DUT
LIBRARY

DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

LIBRARY
ANNUAL REPORT
JAN-DEC 2021

Report compiled by Library Services Director,
Dr Malefetjane Benny Phaladi
With input from
Managers, Section heads and Librarians

VISION

An adaptive, state-of-the-art library
recognised for strong, impactful partnerships

MISSION

Provide enabling environments
to support scholarship
by connecting our people to information

VALUES

1. Accountability

To be responsible for actions, judgments, tasks, deviations, and expectations. To be answerable, willing to change and open to correction.

2. Professionalism

Dedication to one's job. Willingness to go beyond the call of duty. Showing respect and dignity to all. Living honesty, integrity, and ethics.

3. Fairness

Balance, consideration, and respect to all people. Embracing diversity in all its forms whilst striving to provide equitable access.

4. Excellence

People-centered and service-oriented. Attention to detail. Our services and offerings are of the highest standard.

Discover - Learn - Succeed

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Discover - Learn - Succeed

1. Introduction

The report provides a general overview of the DUT Library Services for the reporting period, January 2021 to December 2021. The continuity of the Coronavirus (COVID-19) regulations, lockdowns, and health protocols during the year under review has caused some serious service and access disruptions for the libraries across all DUT libraries. Similarly, the prevailing circumstances have presented the Library with new opportunities to explore new ways and technologies of rendering library and information services to the university communities. During the year under review, the Library went through a change at the leadership and management level because of the retirement of its former director, Ms Lucille Webster at the end of August and the subsequent appointment of Dr Phaladi as the new Library Director with effect from the 1st of September 2021. Mr Nhlanhla Mzameleni Nhleko, the former Subject Librarian for the Faculty of Engineering and the Built Environment was appointed as the new Manager: Campus Library and Sites, with effect from 01 December 2021.

1.1. Highlights

- **Appointment of new Library Director**
  The Spring season of the year under review started off on a positive note. The library staff welcomed their new Library Director, Dr Malefetjane Benny Phaladi from Tshwane University of Technology, where he was a Manager: Library and Information Services, Information Technology & Systems (LIS IT & Systems).

- **Appointment of new Manager Campus Library and Sites**
  Mr. Nhlanhla Mzameleni Nhleko, the former Subject Librarian servicing the Faculty of Engineering and the Built Environment was appointed with effect from 01 December 2021 as the new Manager: Campus Library and Sites in charge of the BM Patel Library, City Library and Brickfield Library.

- **Launch of the Library Strategic Plan 2021-2023**
  The Library Strategic Plan was given much attention early in the year. The DUT Library successfully launched the strategic plan to its community in a virtual event that took place on 26 February 2021. The Library Strategic Plan provides a comprehensive implementation plan for the period 2021-2023 that outlines the library's short to medium term plans. As a living document, it is expected to adapt to the continually changing environment and be reflective of the evolving library services to meet the needs of library users in a complex digital world.

- **FOLIO and EDS Launch**
  DUT went live with FOLIO (Future of Libraries is Open) and EDS on 01 July 2021. The implementation of the new library system and discovery tool, Ebsco Discovery Service (EDS) impacted on the entire library service. The system renewal project commenced in March 2021 and went live on the 01 July 2021. FOLIO was officially launched at DUT's M.L Sultan Campus on Wednesday, 22 September 2021 at the Curries Fountain boardroom. DUT Library is the first university in Africa to join the FOLIO community and adopt this modern open-source Library Services Platform (LSP). The official launch was well attended by the university stakeholders and library fraternity in the country.

- **Library Survey**

    The Library hosted an institution wide user satisfaction survey using the LibQUAL application. The results of which will be reflected upon in due course.

- **Supporting multimodal approach**

    The library has spent much of its investment philosophy towards building electronic collections of information resources, services, and products. It is for this reason that DUT Library has managed to move with speed in response to the new normal.
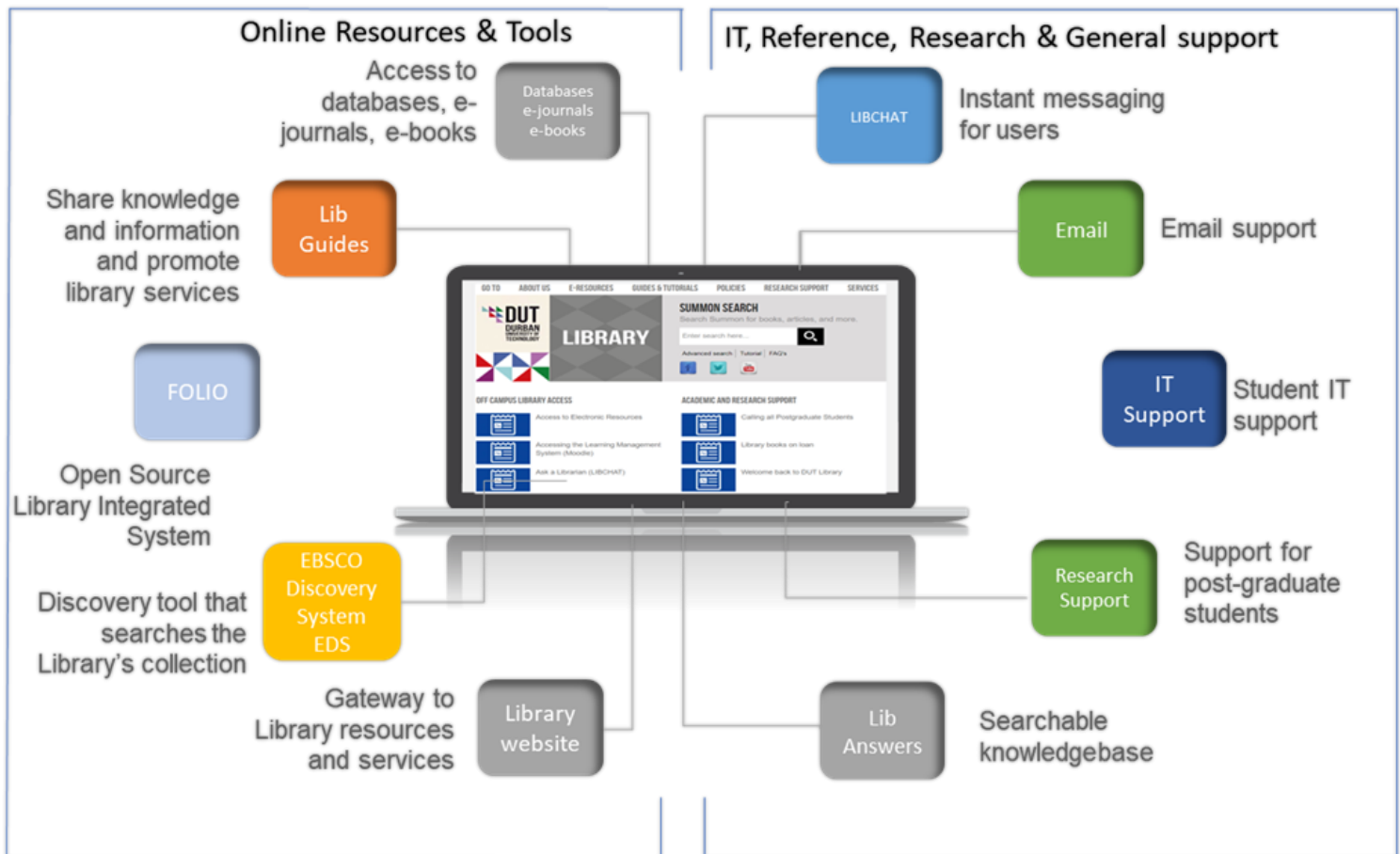
- **Radio Frequency Identification (RFID)**

    The RFID project was a labour-intensive project that involves the conversion of old library security technology into new RFID tags. On completion of tagging each library book and media item with a new RFID tag, these items can then be efficiently located, self- issued and returned, and the overall security of the items will be improved. The project took place in three phases. The first phase commenced in June 2021 and involved the tagging and conversion of all library items. Due to various challenges with site closures, this aspect of the project will only be completed early in 2022. The second phase started in November 2021, with the installation of RFID security gates. Again, due to the site closures and other impending projects, the installation of the three RFID gates will be completed in the new year. In the last phase of the project, the installation of self-check units was delayed due to logistical issues brought on by COVID-19 and will be done in February 2022.

- **Library Makerspace Project**

    The Library secured Strategy Priority Funding for its Makerspace project. The project is about stimulating creativity, innovation, and entrepreneurship through the development of a Library Makerspaces. More than 75% of the budget has been spent on building alterations and purchasing equipment. The launch of the Library Makerspace at the Indumiso Campus is planned 2022.

- **Information Literacy**
  The Library witnessed the successful integration of information literacy (IL) into the Technical Literacy module offered in the Faculty of Engineering and the Built Environment (FEBE), and the Business Communication and Information Literacy module offered in the Faculty of Management Sciences (FMS).

- **South African Library Week**
  South African Library Week (SALW) was celebrated from 15-21 March 2021as a virtual event which included hosting a public lecture on 17 March. Prof Twala, the then Executive Dean of the Faculty of Engineering and the Built Environment presented a lecture on: "The rise of the smart library: Are emerging technologies meeting the challenge of transformed libraries".

- **Open Access Week**
  As part of celebrating International Open Access Week and advancing a discourse on Open Access (OA) within the university, the Library hosted on the 27 October 2021 an OA Week Public Lecture presented by Dr Reggie Raju, Director of Research and Learning at UCT, entitled "Social justice driving open access publishing". A webinar on "Demystifying open educational resources" Dr Tony Lelliot from SAIDE was also hosted as part of the celebrations.

1.2. Lowlights / Challenges

- **Alan Pittendrigh Library closure**
  The closure of the Alan Pittendrigh Library at Steve Biko Campus from January until October had negative implications on the library operations and services. The closure was due to ventilation and air conditioning problems which the Real Estate Department tried to resolve. Eventually a temporary solution was provided for the basement area only.

- **BM Patel Library fire repairs**
  This aged library at ML Sultan Campus has been challenged by several infrastructure related problems such as water leaks, faulty air conditioners and dysfunctional elevators, all of which contributed to the disruption of services at the site. The BM Patel library suffered a fire incident on 25 November 2020 which damaged the ground floor and the Library IT section. 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 a 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 repairs at the BM Patel Library ground floor took longer than expected largely due to the insurance claim-related issues and the appointment of the service providers.

- **Slow expenditure of collection budget**
  The slow expenditure of the book budget by the academic departments remains a concern. Despite the numerous reminders, librarians have noted poor responses from academics.

- **Library Discovery Tool**
  The move to the new discovery tool (EDS) has not been an easy or smooth one. Errors and anomalies in the results have been noted and reported. This unfortunately presents challenges when training students to use this research tool. Linking online records has also been problematic. This has generated an increase in the number of queries in this regard. The task team and the service provider are working diligently in resolving these issues.

- **Connectivity challenges**

  Poor connectivity and connecting to network and Wi-Fi via smartphones have presented challenges for staff and students.

- **Indumiso Campus closure**

  Indumiso Campus experienced a power failure that lasted for almost two weeks. This left staff and students on campus very frustrated. Investigations revealed cable theft as the reason for the power failure.

- **On site COVID-19 restrictions**

  The University closure in July due to an increase in COVID-19 infections, required the library to also close. This closure for long periods, impacted negatively on Library resources, as most library services and projects were put on hold.

- **Student protests**

  Libraries have become the easy target during the riots and student protests. Some of the DUT's site libraries were forced to close due to student protests, which compromised the provision of library services.

- **Outdated Library Structure**

  The outdated library structure which is based on the outdated traditional print model is rendering the library irrelevant, non-responsive and ineffective in responding to the new service requirements and technological changes posed by the fourth industrial revolution and new scholarly communication models. The Library hopes to address these structural inefficiencies once the institutional structural review starts within the teaching and learning sector environment.

2. PERSPECTIVE: Stewardship

2.1. LIVED VALUES

2.1.1. Staff Recognition Awards 2020

The DUT library hosted a successful staff recognition function on the 26th of February 2021. This event was held after the library strategy launch. The uniqueness of award categories represented the nature of 2020 year (a year of the COVID-19 pandemic). Staff were given awards for their exemplary work performance in a year filled with anxiety and uncertainty.

2.1.2. Training & Development

The efforts toward staff development took a multi-pronged approach which may be categorized into 3 broad areas:

- *Technical Skills*:
  - ➢ With the increased adoption of engagements in a digital environment, staff at various levels were provided with refresher training on applications such as MS Teams, Moodle and SharePoint.
  - ➢ The migration of the Library system to FOLIO and the Ebsco Discovery system required numerous sessions directed at customization and training of staff.
  - ➢ Circulation staff were capacitated with skills to offer basic IT support for students as well as handle basic information queries.
  - ➢ Subject librarians participated in a session which looked at improving the design and navigation of the Libguides platform.
  - ➢ All library staff attended a report writing workshops facilitated by the Writing Centre which provided guidelines on how to improve report writing skills.
  - ➢ Library managers attended a customized 1-day workshop called Finance for Non-Financial Managers which provided some foundational knowledge of financial processes.
  - ➢ All Health & Safety representatives attended the institutional COVID-19 webinars.

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Professional Development

- As an initiative to develop both information seeking skills and presentation skills, a train the trainer model was adopted in rolling out the Information Literacy (IL) for staff programme wherein identified staff were coached and then trained other library staff on aspects of IL
- Staff were identified to attend the University of Pretoria Robotics and AI Symposium in Libraries and the Education Sector and the LIASA Annual conference. Two presentations from DUT Library were accepted for the LIASA conference:
  - ✓ An analysis of virtual library services during the different levels of the South African COVID-19 national lockdown, Mr Moodley and Mr Sivsaran
  - ✓ Lightning Talk: Staff readiness for online engagement: the DUT perspective, Mr Thomas and Ms Badenhorst
- SciVal Mastery Course: The 2 Postgraduate Librarians (Ms Finlayson and Ms Mitha) successfully completed the SciVal Mastery Course 2021 offered by Elsevier.
- UCT_GET SMARTER Teaching with Technology: Ms Badenhorst and Mr Saib successfully completed the 8-week online course on UCT_GET SMARTER Teaching with Technology

- *Personal Development*:
  - All staff attended a basic sign language course as well as an Emotional intelligence and Customer services training that focused on growing the individual in engaging with others and better managing oneself.
  - Practice sharing sessions were held among the information services team members, where they shared their practices as a means to motivate and support each other.
  - The research sharing sessions aimed at fostering a research culture saw librarians share about learnings from conferences attended or on their research.

TECHNICAL SKILLS	PROFESSIONAL DEVELOPMENT	PERSONAL DEVELOPMENT
• MS Teams refresher • SharePoint refresher • Moodle Assessments • Report writing • IT and Information support • FOLIO & EDS • Libguides design • Finance for non-financial managers	• SciVal Mastery course • Teaching with technology course • Information Literacy for staff • UP Robotics symposium • Mentorship programme	• Sign language course • Practice sharing sessions • Emotional intelligence • Research sharing sessions

As a library, we acknowledge the importance of Professional engagement as it aligns to our vision of being recognized for "strong, impactful partnerships". To this end, staff are encouraged to pursue opportunities to participate more broadly within DUT and outside the university. Various staff members were portfolio holders within the LIASA, IFLA and IATUL structures. One of our Subject Librarian, Ms Segarani Naidoo represents the DUT library on the SABINET advisory Board, and Mr Thomas was invited to speak at the symposium titled "*Open Conversation of Librarians: COVID-19 Responses from Africa Symposium*".

HR (Appointments, staff movements and studies)

The following staff movement was recorded:

- Ms Lucille Webster retired on 31 August as the Director: Library Services from 2013. She had served in several positions since she joined ML Sultan Technikon in 1997 as a Subject Librarian.
- Dr Malefetjane Benny Phaladi joined the Durban University of Technology as the Director: Library Services on 01 September 2021 from Tshwane University of Technology.
- Mr Nhlanhla Nhleko was appointed as a Manager: Campus Library and Sites with effect from 01 December 2021. He was previously employed as a Subject Librarian servicing the Faculty of Engineering and the Built Environment at the Steve Biko Campus.
- Mr Sipho Mchunu was appointed as a Circulation Librarian with effect from the 01 December 2021 from Central University of Technology.
- Mr Thandanani Zungu was appointed as the Lab Assistant on 01 September from Umhlathuze Municipal Library and is based at the Midlands Campus Library.
- Mr Tom Zwane was transferred to the Student IT support section from the Acquisitions department in February 2021.
- Mr Reginald Magagula took over the Library Assistant: Periodicals, receipting and binding duties
- Ms Millicent Khumalo, the Assistant Librarian: Acquisition (Payments) took an early retirement in February 2021.
- Ms Indraloshni Naidoo, the Assistant Librarian: Acquisitions took over the responsibilities of the Assistant Librarian: Acquisitions (Payments).
- Mr Nqobizitha Langa was appointed as the Assistant Librarian: Circulation with effect from 01 April and is based at Riverside Library
- Ms Nomcebo Mthimkhulu was appointed as the Assistant Librarian: Circulation with effect from 01 June and is based at Brickfield Library
- Ms Sthandiwe Makhathini, Librarian: Circulation took three months maternity leave, and she was replaced by Ms Phumla Luhabe (May to July).
- Ms Patiswa Zibani resigned on 31 May to take a new appointment in Saudi Arabia.
- Mr Rakesh Maharaj's medical boarding was finalised on 31 July. He was employed as Librarian: Circulation at the ML Sultan Campus. Rakesh served DUT for the last 35 years since joining ML Sultan Technikon in 1986.

Qualification improvements
The following qualification achievements were recorded:

- Dr Malefetjane Benny Phaladi obtained PhD in Information Science, UNISA
- Dr Patrick Mhlongo obtained a PhD in Management, DUT
- Mr Ayanda Thwala obtained Post Graduate Diploma in Information Technology Management, Mancosa
- Ms Lindiwe Gumede obtained Master's in Education, DUT

Qualifications

Death of a staff member

It was with deep sadness that we were informed of the passing of a long standing and dear colleague, Mr Selby Sikhosana, who was called to rest on 01 January 2021. Selby will be remembered for his loyalty, commitment, gentle and caring nature towards staff and students.

2.2. Institutional culture

- **Strategic Planning:**
  The Library's strategic plan 2021 – 2023 was formulated this year. The process of devising this strategy involved establishing a new Vision and Mission for the Library.

- **Library Extended Annual Performance Plan (EAPP).**
  The library's EAPP was developed. It cascaded from the Library's strategic plan. Library Management presented the plan to the LMMC on the 19th of April and invited input.

- **Operational planning:**
  Librarians worked on operational plans that cascaded from the Strategic plan and the Library's Extended Annual Performance Plan (EAPP).

- **Living values reflection:**
  As a continuation to the institutional training on the subject, library staff reflected on the DUT Living values and principles and how it translated to their areas of operation.

- **Doctoral Review:**
  Postgraduate librarians and the Manager: Academic Services contributed toward the QIP Doctoral review report.

- **Performance Management:**
  Library Management and those staff members that participated in the process, completed and submit their 2021 submissions.

- **CHE institutional review:**
  Identified staff attended the CHE training in preparation for the review. There was also a Moodle online course that explained the process in more detail. The Library was subsequently advised to provide an updated SWOT analysis and Quality improvement plan that would support the recently developed strategic plan. This process fed into the AQM activities for the year.

- **Library Committee membership:**
  With the new Terms of Reference for the Library Committee being approved by the Senate, the composition of the committee will include only Senate members, implying that from the library department, only the Library Director will be a member. This change was implemented at the November meeting.

2.3.   Creativity

2.3.1.   Promotion of new technologies/service
- **LIBQUAL**:

The web-based survey was administered to the DUT community in September 2021. The survey is an instrument used by many libraries worldwide to measure library service quality with a special focus on three dimensions; effectiveness of services, information control, and library space. The report will be reflected on in the new year.

- **Investigation on e-book platforms:**
  To build the e-book collection to support the academic programme, investigations into Perlego and VitalSource platforms were conducted. These resources will be considered for subscription in due course

2.3.2. Innovative Projects

- **Library Video Project:**

  This project aims at creating 3 library videos (General library video, Midlands Library services, Postgraduate Support Services).

  The project was interrupted by student protest, delayed repairs to the BMP Library and minimal student presence on campus. The service provider is scheduled to finalise the videos before the start of the 2022 academic year.

- **Digital Literacy module:**
  in keeping with current trends and advances in the information world, a task team in consultation with the IS Team identified lessons that needed to incorporate aspects of Digital Literacy. Lesson plans were developed and will be incorporated into the IL module. These lessons need not exist as individual standalone lessons but could be incorporated into existing lessons.

- **Folio and EDS implementation:**
  The new library system and Discovery solution went live on 1 July 2021. Task team members continue to work on customisations and error checking. The IS team have been engaged to test the EDS and report anomalies and to further adapt their IL training content to incorporate the new discovery system.

- **IL for Schools**:
  A library task team is involved in creating an online information literacy package for high school learners. This will be piloted with an identified school within the Imbali Precinct project.

- **Problem Based Learning:**
  Subject Librarians were encouraged to embed PBL in their library instruction as a methodology. Ms Spershott and Ms Naidoo shared at a practice sharing session on how they embedded PBL within their ECP classes.

Systems & Processes

3.1. **Innovative Curricula and Research:** Teaching and Learning Support

3.1.1. Undergraduate support

3.1.1.1. **Information Literacy Training, Queries, Faculty** *Analysis (Cornerstone and Information Literacy (IL))*

The Manager: Academic Services contacted the new leadership team at the Centre for General Education to plan the integration of IL into the Cornerstone module, as in previous years. In the second semester, negotiations began toward reinstating IL in 2022.

Reference queries stats:

With most staff and students working remotely, the librarians are fielding queries via various online platforms including email, WhatsApp, via MS Teams as well as via the Ask a Librarian service which entails a real time live chat facility.

The live chat facility (LibChat) has been customised to enhance the routing process and is monitored by librarians as well as the IT support staff. Queries vary in nature and complexity and the team have been trained on dealing with FAQs as well as routing the queries appropriately.

TOTAL REFERENCE QUERIES

	Faculty of Arts & Design	Faculty of Accounting & Informatics	Faculty of Applied Sciences	Faculty of Engineering & Built environment	Faculty of Health Sciences	Faculty of Mngt. Sciences	Midlands programmes
2021	377	436	544	219	469	500	212
2020	97	116	72	254	64	158	104

There is a noted increase in the number of reference queries as compared to the previous year. Contributing factors are:

- Increased adoption of the online support services by staff and students
- The RefAnalytics statistics module has been customised for improved data capturing
- The introduction of the new library discovery tool

Information Literacy:

Information Literacy is about developing the skills of staff and students to recognize when and what kinds of information is required to address a particular information need, know what sources to consult, successfully navigate the medium/platform to retrieve the information and then apply that information ethically.

This year saw librarians embrace the multimodal approach to teaching and learning. It meant a steep learning curve and additional administrative tasks involved in preparing and delivering lessons and support in the online environment.

Librarians are now teaching Information Literacy fully online and are actively utilizing platforms like MS Teams, Moodle and Libguides to deliver content, host support material and even administer assessments in some instances.

Librarians continue to explore alternate teaching strategies and applications that encourage participation and engagement with the students however it has been noted that participation in the online teaching environment (MS TEAMs) was minimal.

Students are still experiencing connectivity challenges when trying to access the IL training sessions, however recordings of the lectures are posted on the various platforms mentioned above. The uptake for IL training sessions by departments varies and in some cases despite the efforts of librarians, some students do not benefit from this opportunity to learn and apply these lifelong skills.

During this year, librarians have revised their lesson content to include the new discovery tool, Ebsco Discovery Service (EDS). EDS has replaced the Summon Discovery tool.

Although it functions in the same way of 'discovering' relevant academic content from the resources available, it is a more robust tool that will ensure retrieval of relevant content including open access content.

IL training has been focusing on training staff and students in effectively navigating the platform. Unfortunately, there have been challenges with EDS not retrieving all the relevant results and linking to content but these are being addressed and will be resolved soon. IL training has been offered at a basic and advanced level, relative to the needs of the programme. Advanced sessions include navigating databases and other e-resources. Information Literacy has been successfully integrated into the Technical Literacy module offered in the Faculty of Engineering and Built environment and the Business Communication and Information Literacy module offered in the Faculty of Management Sciences.

For both these modules, the IL assessment contributes a percentage toward the module mark.
It is encouraging to note that increasingly Librarians are granted access to lecturers Moodle classrooms.

The librarians can now actively participate with the student in that space in providing relevant information and guidance at the point of need. For some programmes, librarians have managed to integrate IL assessments into the Moodle space.

The table below provides the average percentage attendance of students by Faculty. It reflects the average attendance for the sessions held during this reporting period.

AVERAGE % ATTENDANCE: INFORMATION LITERACY TRAINING							
	Faculty of Arts & Design	Faculty of Accounting & Informatics	Faculty of Applied Sciences	Faculty of Engineering & Built environment	Faculty of Health Sciences	Faculty of Mngt. Sciences	Midlands programmes
2021	84%	72%	75%	75%	83%	65%	28%
2020	86%	70%	68%	78%	82%	69%	51%
2019	84%	72%	63%	78%	65%	74%	65%

In addition to the IL training session, Librarians are available online to support staff and students. They address queries via multiple platforms including email, via MS Teams via the LibChat application as well as via WhatsApp. The LibChat application allows for synchronous engagement with the librarian. Relative to the lockdown levels this year, librarians did periodically return to campus offering a limited on-site service.

3.1.2. Postgraduate Services

Training, Queries, Faculty Analysis:
Sessions were once again scheduled on the roster of events and workshops of the Research Capacity Development programme (RCDP). Online training sessions were offered to postgraduates and staff members to help them develop skills in searching for information for research; managing information using the EndNote software; searching strategies for systematic reviews; referencing with DUT Harvard style; and tips on using Word for a thesis. Customised sessions offering advanced insights into citation data, journal publishing, researcher identities were scheduled for the DUT Doctoral Mentoring and the Strengthening Postgraduate Supervision groups. An additional workshop on using EndNote for Systematic Reviews was included in the line-up of sessions offered.

The Research and Postgraduate Support Directorate partnered with the library to present a webinar on predatory publications. This webinar provoked interest among DUT researchers and resulted in the Institute for Water + Wastewater Research (IWWR) requesting a demonstration of the Cabells Predatory Reports for their members. Library training was integrated into the Proposal Development short course offered by the Faculty of Management Sciences. These workshops for masters and Doctoral students covered Finding information for research, Managing information using EndNote and Finding suitable journals for publication.

To meet the challenge of unregistered postgraduates starting their research proposals with no access to DUT licensed resources, the postgraduate librarians identified ways in which Open Resources can help them bridge this gap. Mendeley is a popular open-source bibliographic manager which postgraduates can use. Postgraduate librarians configured a DUT Harvard style file for Mendeley and then requested assistance from Library IT to upload the style to GitHub and make the style available in Mendeley.

During library orientation sessions for preregistration postgrads, the availability of OA sources of information was emphasised. DOAJ and other OA databases were showcased. To make OA resources easily recognisable and identifiable on the DUT databases list, the OA symbol has been added where appropriate.

EndNote 20 Annotated Style:
EndNote 20 was launched in October 2020 but training for staff and students on EndNote 20 began 2021. Postgraduate librarians customised the EndNote DUT Harvard Style to create an Annotated DUT Harvard Style file which will be very useful for research students and particularly those undertaking systematic / scoping reviews.

	Total attendance at Workshops	Total Reference Queries
2021	1642	3070
2020	701	2387

The three postgraduate librarians worked together in facilitating the workshops. There has been a steady increase in postgraduate numbers. There have been several queries relating to accessing material via the discovery tool and the postgraduate librarians have been addressing these. Increasingly the postgraduate support team was involved with checking the publications appearing on the CVs of prospective lecturers. Many of the software installation queries are now being referred to the Library IT section. Numerous queries relate to EndNote installations, including queries relating to the new version of the application (EndNote 20) International students have been experiencing a lot of connectivity issues.

Systematic reviews:
One-on-one interaction for individualised services in support of systematic review research, followed on from the training sessions held with Quality Management postgraduates and Chiropractic academics.

Research support and collaboration reached a new level when Ms Finlayson engaged with the DUT Health Sciences researchers on the project for Evidence Synthesis Capacity Building for Women Scientists in Sub-Saharan Africa. This project is funded by UNICEF and with support from Future Africa, the University of Pretoria. The researchers are conducting scoping review research which includes a librarian as an integral part of the research team. At the outset a scoping review protocol is developed and submitted for publication prior to going ahead with the full scoping review. She is acknowledged as an author on four protocols, two of which are now at the preprint stage with *BMC Systematic Reviews*. The works below can be accessed on https://doi.org/10.21203/rs.3.rs-1059407/v1 and on https://doi.org/10.21203/rs.3.rs-1061210/v1

3.2. Digital Environment

- **Libguides**

Libguides: The subject / research guides are customized by librarians to provide a portal to resources that support the various subjects offered at DUT. Librarians curate content which includes resources that the library subscribes to as well as open access content. The platform is robust enough to function as more than a repository and has been engaged as a platform to market products and events as well as to administer formative activities. In consultation with lecturers, the librarians collate and present content that support specific assignments. One would expect that with students studying online and needing access to online resources, these guides would be consulted extensively, however that is not the case. Most guides

unfortunately are not very well used as indicated in the statistics below. Lecturers are encouraged to alert students to this resource.

With the migration to EDS, links to resources on Libguides had to be updated. The linking has proved to be problematic however this is being addressed. Librarians have received training on linking to resources. Below is the views statistics for the reporting period

TOTAL LIBGUIDE VIEWS								
	Faculty of Arts & Design	Faculty of Accounting & Informatics	Faculty of Applied Sciences	Faculty of Engineering & Built environment	Faculty of Health Sciences	Faculty of Management Sciences	Midlands programmes	*Other Guides
2021	271	1651	785	4843	1785	1653	2771	19570
	* (Research support guide-3268, Referencing guide-16015 & Copyright guide-287)							
2020	686	2328	2147	12433	3983	4254	15180	28385
	* (Research support guide-4153, Referencing guide-24173 & Copyright guide-59)							

- **Library technologies:** Scholarship, DUT Repositories, Virtual library tools, Social media presence and management, Open Scholar

Subject Librarians and Postgraduate Librarians continue to have a virtual presence by adopting various tools for teaching and engagement. These include MS Teams, Moodle, Libguides, LibChat, WhatsApp, and email. The **LibChat** facility has been adopted as a primary medium for synchronous engagement with staff and students. This is used not only for Library related queries but students see it as a place where they would get assistance so librarians often field queries that do not relate to the library, e.g., about departments within the institution, getting a student card and many more such queries.
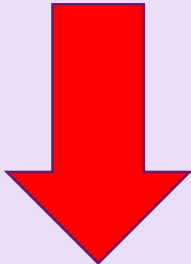
RefAnalytics: The platform has been customized to facilitate improved data collection and analysis.
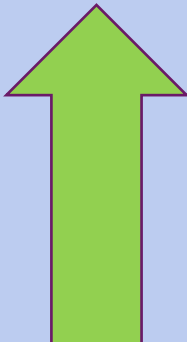
Research support Twitter feed: The library research support twitter feed @dutlibresearch was active during the year and over 100 tweets and retweets were posted. Currently there are 368 followers.
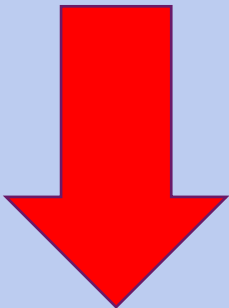
- **Discovery tools (Summon and EDS)**

The Summon discovery tool that has been in use from 2012, was replaced by the Ebsco Discovery Service (EDS) on the 01 July 2021. EDS is an advanced tool that will enhance the discovery of print, electronic and research material.

	Summon and EDS	
SEARCHES COMPLETED **7804186**	The combined usage for both discovery tools increased significantly by 1202% in 2021. of searches done on the discovery tool for 2020 was 599144 and in 2021, 7804186 searches were done, depicting a significant increase of 1202%.	**1202%**

DATABASES USAGE

FULL TEXT ITEMS VIEWED **818 016**	**Full-text databases** An increase was noted in the number of full text items viewed as compared to 2020. In 2021, 818016 full-text were viewed as compared with 570103 for 2020. This can be attributed to an increase in usage in 11 databases.	▲ **43%**
ABSTRACTS VIEWED **102936**	**Abstracting/Indexing Databases** In 2020, 104254 searches were performed in the abstracting/indexing databases and 102936 searches done for 2021, a decrease of 1.26%. • Web of Science decreased by 1.97% from 97134 searches performed in 2020 to 95220 in 2021 • Waters & Oceans Worldwide decreased slightly by 0.2% from 2984 searches in 2020 to 2987 in 2021 • Scopus increased by 56.62% from 3025 searches in 2020 to 4738 in 2021 • SciVal increased by 48.90% from 1141 views performed in 2020 to 1699 views in 2021	**1.26 %** ▼

Overall database usage comparisons **When comparing 2021 stats to 2020 stats the following are observed:**	
DATABASE USAGE ▲	**11 databases had increased usage:** • PressReader by 1883%, • Wiley by 213.43%, • EBSCO SANLiC Package by 85.27%, • Scopus by 56.62%, • CINAHL Complete by 53.74%, • Science Direct by 29.96%, • Emerald by 27.67%, • Sage Research by 23.95%,

	• IEEE Library by 22.38%, • WGSN by 19.21% and • African Journals by 7.62%
DATABASE USAGE	**8 databases decreased in usage:** • Juta by 78.88%, • ProQuest by 45.40%, • Art and Architecture Source by 40.95%, • LexisNexis by 23.23%, • ACM Digital Library by 19.2%, • Taylor and Francis by 5.64%, • Web of Science by 1.9% and • Waters and Oceans Worldwide by 0.2%

- **Cost per Search (cost of resource / no. of searches done)**

The *cost per search* is a standard measurement used by academic libraries to determine the return of investment on electronic resources. It is important to note that a number of internal factors affect usage of a resource; these factors are considered when making collection management decisions; for example, Scopus and SciVal are highly expensive, specialised and will not return high usage, hence a high cost per search. Art & Architecture is not as expensive but has smaller usage base.


Cost per search for library databases

- **E-Book usage**

The number of full text (subscriptions and purchased titles) for e-books viewed, during 2020 was 75060 a decrease of 33.56% over the total of 50253 e-books viewed in 2021. The decrease in e-book usage could be attributed to the cancellation of the Jaypee Digital subscription.
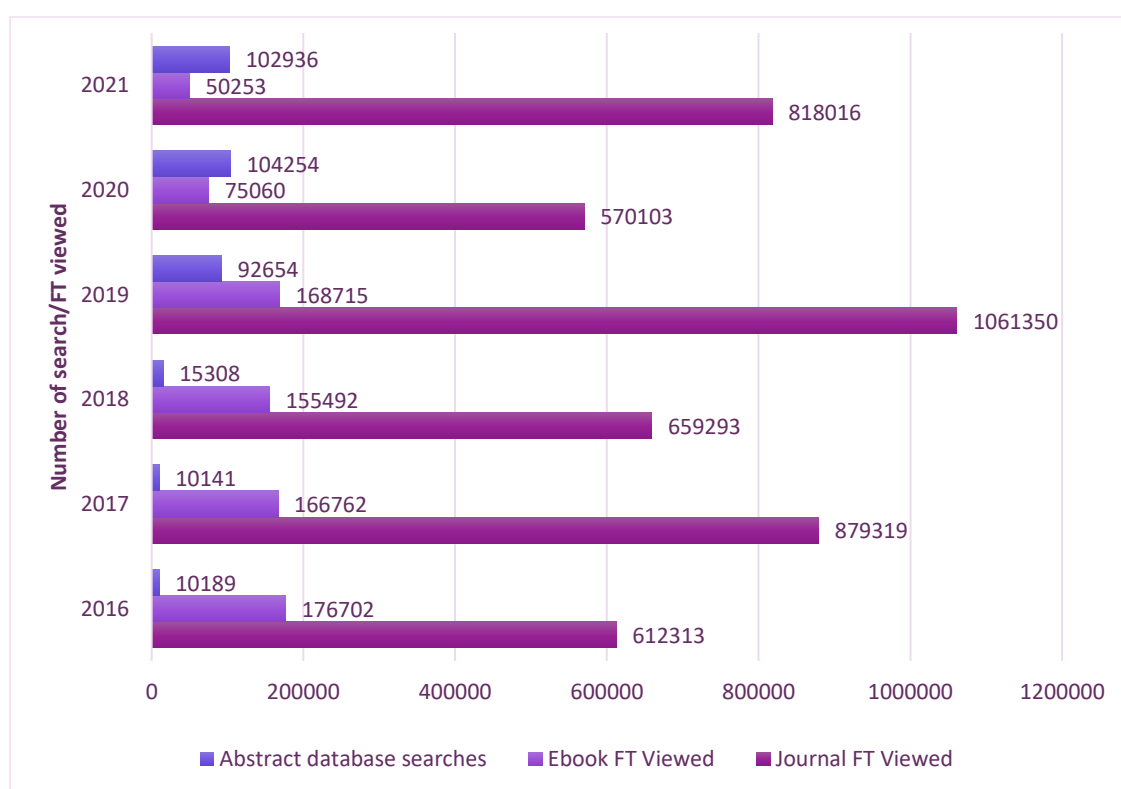
- **E-book downloads**

The 5 most downloaded owned e-books were collected from Science Direct, eBook Central, EBSCO, Cambridge and Wiley for 2021. These stats were analysed further, and the 5 most downloaded e-books (DUT owned) were from ProQuest eBook Central, and EBSCO. The most used purchased e-book for 2021 was *Labour Relations in Practice: a Hands-On Approach* from eBook Central with 1401 downloads, followed by *Labour Relations: A Southern African Perspective 7E* from EBSCO with 749 downloads. *A Practical Guide for Legal Support Staff* from E-Book Central with 632 downloads is the third most used purchased title for 2021 followed closely by *Students Approach to Income Tax: Business Activities 2021,* and *GAAP Handbook 2021 Vol 1 & 2* from EBSCO with 475 and 293 downloads respectively.

TOP 5 E-BOOKS (LIBRARY OWNED) USAGE 2021

Title	Downloads
Labour Relations in Practice: a Hands-On Approach (E-Book Central)	1401
Labour Relations: A Southern African Perspective 7E (EBSCO)	749
A Practical Guide for Legal Support Staff (E-Book Central)	632
Students Approach to Income Tax: Business Activities 2021 (EBSCO)	475
GAAP Handbook 2021 Vol 1 & 2 (EBSCO)	293
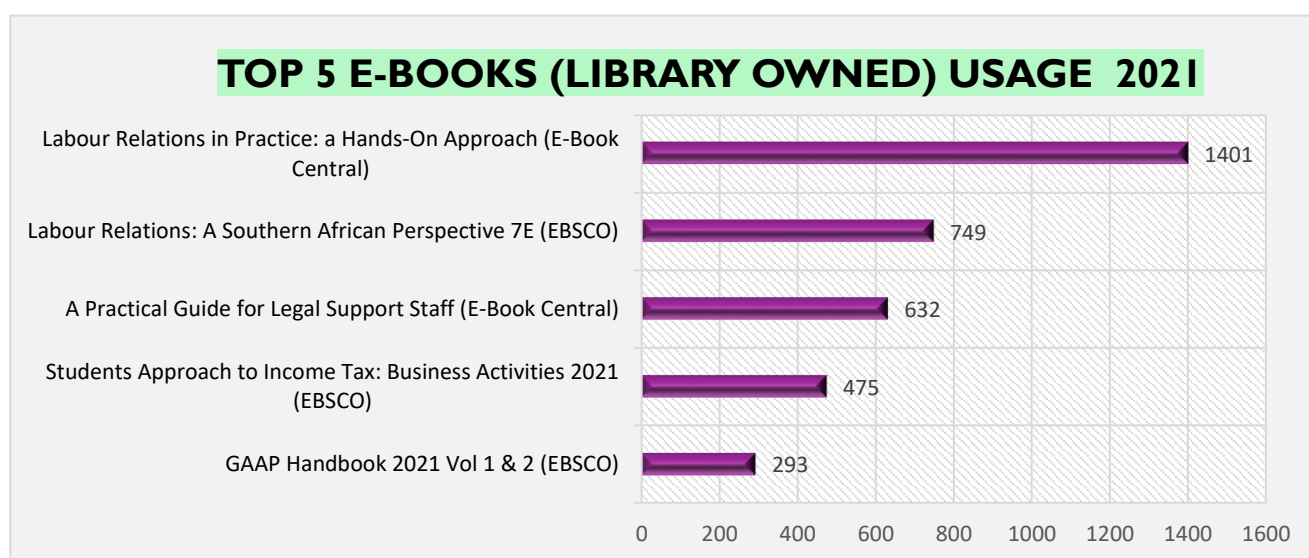
- **Electronic Resources: Trends Analysis**

Six-year usage trend analysis for Electronic resources (eBooks, abstract databases and eJournals) 2016 - 2021

Year	Abstract database searches	Ebook FT Viewed	Journal FT Viewed
2021	102936	50253	818016
2020	104254	75060	570103
2019	92654	168715	1061350
2018	15308	155492	659293
2017	10141	166762	879319
2016	10189	176702	612313

E-resources Usage Trend: 2016 – 2021

There is a notable trend in the downloading of full-text resources. In 2019, there was a significant increase in full-text downloads of journal articles, this mainly due to the high usage of the WGSN database which attributed to 49% of the total full-text downloads. The decrease in 2020, could be attributed to the pandemic which brought disruption to the institution, the increase in 2021 could be attributed to increased usage of the PressReader and ScienceDirect databases.

There is a downward trend in the full-text downloads from eBooks, despite greater investments into eBook collections. The cancellation of a Jaypee Digital could have been a contributing factor. There is a general increase in the use of abstract databases, this due to the acquisition of Scopus and SciVal in recent years.

- **Library Website and support tools**

The library website https://library.dut.ac.za/ is the main source of all library information and resources. The library's discovery tool, Summon, subject and research Libguides, tutorials, eBooks, journals, databases, and open access collections are all prominently located for easy and seamless access. Through usage of above, detailed statistics are captured and analysed regularly to ensure alignment of our services to the needs of the academic and research project.

75367 users accessed the library website in 2021 from multiple devices. The majority of traffic to the website was from a desktop (59%, an increase of 10.6 % from 2020), 40% via mobile device, and under 1% of students accessed the library using a tablet. The use of mobile devices to access the library is promising, as we continuously develop our online tools and resources. Surprisingly, there seems to be large number IOS users, as Apple devices ranked the highest in the devices used.

The graph below highlights the resources used on the website, eBooks, research tools and the reference guide were the resources most accessed during the year.

WEBSITE TOP PAGES 2021	
Page	**Page Views**
E-books	10850
Research-tools	6111
Reference-Guide	4821
Access-to-resources	4455
University-software	1747
List-of-accredited-journals	1496

Library website - top pages accessed

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- **Usage of library resources – user authentication**

Open Athens (library software that manages access to resources) keeps a log of all library users who sign in to access the library full text resources. There was an average of 6746 logins per month in 2021, an increase of 11.3 % from 2020.
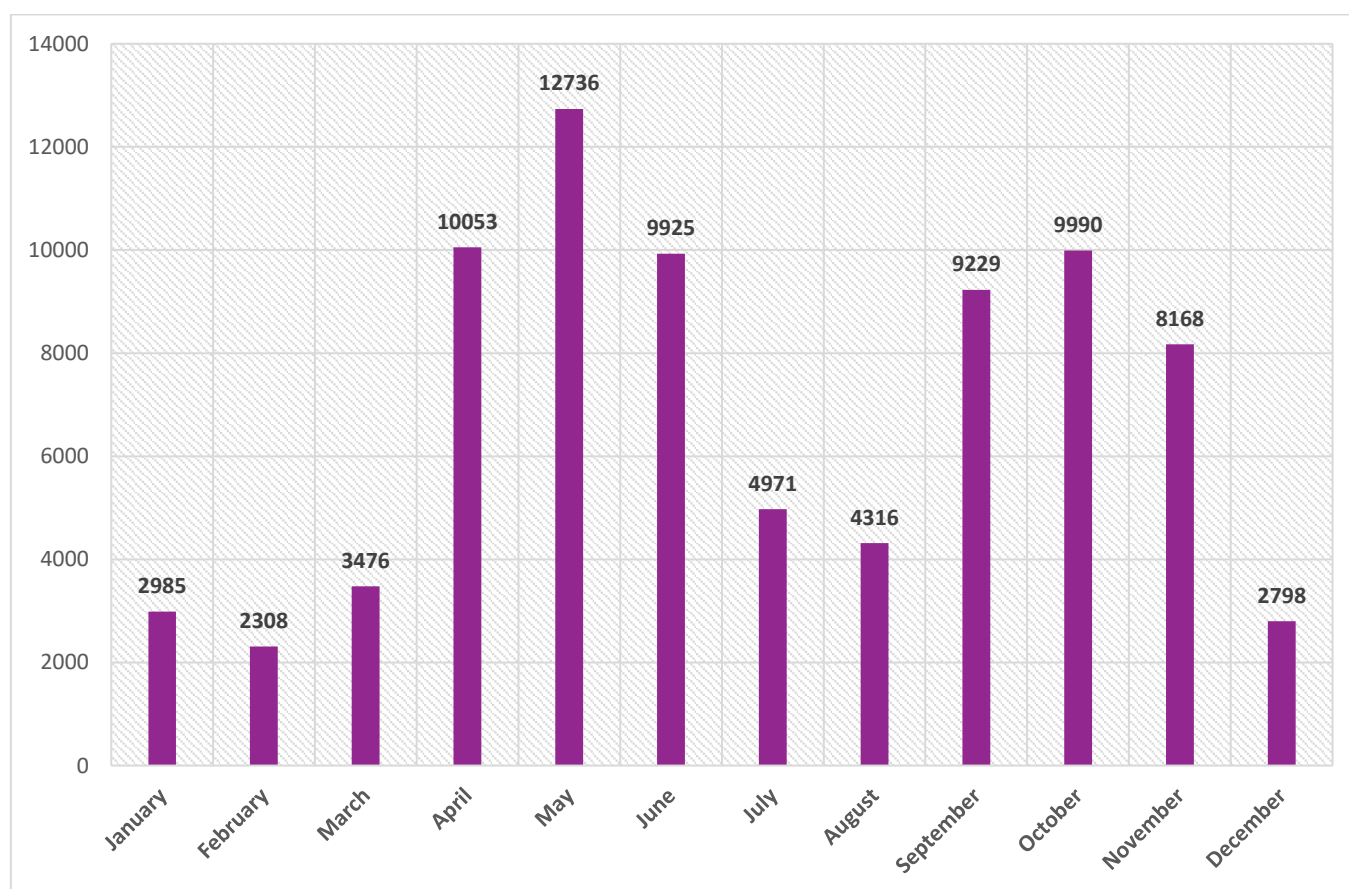
User Logins to access full-text resources

- **Examination Repository**

The Examinations Department is responsible for the uploading of all examination papers onto the repository. In 2021, only 195 items were submitted onto the repository, as compared to 2020, when 1710 papers were uploaded. The lower number of downloads could be attributed to the non-availability of current exam papers.

- **Facilities usage:** *Library head counts, Group rooms, Photocopiers*

An overall decrease of all statistics is observed in comparison with the previous year. The impact of the lockdown levels, Alan Pittendrigh Library closure, adjusted University calendar have attributed to the decrease.

SITE LIBRARIES CIRCULATION STATISTICS 2020 VS 2021

Statistics	2020	2021	%Variance	Attributing factors
Circulation	116194	21079	81.8 %	Alan Pittendrigh Library closure, adjusted calendar, COVID-19
Headcount	290096	136526	52.9%	Alan Pittendrigh Library closure, adjusted calendar, COVID-19
Photocopying	439817	140415	68%	Alan Pittendrigh Library closure, adjusted calendar, COVID-19
In-house	47774	21596	54.7%	Alan Pittendrigh Library closure, adjusted calendar, COVID-19

3.3.   Information Resources

3.3.1. Library Print and Electronic Collections

- **Databases**:

   DUT Library currently subscribes to 115 (357036 e-journals & e-books, including Open Access resources) databases /database packages.
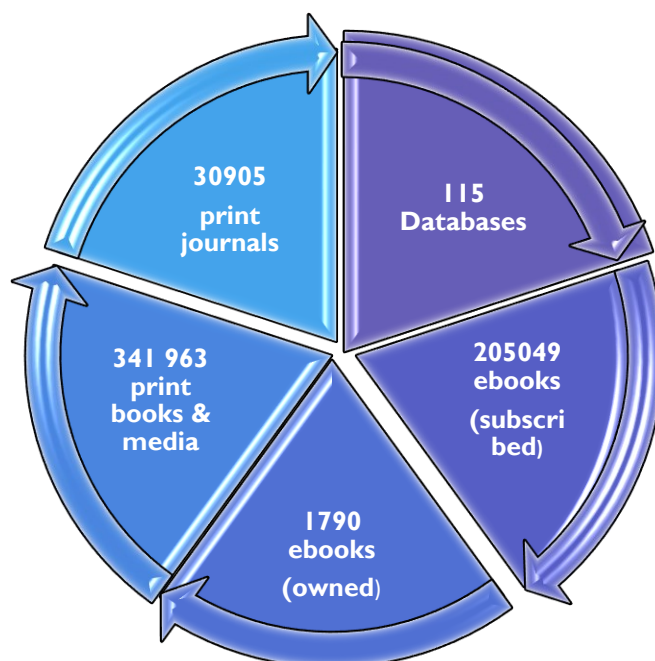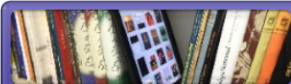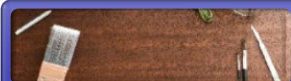
Budget

- **Budget**
  - **Book Budget allocation:**

R 1 275 930 was allocated for books and media for 2021, a decrease of 27.55% as compared to 2021. The budget of R 1 275 930 was divided as follows:

R 522 447.46 allocated for general collections, electronic book subscriptions and service departments
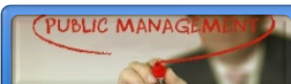
Faculty of Arts and Design R88 795.53

Faculty of Accounting and Informatics R119 478.40

Faculty of Engineering and Built Environment: R133 518.21

Faculty of Applied Sciences: R88 291.16

Faculty of Management Sciences: R196 752

Faculty of Health Sciences: R126 647.24

- **Budget for Periodicals & Databases**

R 18 896 771 was allocated for periodicals and databases. Due to a favourable exchange rate at the time of payments, the library was able to meet all its subscription obligations for 2021. A positive balance of R 3.5 million remained in this budget at the end of 2021.

- **Trials**

The Library trialled the following databases during the period under review:
- ✓ ScienceDirect eBook Collections – offered by Elsevier and expired on 31 October 2021
- ✓ Cambridge University Press: Textbooks -– offered by Cambridge and expired on 31 December 2021
- ✓ Policy Commons-– offered by Sabinet and expired on 01 September 2021

- **Copyright services**

Provide copyright management across all DUT Campuses by designing, developing and implementing policies, procedures and systems to protect intellectual rights of authors/rights holders and DUT from copyright infringement. Professional advisory service in alignment with objectives of the Copyright Act is offered to all Faculties. Ensures compliance to avoid risk of infringement which could lead to financial or reputational damage to DUT.
- ✓ Copyright Compliance Presentations done at each Faculty Board during 2021
- ✓ Presentations done at departmental meetings at HOD request
- ✓ Presentations done at HR Dept Staff Induction (Jan & July)
- ✓ CELT new Staff Induction programme includes Copyright presentations
- ✓ Throughout last year, at all Faculty Board presentations, staff have been alerted to ensure 3rd party resources uploaded onto any online medium must be pre-ceded by a Copyright Licence Agreement

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Table of Faculty Expenditure

FACULTY	AMOUNT
Accounting & Informatics	R 31 942,29
Applied Sciences	R 334 135,28
Arts & Design	R 151 208,95
Engineering & Built Environment	R 27 942,38
Health Sciences	R 69 160,83
Management Sciences	R 71 067,82

**3.3.2. Research Support:** Postgraduate and faculty research services

- **DUT Open Scholar**

There has been gradual growth in the repository. This is due to awareness campaigns around open access, increased commitment to archiving of DUT research, development of a new library unit, Digital Services/ Scholarship, enhanced submission processes, and integration of reporting and submission systems. The implementation of the South African Research Management System (SARMS) is projected to improve the overall workflow, the submission processes and to ensure that all DUT research is captured consistently and accurately onto the repository.

Repository – Yearly totals

Discussions were held during the course of the year with Research Office and faculties to ensure that theses, dissertations and research articles were regularly uploaded to DUT Open Scholar. The newly implemented procedure requires faculties to upload their electronic copies of theses directly to the repository. This will enable them to be available on the repository and discoverable on the internet in a short period of time. In comparison to 2020, the number of theses uploaded increased by 71 percent. In spite of this increase, some faculties failed to upload theses or did not deliver print copies. Furthermore, the pandemic also made it difficult for students to submit their printed theses. Towards the end of the year, Senate approved a waiver of Rule G26_5 approval of SOPs for the electronic submission of theses and dissertations.

Submission of Theses & Dissertations: 154 ETDs were made available this year.
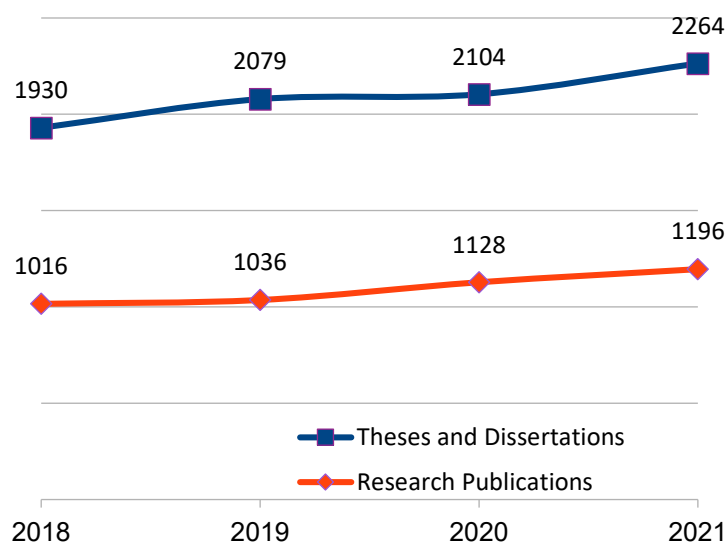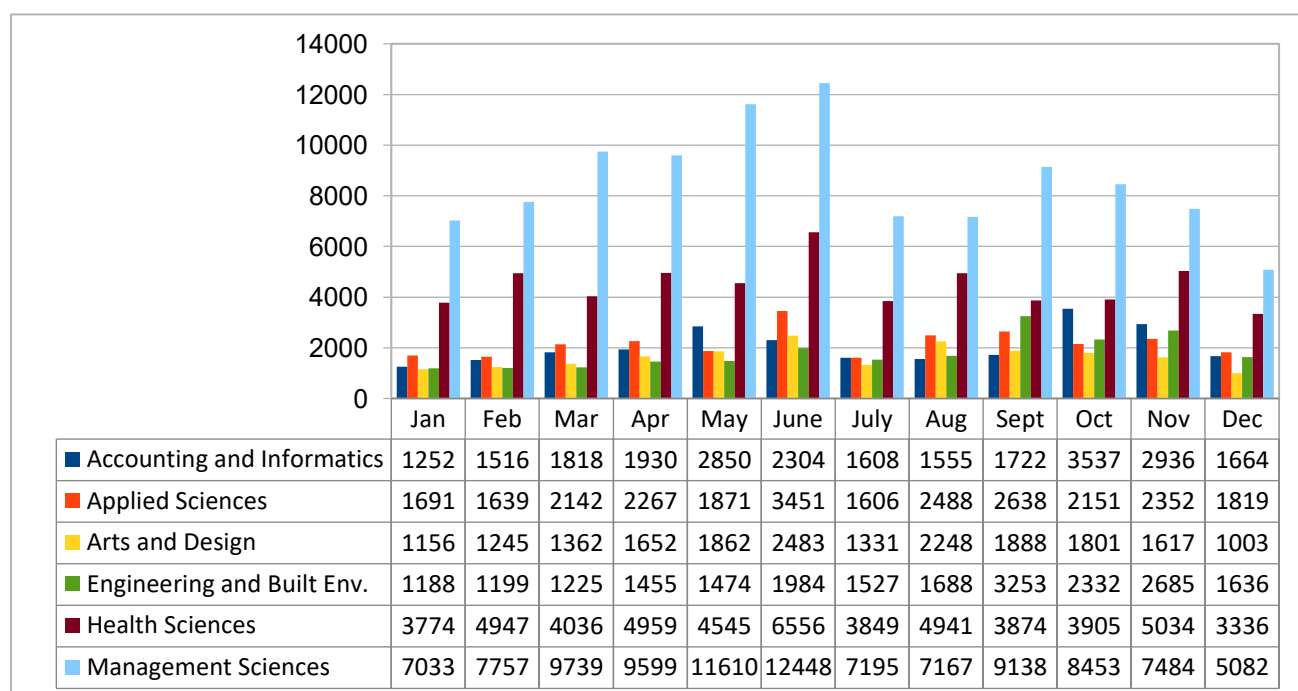
Thesis and Dissertation Uploads by Faculty

Theses and Dissertations	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Accounting & Informatics	0	0	0	0	1	1	2	0	1	11	4	9	29
Applied Sciences	0	0	0	0	0	0	11	7	0	0	0	0	18
Arts & Design	1	0	0	0	0	6	0	0	0	0	0	0	7
Engineering & Built Environment	0	15	4	0	0	0	0	33	3	0	0	21	76
Health Sciences	0	0	0	0	0	0	0	0	0	0	0	1	1
Management Sciences	0	2	0	0	9	6	0	0	0	1	4	1	23
Total:	1	17	4	0	10	13	13	40	4	12	8	32	154

- **Discoverability and visibility of research outputs in DUT Open Scholar**
Depositing research publications on DUT Open Scholar increased the visibility and discoverability of the research outputs. The institutional repository (DUT Open Scholar) is harvested in multiple platforms including national and international repositories, as well as Google. The harvesting help to ensure the greater discoverability and visibility of the research outputs in the repository. M&D theses and dissertations are proving to be the most downloaded items in the DUT Open Scholar for the period under review. There is a gradual increase in the use of theses and dissertations from all faculties. In September, significant increases in the downloads of theses and dissertations are noted from the Faculties of Management Sciences, Health Sciences, Applied Sciences, Accounting & Informatics, Engineering & Built Environment, and Arts & Design.

Theses & dissertations downloads

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Accounting and Informatics	1252	1516	1818	1930	2850	2304	1608	1555	1722	3537	2936	1664
Applied Sciences	1691	1639	2142	2267	1871	3451	1606	2488	2638	2151	2352	1819
Arts and Design	1156	1245	1362	1652	1862	2483	1331	2248	1888	1801	1617	1003
Engineering and Built Env.	1188	1199	1225	1455	1474	1984	1527	1688	3253	2332	2685	1636
Health Sciences	3774	4947	4036	4959	4545	6556	3849	4941	3874	3905	5034	3336
Management Sciences	7033	7757	9739	9599	11610	12448	7195	7167	9138	8453	7484	5082

ENVISION2030 transparency • honesty • integrity • respect • accountability
fairness • professionalism • commitment • compassion • excellence

- **Most viewed and most downloaded theses and dissertations**

Most viewed	Title, Author
52418	Assessment and implementation of skills development at Umzinyathi District Municipality and impact on service delivery Ngobese, Xolani Khayelihle
24311	Corporate social investment: communication challenges facing selected Johannesburg Securities Exchange listed organisations. Ngobeni, Uzothile
14068	Store layout and its impact on consumer purchasing behaviour at convenience stores in Kwa Mashu. Tlapana, Tshepo Peter
Most downloaded	**Title, Author**
139450	Bioactivity of famine food plants from the family: Amaranthaceae Singh, Alveera
81172	The impact of strategy change on morale, performance and commitment Mekgoe, Naome
79290	Impact of staff turnover on organizational effectiveness and employee performance at the Department of Home Affairs in the Eastern Cape Province Mabindisa, Vuyisile

- **Submission of Research Articles**

A total of 77 research articles were deposited and made available this year, as compared to 98 in 2020.

Faculty	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Academic Support	0	0	0	0	0	0	0	0	0	2	0	0	2
Accounting & Informatics	0	0	1	0	1	1	0	1	1	2	0	3	10
Applied Sciences	0	0	2	0	0	2	1	2	0	0	0	0	6
Arts and Design	0	0	1	0	1	1	1	0	0	0	1	0	5
Engineering & Built Enviro.	1	0	2	0	1	1	2	1	2	1	4	2	17
Health Sciences	0	0	0	0	3	0	0	0	1	0	0	0	4
Management Sciences	0	0	5	0	0	1	4	1	3	2	8	8	32
Total:	1	0	11	0	6	6	8	5	7	7	13	13	77

- **Article Uploads by Faculty**

Research journal publications downloads

Most Viewed	Title, Author	Source
7097	Addressing student dropout rates at South African universities Moodley, Padhma ; Singh, Rachael Jesika	Moodley, P. and Singh, R. J. 2015. Addressing student dropout rates at South African universities. Alternation. Special Edition No 17 : 91–115
4361	Artificial intelligence for the evaluation of operational parameters influencing Nitrification and Nitrifiers in an activated sludge process Awolusi, Oluyemi Olatunji ; Nasr, Mahmoud ; Kumari, Sheena K. ; Bux, Faizal	Awolusi, O. O. 2016. Artificial intelligence for the evaluation of operational parameters influencing Nitrification and Nitrifiers in an activated sludge process. Environmental Microbiology. 1-15.

Most viewed and most downloaded research articles

3.3.3. Research Data Management

Despite implementing the tools, software, data management templates and repository, as well as providing the necessary support for the archiving of research data, there has been scant progress in integrating these tools within the research processes. In 2022, the library will work with the Research Directorate to ensure that data management plans and archiving of research data are implemented. Currently, the library is awaiting the development and approval of the Research Data Management (RDM) Policy and the formalization of research data management processes. The RDM project is hamstrung by a lack of policy.

3.3.4. DUT Library as publishing service platform

The Library has been increasingly adopting the publishing role. The library has directed much of its investment philosophy towards making Open Access a reality. We are moving away from a traditional print collection-based model to a more broadly service-oriented model. The current library publishing initiatives such as DUT Open Journals and Open Books bear testimony to that effect. With these Open Access Science initiatives, the aim is to ensure discoverability and visibility of our research outputs.

- **DUT Open Journals**

The library is slowly developing its own portfolios of open Journals https://journals.dut.ac.za. The Research Office's African Journal of Inter/Multidisciplinary Studies (AJIMS) published 19 submissions for its first issue of Volume 3, almost double when compared to 2020. This increase may be attributable to increasing acceptance of open access as a method of scholarly publication, or possibly to the increasing prestige of the AJIMS journal itself as its reputation continues to grow. These articles and many more are available at https://journals.dut.ac.za.

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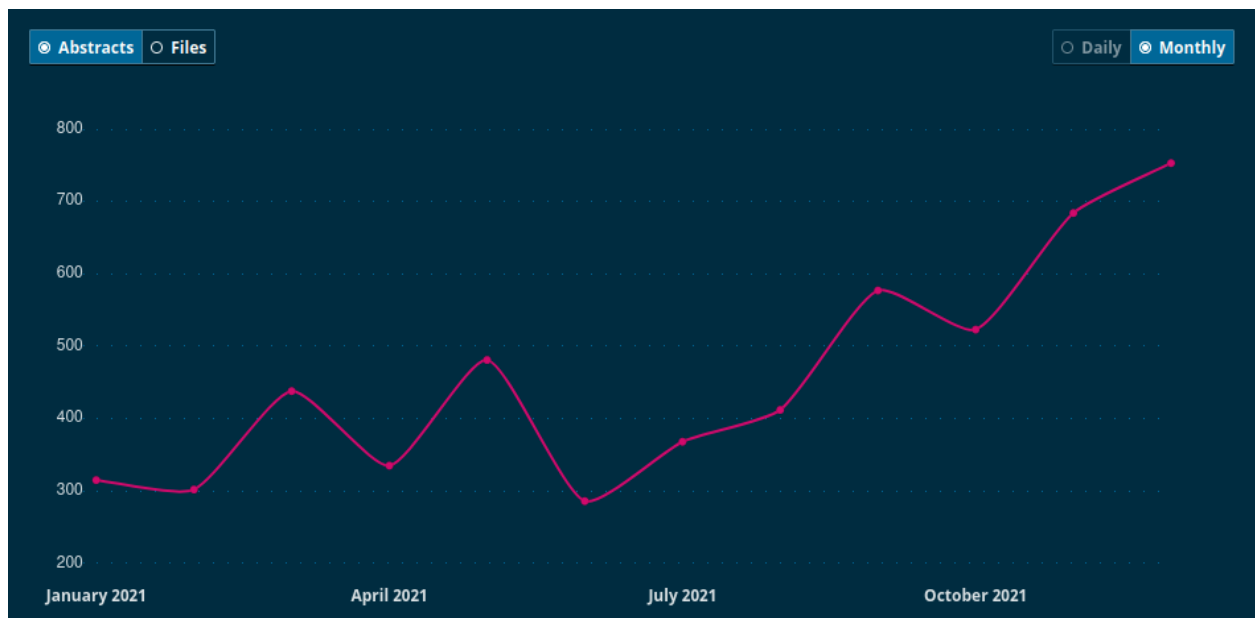
AJIMS Article views

- **DUT Open Books**

The following books were published on the Library Open Monograph Press platform:

Nixon's *Writing Handbook for Fine Art* and Ngcobo's *Ubungqabavu* continue to generate downloads on the Library's eBook publishing platform, https://openbooks.dut.ac.za.

Robin Sewlal's *Reflections of the South African Media: 1994-2019* was published on the Library's eBook publishing platform, https://openbooks.dut.ac.za, on 18 July: https://doi.org/10.51415/DUT.3

Open books publications views
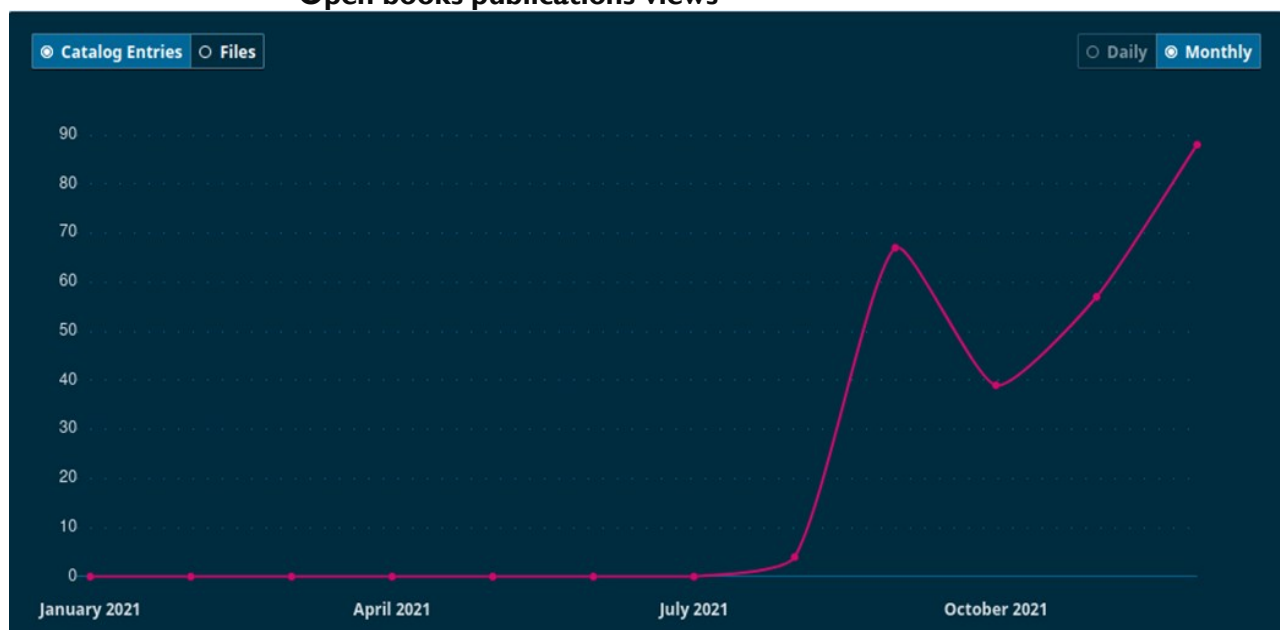
- **Crossref Digital Object Identifiers (DOIs)**

DUT became a member of Crossref in January 2021, giving the Library the means to assign DOIs for our digital objects, such as research articles, theses, eBooks and journals. A DOI is a unique and permanent identifier for a digital document, ensuring its reliable location by potential readers. All articles on journals.dut.ac.za and eBooks on openbooks.dut.ac.za have been assigned DOIs. The Library is engaged in an ongoing project to retrospectively assign DOIs to theses and articles has seen 1076 theses out of a total of 2272 assigned DOIs (47%). 24 research articles that did not have existing DOIs have been assigned DOIs, meaning that 681 out of the 1101 research articles have DOIs (62%).

3.3.5. Library Digitisation Project

The library made some progress towards a pilot digitisation project. Staff have been trained on the digitisation scanner and a dedicated post is being developed to undertake all digitisation work. Two digitisation projects will start in February 2022 for the ML Sultan Digital Collection and the Billy Nair Collection.

IT Support

3.4. State-of-the-art infrastructure
3.4.1. Systems and support

The IT Team offered both online and on-site support. There was higher demand for online IT support services in the first semester as compared to the second half of the year, a total of 1050 online queries were handled via LIBCHAT, the library's online chat service. There was also increased demand for on-site IT support, as more students were on campus during the latter part of the first and second semester. Of the 3478 on-site queries, the most common support issues were access to TLZ, student portal, DUT4LIFE and password resets.

On-site & Off-site	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Account activation	1	0	0	4	75	1	1	6	28	15	12	0
DUT4life	11	27	60	140	49	41	9	20	35	10	19	3
Office	2	7	9	6	16	9	0	0	11	12	9	7
Password reset	14	36	218	254	159	91	20	50	69	33	43	9
Student Portal	13	42	88	53	53	42	12	23	17	15	33	17
TLZ	1	4	34	135	94	54	4	4	43	12	9	1
Wi-Fi	4	2	9	15	65	41	1	9	51	49	27	8
MS Teams	0	0	8	47	42	12	0	4	8	8	5	1

IT support queries

- **Computer Bookings**

Despite low number of students on campuses and an extended closure of the AP Library for the majority of 2021, there was still fair use of Ezones by students. 17344 logins were registered on the library's booking system, LIBKI, this representing a quarter of the 2020 logins. The table below provides a breakdown of logins per library site.

Site Library	Logins
Brickfield Library	1824
City Library	704
BM Patel Library	6448

Alan Pittendrigh Library	1192
Riverside Library	3485
Indumiso Library	3691

Computer bookings per site

- **Printing and Photocopying**

There was reasonable use of photocopying facilities on campus taking into consideration the limited number of on campus. 38458 copies, 105133 prints and 16 398 scans were done in site libraries. The majority of activity took place at the Riverside and Indumiso Libraries.

Library	Copy	Print	Scan
BM Patel Library	4377	11208	3802
Brickfield Library	5017	10622	1286
City Library	3925	11941	2077
Indumiso Library	9457	25430	2300
Riverside Library	15106	44366	6738
Alan Pittendrigh Library	576	1566	195

Printing and photocopying per sites

4. PERSPECTIVE: Sustainability

4. **Distinctive Education**

4.1. **Library participation in the university international projects**

Library management has engaged with the IEP directorate in identifying shared spaces that would support COIL projects. Collaboration with the IEP directorate resulted in the development of a Collaborative Online International Learning (COIL) information and support guide. The guide presents an overview of the COIL initiative at DUT as well as related information resources https://libguides.dut.ac.za/c.php?g=1108750&p=8084723. In addition, subject librarians are working on curating information resources that support specific COIL projects within their respective subject areas.

4.2. **Financial sustainability - CAPEX, OPEX, Strategic priorities funds**

In 2021 the Library received a total operational budget of R 24 375 760.44. As of June 2021, 58 % of the budget had already been spent - these were positive indicators that the library budget would be adequate to meet current needs, as well as allow for the acquisition of new software and other online materials to support the academic and research project for the remaining of the year and 2022. In the second half of the year, the continuation of the COVID-19 on campus restrictions, the multimodal teaching programme, closure of the AP Library, fire damage at BM Patel Library and intermittent opening of libraries has severely impacted on the spending of the library operational budget. Budgets that have been grossly underspent include the YA budget for Student Library Assistants, Conference and Travel, staff training and Copyright. The strategic priority funding for a library makerspace will be spent in 2022.

Description	Budget	% spend	Comment
Student Library Assistants	731 909.19	15 %	On campus restrictions has meant that fewer students are required after hours
Printing & Stationery	68 040.00	80 %	online support material, interchange to support other funds
Travel and Conference	88 380.00	25 %	Limited travel to PMB, limited conference costs, interchange to support other funds
Repairs and Maintenance	473 553.00	44 %	Maintenance contracts outstanding; more funds required to fund maintenance contracts and repairs; interchange from other funds requested
Copyright	1 000 000	59 %	Low number of requests for copyright; referral to other sources
Periodicals and Databases	18 896 771.25	83 %	Positive balance estimated due to fair exchange rates in this quarter; budget will be used to support purchase of eBooks
Books	1 261 328.00	76 %	eBook investigations have slowed down ordering process. Budget will be spent by end of 3rd quarter
Instructional Software	1 338 941.00	100 %	Budget overspent, interchange to be completed in July 2021. Procurement of new library system impacted on this budget.
Staff Development	184 651.00	46 %	Library skills plan adjusted to accommodate online training only. Training is planned for September 2021
ECP Foundation	523 000.27	47 %	Budget spend on track
UCDG Tutorship	62 438.16	50 %	Budget spend on track
Library Makerspace	552 000.00	75 %	Funds will be spent by September 2021 as per project plan

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5. Engaged university

5.1. Collaborations, community engagements and partnerships

- **Book donation**

The Library donated book items to a social housing organisation, known as First Metro Housing Company (FMHC). Book items were selected from the library's 2018-2019 discard collection. Library staff members also made book donations. A virtual event was held on 11 August to commemorate this event.

- **International Federation of Library Association (IFLA) Section, Management and Marketing**

Mr Romeo Matumba, the marketing and communication librarian is currently serving on the IFLA section, Management and Marketing standing committee. This section contributes to the development of activities and resources that support the library field globally.

- **LIASA conference**

Library staff were identified to attend the annual LIASA conference in September. Unfortunately, disruptions in processing payment for the conference resulted in attendees receiving the invite to the conference rather late. Two presentations from DUT Library were accepted for the conference:
  - ✓ An analysis of virtual library services during the different levels of the South African
  - ✓ COVID-19 national lockdown, Mr Sagren Moodley and Mr Prashanth Sivsaran.
  - ✓ Lightning Talk: Staff readiness for online engagement: the DUT perspective, Mr David Thomas and Ms Patricia Badenhorst.

- **CHELSA National Theses and Dissertations Repository project**

Library staff continue to be recognised and sought after for their expertise at national level. A National Repository Task Team was convened by Council on Higher Education Libraries (CHELSA) to investigate the feasibility of a national electronic theses and dissertations repository as well as a replacement for the defunct Nexus current research database. Mr Sean Carte has been nominated the convener of the Infrastructure Task Team. Mr Sagren Moodley serves on the Planning Committee.

- **South African Library and Information (SALI) Trust**

The library director, Dr Malefetjane Benny Phaladi, is on the Board of Trustees of the South African Library and Information (SALI) Trust, which supports and funds projects in library development and research.

- **International Open Access Week celebration**

The library celebrated the annual international open access week in October. As part of the celebration, a public lecture and a webinar were organised by the library. OA Week Public Lecture was presented by Dr Reggie Raju Director of Research and Learning at UCT, entitled "Social justice driving open access publishing". A webinar on "demystifying open educational resources" Dr Tony Lelliot from SAIDE was also hosted as part of the celebrations.

- **Africa Day**

The Library in collaboration with the International Education and Partnership Directorate (IEP), and the Department of Corporate Affairs, hosted a public lecture to commemorate the Africa day during the month of May. The public lecture was delivered by Dr Demola Victor Akinyoade from Afe Babalola University, Ado-Ekiti, Nigeria. The DUT theme was "Creating conducive conditions for Africa's development", with a special focus on the issues of creating positive attitude towards Africa and its citizens, silencing the negativity hindering Africa's development and unity, as well as social exclusion of the differently abled citizens in Africa.

- **Publications**

Phaladi MP. 2022. "*Studying Knowledge Management and Human Resource Management Practices in the State-Owned Entities Using Mixed Methods Research Design*" published in the Handbook of Research on Mixed Methods Research in Information Science edited by Patrick Ngulube and published by IGI Global 2021, Copyright ©2022.

Mhlongo, PM & Zondo, RWD. 2021. Perception on the Application of a Learning Organisation Philosophy on Employee Performance at a selected University of Technology (UoT) in KwaZulu-Natal. *Psychology and Education*, 58(2), 6690-6699.

- **Mandela Day Project: a success**
  The Central Services and LIT staff participated in the Mandela Day initiative by donating masks and scarfs to the Durban community. See below, a letter of appreciation for the kind gesture from the Home and the pictures of the children receiving the items.

5.2. Adaptive graduates

H O U S E   O F   L I F E
45 Pickering Street
Durban 4001
South Africa
Call/Whatsapp: Petra +27 61 824 7178
Email: luna.petra4@gmail.com
Website: https://houseoflife.co.za NPO no. 124-267

Providing Empowerment and Rehabilitation to women, men and children who are Abused, Addicted, Exploited or Destitute and assistance to the poor and homeless

26th August 2021

Dear Treasured Friends, Staff at DUT Central Services and Library IT

The chill of winter has set in. We at House of Life, are excited to report that our children have been warmly wrapped in your labour of love. Coming from a financially disadvantaged environment, receiving handmade gifts is a rare opportunity for these precious children.

We wish you could have been here to witness the excitement and bright smiles of gratitude and joy, as these children took ownership of their designer knitted masks and matching scarves. It certainly took the chill of destitution from their hearts. It certainly has them warmly togged for the cold days.

A huge thank you from our house to yours. Thank you for demonstrating your love and kindness to the children of this community. Thank you for including House of Life as a benefactor of your project. We look forward to a continued partnership with you. Please feel free to come in and see what we are doing in the Point area.

Above are pictures of some of the children receiving their masks and scarves.

May the Lord continue to bless you and increase you more and more.

Much love and blessings to each of you individually and to you as a team.

Petra Luna (Pastor and Director of House of Life)

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- **WIL Industry Partnership**

  The work integrated learning (WIL) programme has been interrupted due to COVID-19 lockdown protocols. There was no WIL programme in 2021.

- **Tutorship programmes**

  The Information Literacy tutors have been employed and trained to offer online support to students attending IL training sessions Their responsibilities include administrative tasks related to collecting training related data

  Doctoral tutors were employed as research tutors to provide peer support in the research commons. Due to the prevailing circumstances, they were based in the Research Commons at the BM Patel library and assisted with statistics, queries and checking links on the research Libguides.

- **Internship**

  The Internship programme for the period under review was suspended due to COVID-19 lockdown protocols.

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