members (Ms Naidoo, Miss Moodley and Mr Nhleko) presented on their research projects.

### 5.1.4 Staff Induction:

Induction programmes were implemented for the newly appointed staff; these included staff that were internally promoted.

### 5.1.5 Information Literacy for library staff

In preparation for the Multimodal teaching approach adopted, various training sessions were arranged for the Information services team during the lockdown period. The sessions took place on MS Teams and was structured to give team members experience in managing an online meeting as well as becoming familiar with the content being taught. Below are some of the trainings that took place.

- 11 May –Hyperlinking with and bookmarking.
- 13 May –how to use Ref Analytics to keep track of the queries that are received.
- 18 May - refresher session on EndNote.
- 19 May - how to identify Fake news.
- 20 May - Open Access.
- 25 May - ORCID overview.
- 27 May - #libref presentation / training on Wikipedia.

The Information Services team further engaged in virtual peer coaching sessions, wherein Librarians customised and presented IL Lessons to each other in preparation for the delivery of IL virtually. The team recognised that



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the IL lessons had to be adapted for delivery in an online environment. Librarians included activities and games that could be incorporated into their delivery. Subjects covered were:

- Topic Analysis
- Summon searching
- Basic referencing book, journal, website
- Advanced referencing and plagiarism
- Fake news and evaluating of websites
- Overview of eBooks
- Overview of eJournals

### **5.1.6 ‘Train the trainer’ Microsoft 0365**

A 2-day workshop arranged by CELT, covered Microsoft applications including MS Teams, Sway and Streams. Ms Gumede, Ms Spershott and Mr Saib attended the training and have cascaded the training to Library staff. The Web Administrator (Mr Sivsaran) presented numerous virtual training sessions on how to apply and manage hyperlinks within a document. He has successfully trained members of the Library Management, Middle Management, Co-ordinators, and Subject Librarian groupings.

### **5.1.7 Conference attendance**

- Ms Majola attended a Conference organized by the Research Office in the Faculty of Arts and Design. Lecturers and Students presented interesting papers that dealt with the impact of COVID-19 in Higher Education.
- Mr Matumba and Ms Naidoo both attended the LIASA virtual Indaba. The Indaba replaced the traditional annual conference and the focussed on the impact of COVID-19 on library services.
- Mr Thomas and Ms Zibani attended the IATUL Directors Summit. This too was a virtual event which saw presenters from around the world reflect on how traditional library services evolved to during the COVID-19 pandemic.

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***Reports can be accessed via SharePoint***

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# MARKETING

## 5.2 Marketing and branding

### 5.2.1 Marketing editorial committee

An editorial team was established in July to oversee content quality of the library documents and publications such as the newsletter and other related projects. The committee is known as the Library Marketing Editorial Committee (LMEC) and is headed by the Marketing and Communication Librarian, Mr Romeo Matumba. A Terms of reference document was developed to outline the purpose of the committee, responsibilities, and areas of operation.

### 5.2.2 Library staff survey report

The Library staff perception survey was administered to Library staff in August 2020. This was a follow-up survey to a survey completed in 2016. The survey aimed to allow staff to share their opinions on several library issues.

### 5.2.3 Email communication etiquette

An email etiquette guideline was developed for the library to improve internal and external communication via email. It is hoped that all library staff utilise these best practices in their daily communication.

### 5.2.4 Marketing events and activities

The Marketing Librarian was involved in organising and facilitating the following events in a form of webinars:

- **Virtual Memorial Service: Mr Ashley Joseph**

A Virtual memorial service was organised for the late Ashely Joseph. Family, friends and colleagues attended the event.

- **Public Lecture: International Literacy Day Webinar**

The Library celebrated International Literacy Day on 8 September by hosting a public lecture webinar entitled “Academic Literacy as a critical component of academic integrity and writing”. The keynote speakers included Prof Netswera, Executive Dean: Management Sciences and Dr Linganisio: Director Research and Post Graduate support. The purpose of the webinar was to encourage the DUT community to embrace academic literacy and share ideas about the importance of academic literacy within the higher education sector. The webinar was well attended by the DUT community and external stakeholders.



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- **Public Lecture: Open Access Week 2020**

The theme for Open Access Week 2020 was 'Open with Purpose: Taking Action to Build Structural Equity and Inclusion'. The Library uses Open Access Week as an opportunity to stimulate debate around open access, share initiatives and projects that the Library has been working on, and strengthen relationships with key stakeholders. In 2020 the Library hosted two public lectures on topics that are very relevant to the Library's current open access endeavours: research data management (RDM) and open access resources (OER).

- **Public Lecture: Research Data Management (RDM)**

The RDM public lecture was presented by Dr Johann van Wyk and was entitled, 'How to promote an awareness of Research Data Management (RDM) and RDM tools at an institution.' Dr Van Wyk is the Assistant Director of Scholarly Communications at the Department of Library Services, University of Pretoria. He has more than 30 years' experience working in the academic library environment and his current portfolio covers the areas of open scholarship, research data management and copyright. Dr Van Wyk's lecture detailed the steps that were taken at UP to promote RDM and drew attention to the RDM tools and services that their library offers to researchers. With DUT Library's RDM initiatives currently at an approval stage, the presentation was well timed and provided DUT Library with many useful ideas to consider in terms of promoting RDM tools and services. The lecture was presented on MS Teams on 20 October was attended by 41 staff and students. The lecture is accessible for download from the [SharePoint portal](#).

- **Public Lecture: Open Education Resources (OERs)**

The OER public lecture was presented by Fiona Macalister, who is the Project Manager for Online Learning in the CLM Faculty at the University of the Witwatersrand. Fiona has fifteen years of experience in learning management system administration, online course design, and training/facilitation. OER and Open Educational Practices (OEP) remain a focus in her current position at Wits where she hopes to cultivate a culture of open pedagogy and the development of OER by both lecturers and students.

Fiona MacAlister's lecture contextualised open education resources within the open science framework and covered several important topics, including: the importance of choosing the correct licence, how to take the library's involvement with OERs forward, what local resources exist, and the value of OERs.

The lecture was presented on MS Teams on 20 October was attended by 33 staff and students. The lecture is available for download from the [SharePoint portal](#).



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- **Africa Day celebrations at DUT**

Despite the odds presented by the COVID-19 pandemic, the DUT Library in collaboration with the International Education and Partnerships (IEP) hosted the first virtual Africa Day celebrations. In complying with the South African government lockdown regulations, the commemoration of Africa Day took place online via Ms Teams on May 25, 2020. Using the [#DUTCelebratesAfrica2020](#), the DUT community was encouraged to share films, documentaries, and poetry that best represent cultures, history, and creativity in the African continent. An online exhibition of the African literature from the DUT Library's eBook collection was set up for the staff and students leisure perusing.

Dr Twinoburyo, Senior Economist from Sustainable Development Goals Centre for Africa, and Dr Njeru Nwagiru of Institute for Futures Research at the Stellenbosch University were the speakers for the event. Dr Twinoburyo gave valuable insight into the Sustainable Development Goals (SDG) for Africa and how the current pandemic is affecting these objectives. Dr Nwagiru shared her health experiences in dealing with the pandemic as well as her vision of the evolved African continent soon. The event was well attended (90 people) and comments in the chat facility of the webinar indicated that the message from the speakers were well received.



**25 MAY 2020**



## 5.2.5 Newsletters:

- **DUT Library Newsletter**

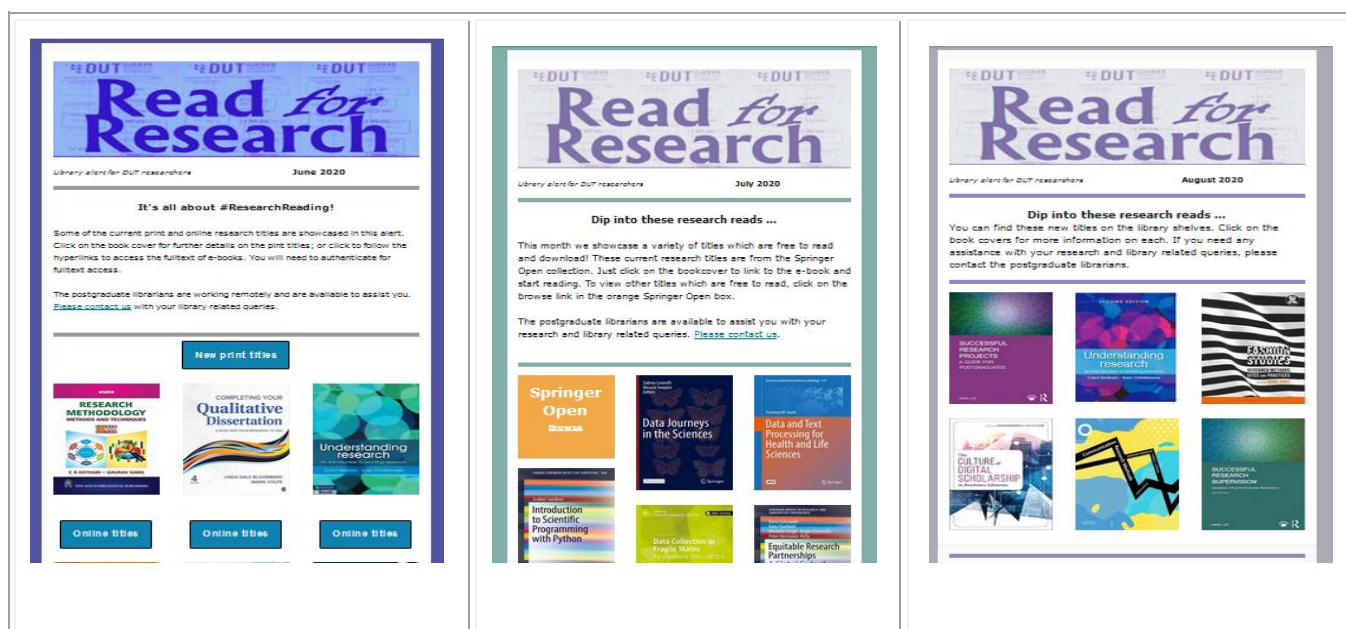
As a tradition, DUT library has over the years been producing and releasing a newsletter that carries a wide range of stories relating to the academic environment and beyond. This year was no different and with a new editor at the helm and a new editorial team, the online version of the newsletter was well received by the community. The newsletter can be accessed from this [link](#).

- **LIASA In Touch Newsletter**

The Library Marketing Editing Committee submitted three (3) articles, which were published in the LIASA national newsletter.

- **Research Support Newsletter**

Several monthly alerts were compiled and emailed to promote new online and print research resources in the library and publicise other matters of interest to researchers. The Postgraduate Team librarians compile and circulate the research support newsletter.



# READ FOR RESEARCH





## 6. SUSTAINABILITY

### 6.1 Green Ecosystems

The library has established a “Green” committee which is expected to develop creative and smart ideas that will promote adoption of green ecosystems thereby creating a green environment within DUT library sites.



## 7. SOCIETY

### 7.1 An engaged University Library

#### 7.1.1 Library collaborative initiatives with the Department of Library and Information Science.

The Library and the Department of Information Science have formalized engagements between the two departments with a signed Memorandum of Understanding that will allow co-operative efforts in relation to the Library and Information Science programme. To this end, one of the DUT library staff members Ms. Rasana has been invited to guest lecture on practical cataloguing and classification. It is hoped that this MOU will see more of such collaborations in the future. Following that, the LIS programme had extended invitations to the library department staff to attend their Research proposal presentation for postgraduate students.

#### 7.1.2 Adaptive graduates

- **Work Integrated Learning (WIL)**

Two interns were appointed for 2020-2021 period; however, due to the national lockdown and limitations on on-site staff, the library cancelled all the contracts. The three library interns that were appointed in 2019 completed their internship at the end of March 2020.

- **Student Library Assistants**

Seventy-six student library assistants were appointed across the library system. With student's campus re-integration from the beginning of June (1 June 2020), ten SLAs returned to work and the rest were unable to due to the limited number of students that were allowed on campus.





## 8. CONCLUSION

Despite the challenges brought about by the pandemic and the resultant closure of the university for several weeks, the Library has managed to adapt its services to meet the needs of the DUT community. The crisis has taught us to leverage the barriers and create new and innovative services in this “new normal”. We have learned that we will have to be nimbler and more responsive than ever before. Going forward, we will continue to transform to meet future challenges.

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