



LIBRARY ANNUAL REPORT

JAN-DEC 2023

ENVISION2030

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

CREATIVE. DISTINCTIVE. IMPACTFUL.

**Report compiled by Library Services Director,
Dr Malefetjane Phaladi
With input from
Managers, Co-ordinators and Librarians.**

By 2030, aligned with the ENVISION2030 strategy:

Our smart library will be adaptive and state-of-the-art, recognised for its impactful contribution to scholarly knowledge production and dissemination.

Our smart people will have seamless access to scholarly information and knowledge in a manner that is open, inclusive, developmental and sustainable.

Our smart library will be driven by collaboration & partnerships, service excellence, equitable & inclusive access, and critical librarianship.

Smart Libraries, Smart People!

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Smart Libraries, Smart People!

I. INTRODUCTION

The report provides a general overview of the DUT Library Services for the reporting period, January 2023 to December 2023. The year 2023 has been characterized by outstanding accomplishments across the four ENVISION2030 perspectives and a steadfast dedication by smart library staff in providing exceptional smart services, resources and services to our diverse community of users. Against a backdrop of challenges, the library has not only maintained its operational excellence and integrity but has emerged as a beacon of knowledge, fostering an environment conducive to learning, research, and intellectual exploration. Facilitating access to information and knowledge in digital spaces with fewer physical resources means the library investment philosophy should be directed to address issues of access, social justice, equity and inclusivity in a much more transparent and sustainable manner. In this regard, the library has achieved a significant milestone in increasing its portfolios of transformative agreements with major publishers of scientific content from three to five. This development is very much aligned with the new library strategy intent, which is “to facilitate access to scholarly information and knowledge in a manner that is open, inclusive, developmental, and sustainable.” For the period under review, the DUT Library has signed two transformative agreements (TAs) with Elsevier Science Direct and Springer Nature. TAs and many other open-access initiatives help to make the university research enterprise more open, developmental, inclusive, impactful and sustainable. Furthermore, as part of our Library strategy to increase the university footprint in open-access knowledge production and distribution across the globe to ensure the visibility and discoverability of the university's high-impact research, the Library has developed a marketing strategy to maximise the uptake by DU-affiliated researchers in open-access. For the period, a total of 58 journal papers authored or co-authored by university researchers were approved and published in transformative agreements (TAs - Springer Nature, Science Direct, Emerald & Wiley), with an estimated cost saving of R 3 719 733,78 to the university. The majority of these papers were authored by recent Drs (emerging researchers). Under normal circumstances, these emerging researchers would not have been able and afforded to publish their outputs in these high-impact publishing outlets and journals. This achievement will go a long way in increasing the visibility and impact of our research enterprise, hopefully translating into better rankings in the near future.

Smart Library people continue to make their mark and raise the DUT flag on the international stage, representing the university library at various national and international industry forums and knowledge-sharing platforms such as the International Federations of Library Associations and Institutions (IFLA), International Association of University Libraries (IATUL), European Conference on Knowledge Management (ECKM), European Conference on Information Literacy (ECIL). At the regional level within SADC, the Library continues to attract attention from other university libraries as a model of best practice for benchmarking purposes. It is largely due to this internationally impactful contribution and strong social media presence that during the month of May, the Library hosted Ms Patience Chibanda, the University Librarian at Midlands State University in Zimbabwe and Dr Aubrey Chaputula (Technical Services Librarian) from Mzuzu University in Malawi during the month of September, on their benchmarking projects.

A newly found culture of research and publications was taken to another level for the betterment of the library's positioning within the university research enterprise and at various relevant subject-specific scientific communities at the global level. To this end, thirteen (13) research outputs were accepted for publication by the library staff, nine (9) of which were published in DHET-approved national and international journals, conference proceedings and four (4) book chapters in international book projects. Two of our young members also got articles published in Q1 international journal (Digital Library Perspectives) in the field of information science. Elsewhere across the globe, three staff members presented papers at the European Conference on Knowledge Management and the European Conference on Information Literacy. These research outputs and achievements bear a testimony that attest that indeed, a culture of research and publishing has been unleashed for the greater societal impactful contribution and for ensuring the sustainable future of DUT through publications. However, such achievements did not happen by chance, the library's smart leadership has invested in a number of strategies and tactics geared towards creating enabling culture and human capital development in knowledge production capabilities.

The period under review also saw the two members of the smart team graduating with their Ph.D. degrees, taking the number of Ph.D. holders in the library to a total of five. Several African Library staff members enrolled for their Ph.D. studies. As part of the library's contribution towards assisting the university with the postgraduate supervision capacity challenges, all five Ph.D. holders in the library were actively involved in postgraduate supervision in their areas of specialization. The Library has also driven its investment philosophy

in the development of the state-of-the-art infrastructure and facilities, in the form of the self-check system (RFID) across all campus libraries, acquisition of new computing equipment and replacements in its smart learning and research commons at BM Patel, Indumiso and AP Library and High-Tech Conference facility. Human capital development is very critical to make sure the DUT Library deliver smart library services, resources, products, and technologies to its university community. It is for this reason that the Library leadership continues to invest in various capacity development initiatives relative to these smart technologies, services, and products to align the minds and hearts of the staff with its vision and strategic orientations. The reporting period under review also saw the library developing its long-term strategy, the Library Operational Plan 2023-2030.

I.1. Highlights

- **Library Operational Plan 2023-2030**

There is a quote that says “Strategy without tactics is the slowest route to victory. Tactics without strategy is the noise before defeat” which is attributed to Sun Tzu, an ancient Chinese military strategist and philosopher. In line with this famous quote, during the period under review, the library developed its operational plan 2023-2030. In the last five to ten years, Durban University of Technology as part of the South African higher education landscape has faced many pressures at micro and macro levels. The “Fees Must Fall” movement has opened doors of opportunities for massification and inclusivity in higher education space where the demand for higher education far outstrips the existing capacity. This has led to overcrowding in lecturing, research and library facilities.

Moreover, the decline in state funding across the higher education landscape, NDP2030 targets higher education, tax on electronic information resources, shrinking library budgets, the speed of digital transformation and the fourth industrial revolution technologies require academic libraries to be creatively and innovatively responsive to these pressures. So, does the DUT Library. This strategic context and paradoxes require the DUT Library to be strategically smart, and responsive in the manner that it seeks to entrench itself as the primary support resource for teaching, learning and research. To that effect, our library strategy development process has taken into consideration the need to be aligned and support the university to achieve its ENVISION2030 strategic objectives across the four perspectives in a manner that is open, inclusive, developmental, and sustainable.

- **Self-Check Service Facilities (RFID Project)**

Over the last five years, the DUT Library has embarked on several projects to re-imagine, repurpose and re-design its learning and research spaces to create an enabling environment (physical and digital) to support teaching, learning and research enablement. During the period under review, as part of reimagining and redefining its service offerings through the deployment of SMART technologies, the Library dedicated itself to enhancing the library user’s experience by offering state-of-the-art technologies in both the physical and virtual library environments. To this end, the library hosted Library TECH Week, an annual celebration designed to showcase and promote innovative library technologies utilised by DUT’s esteemed staff and students. The TECH Week was held from Monday, 24 July 2023 to Friday, 28 July 2023.

The launch of the library's self-check service was held at the BM Patel Library on 26 July, and this was indeed the biggest highlight of the week. With the new self-check service, users can independently borrow and return books, which also aims to shorten lines at the circulation desks. Students, academics, and administrative staff from many departments attended the launch event, along with representatives from Universal Knowledge Systems (UKS), the company that provided the units. In his engaging presentation, Mr Mohamed Ismail from UKS highlighted the benefits of using self-check services in libraries.

The Library Services Director, Dr Malefetjane Phaladi also addressed the audience on the importance of moving toward adopting smart technologies to create more smart libraries for smart people. A digital video and photos of the various activities that took place during this week were created and posted on the Facebook and Twitter pages.

After this long and exciting week, articles were published in the DUT Newsletter and LIASA In Touch Magazine.

- <https://www.dut.ac.za/dut-library-hosts-tech-week-to-promote-its-innovative-library-technologies/>
- https://cdn.ymaws.com/www.liasa.org.za/resource/resmgr/liasa-in-touch/lit2023/lit_issue3_2023-web2_revised.pdf



Pictured: Attendees at the Self-check Service launch.

In addition, a library Makerspace Open Day was held at the Indumiso Campus Library where students were introduced to some of the cutting-edge technology in the makerspace, such as a mobile drone, 3D printers and 3D scanners.

• **Transformational Agreements**

Change is inevitable in any organization to remain competitive, relevant and aligned to pressures at the micro, macro and international levels. The transformational agreements are changing the depth, intensity and speed of the scientific knowledge production and access thereof. The academic library and the publishing landscape are dynamic environments where change is constant. In our efforts to ensure that we support our research enterprise in a manner that is sustainable and equitable, the university library through the South African National Library and Information Consortium (SANLiC) has put in place signed transformative agreements with the following top publishers of scientific knowledge.

- ✚ ACM (Association of Computing Machinery)
- ✚ Emerald
- ✚ Wiley
- ✚ Springer Nature
- ✚ Elsevier (ScienceDirect)

DUT authors can publish in any of the five (5) transformational agreements that have been signed by the DUT Library, without paying article processing fees (APCs). The library community uses the terms transformative and transformational agreements interchangeably, but for the SA context, the preferred term is transformational, as these agreements seek to address social justice issues, including exclusionary publishing practices. These agreements are with major publishers of scientific knowledge – ELSEVIER, Springer Nature, Wiley, Emerald and ACM. Essentially, DUT authors would not pay for article processing charges (APCs) if their articles are accepted for publication. The approval process for the waived APCs is managed by the library, who follow specific criteria. While uptake of these agreements has grown significantly in 2023, there are several challenges we are experiencing:

- a) rejection of articles due to the primary authors not inserting DUT as the institution.
- b) inconsistent use of the DUT email address
- c) verification of DUT affiliated authors is leading to delays

We worked with the Research Directorate and other role-players to address some of the issues raised above. For the period January to September 2023, a total of 58 journal papers were approved and published in transformative agreements (TAs - Springer Nature, Science Direct, Emerald & Wiley), with an estimated cost saving of R 3 719 733,78 to the university. The majority of these papers were authored by recent Drs (emerging researchers). Under normal conditions, these emerging researchers would not have had the financial support to publish their findings in prestigious outlets and journals with significant impact. This achievement will go a long way in increasing the visibility and impact of our research enterprise, hopefully translating into better rankings in the near future.

- **Library Colloquium**

As part of building, supporting and sustaining a culture of research and publication, a colloquium was arranged for the library staff on the 3rd of November 2023. This was a hybrid event and featured 11 Lightning talks and 5 conference presentations. DUT Library staff presented on experiences and practice-based topics, conference presentations and completed masters' dissertations in 2023. The initiative aims to engage staff in reflecting and presenting on their practice or areas of interest. Various support measures were in place to support the presenters, especially the novice presenters. Some of these papers are conference-ready for presentation at LIASA2024 and some of these papers are prepared for actual publications.

- **Library Benchmarking Visit from Mzuzu University in Malawi**

The DUT Library continues to offer capacity development opportunities for academic libraries at a regional, national level and SADC region. For the period under review, considerable effort went into assisting the regional library, supporting national programmes and developing staff professionally. DUT Library continues to be recognised by peers in the LIS sector within the country and regionally as a role model library of best practice. Dr Aubrey Chaputula (a librarian) from Mzuzu University in Malawi was hosted by the DUT Library, as part of his benchmarking visit. Incorporated into the programme was the planning and delivery of a Knowledge Management workshop, the establishment of an MoU between the 2 institution's libraries and plans toward a joint research project. The engagement proved to be fruitful as it ended with a Knowledge Management Workshop, where participants received certificates. The Library also developed and signed an MOU with Mzuzu University Library to put into effect international collaboration, staff exchange programmes, joint publications and programmes.

- **Benchmarking: Regional and National Capacity Development (Hosting Director of Midlands State University Library, Zimbabwe)**

The DUT Library continues to offer capacity development opportunities for academic libraries at a regional and national level. For the period under review, considerable effort went into assisting the regional library, supporting national programmes and developing staff professionally. The library hosted the Director of Midlands State University Library (Zimbabwe), Ms Patience Chibanda for two weeks. Part of her programme was the visit to the site libraries. She expressed her admiration for the professionalism and passion that was demonstrated by the library staff.

- **International Conference Presentations**

As part of the strategy for developing and inculcating a culture of writing and publishing and sharing knowledge in the field, Library staff are representing the library at national and international forums, as staff members have had their submissions accepted for conference presentations. For the period under review, Dr Phaladi presented a paper at the 24th European Conference on Knowledge Management (ECKM), held 7-8 September, in Lisbon, Portugal. The paper was also published in their proceedings which are indexed by Scopus and Web of Science among major indexes. In the month of October, Ms Sogoni and Ms Badenhorst presented their paper at the European Conference on Information Literacy Conference (ECIL) in Poland, 09-12 October 2023.

- **Academic Progression (an increase of PhD holders)**

Congratulations to Dr Anushie Moonasar and Dr Mousin Omarsaib on completing their PhD in Information Science from UNISA and DUT respectively. The library doctoral holders have been increased from three to five following the confirmation of the completion of a PhD in Information Science by Dr Anushie Moonasar and Dr Mousin Omarsaib. As part of the library's contribution towards assisting the university with the postgraduate supervision capacity challenges, all five doctorate holders in the library were encouraged and released to embark on postgraduate supervision in their areas of specialization.

Furthermore, a record number of library staff members are currently busy with higher degree studies. Currently, 5 staff members from historically disadvantaged groups are in various stages of their PhD studies.

- **Durban International Book Fair (DIBF)**

One of the main highlights was DUT's participation in the Durban International Book Fair, which took place from 09 to 13 August 2023. DUT showcased its staff and student authors at the fair. This was the second time DUT has participated in the fair, and the Library, Writing Centre and the Department of Graphic Design were co-hosts at the DUT stand. This year's event was on a much bigger scale, attracting many more literary partners, authors, schools and members of the public. Representatives from the library book club, as well as Library WIL students and interns also attended the book fair to experience the many interesting talks, book launches and workshops that took place during their visit.

On the opening day of the Book Fair, Wednesday, 09 August 2023, DUT staff member, Barry Lottering held a one-hour session on Cover Design and Layout. He left the guests fascinated by the process of book cover design and layout. Later on this day, DUT 2nd year Graphic Design students, Ntobela Zonke (*How Ella Got Her Friends Back*), Joshua Naidoo (*MAX Goes Shopping*), Kaurin Reddy (*The Wondering Duckling*) and Shrivar Rabichand (*The Big Clean Up*) presented their soon-to-be-published children's books under the title: "Design, Sustainability, Community & Entrepreneurship". On Sunday, 13 August 2023, DUT student authors, Sboniso Ngcobo and Nomali Zondi were in conversation with the Writing Centre's Dr Jeff Mkhize on their recent publications. They shared insights on the writing journey and shared advice to aspiring student writers. Sboniso's book called "*Ubungqabavu (Vitality)*" is available on the library's open-access books platform, while Nomali's novel, "*The Rusty Tin Hotel*" is available for purchase on Amazon. Representing the staff authors were Professor Fulufhelo Netswera, Executive Dean: Faculty of Management Sciences at DUT and Dr Sasi Gangiah who launched their recently published academic books. Prof Netswera co-edited a book called "*State-owned Enterprises in Africa and the Economics of Public Service Delivery*", Dr Gangiah recently published her book on "*Environmental Ergonomics: Commercial Kitchens in a Semi-tropical City*" and Dr Catharina Womack's books on "*The Influence of Labour Legislation on Job Creation and Job Sustainability in South Africa*" were featured at the fair. All three of the books are published open-access and can be viewed on the publisher's website.



Pictured: Prof Fulufhelo Netswera, Dr Jeff Mkhize, Sboniso Ngcobo, Nomali Zondi, Dr Sasi Gangiah, Dr Nereshnee Govender and Sagren Moodley.

- Performance Review**
 Inculcating a culture of accountability is a priority for the DUT Library and a critical pillar for the successful rollout of the performance management system across the system. To this end, for the period under review, 100% of library staff signed the performance contracts, completed their mid-term review reports and were scheduled to complete year-end final reviews. The Library achieved a 100% compliance target.
- Practice Sharing Sessions with TUT**
 In reflecting on Information Literacy practices and Research Support training, sharing sessions were arranged with library colleagues from the Tshwane University of Technology Library on the 9th of February and 18th of July 2023. Such sessions provide insight into best practices in this area.
- Information Literacy Residence Programme:**
 A joint initiative between the Library and the CELT residence programme was piloted in the fourth term. Tutors were identified and trained to offer Information literacy support at the residences. Minimal sessions were held due to exam/test schedules but the initiative has shown potential for further implementation in 2024.
- South African Library Week**
 The Library celebrated South African Library Week (SALW) from 20-26 March 2023 and as part of the celebration hosted a public lecture event on 23 March. This event was held virtually and was well received. Mr Mandla Ntombela, the former President of the Library and Information Association of South Africa (LIASA) presented the public lecture online. The theme for the SALW was theme “Libraries: Telling Powerful Stories”. The theme resonated with several library programmes and strategic directions. The South African Library Week represents an important occasion in our university calendar. It is for this reason that yearly as the DUT and the Library, we plan and celebrate the SALW including the hosting of the public lecture as part of the proceedings.
- Makerspace Training**
 Mr Strauss, Makerspace Manager of the University of Johannesburg, visited the DUT Library on 8 and 9 June 2023 to assist with the operationalisation of the Indumiso Library makerspace. Mr Strauss has extensive knowledge and expertise in this area and provided consultation for senior administrators and academics and training for library technical staff. Concerning the consultations, he offered advice on space utilisation, new equipment and possible integration opportunities with the academic programme at the Indumiso campus. Library staff were trained in the use of 3D printers, 3D scanners and programming kits. The facility houses 4IR technologies which include 3D technology printers, 3D scanners; Drone phantom, Lego, VR headset, a large interactive screen, Raspberry Pi kits and PCs and many other latest equipment and technologies aimed at stimulating creativity, innovation and entrepreneurship.



Pictured: Mr Rudi Strauss, Mr Prashanth Sivsaran, Mr Ayanda Thwala and Mr Thanda Zungu.

- **International Open-access Week**

The Library commemorated the International Open-access Week with colourful and creative displays, a public lecture and informative posters from 23 to 28 October. Activities planned for this week included a public lecture, a demonstration of open resources and a promotion of the existing transformational agreements. The Library designed special posters to inform users about the existing open-access publishing platforms at DUT and transformational agreements information.

Furthermore, a programme and invite to the planned open-access week public lecture was designed and shared on all library channels such as Facebook, Twitter (now known as X), TV screens and library traditional notice boards. The Library further facilitated the OA Week public lecture that was delivered by one of the giants in the LIS field, Ms Ellen Tise, the current Senior Director: Library and Information Services at Stellenbosch University Library.

- **Staff Recognition Function**

As part of its strategic priority focus area and perspective on stewardship, in a heartfelt tribute to the dedicated individuals shaping the success of our library, the much-anticipated 2022 Staff Recognition Awards Function took centre stage on Friday, 31 March 2023, at the elegant Elangeni, Maharani Hotel. This event served as a beacon of appreciation, acknowledging the unwavering commitment and hard work of our esteemed library staff. Behind the scenes, the Staff Recognition Working Group orchestrated a series of planning meetings to meticulously organize the event and ensure its seamless execution. The 2022 Staff Recognition Awards Function stands as a testament to the library's commitment to fostering a culture of appreciation and excellence.

- **Mobility Programme to University of Huelva**

Manager: Library Information Resources and Systems, Mr Sagren Moodley visited the University of Huelva in Spain in June 2023, as part of a mobility programme facilitated by the International Office. The programme which ran from the 19 to 23 June 2023 was also attended by four (4) other DUT staff, three academics and one support staff. Each of the DUT staff attended a facilitated programme as well as discipline-specific activities that were pre-arranged with counterparts at the University of Huelva.

The daily cultural programme included Spanish language and dancing classes and many opportunities to network with participants from other countries that attended. Mr Moodley was fortunate to have multiple engagements with library staff that allowed him to learn about the library and share information about DUT and its many successes.



Pictured: The University of Huelva Library in Huelva, Spain.

- **Institutional Audit**

In preparation for the audit, Library Management like other departments at the University made submissions to the institutional Self Evaluation Report (SER) that was submitted to the CHE. In April, a mock audit was held where representatives from the various departments were interviewed. Library Management participated in this process. Feedback from that mock session was used to prepare for the actual audit that took place from 8-12 May 2023.

The Library Director was interviewed on the 11th of May 2023. In addition, the panel conducted site visits. These visits included the AP, BMP and Midlands libraries. Library representatives at the sites, led by the respective site Managers met the panel and took them around for a tour of the key areas.

- **Africa Day Celebrations**

The library collaborated with the International Education and Partnerships (IEP) directorate, Corporate Affairs, Student Governance and the Housing Unit to commemorate Africa Day in May. The joint team organised a virtual public lecture event as well as a physical event to commemorate Africa Month. Library sites put up attractive and informative displays to create awareness and support this annual event.

The 2023 event was graced by Dr Gcina Mhlophe as a special guest. A Question and Answer session to find out more about her journey as a poet, writer, traveller, director, and author was facilitated by Mr Siphumelele Zondi, a well-respected journalist, TV anchor and Journalism lecturer at DUT. Dr Mhlophe later delivered a speech encouraging participants to understand their African identity, the importance of one's culture and sense of belonging as well as sharing her experiences in writing and travelling as an African storyteller.

- **Relocation of the Research Commons**

As part of re-imagining its library spaces, the Research Commons at BM Patel Library on the ML Sultan campus was relocated from the fourth floor to the ground floor for the benefit of the postgraduate students and researchers. The project is aligned with strategic objectives on the digital environment and state-of-the-art Infrastructure from the systems and processes perspective.

- **Library Hi-Tech Conference Facility**

Over the last five years, the DUT Library has embarked on several projects to re-imagine, repurpose and re-design its learning and research spaces to create an enabling environment (physical and digital) to support teaching, learning and research enablement.

During the year under review, as part of its strategy to continue re-imagining its spaces, the Library was allocated half a million rand (R500K) by the Acting DVC: Teaching and Learning, Prof Singh to develop a high-tech conference facility. Building the 21st century, fit-for-purpose academic smart libraries is about facilitating access to information and knowledge in digital spaces with fewer physical information resources. It is against this background that the library management has put together a motivation for the allocated funds to build a Hi-Tech Conference and Training Facility at BM Patel Library on the ML Sultan campus to facilitate knowledge sharing for the Library and the University.

Apart from supporting the institution in providing a Hi-Tech Facility that could be used as knowledge sharing space for hosting conferences and meetings, this facility would also enable the library to generate third-stream income to support the maintenance and growth of the facility. The conference facility on the fourth floor is now almost 100% complete, and drywall and furniture have both been ordered and installed.

- **Appointment of Postgraduate Librarian**

Ms Patricia Nonsikelelo Badenhorst, the former Training Librarian has been appointed as the Postgraduate Librarian based at the BM Patel Library. She will support the PG cohort for the Faculties of Management Sciences, and Accounting and Informatics. Ms Sara Mitha has moved to the AP Library and will service the Faculties of Applied Sciences, Health Sciences and Engineering and the Built Environment. Mr Nkuna was appointed as the Midlands postgraduate librarian from 1st September 2023.

- **Library EAPP2023**

During the period under review, the library management was involved in a series of workshops and consultations with staff to develop the Library's Extended Annual Performance Plan. The Library EAPP2023

cascaded down from the Teaching and Learning EAPP 2023 and the institutional EAPP2023 targets. The development of this operational plan informed and gave much-needed direction to the performance contracting process.

- **Library Research and Postgraduate Support**

The Directorate for Research and Postgraduate Support requested that the library research support workshops be scheduled within their research activities or events for the first semester of the year. Since COVID-19 the workshops have been held online. The very first workshop was held in person on 14 February 2023 and the attendance has been phenomenal as over a hundred participants partook in the library research support workshop.

I.2. Lowlights / Challenges

- **Water Damages at AP Library**

There was serious water damage at the AP Library on the Steve Biko Campus. Water damage in Alan Pittendrigh Library was a result of a fire eruption in the lecture venues above the Library at the complex. Ceiling tiles in the boardroom, study area, social seating area, CELT training room and offices were all damaged and needed to be removed and replaced. Light fittings were all damaged and Carpets were soaked with water in the affected areas.

- **Library Closures**

Indumiso and Riverside Libraries closed several times due to power cable theft and water cuts respectively. Such closures impacted negatively on the service delivery and access to library and information services.

- **Student Protests**

There have been instances of student protests across the campuses. This has negatively affected operations. The libraries had become the easy target during the riots and student protests. Some libraries were forced to close due to student protests. As such, this impacted negatively on library service delivery and availability.

- **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 phase 2 starts within the teaching and learning sector environment.

- **Loadshedding**

Load-shedding has become a regular occurrence and caused major library service disruptions. This is very disruptive for students who have to leave the libraries when the power is switched off. It also impacts staff operations. This has negatively affected library access, availability and service delivery to library users across campuses. The network was also affected by the continuous blackouts which also impacted productivity.

- **Damage to the Indumiso Library Building**

The libraries have become the easy target during the riots and student protests. Indumiso Library building was stoned and damaged and forced to close due to student protests. This impacted negatively on library service delivery and availability and has negative implications to the University resources since the repairs are quite costly.

- **Network / Wi-Fi Connectivity Issues**

For the period under review, many Wi-Fi problems affected both our Midlands-based Libraries. For almost three weeks, Indumiso and Riverside Libraries experienced intermittent network connection. This resulted in the disruption of the normal site operations and services. This is a course of concern since this situation is still not fully resolved. This had a negative impact on our work, as librarians could not be online to respond to queries and search for information. Furthermore, poor connectivity and connecting via Smartphones have presented challenges for staff and students.

The exchange rate impacts heavily on the library information resources budget. The exchange rates this year have been volatile, making it difficult to manage the information resources budget effectively. The timeous processing of requisitions, signing of subscription contracts and the payment of foreign exchange invoices is of critical importance, as delays in any of these processes, do lead to payments being made at a higher rate, thereby reducing our capacity to meet all yearly subscription costs.

The library's printing and photocopying solution needs urgent replacement. The contract to replace the current equipment ended in 2020 and the service has been compromised, with a limited number of machines still operating optimally. Further, vital equipment for the loading of funds to photocopy or print is also antiquated and cannot be repaired. The delays in replacing the equipment are due to an institutional-wide solution being sourced that would be more efficiently managed. A task team comprising of ICTS, Library and Printing Room staff have worked on specifications in preparation for the tender.

The library had developed plans in 2019 to secure library entrances with the installation of modern, high-tech solutions to improve security and access in all six libraries. This project has now been absorbed into a university-wide project that will improve security across the campus. The biggest challenge for the library is that due to delays in this process, other library security projects to install access control to postgraduate research commons at site libraries cannot be completed until specifications for the university-wide project are completed.



Smart Libraries, Smart People!

2. PERSPECTIVE: STEWARDSHIP

2.1 Lived Values

- **Staff Recognition Awards**

In a heartfelt tribute to the dedicated individuals shaping the success of our library, the much-anticipated 2022 Staff Recognition Awards Function took centre stage on Friday, 31 March 2023, at the elegant Elangeni, Maharani Hotel. This event served as a beacon of appreciation, acknowledging the unwavering commitment and hard work of our esteemed library staff. Behind the scenes, the Staff Recognition Working Group orchestrated a series of planning meetings to meticulously organize the event and ensure its seamless execution. At the helm of this effort was the Marketing and Communication Librarian, playing a pivotal role in various key responsibilities.



The list of Awards and winners was as follows:

Librarian of the year	Nabisa Mbali
Inculcating a culture of reading	Tholeka Sidlayi
Lived Values & Principles Champion	AP Library, Kogie Naicker, Mandla Ndaba and Tholeka Sidlayi
Innovation & Creativity	Nonsikelelo Badenhorst
Library Stakeholder Engagement	Romeo Matumba
Smart Librarian	Sean Carte
Green Star	Segarani Naidoo
Community Engagement	Sarah Khan
CDP Participation	Romeo Matumba (32 points), Sarah Khan (29 Points) and Claire Spershott (25 points).

Long Service Award certificates were awarded to the following staff members:

Years	Staff Members
5 Years	Ayanda Thwala, Nondumiso Msomi and Tholeka Sidlayi
10 Years	Nontutuzelo Sogoni, Sibusiso Gumede, and Sean Carte
20 Years	David Thomas
25 Years	Reshmee Jadoo, Vuyani Mayela
30 Years	Tulse Ramlugan, Segarani Naidoo
35 Years	Lutchmie John and Sandra Achary

Director's Award certificates were awarded to staff members for their hard work, dedication and special contributions towards the stewardship and the university's sustainability. This is a special award from the Library Director's office. Awardees were as follows:

-  Claire Spershott
-  Mousin Omarsaib
-  Mandla Ndaba

The occasion was also featured in the [university's newsletter](#) and across all of our library's social media platforms.

- **Training & Development**

Unfortunately, a percentage of allocated Staff Development funds were withdrawn by HCS, during the course of the year. This affected the planned training interventions for the year. Library staff attended some of the centrally arranged training courses arranged by HCS. Library Managers attempted to manage the process by supporting staff attendance to interventions relative to those identified as part of their staff development plans.

The figure below highlights the major in-house initiatives for this year.

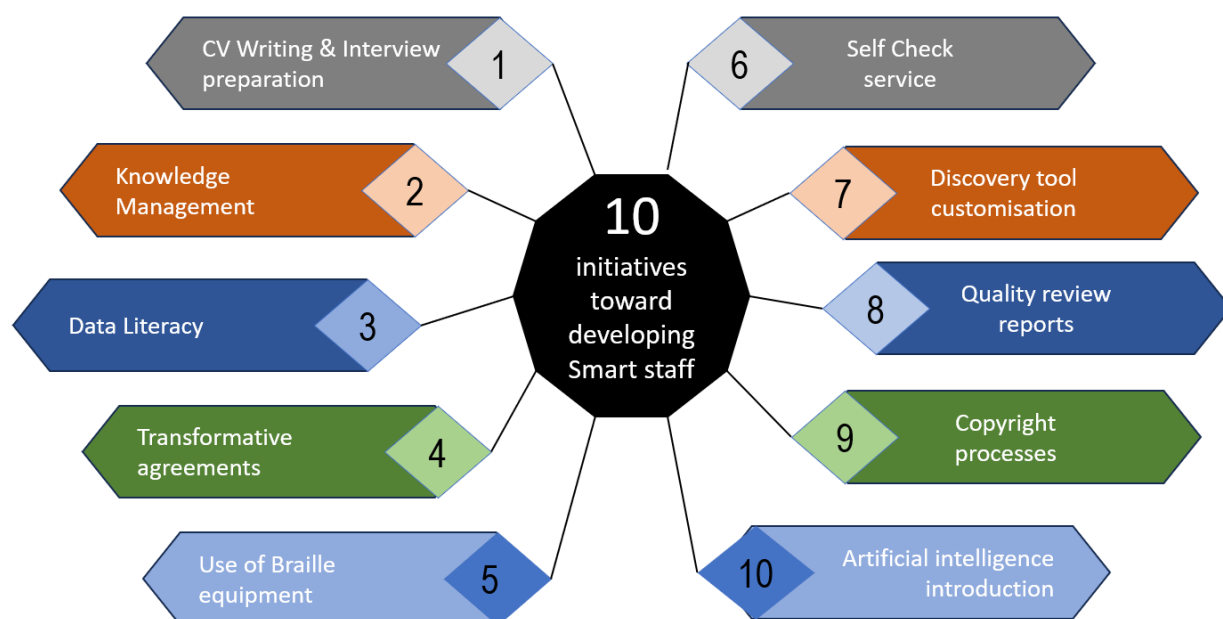


Figure: Visual depiction of the development initiatives hosted in 2023

- **CV Writing and Interview Skills**

In response to staff requests, a training intervention on CV writing and interview skills, for library staff was arranged. The training aimed to assist staff with compiling an informative, relevant and up-to-date CV and to empower them with skills for an interview. Ms Portia Rakoma from the LIS programme was engaged to facilitate an in-person session and cover related content that is included within the LIS curriculum. In addition, a peer-coaching model was set up for follow-up assistance.

- **Knowledge Management (KM)**

As part of Dr Chaputula's benchmarking visit to the DUT Library, he jointly presented a KM workshop with Mr Thomas. The workshop targeted senior staff and involved providing some foundational understanding of KM as well as reflection on current practices within the lens of KM. The training took place on the 18th and 20th of September 2023. Staff that attended received certificates of attendance.

- **Data Literacy**

In positioning the Library for data-driven decision-making, it became necessary to build a data culture that involved staff understanding the dynamics of collecting, storing, ethically engaging and sharing data as well as presenting data in an informative manner.

A service provider (Kubicle) has been engaged to administer an online scaffolded training course for all library staff that would build an understanding and capacity in handling data. The learning path has been structured such that staff will be directed to modules relative to the needs analysis whilst still allowing for some flexibility. The course will continue into the new year.

- **Transformational Agreements (TAs) Briefing Session**

As a strategy to increase the uptake of the TAs, information sessions were held with information services librarians. This intervention was intended to give the librarians an operational understanding of the agreements, unpack the processes involved and how to appropriately direct academics to benefit from these agreements.

An online guide was also developed as a reference site: <https://libguides.dut.ac.za/openpublishing>

- **Training on Braille Equipment**

As part of its project to become more inclusive and responsive to the needs of the differently abled students at DUT, the Library acquired Braille equipment. A training session on the use of the software application was arranged with Edit Microsystems.

The training was targeted at members of the Library's Universal Access Working Group, SHE Committee members, Library IT staff and Disability Rights Office (Student Services).

- **Self-Check Service**

With the implementation of the RFID self-check kiosks, all staff were trained on the service. This empowerment initiative will also allow staff to direct and support students in the use of self-service. A video tutorial was also developed and is hosted on online platforms. Further enhancements to this service are forthcoming.

- **Discovery Tool User Interface Discussion/testing**

The Information Services team were engaged in interrogating the platform for consistency and completeness. Inconsistencies and errors experienced were addressed with representatives from UKS and Ebsco respectively. In the last quarter of the year, the team gave input on the new user interface. This will be released in the new year.

- **Compiling Programme Review / Mid-term Check Reports**

Mr Julian Vooght from CQPA was invited to the Information Services meeting on the 17th of August to address the Information Service team on these review reports, providing some context and the type of information that should be presented.

- **Library Assistant Occupational Qualification**

The Education, Training and Development Practices Sector Education and Training Authority (ETDP SETA) have developed a LIS qualification (Occupational Certificate: Library Assistant) that targets Library Assistants.

The qualification includes knowledge modules and practical modules and requires that the students enrolled gain industry experience through in-service at a designated industry Workplace Learning Site. The DUT Library has been evaluated and recognized as such a site. Mr Thomas will be coordinating our involvement in these learning programmes.

- **Annual Library Research Colloquium**

This colloquium took place on the 3rd of November 2023. This was a hybrid event and featured 11 Lightning talks and 5 conference presentations. The initiative aims to engage staff in reflecting and presenting on their practice or areas of interest. Various support measures were in place to support the presenters, especially the novice presenters.



Pictured: Staff in attendance at the colloquium.

- **Copyright Processes**

The Information Services team participated in a workshop held at DUT, focused on copyright processes and procedures. Dr Ramika Bansi, DUT's designated Copyright practitioner, served as the workshop facilitator.

The primary objective of the workshop was to enhance librarians' understanding of the intricacies involved in adhering to copyright legislation. Additionally, Dr Bansi conducted awareness and training sessions for various faculties throughout the year.

- **Lunch & Learn: AI Introduction**

An introductory presentation was held for Library staff within the Lunch & Learn initiative. The Lunch & Learn concept is built around having a forum to discuss recently published articles or trending topics, around the lunch table.

This session was presented online by Mr Prashanth Sivsaran. During the session, Mr Sivsaran delivered a short presentation focussed on Generative AI tools.

- **National & International Conferences**

For the period under review, the Library's conference budget was limited and could not support all conference applications received. Staff were therefore encouraged to make applications for funding available from the Research Directorate.

This year the Library supported the attendance of 16 staff to attend the LIASA conference. Six persons attended in person while a further 11 attended virtually.

Below is the list of staff members whose papers were presented at the respective conferences. Not all of them could attend in person.

European Conference on Information Literacy, Poland	Presenters: Nontutuzelo Sogoni & Patricia Badenhorst Title: <i>Durban University of Technology Student Experiences with Information Literacy Through Game-Based Learning</i>
LIASA Conference, Cape Town, 2023	Presenter: Sagren Moodley Title: <i>Re-defining Our role in Student Success: the Impact of the Siyaphumelela (We succeed) Project on the Durban University of Technology Library</i>
LIASA Conference, Cape Town, 2023	Presenter: Muvhulawa Romeo Matumba Title: <i>Perceptions of Academic Librarians' Use of Mobile Technology in Providing Library Services at UOTs in KwaZulu-Natal</i>
24th European Conference on Knowledge Management, Portugal	Presenter Dr Malefetjane Phineas Phaladi Title: <i>Building Knowledge Absorptive Capacity in South African Public Companies Through Recruitment Practices</i>
Open Repositories 2023 Conference	Presenter: Sean Carte Title: <i>Analysing SDG Engagement of Research Output in a DSpace Repository Using Postgres NLP</i>
IATUL Conference 2023, UAE	Presenters: Vicky Grant, Alanna Ross & David Thomas Title: <i>Information, Digital and Media Literacy for Active Global Citizenship. Liberating Information Literacy Project</i>

- **Annual Teambuilding Event**

In keeping with the theme of staff wellbeing, a sports day was arranged on 1 December 2023 at the Curries Fountain Sports grounds. Various activities were arranged to build team spirit.

HR (Appointments, Staff Movements and Studies)

The subsequent staff transition was documented as follows:

- Ms Avenal Finlayson, Librarian: Postgraduate Services retired at the end of January after serving the institution for more than ten years.
- Ms Nabisa Mbali, Nontutuzelo Sogoni, Nokuthula Mdlalose, Ntokozo Nxumalo and Patricia Badenhorst assisted Sarah Mitha with the provision of the relief Postgraduate support services in Midlands, ML Sultan and Steve Biko campus until the vacancy was filled in September.
- Ms Tholeka Sidlayi took maternity leave from 01 June to 31 September.
- Mr Linda Dhlamini was appointed as the Library Assistant: After-hours vice Tholeka Sidlayi from 01 June to 31 September
- Ms Samkelisiwe Dlamini resigned in June after serving twelve years at the Durban University of Technology to take a new appointment at the Eastern Cape Department of Art, Culture, Sports & Recreation.
- Ms Zibuyile Jama was moved to the post that was vacated by Samkelisiwe Dlamini with effect from 01 July.
- Ms Patricia Badenhorst was appointed as the Librarian: Postgraduate Services, and Ms Sarah Mitha relocated to Alan Pittendrigh Library.
- Mr Blessing Dube was relocated from BM Patel Library to Alan Pittendrigh Library with effect from 01 July.
- Temporary arrangements were put in place to operationalise the makerspace facility. Thandanani Zungu is fully based at Indumiso to provide IT student support supervises the facility and is assisted by the student library assistants. Two student library assistants have been appointed to provide IT student support at Riverside Library.
- Mr Themba Nkuna was appointed as the Librarian: Site & Information Services at the Midlands Campus libraries. In addition to the site's coordination portfolio, he is supporting the postgraduate students at the Midlands campus.

Qualification Improvements in 2023

The following qualification achievements were recorded:

- Dr Anushie Moonasar obtained a Ph.D. degree in Information Science at the University of South Africa.
- Dr Mousin Omarsaib obtained a PhD degree in Library & Information Science at the Durban University of Technology.
- Mr Nkululeko Mpungose obtained a Bachelor's degree in Information Science at the University of South Africa

Current Studies (2023)

- Mrs Bongekile Mpungose enrolled for a Ph.D. degree in Library & Information Science at DUT
- Mr Nhlanhla Nhleko enrolled on a Ph.D. degree in Library & Information Science at DUT.
- Ms Patricia Nonsikelelo Badenhorst enrolled for a Ph.D. degree in Information Science at UNISA
- Mr David Thomas enrolled for a Ph.D. degree in Library & Information Science at DUT.
- Mr Romeo Matumba was enrolled on the Doctoral Mentoring Programme at DUT.
- Ms Nontutuzelo Sogoni renewed her registration for the master's degree in Information Science at the University of KwaZulu-Natal.
- Qinisela Chiliza registered for the diploma in operation at the Durban University of Technology.
- Mr Prashanth Sivsaran enrolled on the degree (Blmf) at UNISA.

- **Library Strategic Planning**

Library management engaged in strategic planning on the 29th and 30th of May. The session was facilitated by Mr Anil Salick and it focussed on plotting the way forward for the period 2024-2030 and embracing the service offerings that are deemed relevant for the evolving library. Library staff were allowed to engage with the document. University senior staff also engaged with the plan and apart from a few adjustments required, the efforts of the Library were acknowledged.

- **Operational Planning: Development of the Library 2023 EAPP**

The library management team worked on operational plans that cascaded from the Strategic Plan and developed the Library's Extended Annual Performance Plan (EAPP). This plan cascaded from the DVC: T&L's EAPP and contributed toward the operational planning and development of Performance agreements.

- **Institutional Audit**

The Library provided input into the institutional Self Evaluation Report (SER) that was submitted to the CHE. The Management team participated in both the mock audit and later in the actual audit that took place from 8-12 May 2023. In addition, the panel conducted site visits. These visits included the AP, BMP and Midlands libraries. Library representatives at the sites, led by the respective site Managers met the panel and took them around for a tour of the key areas.

- **Developing the LibQual QIP**

The QIP in response to the LibQual survey 2021 was developed and shared with relevant persons within the library. These actions now need to be operationalised and managed by the respective managers. Library Management intends to administer the LibQual survey again in 2024.

- **E-Resources Usage Surveys**

In response to declining usage statistics, a survey to determine contributing factors was considered to be an appropriate instrument. Such a survey was conducted for the Faculty of Arts and Design in May 2023. The results indicated the need for increased awareness and training. Also, the nature of the assignments did not require the use of databases. These findings will be factored into a marketing strategy. Similar surveys are planned for the other faculties.

- **Performance Review Culture**

Inculcating a culture of accountability is a priority for the DUT Library and a critical pillar for the successful rollout of the performance management system across the system. To this end, for the period under review, 100% of library staff signed the performance contracts, completed their mid-term review reports and were scheduled to complete final year performance reviews. The Library achieved a 100% compliance target.

- **Engagement with Student Leadership**

Library Management met with representatives from the Student Leadership forum on the 26th of June and then on the 13th of September. Library Management is hopeful for continued engagement and cooperation between both parties.

- **Book Clubs**

To contribute to the development and nourishment of a reading culture within the university, book clubs have been created. The Book Club at the DUT Library are still expanding. Throughout 2023, the Book Club Representatives held numerous meetings at various locations, remaining extremely busy. These Representatives organized several events in collaboration with library employees.

Book clubs have been established to support the growth and upkeep of a reading culture inside the university. Book club activities are organized and supported in large part by the marketing and communication librarian. Support for the book club in 2023 included organizing meetings, making posters detailing the events, and posting information about the club's activities on the library's digital channels, including Facebook, Twitter, TV screens, and notice boards. This year, library book clubs situated at both the Durban and Midlands sites boasted approximately 450 members collectively.

There were numerous seminars and gatherings in the Midlands and Durban. In addition, the meetings serve as a platform for recruiting and motivating new members to take part in book club activities. Co-chairs of the staff and student book clubs attended one of the planning sessions in Durban.



Book Club Road Show: Durban

Pictured: One of the Book Club activities held at the ML Sultan campus is depicted in the photographs above.

2.3. Creativity

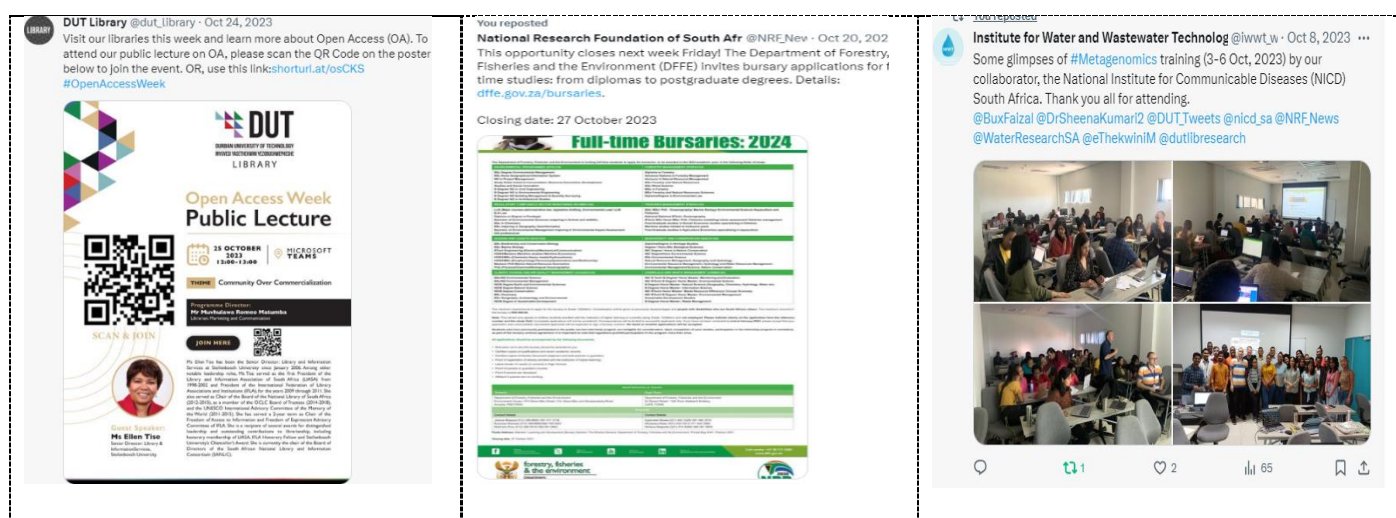
2.3.1. Marketing of Events/Webinars

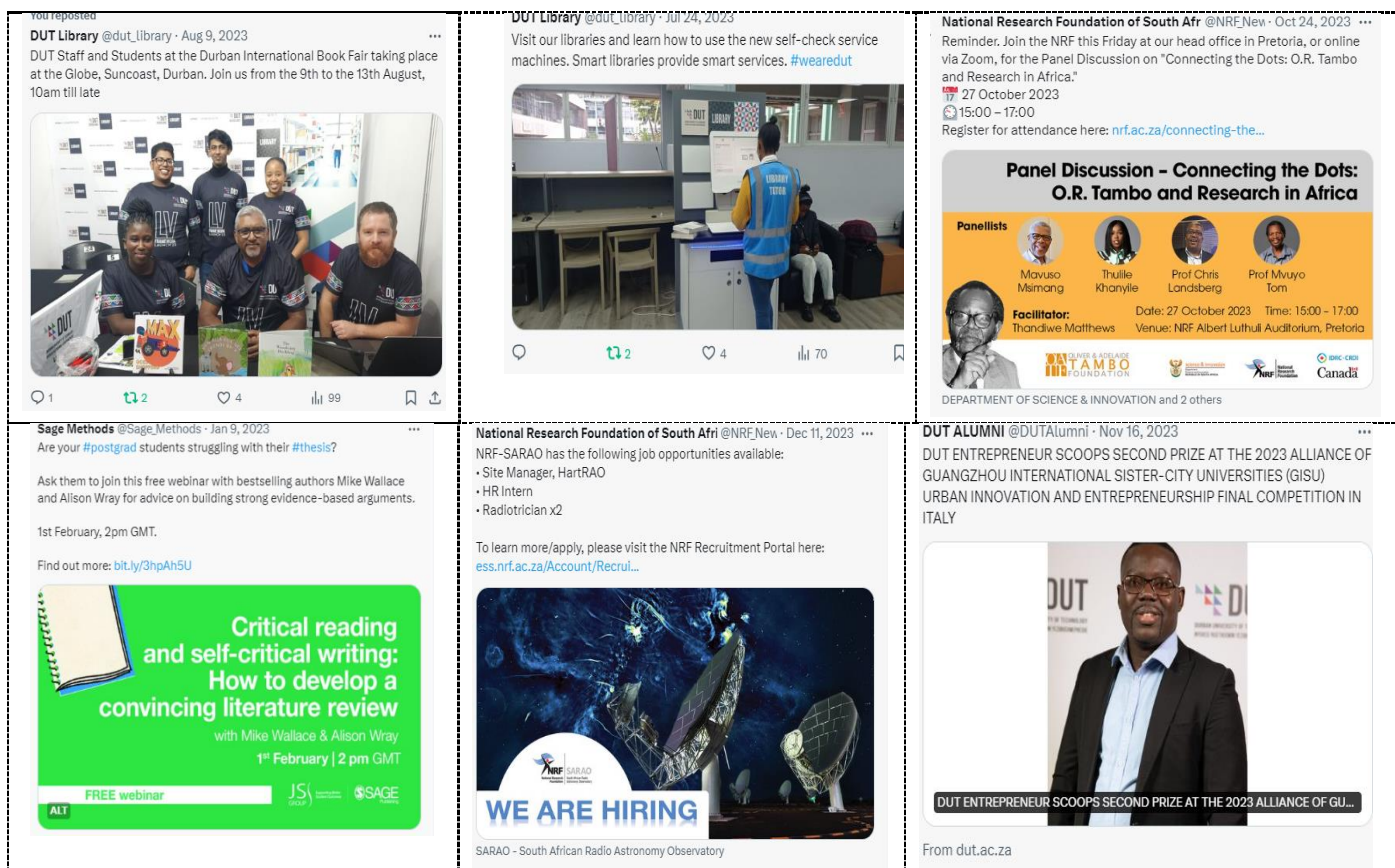
The research support's X account **@DUTlibresearch**, alongside the library's primary X account **@dut_library**, and the Facebook page **@Dutlibrary**, persist as active communication and marketing conduits. These platforms effectively engage undergraduates, postgraduates, researchers, and other internal and external stakeholders.

The content disseminated through these channels encompasses resource updates, training opportunities, research events, and various marketing endeavours.

The **@DUTlibresearch** has recorded 400 followers and is managed by postgraduate librarians. The **@dut_library** X account recorded 340 followers, while the Facebook page recorded 5000 followers. These accounts are both managed by the marketing and communication librarian.

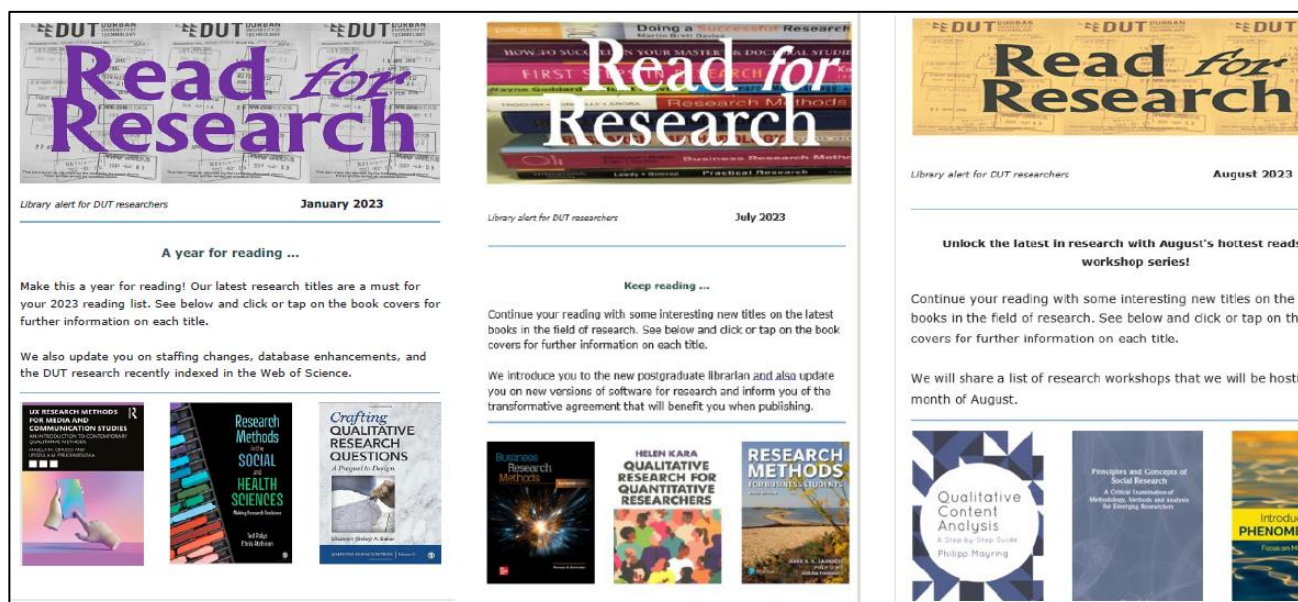
Below are examples of some of the tweets and retweets shared throughout the year.





- Read for Research Alerts

These alerts showcase useful research books and other research resources available to DUT researchers and postgraduate students. Due to a lack of staff and work commitments, just three issues were produced for 2023.



The following exhibits were on display in the library in 2023.

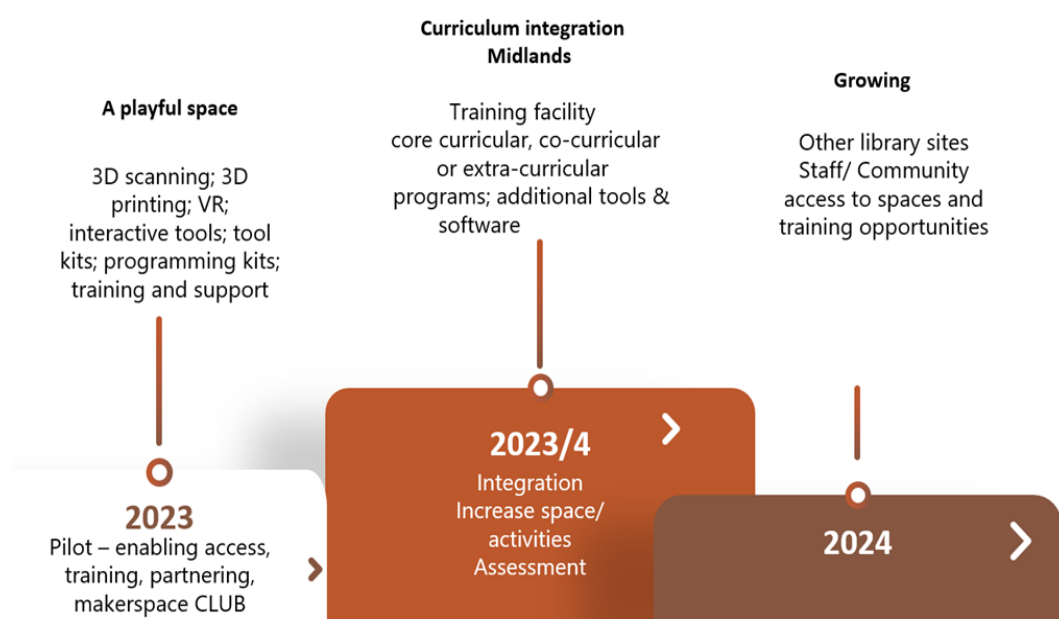
- National Human Rights Day
- South African Library Week
- National Book Day
- National Freedom Day
- International Workers Day
- Africa Day
- National Youth Day
- Mandela Day
- National Women Day
- International Literacy Day
- Spring Day
- National Heritage Day
- Open-access Week
- International People with Disability Month
- World Aids Day

2.3.2. Innovative Projects

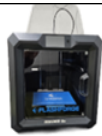




• Indumiso Makerspace

Key library personnel have met with the Midlands Directorate and academic staff to continue talks on the integration of the Indumiso Library Makerspace into the curriculum. A meeting that was convened in June 2023 during the visit of Mr Rudi Strauss, the UJ Makerspace Manager, was attended by some academics and Dr Joe Molete, the Midlands Director. The library hopes to develop the Makerspace facility incrementally, and once fully developed, it will serve as a blueprint for other library sites.

The Makerspace is open to all students on the Midlands Campus. A dedicated library staff member is available to assist students with the use of the equipment in the facility. Currently, the team is working on finalizing standard operating procedures as well as working on acquiring additional equipment and tools for the Makerspace. From the integration perspective, we have held many discussions with academics, but we are still working towards identifying a pilot programme for 2024.



Below are some of the current technologies you will find in the Makerspace:

3 D Modelling and 3 D Printing	3D printers build a three-dimensional object from a computer-aided design model. This is done by adding successive layers of printable material to construct the model	
3 D Scanning	3D scanning is a method that is used to convert physical objects into a digital format	
Programming and Coding	<p>A Raspberry Pi is a low cost, credit-card sized computer that can be plugged in to a monitor or TV. Raspberry Pi is used for learning how to program in languages like Scratch and Python</p> <p>An Arduino kit is an open-source electronics programming platform based on flexible, easy-to-use hardware and software. It is used to make interactive projects</p>	
Virtual Reality (VR)	Computer-generated simulation of images or whole environments can be experienced using the VR technology	
Drone technology	Drones are used widely in society, but can also be integrated into curriculum activities. Learning to use drones provides students with new skills in an integrated technological environment	

- **DUT Library TECH Week**

A library task team involved in creating an online information literacy package for high school learners have reviewed the content and format of the tutorial videos and has repackaged it relative to the environment within which it would be piloted. This will be piloted with an identified school within the Imbali Precinct project. The project has been postponed to obtain the necessary ethical clearance.

The DUT Library is dedicated to enhancing the library user's experience by offering state-of-the-art technologies in both the physical and virtual library environments. Library TECH Week is an annual event designed to showcase and promote the innovative library technologies utilized by our esteemed staff and students.

This year's TECH Week was held from 24 to 28 July 2023. Activities during this week, included demonstrations on the use of the technological services provided by the library, including ENDNOTE installation, using OneDrive, connecting mobile devices to the Wi-Fi, setup of MFA (Multi-Factor Authentication) system for remote login, and PressReader, which allows users to access and read newspapers and magazines remotely using their mobile devices. The following activities were part of the Tech Week celebrations:

- **Library RFID Self-Check Service Launch**

RFID Launch was one of the activities that happened during Library Tech Week. The ground floor of the BM Patel Library hosted the event. The event went smoothly even though there were a few unplanned power outages that weren't related to load shedding.

- **Library Makerspace Open Day**

In addition to Library Tech Week, a library Makerspace Open Day was held at the Indumiso Library where students were introduced to some of the cutting-edge technology in the maker space, such as a mobile drone, 3D printers and 3D scanners.

Smart Libraries, Smart People!

3. PERSPECTIVE: SYSTEMS AND PROCESSES

Transforming and positioning the library into a “Smart Library”, a key role player in the scientific knowledge production and distribution systems and as the preferred publisher of scientific knowledge for that matter demands a rethink of our systems and processes. It is for this reason that some strategic initiatives have been developed to re-imagine the library’s business processes and systems environment by investing in the development of state-of-the-art (smart) facilities, learning and research spaces.

3.1. Innovative Curricula and Research

- **Referencing Style Review 2023**

A task team that reviewed the DUT Harvard referencing guide was established. In doing so, they considered whether to adopt the universal conventions of referencing or remain with the DUT Harvard style. The task led by Mr Thomas includes Mr Nxumalo, Ms Mitha, Ms Spershott, Ms Naidoo and Dr Omarsaib. The information services team was engaged in giving input into this review process. The team resolved to maintain the current DUT version of the style which does incorporate the standard conventions of referencing but agreed that the current style may need some enhancements.

- **Plagiarism Policy Review**

The Library team engaged with the policy and made submissions as to how to incorporate AI use, into the policy.

3.1.1. Undergraduate Services (Information Literacy Training, Queries, Faculty Analysis)


- **Cornerstone and Information Literacy (IL):**

The Cornerstone Information Literacy module was offered online on Moodle, over the 2 semesters. The 5 learning areas were accompanied by self-tests, using multiple-choice questions. Manager: Library Academic Services, Mr Thomas has raised concern on whether this approach did result in learning taking place since Librarians reported that students were not able to translate the learning into practice. Mr Thomas has been negotiating additional information Literacy tutorials for 2024, which will supplement the Moodle instance of the module.

- **Information Literacy Training**

Information Literacy is about developing the skills of staff and students to recognize when and what kinds of information are 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. The number of training sessions over the year varies by faculty and by the particular programmes. Librarians have noted improvements in some departments while declines in others. A strategy that has demonstrated improved attendance to these sessions, is having the lecturer present in the sessions. The Librarians have engaged different pedagogical strategies to better engage the students. Whilst this does allow for the student to better grasp the skills being taught, it does mean that more time is necessary to do justice to such approaches. Unfortunately, more time for IL sessions is a ‘luxury’. Online sessions are continuing and provide the benefit of a wider reach as well as the benefit of having the session recorded for later reference. Such sessions are arranged in conjunction with the lecturers concerned.

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 (FACULTIES)							
	Arts & Design	Accounting & Informatics	Applied Sciences	Engineering & Built Environment	Health Sciences	Mngt. Sciences	Midlands programmes
2022	81%	54%	65%	37%	70%	65%	59%
2023	80%	60%	71%	78%	73%	71%	58%


- **Information Literacy Evaluation Surveys**

Student feedback on Information literacy training sessions provides valuable formative feedback on both the content of such lessons as well as the pedagogical approaches and skills applied. Such feedback has not been captured consistently by all librarians, hence the Manager: Academic Services has provided a template of possible questions that could be used as part of such a questionnaire, that librarians need to administer. This will be tracked and reported on in the new year.

- **Reference Queries (Reference queries for teaching and learning support by faculty)**

The librarians are fielding queries via various online platforms including email, WhatsApp, and 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 Circulation coordinators and IT support staff. The stats generated from queries for the Circulation coordinators and IT support staff will be reported on in the respective Managers' reports. An overall decline in the number of queries has been noted. This could be due to the students being able to navigate the platforms easily and do not require assistance beyond the information literacy training or it could be that the service requires more marketing. It is noted however that the Librarians are not consistently capturing this data. This needs to be addressed. Queries vary in nature and complexity and the team has been trained in dealing with FAQs as well as routing the queries appropriately. An overall decline in statistics has been noted. This could be attributed to students being familiar with the library environment at this juncture or finding answers via the support resources that are available, for example, the LibGuides and tutorials.

The table below provides the number of reference queries by faculty, entertained during this reporting period.

TOTAL REFERENCE QUERIES (FACULTIES)							
	Arts & Design	Accounting & Informatics	Applied Sciences	Engineering & Built Environment	Health Sciences	Mngt. Sciences	Midlands programmes
2022	817	287	559	238	417	237	148
2023	930	190 * for accounting cluster only	312	320	263	153	121

- **Programme Reviews:**

Reports were prepared and submitted for the following departments:

Faculty of Accounting & Informatics

- ❖ Financial Accounting
- ❖ Management Accounting
- ❖ Tax and Auditing
- ❖ Information Technology and Information Systems.

Faculty of Applied Sciences

- ❖ Biotechnology (PRE)
- ❖ Food & Nutrition (mid-term check report)
- ❖ The International Association of Maritime University (IAMU) report was submitted to the Applied Science faculty

Faculty of Arts & Design

- ❖ Faculty Quality Assurance process
- ❖ Interior Design: Mid-Term Review – (Only circulation statistics requested)

Faculty of Health Sciences

- ❖ Homoeopathy

Faculty of Management Sciences

Durban Programmes

- ❖ Business Law
- ❖ Marketing and Retail

Indumiso Programmes

- ❖ Adult and Communication Education (ACETT): Mid-term review,
- ❖ Advanced Diploma TVT 2020-2022
- ❖ BEd. Senior Phase & FET Teaching 2020-2022.

3.1.2. Postgraduate Services

- **Appointment of New Members to the Library PG Support Team**

Ms Patricia Badenhorst has been appointed as the postgraduate librarian from the 1st of June 2023 for the Faculties of Arts and Design, Accounting and Informatics and the Management Sciences. She is based at the BM Patel Library on the ground floor in the Research Commons.

The second PG Librarian was appointed in the third quarter. He is Mr Themba Nkuna who was appointed as the Librarian: Site & Information Services at the Midlands Campus libraries. Mr Nkuna also supports postgraduate students at the Midlands campus.

- **Relocation of the Research Commons (BM Patel Library)**

The relocation of the Research Commons from the 4th Floor of the BM Patel Library to the ground floor took place at the beginning of June 2023. The intention for the relocation is that the facility will become a 24/7 facility for postgraduate students in the future.

- **Systematic Reviews**

Postgraduate librarians have been increasingly called upon to be involved either as team members or being consulted concerning database selection and searching strategies. Increased support for customizing information search strategies in response to systematic review research has been apparent. These are often complex, require close consultation and are time-consuming but rewarding to both authors and postgraduate librarians.

- **SciVal Visibility**

Ms Badenhorst and Mr Nkuna have recently achieved a notable milestone in their academic journey by completing the SciVal certification course. This six-module online programme covered the core competencies and functionalities for librarians to navigate SciVal. The course is designed to enhance participants' knowledge and skills in the field of academic research evaluation and assessment. It covers various aspects related to research impact, collaboration networks, and scholarly performance metrics. See below certificates:

Customised requests: Several information requests have been received for bibliometrics and data from SciVal.



- **Training, Queries, Faculty Analysis**

Library information sessions were offered at the Research Capacity Development Workshop for all postgraduates and researchers. This is organised by the Research and Postgraduate Support Directorate. In addition, there were specific requests from faculties or departments, which were accommodated.

This year has been very productive in terms of the number of workshops, webinars and orientations held. The majority of events were held online to accommodate the number of participants. For this year these were the sessions offered. The content and examples used were customized for the different groups.

- ❖ Resources for your research
- ❖ EndNote for academic writing
- ❖ Word for your thesis: tips on formatting your document
- ❖ Identifying journals in which to publish in
- ❖ Turnitin introduction
- ❖ Systematic reviews: Developing search strategies and using EndNote
- ❖ Researcher profiles and research visibility

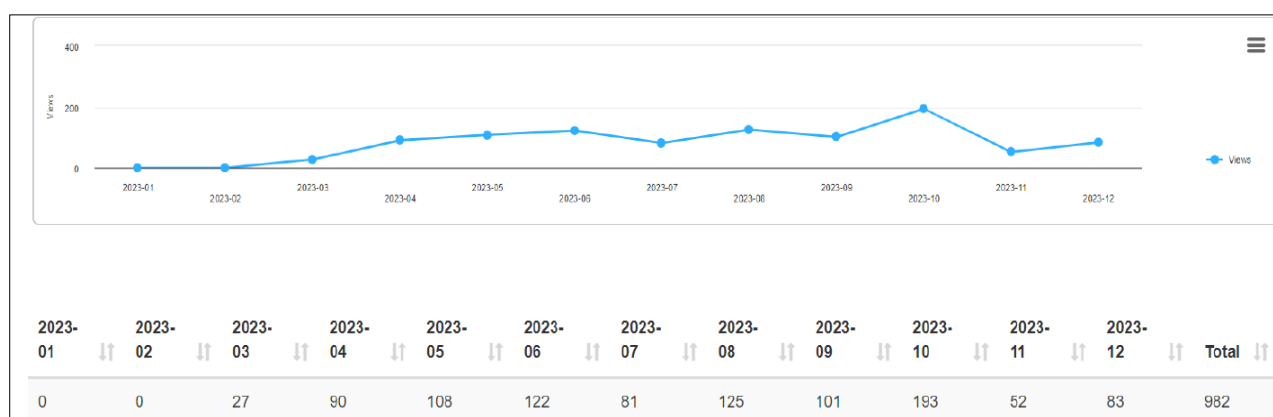
The sessions were well attended. Not all of those who registered for the session attended so the librarians made the recording available for those who could not attend.

Research Support			
	Attendance at Workshops		Total Reference Queries
2022	2372		2263
2023	2620		2183

- **Transformational Agreements (TAs)**

Librarians have been promoting the TAs at faculty and departmental forums. The LibGuides has also seen some traffic over the past year. This year noted 982 views. Currently, the journal list that forms part of the agreements is arranged according to the publishers and they are each alphabetically arranged. The postgraduate librarians are in the process of combining the five lists into one comprehensive list which will be more convenient for academics to consult.

Below is a monthly breakdown of the visits to the guide:



Smart Libraries, Smart People!

- **Postgraduate Programme Reviews**

In preparation for the Postgraduate audit, library reports were requested and compiled, and these were:

- ✓ Faculty of Applied Sciences:
- ✓ Faculty of Accounting and Informatics
- ✓ Faculty of Arts and Design

3.1.3. Academic and Admin Support

- **Academic induction programme**

Mr Thomas, Ms Mitha and Ms Badenhorst conducted an Information session for the Academic Induction programme in May. The presentation showcased the library services with particular attention to Information Literacy, Collection Development and Research Support services.

- **New Staff Induction, Midlands Centre Programme**

The Library was invited to present on the library services to new academic staff in the Midlands on the 21st of August 2023. The session was a hybrid session. Mr Thomas, Ms Mdlalose and Mr Nxumalo addressed the attendees on Information Literacy, Collection Development and Research Support. The presentations were well received.

3.2. Digital Environment


3.2.1. Library Technologies

- Scholarship, DUT Repositories, Virtual library tools, Social media presence and management, Open Scholar

- **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 links to 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 supports specific assignments. While some of the guides are consulted frequently, others are not. This platform provides a gateway to finding relevant resources within the discipline but requires greater marketing and adoption. Based on the comparative statistics, some guides boast a high number of views. This is contributed by the strategy employed by the librarians to make the guides a critical resource in supporting academic and research programmes. Such strategies drive traffic to the guides, which contain links and support material, including tutorials.

Below are the views statistics for the reporting period (January – December) for 2022 and 2023

TOTAL LIBGUIDES VIEWS (Faculties)							
	Arts & Design	Accounting & Informatics	Applied Sciences	Engineering & Built Environment	Health Sciences	Management Sciences	Midlands Programmes
2022	824	1239	629	6005	1258	2375	2827
2023	470	1361	1472	11288	1459	1229	3398
		Research support guide		Referencing guide		Copyright guide	
2022		2391		15286		84	
2023		2904		20681		153	

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. Students often use the LibChat facility. This is used not only for Library related queries but students see it as a place where they would get assistance. Often Librarians 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. The period under review saw an increased uptake of the LibChat facility by users.

	Jan 2023 (2022)	Feb 2023 (2022)	Mar 2023 (2022)	Apr 2023 (2022)	May 2023 (2022)	Jun 2023 (2022)	Jul 2023 (2022)	Aug 2023 (2022)	Sep 2023 (2022)	Oct 2023 (2022)	Nov 2023 (2022)	Dec 2023 (2022)
Answered	34 (35)	104 (108)	181 (230)	66 (24)	90 (4)	82 (19)	50 (26)	168 (66)	78 (59)	110 (38)	62 (35)	0 (0)
Missed	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
Totals	34 (35)	104 (108)	181 (230)	66 (24)	90 (4)	82 (19)	50 (26)	168 (66)	78 (59)	110 (38)	62 (35)	0 (0)

- **Web Presence Group**

Ms Spershott coordinated inputs from librarians concerning the new design to include a Tab for Undergraduate and postgraduate support. Proposals were shared on customising the discovery tool search box and branding of the virtual reference services. These actions are currently in process.

➤ **Library E-Resources: Usage Statistics**

- **QuickFinder (EBSCO Discovery Tool)**

There are clear patterns in the usage of QuickFinder. During the month of March, there was a consistent peak in usage and in August there was higher engagement, particularly in terms of abstract requests, indicating academic preparation. Fluctuations in December might be attributed to reduced academic activities during this period. These statistics provide valuable insights into user engagement with library services throughout the year, emphasising the importance of considering seasonal variations and user preferences in the planning and delivery of library resources and support.

Month	Sessions 2023 (2022)	Total Search Clicks 2023 (2022)	Total Requests 2023 (2022)	Total Full-Text Requests 2023 (2022)	Total Link out 2023 (2022)	Abstract Requests 2023 (2022)
Jan	19950 (9815)	2858 (4710)	2095 (3103)	1043 (861)	335 (881)	717 (1361)
Feb	22857 (31573)	9882 (8948)	5680 (6636)	2483 (1760)	806 (1615)	2391 (3261)
Mar	51435 (49426)	64702 (40944)	36989 (33014)	14999 (9400)	4142 (7707)	17848 (15907)
Apr	31688 (44951)	37857 (36069)	29428 (28339)	12288 (12508)	4441 (3489)	12699 (12342)
May	31033 (36064)	29705 (31559)	21082 (23589)	8256 (10356)	2673 (2913)	10153 (10320)
Jun	28712 (24376)	14119 (13681)	7924 (8978)	2923 (3980)	1089 (1208)	3912 (3790)
Jul	32087 (27553)	9307(8247)	5343 (5312)	1964 (2107)	847 (749)	2532 (2456)
Aug	36776 (22942)	27821 (20491)	20938 (12753)	7948 (5467)	2715 (1275)	10275 (6011)
Sept	35322 (37454)	25095 (27504)	19787 (18825)	7630 (7884)	2450 (2115)	9707 (8826)
Oct	35289 (35136)	19198 (23578)	14337 (16555)	5977 (7029)	1950 (1866)	6410 (7660)
Nov	29837 (24029)	10201 (9253)	6471 (6003)	2443 (2431)	1249 (855)	2779 (2717)
Dec	11322 (14042)	1884 (1939)	1085 (1723)	353 (705)	176 (342)	556 (676)

- **Full-text Databases (journals and e-books)**

Between Jan - Dec 2023, 1575772 full-text items (journals and e-books) were viewed, compared with 1043564 for the same period last year – an increase of 50.99%. The reason could be that Worth Global Style Network (WGSN) increased usage by 1317.29%, (high usage from the 3rd quarter).

- **Abstracting/Indexing Databases**

A total of 144065 searches were done in the abstract databases from Jan to Dec 2023 compared to 204342 searches done for the same period last year, a decrease of 29.49%. Scopus usage increased to 14361 by 18.26% searches during Jan – Dec 2023 compared to 12143 of the same periods in 2022.

- ✚ Waters & Oceans Worldwide decreased to 66135 by 16.48% searches during Jan – Dec 2023 compared to 79188 of the same periods in 2022
- ✚ Web of Science decreased to 74782 by 31.50% searches during Jan – Dec 2023 compared to 109186 searches performed during the same quarter in 2022
- ✚ Scival usage increased to 3855 by 1.30% searches during Jan – Dec 2023 compared to 3906 of the same period in 2022

E-book Usage

Full-text (subscriptions and purchased titles) e-books viewed decreased by 12.86% in 2023. For the period Jan – Dec 2023, a total number of 87875 e-books were viewed, compared to 100855 during the same period in 2022.

E-book Subscription Packages

- ✚ E-book Central (Ebrary) decreased by **6.77%**
- ✚ Encyclopaedia Britannica decreased by **28.71%**
- ✚ Sage Research Methods decreased by **52.04%**
- ✚ EBSCO e-book usage decreased by **9.38%**

E-book Purchased Packages

- ✚ RSC e-book usage remained the same
- ✚ Cambridge e-book usage increased by **9.18%**
- ✚ Bloomsbury Drama Online usage increased by **19.04%**

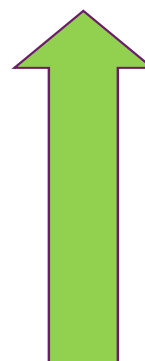
Smart Libraries, Smart People!

Overall database usage comparisons

In comparing the Jan – Dec 2023 stats to the same period in 2022, the following is noted:

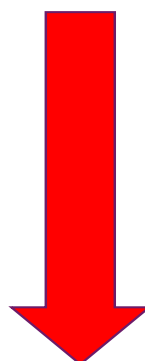
12 databases had **increased** usage:

- ScienceDirect by 23.25%,
- Taylor and Francis by 24.10%,
- EBSCO SANLiC Package by 28.05%,
- ProQuest by 10.14%,
- African Journals (Sabinet) by 11.44%,
- Springer by 272.71%, (Subscription for 2022 was for 6 months only)
- SportDiscus by 155.42% (Subscription for 2022 was for 6 months only)
- ACM Digital Library by 68.12%,
- Art and Architecture Source by 44.31%,
- WGSN by 1317.29%, (High usage from 3rd quarter)
- JSTOR by 40.86%
- Scopus by 18.26%,



13 databases **decreased** in usage:

- CINAHL Complete by 17.99%,
- Encyclopedia Britannica by 28.71%,
- IEEE Library by 3.00%
- Wiley by 7.35%,
- Sage Research Methods by 52.04%,
- Ebook Central (ebrary) by 6.77%,
- PressReader by 14.08%,
- Emerald by 0.99%,
- Lexisnexis by 51.09%,
- Juta by 81.12%,
- Web of Science by 31.50%,
- Waters and Oceans Worldwide by 16.48%,
- Scival by 1.30%



The databases with the **lowest cost per search** in Jan – Dec 2023 are:

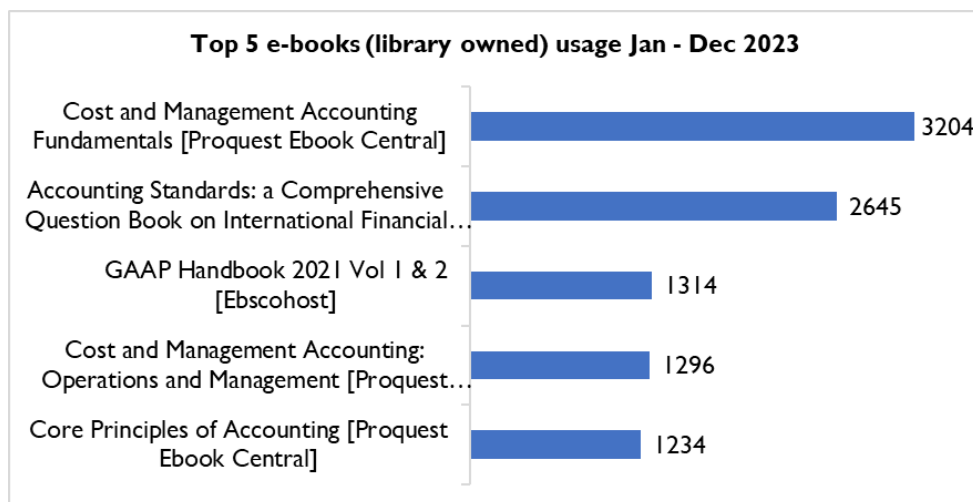
- WGSN (R0.32)
- Library Press Display (R1.09)
- Waters & Oceans Worldwide (R2.01)
- Springer Nature (R2.91)
- Taylor & Francis (R8.33)
- Ebook Central (ebrary) (R8.07)
- Encyclopedia Britannica (R4.91)
- ScienceDirect (R11.69)

The databases with the **highest cost per search** in Jan – Dec 2023 are:

- ProQuest Central (R151.20)
- Juta (R372.11)
- Art and Architecture Source (R100.26)
- LexisNexis (R88.79)
- ACM Digital Library (R70.93)
- CINAHL Complete (R55.47)
- SportDiscus (R43.83)
- Ebsco package (R27.27)
- IEEE (R26.44)
- Wiley (R32.68)
- Emerald (R37.15)
- African Journals (Sabinet) (R67.41)
- Sage (R72.79)
- Scopus (R77.12)
- Scival (R515.22)

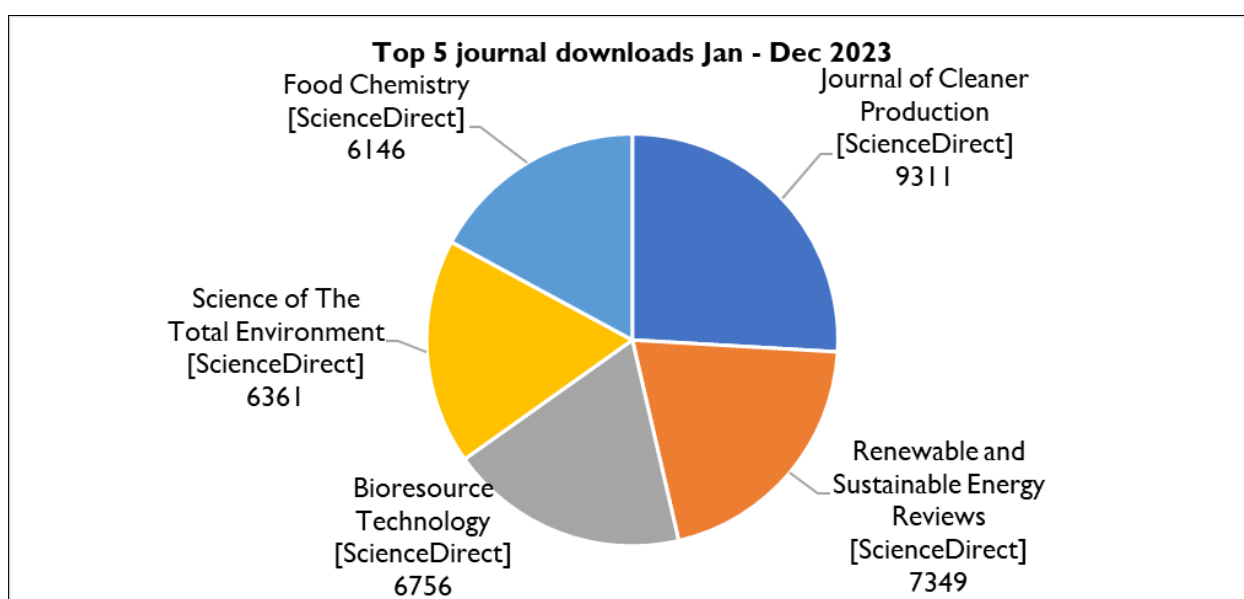
• E-Book Usage

The 5 most downloaded owned e-books were collected from Science Direct, E-book Central, Ebsco, Sage, Cambridge and RSC, from Jan – Dec 2023. These stats were analysed further to determine the top 5 e-books downloaded. The 5 most used purchased e-books for Jan – Dec 2023 were Cost and Management Accounting Fundamentals [Proquest E-book Central] with 3204. Followed by Accounting Standards: a Comprehensive Question Book on International Financial Reporting Standards [Proquest E-book Central] with 2645, GAAP Handbook 2021 Vol I & 2 [Ebscohost] with 1314, Cost and Management Accounting: Operations and Management [Proquest E-book Central] with 1296 downloads and Core Principles of Accounting [Proquest E-book Central] with 1234 downloads. The top 5 most purchased downloaded e-books for this year were from ProQuest E-book Central and Ebscohost.



• Journal Downloads

The 5 most downloaded journals were collected from 8 full-text databases i.e. Science Direct, EBSCOhost, Emerald, IEEE, ProQuest, Taylor & Francis and Wiley for Jan – Dec 2023 to determine the 5 most used journals downloaded. The most popular database for Jan – Dec 2023 was Science Direct with 321645 full-text downloads and 5 of the most downloaded journals for this period were from Science Direct. The most used journal for Jan–Dec was Journal of Cleaner Production [ScienceDirect] with 9311 full-text downloads, followed by the Renewable and Sustainable Energy Reviews [ScienceDirect] with 7349 downloads, Bioresource Technology [ScienceDirect] with 6756 downloads, Science of The Total Environment [ScienceDirect] with 6361 downloads and finally Food Chemistry [ScienceDirect] with 6146 downloads.



- **Periodical's Cancellations 2024**

14 Individual titles will be cancelled - Estimate savings of R 129 858.

Title	Dept/ Faculty	2024 Price estimation	Format	Reason for cancellation	Site
Bursary Register	Library	R 461,40	P	Publication is irregular and erratic	BMP
MIT Sloan Management review	BSU	R 7 776,09	E	no longer relevant	BMP
Financial Mail [MLS]	Management	R 3 728,24	P	no longer relevant	BMP
Financial Mail [RIV]	Management	R 3 728,24	P	no longer relevant	RIV
Public Management	Public Mgt	R 1 405,82	P	no longer relevant	RIV
Getaway [RIV]	Ecotourism	R 1 009,47	P	no longer relevant	RIV
Journal of Public Administration SA	Public Mgt	R 1 043,63	P	Publication is irregular and erratic	RIV
Workplace Health and Safety (previously AAONH Journal)	Nursing	R 8 885,24	E	no longer relevant	AP
African Journal of AIDS Research	Nursing	R 1 508,98	E	no longer relevant	AP
Nursing times incl. various supplements	Nursing	R 50 922,55	E	The cost of this periodical has become too high, and poor usage	AP
American Journal of Roentgenology	Radiography	R 17 047,23	E	no longer relevant	AP
Motorship	Maritime Studies	R 6 222,47	E	The cost of this periodical has become too high	AP
Marine Professional (previously MER: Marine Engineering)	Maritime Studies	R 17 801,36	E	The cost of this periodical has become too high	AP
Seaways	Maritime Studies	R 8 318,17	P	The cost of this periodical has become too high	AP

3.2.2. 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, QuickFinder, subject and research Libguides, tutorials, eBooks, journals, databases, and open-access collections are all prominently located for easy and seamless access. Through the usage of the above, detailed statistics are captured and analysed regularly to ensure alignment of our services to the needs of the academic and research project.

Minor changes have been made to the library website, however, a major website revision was initiated and was expected to be completed by the end of 2023

The table below highlights the most used browsers that are used to access the library website.

Browser	Users
Chrome	37360
Edge	11679
Safari	6079
Firefox	1563
Samsung Internet	1045
Android WebView	778
Opera	439
Internet Explorer	62
Safari (in-app)	15

About a third of the library users are accessing the library website via a mobile device such as a phone or laptop. The majority of users access the website via a desktop computer.

Website Device Platform 2023			
Device Category	Users	New Users	Sessions
Desktop	34611	62141	95830
Mobile	23911	21538	35920
Tablet	363	322	623
Smart TV	1	1	0
	58886	84002	132373

The top pages that were visited on the website are related to information resources, research tools and software.

Website Top Pages 2023	
Page	Views
DUT Library	353719
DUT Library E-Books	12965
DUT Library Research Tools	7006
DUT Library Access to Electronic Resources	6877
DUT Library Endnote Software	2515
DUT Library Accredited Publications	2149
DUT Library E-Resources	1778
DUT Library University Software	1684
DUT Library Accessing the Learning Management System (Moodle)	1651
DUT Library DUT Open-access Publications	1611
DUT Library Guides & Tutorials	1561
DUT Library Postgraduate Support	1451
DUT Library Site Libraries	702
DUT Library Undergraduate Support	697
DUT Library Library Hours	556

As expected, the majority of library website users are from South Africa. It is interesting to note that there are users from many African countries as well as the United States.

Website User Location 2023		
Country	Users	New Users
South Africa	56856	81901
Zimbabwe	283	235
United States	229	201
Nigeria	205	165
Germany	162	139
Ghana	156	122
United Kingdom	135	107
India	117	111
Kenya	54	41
Eswatini	45	36
Lesotho	40	30
Netherlands	39	32
Hungary	28	29
Uganda	17	15
Namibia	16	16

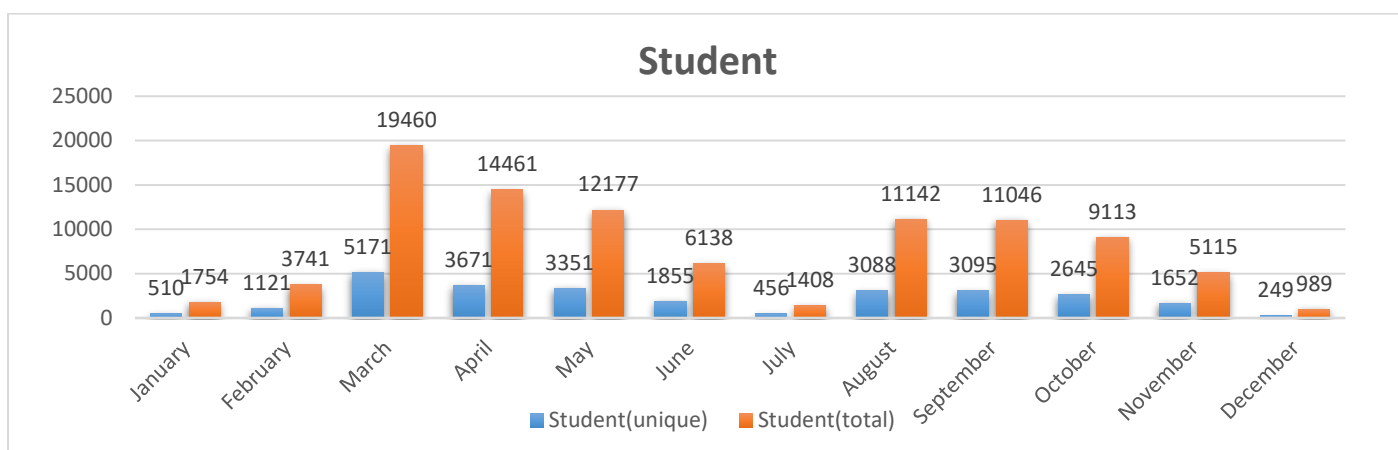
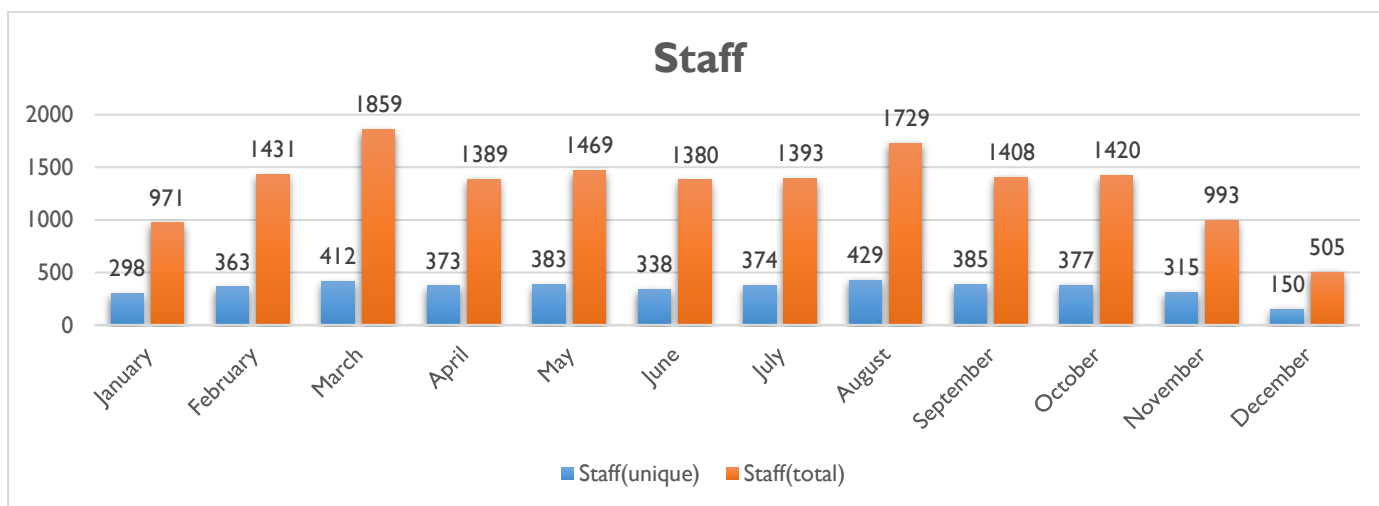
- Usage of Library Resources: user authentication**

Open Athens (library software that manages access to resources) keeps a log of all library users who sign in to access the library's full-text resources. Overall, there are variations in the successful access attempts for both all users and unique users across the months of 2023, with some months showing increases and others decreasing. In March, there was a substantial increase in both all users and unique users, suggesting heightened activity during that period. However, there was a significant decrease in successful access attempts for all users from August to October, which may warrant further investigation.

Open Athens	Successful (all) 2023 (2022)	Successful (unique) 2023 (2022)
January	2725 (2695)	808 (813)
February	5172 (4499)	1485 (1319)
March	21319 (15274)	5583 (3933)
April	15850 (14553)	4044 (3825)
May	13646 (14156)	3735 (3560)
June	7518 (7624)	2194 (2109)
July	5969 (4922)	1782 (1524)
August	12871 (13307)	3518 (3803)
September	12454 (11727)	3481 (3290)
October	10533 (11854)	3022 (3208)
November	6108 (5745)	1967 (1778)
December	1494 (2152)	399 (653)

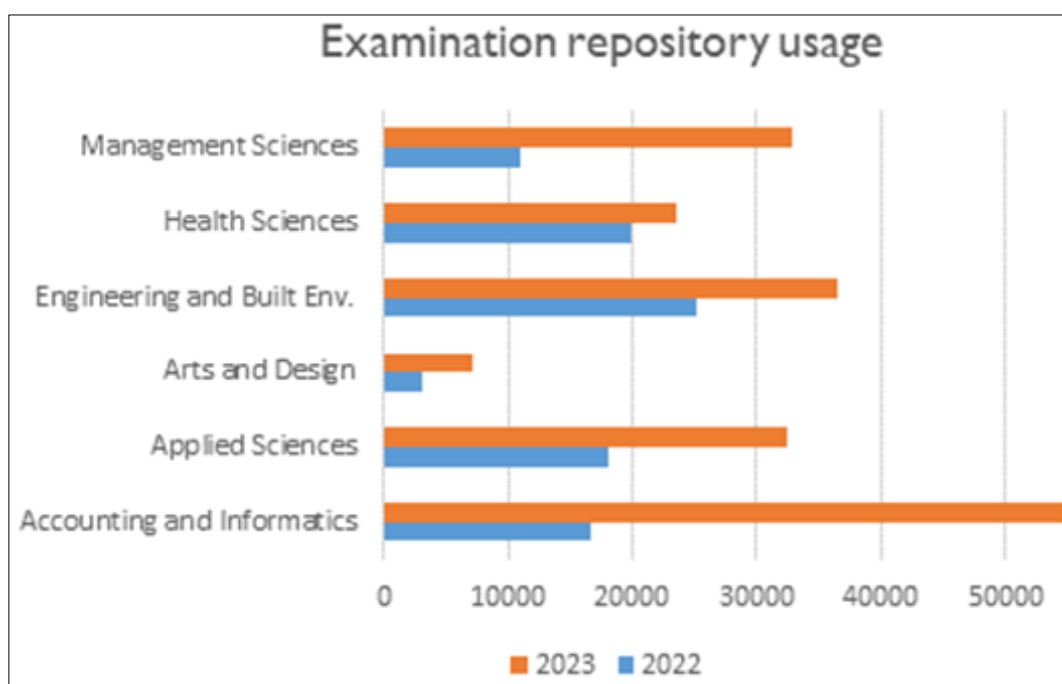
User Logins to access full-text resources

The graphs below highlight the number of user authentications by DUT staff and students. For staff, there were fairly consistent logins throughout the year, indicating that staff are accessing the library information resources. Also, very interesting, was the number of unique logins from this user category. Logins from students were erratic, but this was expected. Low logins were consistent with vacation periods.



- **Examination Repository**

All faculties have made submissions to the repository in 2023 as compared to 2022, where only the Faculties of Management Sciences, Health Sciences and Engineering & Built Environment made submissions to the repository. Usage of the repository has increased significantly in 2023. This could be attributed to the availability of a large number of papers as compared to 2022. Significant increases can be noted in the Faculties of Management Sciences and Accounting and Informatics.



3.2.3. Facilities Usage

- **Library head counts, Group rooms, Photocopiers**

There has been a serious increase in the usage of library facilities. The table below shows the comparison statistics for 2023 vs 2022, there has been a remarkable increase in all aspects of the library.

Annual Statistics 2023 (all sites)			
Service	2023	2022	%Variance
Circulation	250519	147318	70% Increase
Headcount	676517	235839	186% Increase
Photocopying	363710	213478	70% Increase
In-house	15806	11612	36% Increase

📊 The statistical data for the year 2023 compared to 2022 reveals significant increases across various services, indicating a notable surge in user engagement and demand.

Circulation:

In 2023, there was a substantial increase in circulation, reaching 250,519 instances. This represents a remarkable 70% increase compared to the previous year, reflecting heightened activity and utilization of resources.

Headcount:

The headcount for 2023 surged to 676,517, demonstrating a considerable rise in the number of individuals availing library services. This represents an impressive 186% increase from the previous year, signifying a substantial expansion in user participation.

Photocopying:

Photocopying services experienced a significant uptake in 2023, reaching 363,710 instances. This reflects a substantial 70% increase compared to the previous year, indicating a heightened need for reproduction and document-related services.

In-house Usage:

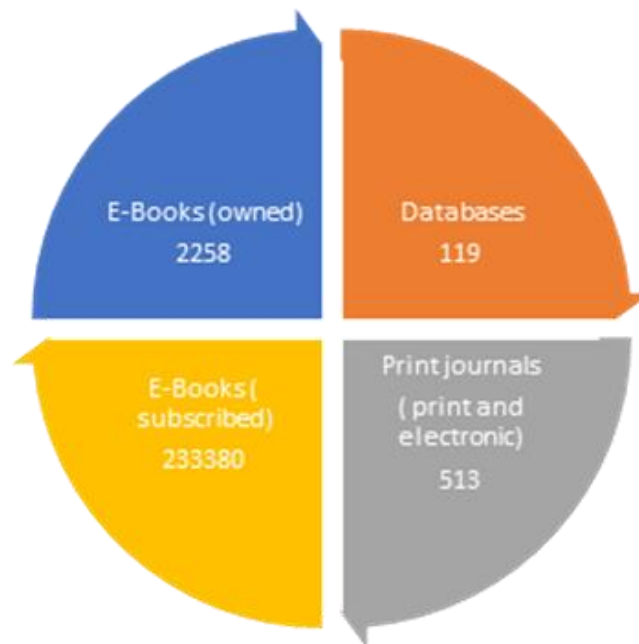
In-house services recorded an increase in 2023, with 15,806 instances. This represents a notable 36% increase from the previous year, showcasing a growing demand for on-site services. These statistics collectively underline a robust year of growth and increased utilization across diverse library services, reaffirming the library's central role in meeting the evolving needs of its users.



3.3. Information Resources

- Library Print and E-Collections

Databases: DUT Library currently subscribes to 119 databases /database packages. has 513 journal titles (print and electronic), owns 2258 e-books and subscribes to another 23380 e-books through individual titles and e-book packages.



- Book Budget Allocation

R 1 514 424 was allocated for books & media and E-Book packages for 2023, an increase of 16.03 % as compared to 2022. The budget of R 1 514 424 was divided as follows:

- ✚ R 849 376.30 allocated for general collections and service departments.
- ✚ E-Book packages R 665 061.09
- ✚ R 665 047.71 was allocated to faculties:
- ✚ Faculty of Arts and Design R88 795.52
- ✚ Faculty of Accounting and Informatics R150 400.16
- ✚ Faculty of Management Sciences: R160 401.60
- ✚ Faculty of Applied Sciences: R91 636.44
- ✚ Faculty of Engineering and Built Environment: R 66 759.11
- ✚ Faculty of Health Sciences: R107 054.88

Expenditure

Faculty	Budgeted 2023	Available
Arts	R88 795.52	R4 497.80
Accounting & Informatics	R150 400.16	R2 227.36
Engineering & B.E.	R66 759.11	R1 429.42
Health	R107 054.88	R5 773.26
Management Sciences	R160 401.62	R4 120.01
Applied Sciences	R91 636.44	R1 436.40
General/Service depts.	R184 315.21	R6 150.00
Total	R849 362.94	R25 634.25

The Faculty funds available balance is not a true reflection, as the remaining faculty funds at the end of August were transferred to a newly created fund (Merged Faculty Fund). This merged fund was open to all faculties to purchase information resources.

- **Budget for Periodicals & Databases**

R22 817 000 was allocated for subscriptions to databases and periodicals for 2023, an increase of 14.99% from the R19 841 610 received in 2022. Two 2022 subscription amounts (below) were paid from the 2023 budget.

- Scival (R838 906.37) The invoice was processed for payment on 13 July 2022 from the library.

- Springer (R467 087.47) The invoice was processed for payment on 03 November 2022 from the library.

For 2023, the database requisitions were sent to Procurement in November and December 2022 as per the Procurement plan. At the beginning of 2023, the exchange rate was unstable, and not favourable. Most of the large journal and database invoices were paid when the exchange rate proved to be unfavourable. Despite the volatile market, the 2023 budget was adequate to sustain the current subscriptions.

Periodicals budget report Jan - Dec 2023		
Budget allocation 2023		R 22 817 851
Expenditure		
Periodicals	R 3 010 508	
Databases (2023)	R 18 019 925	
Database (2022)	R 1 305 993	
Bank Charges	R 19459	
Paid to date		R 22 356 335
To be paid		
Periodicals	R 5 500	
Databases	R 0	
Still to be paid (estimated)		R 5 500
Credit Notes		R 8 664
Estimated positive balance		R 464 680

- **Trials**

Jove - Single Year (subject to change according to the exchange rate at the time of purchase) R 551,955. The DUT Library had trial access to JoVE for two weeks, until Monday 6 November 2023. JoVE is the world-leading producer and provider of science videos with the mission to improve scientific research and education. Millions of scientists, educators and students at thousands of universities, colleges, hospitals and biopharmaceutical companies worldwide use JoVE for their research, teaching and learning. Primal Pictures: Single Year (excluding VAT, subject to change according to the exchange rate at the time of purchase) R 371,955. Online training and a 30-day trial commenced on 02 May 2023 until 02 June 2023. Primal Pictures is an online 3D anatomy and physiology resource. This would be all staff and students involved in Anatomy and Physiology education.

- **Copyright Services**

Provide copyright management across all campuses of DUT by designing, developing and implementing policies, procedures and systems to protect the intellectual rights of authors/rights holders and DUT from copyright infringement.

Professional advisory service in alignment with the objectives of the Copyright Act is offered to all Faculties. Ensures compliance to avoid the risk of infringement which could lead to financial or reputational damage to DUT.

- ✓ Copyright compliance presentations done at faculty boards.
- ✓ Presentations are done at departmental meetings at the HOD's request.
- ✓ Presentations are done at HR Dept Staff Induction (Jan & July).
- ✓ CELT's 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 preceded by a Copyright Licence Agreement.

➤ Copyright Expenses

A total of R 2 498 356,53 was spent on approved copyright licences during the 2023 academic year. The table below provides Faculty expenditure. An increase in Copyright Licence is noted from the year 2022 which was R 1 461 223.70.

The increase in expenditure can be attributed to the strict inspection control at the Print room that was made possible at the request for a WIL student appointment in mid-August. The positive impact towards ensuring a high level of copyright compliance has been achieved since reverting to the past practice of daily Print room inspections. Non-compliance had been recorded and licences to print were obtained.

The request for the disclaimer was finally accepted and implemented in January 2022. The implementation had a positive effect on compliance, which can be determined by the total expenditure committed to Copyright Licenses (as reflected below).

Table of Faculty Copyright Expenditure

Faculty	Total
Arts and Design	R163 572,80
Accounting & Informatics	R467 568,27
Applied Sciences	R691 771,08
Engineering & Built Environment	R139 604,16
Health Sciences	R257 913,28
Management Sciences	R777 926,94

3.3.1. Research Support (postgraduate and faculty research services)

3.3.1.1. DUT Open Scholar

There has been increased growth in the repository, this is due to an increase in the number of masters and doctoral graduates, increased 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 repository operational work is managed by the Institutional Repository Working Group, while policy and governance issues are handled by the Institutional Repository Advisory Committee (IRAC). IRAC is a representative forum consisting of the library, faculty research coordinators, research office and ICTs.

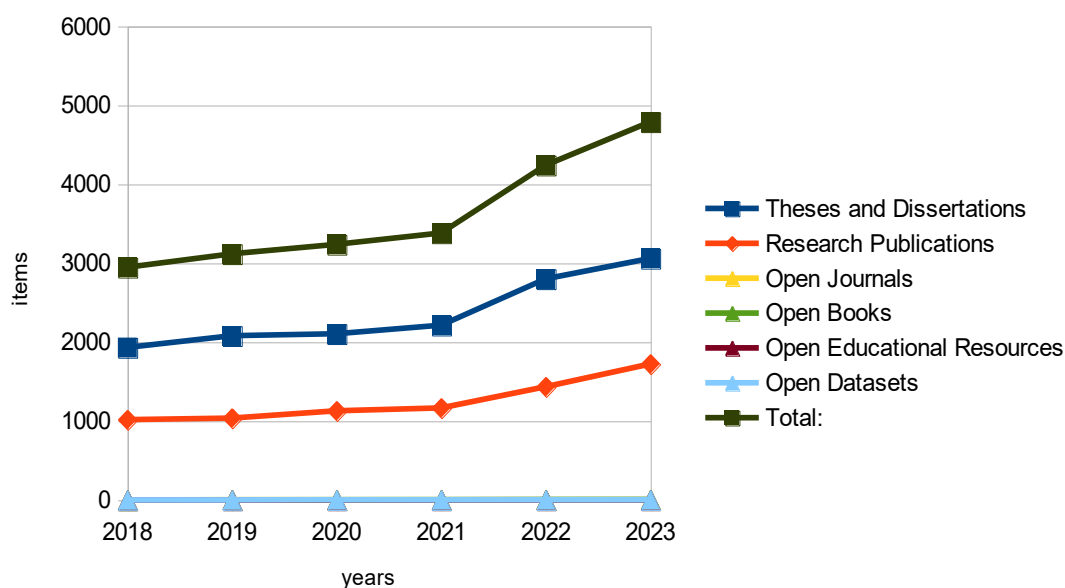
The DUT Open Scholar repository is running an old version of DSpace (version 5), which reached the end of its life in January 2023. In addition to security updates and support for this version of DSpace no longer being available, third-party utilities, such as Google Analytics ceased to function after June 2023. Since DUT's F5 firewall proxies all requests to the repository, it is not possible to determine the source of requests except by using Google Analytics. Consequently, there are no usage statistics for 2023. Furthermore, disk space on the current server is almost depleted.

ICTS did make a new server available in the third quarter of 2023 but has not been able to make the necessary adjustments to the firewall to make this server usable.

For the continued operation of DUT's institutional repository, the server must be migrated to the new environment and upgraded to DSpace 7 in early 2024.

The repository continued to grow steadily throughout 2023. This is due to continued participation from the majority of the DUT community in submitting theses and dissertations timeously, and also the dedication from library staff in ensuring that the appropriate systems and support are available to expedite submission and discovery.

The graph below depicts the growth of the repository from 2018. There is a year-on-year growth in the repository as the adoption of open access increases at DUT.



Repository – Yearly Totals

• Submission of Theses & Dissertations

The overall total of items uploaded on DUT Scholar for 2023 was 549, [258 (47) theses and 291 (53%) articles].

The graph below highlights the increase in uploads for the period under review.

Faculty/Community	Jan	Feb	Mar	Apr	May	Jun.	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Accounting and Informatics	0	0	11	0	0	19	0	0	0	0	0	0	30
Applied Sciences	0	0	0	11	0	14	0	0	0	0	0	0	25
Arts and Design	0	0	0	0	0	0	0	6	2	0	0	0	8
Engineering & Built Env.	0	0	0	0	0	7	27	0	0	0	0	0	34
Health Sciences	0	0	0	0	0	0	0	19	11	0	0	0	30
Management Sciences	0	3	1	29	4	30	3	1	1	0	59	0	131
Total:	0	3	12	40	4	70	30	26	14	0	59	0	258

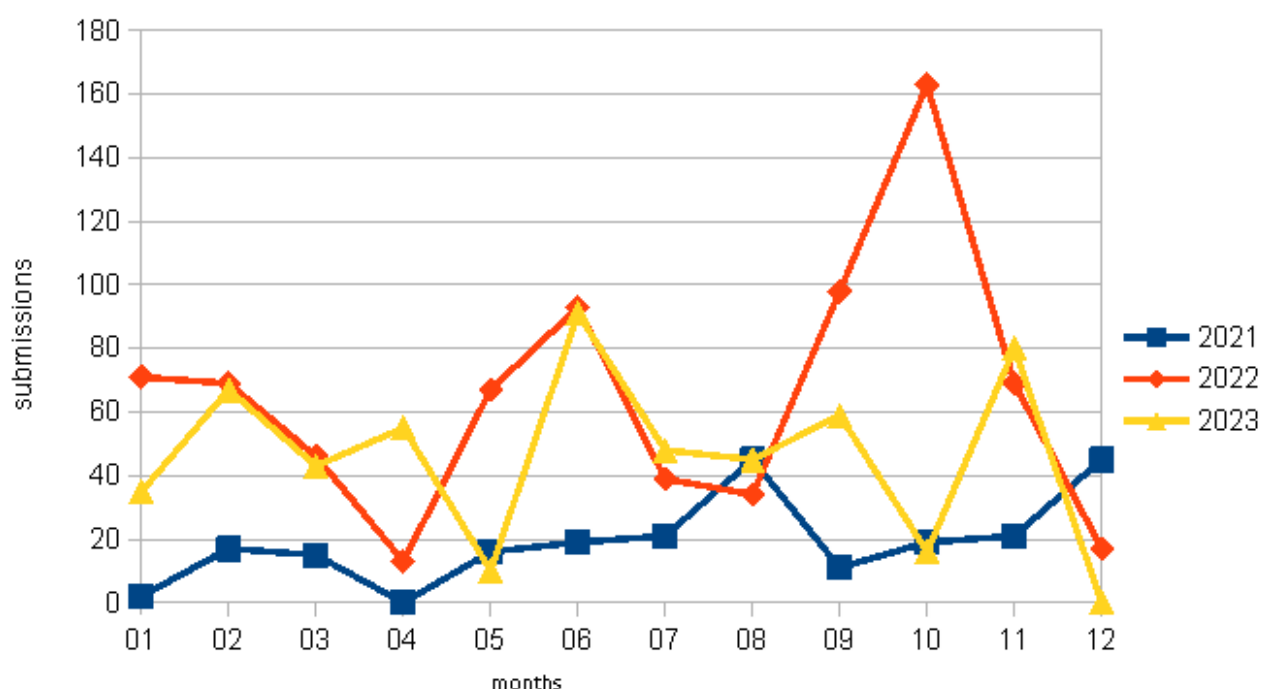
Thesis and Dissertation Uploads by Faculty

Faculty/Community	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Academic Support	4	24	3	2	0	1	1	2	2	2	0	0	41
Accounting Informatics	8	4	5	2	0	4	11	11	6	1	0	0	52
Applied Sciences	1	5	2	0	2	0	1	1	0	4	8	0	24
Arts and Design	2	6	0	0	0	0	0	1	10	1	3	0	23
Engineering & Built Env.	2	20	16	4	4	0	2	1	3	3	4	0	59
Health Sciences	1	0	1	5	0	0	1	1	10	1	1	0	21
Management Sciences	17	5	4	2	0	16	2	2	13	2	5	0	68
Water & Wastewater Technology	0	0	0	0	0	0	0	0	1	2	0	0	3
Systems Science	0	0	0	0	0	0	0	0	0	0	0	0	0
Total:	35	64	31	15	6	21	18	19	45	16	21	0	291

Research Article Uploads by Faculty

The graph below compares uploads between 2023, 2022 and 2021.

ETD Uploads: 2023 compared to 2022 and 2021

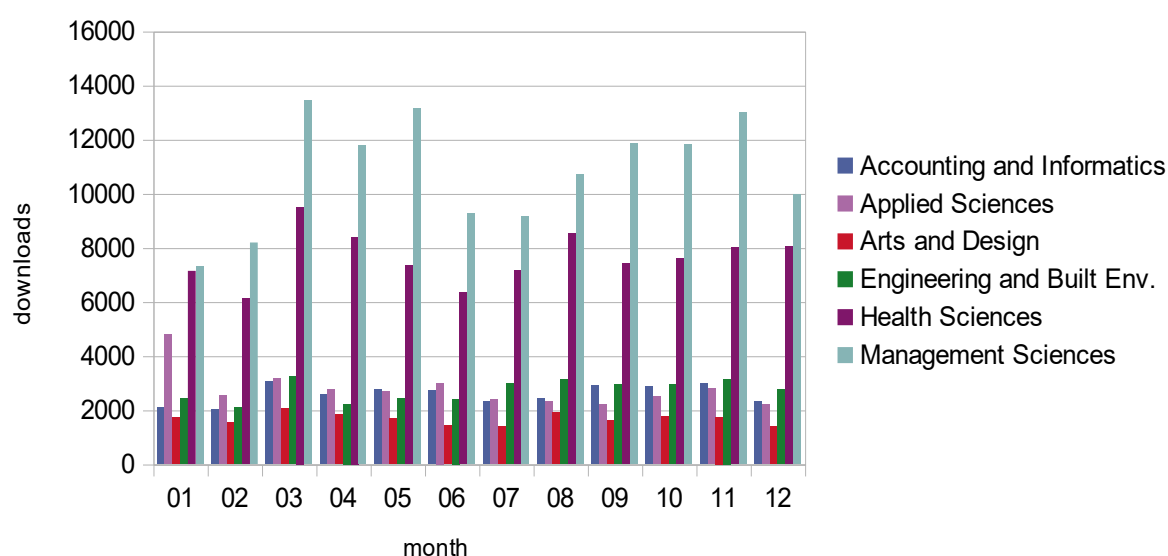


Article Uploads by Faculty

Discoverability and visibility of research outputs in DUT Open Scholar

Depositing research publications on DUT Open Scholar increases 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 helps 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. Compared to 2022, the downloads of theses and dissertations increased by 3.7% this year (from 325,777 to 337,989), while the downloads of articles increased by 31% (68,601 to 90,102). These are positive signs that suggest that the university's research output is accessible and continues to offer value to the wider research community. Downloads of ETDs from the Faculty of Management Sciences and Faculty of Health Sciences collections continue to dominate.

2023 downloads: ETDs



Theses & Dissertations Downloads

• Most viewed and most downloaded items on Open Scholar

The most viewed thesis on the repository is entitled “Assessment and Implementation of Skills Development at Umzinyathi District Municipality and Impact on Service Delivery” by Ngobese, Xolani Khayelihle. The thesis was viewed a total of 5407 times since 2017, including 786 views in 2023.

Most Viewed							
Views	Title, Author	Type	Handle	DOI	Date Issued	Level	Collection
54071	Assessment and implementation of skills development at Umzinyathi District Municipality and impact on service delivery Ngobese, Xolani Khayelihle	Thesis	10321/2612	https://doi.org/10.51415/10321/2612	2017	D	Theses and dissertations (Management Sciences)
25467	Corporate social investment: communication challenges facing selected Johannesburg Securities Exchange-listed organisations Ngobeni, Uzothele	Thesis	10321/785	https://doi.org/10.51415/10321/785	2012	M	Theses and dissertations (Management Sciences)
15579	Impact of Batho Pele principles on service delivery: a case study of the Durban regional office of the Department of Home Affairs Ngidi, Telesphorus Lindelani	Thesis	10321/940	https://doi.org/10.51415/10321/940	2013	M	Theses and dissertations (Management Sciences)
15288	Store layout and its impact on consumer purchasing behaviour at convenience stores in Kwa Mashu Tlapana, Tshepo Peter	Thesis	10321/467	https://doi.org/10.51415/10321/467	2009	M	Theses and dissertations (Management Sciences)

The most downloaded thesis is entitled “Bioactivity of famine food plants from the family: *Amaranthaceae* Alveera Singh. The thesis was archived on the repository in 2009 and has accumulated a total of 139718 downloads. The thesis has been downloaded a total of 105 times in 2023.

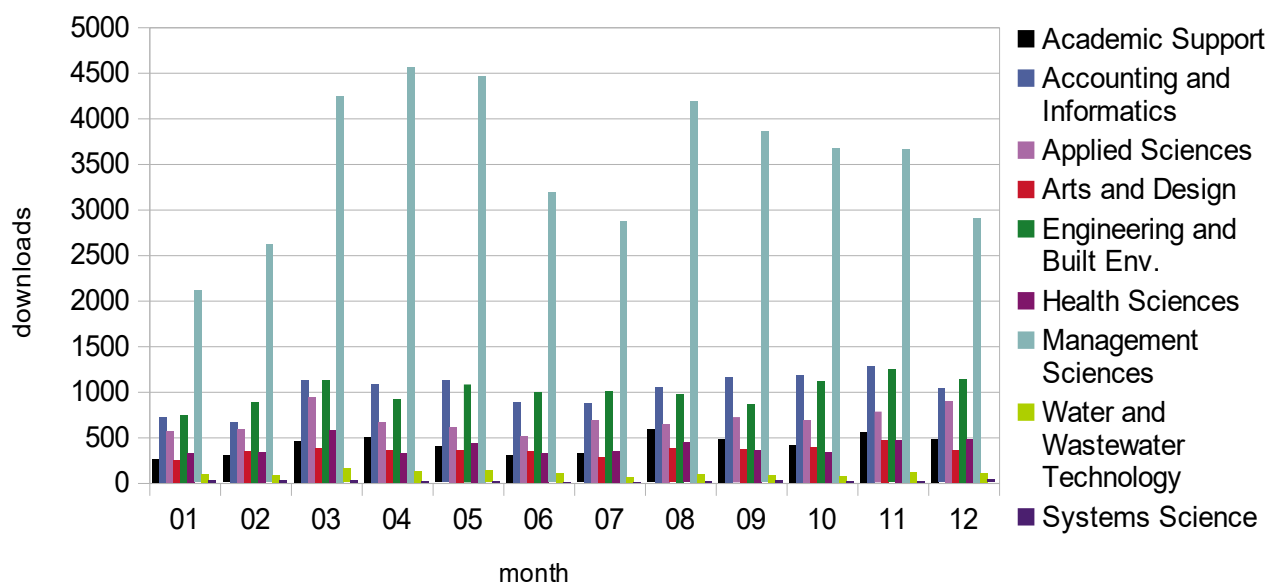
Most Downloaded							
Downloads	Title, Author	Type	Handle	DOI	Date Issued	Level	Collection
139718	Bioactivity of famine food plants from the family: <i>Amaranthaceae</i> Singh, Alveera	Thesis	10321/450	https://doi.org/10.51415/10321/450	2009	M	Theses and dissertations (Applied Sciences)
84448	Impact of staff turnover on organizational effectiveness and employee performance at the Department of Home Affairs in the Eastern Cape Province Mabindisa, Vuyisile	Thesis	10321/956	https://doi.org/10.51415/10321/956	2014	M	Theses and dissertations (Management Sciences)
81568	The impact of strategy change on morale, performance and commitment Mekgoe, Naome	Thesis	10321/535	https://doi.org/10.51415/10321/535	2008	M	Theses and dissertations (Management Sciences)
80715	The impact of cash management on profitability and sustainability of small retail businesses in the Tongaat area, KwaZulu-Natal Mungal, Avika	Thesis	10321/1183	https://doi.org/10.51415/10321/1183	2015	M	Theses and dissertations (Accounting and Informatics)

- **Research Journal Publications Downloads**

The graph below demonstrates the downloads of research articles from the repository by faculty, with the Management Sciences collection dominating by a large margin.

Research publications downloads

2023 downloads: research publications



- **Most Viewed Research Articles**

The most viewed research article is co-authored by Padhma Moodley and Rachael J Singh entitled “Addressing student dropout rates at South African Universities”. The article was viewed 3107 times in 2023.

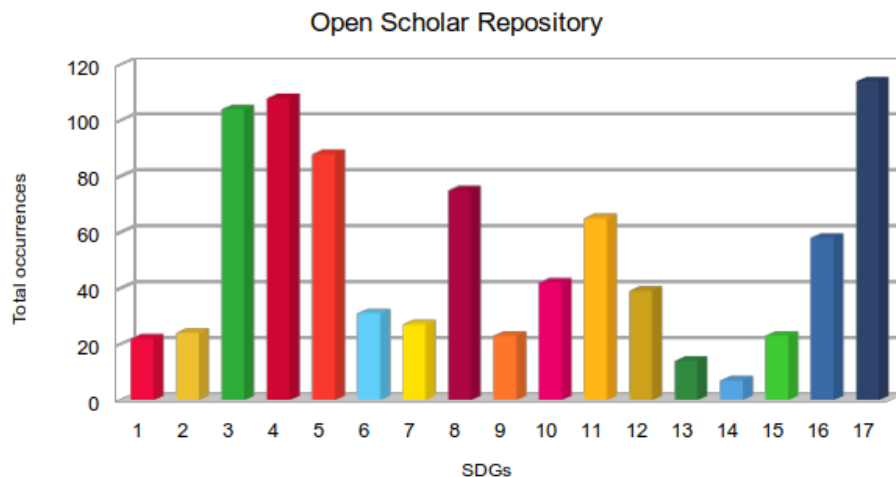
Views	Title, Author	Handle	DOI	Date Issued	Collection	Source
12541	Addressing student dropout rates at South African universities Moodley, Padhma; Singh, Rachael Jesika	10321/1648		2015	Research Publications (Management Sciences)	Moodley, P. and Singh, R. J. 2015. Addressing student dropout rates at South African universities. Alternation. Special Edition No 17: 91–115
4653	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	10321/2346	10.1007/s00248-016-0739-3	2016	Research Publications (Applied Sciences)	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 research articles

- **SDGs Engagement of Research Available on Open Scholar**

Using the database's built-in natural language processing functionality along with keywords developed from the University of Auckland's Keyword Mapping Project and Elsevier's SDG Research-Mapping Initiative, it is possible to assess the degree to which research available on Open Scholar engages with the different United Nations's Sustainable Development Goals (SDGs).

The following graph provides an overall assessment of SDG engagement of all research on the repository up until the end of 2023:



The most engagement was with SDG 17, 'Partnerships for the goals', where 114 keywords were matched within the abstracts, followed by SDG 4, 'Quality Education', with 108 matched keywords, and SDG 3, 'Good health and well-being', with 104 matches. The least-matched SDG was 14, 'Life below water', with only 7 matched keywords.

- **Research Data Management**

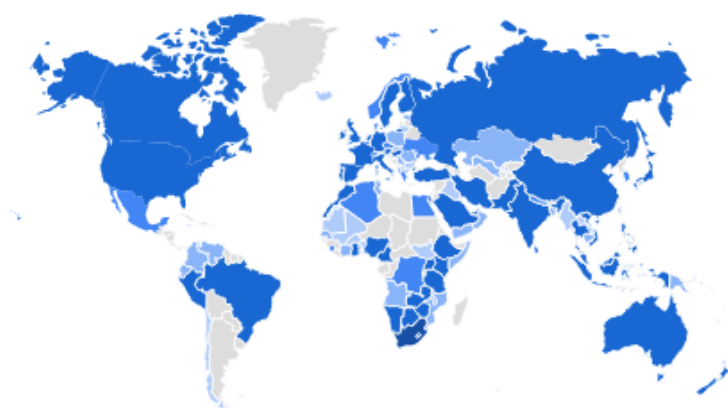
Despite implementing the tools, software, data management templates and repositories and providing the necessary support for the archiving of research data, there has been little progress in integrating these tools within the research processes. RDM activities are on hold, while the Research Office and library address the issue of the RDM policy. A number of tasks are still to be undertaken by the Research Directorate for RDM to be effectively implemented at DUT. These include the finalization of the RDM policy, setting up of an information sharing session with the research community as well as the finalization of workflows and personnel to manage the entire process. The library awaits the development and approval of the Research Data Management (RDM) Policy and the formalization of processes for research data management. RDM project is hamstrung by the lack of a policy.

- **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 the discoverability and visibility of our research outputs.

- **DUT Open Journal**

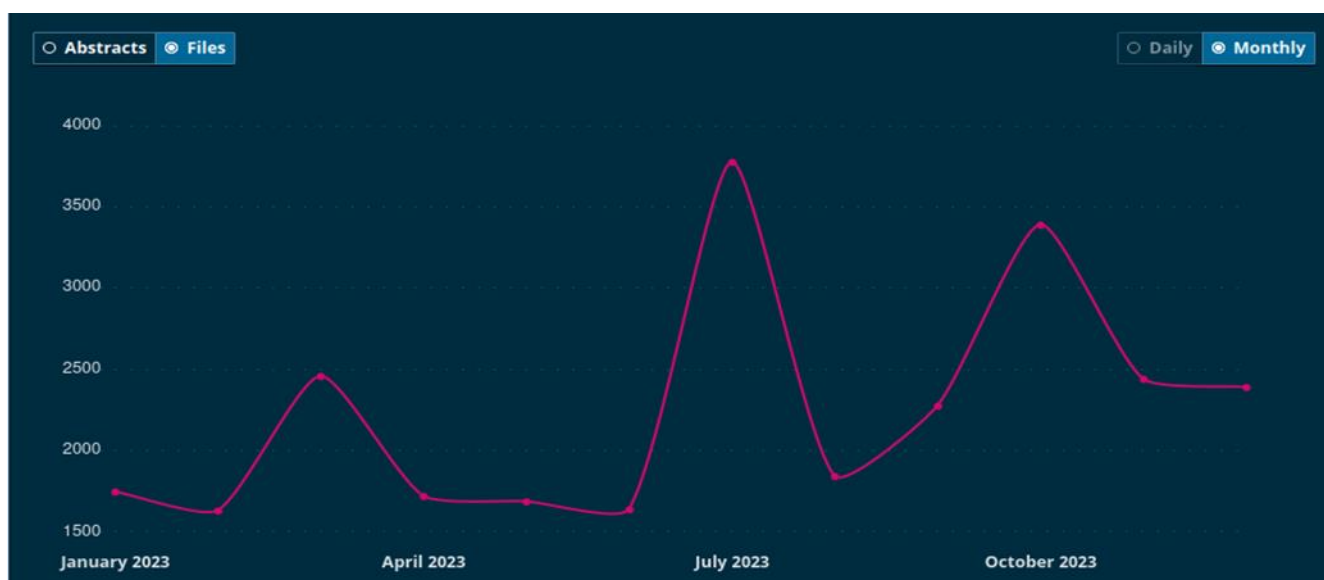
The library is slowly developing its portfolios of open Journals <https://journals.dut.ac.za>. The library is hosting the Research Office's African Journal of Inter/Multidisciplinary Studies (AJIMS) on its open-source software, Open Journal Systems (OJS). There were views and downloads from across the world, but significant usage from South Africa and the United States of America. Other countries accessing the journal include Nigeria, the United Kingdom, India, Philippines and Australia.



COUNTRY	USERS
South Africa	4.9K
United States	664
Nigeria	346
United Kingdom	232
India	192
Philippines	188
Australia	137

Google Analytics: AJIMS pageviews by country (Apr. - Dec. 2023)

Compared to 2022, there has been a 60% increase in file downloads (from 4841 to 7730).



AJIMS Article downloads

During 2022, the Research Office's *African Journal of Inter/Multidisciplinary Studies (AJIMS)* published 42 submissions for Vol. 5 No. 1 2023:

- Adebisi, J., Ibili, P. ., Emezirinwune, M. . and Abdulsalam, K. (2023) "Comparative Study of Hybrid Solar Photovoltaic - Diesel Power Supply System", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–15. doi: 10.51415/ajims.v5i1.1217.
- Amegbe, H., Zungu, N. P. and Selase Asamoah, E. . (2023) "How Does SME Social Media Adoption Drive Marketing Performance?", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–17. doi: 10.51415/ajims.v5i1.1174.
- Nyongesa, W. J. . and van der Westhuizen, J. (2023) "The Effect of Performance Contracting on Public Service Delivery of Employees in Huduma Centres in Western Kenya", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–16. doi: 10.51415/ajims.v5i1.1220.
- Arek-Bawa, O. and Reddy, S. (2023) "Are we Producing Teachers for the 4IR Digitized Classroom?" – A Case Study of a School of Education ", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–14. doi: 10.51415/ajims.v5i1.1197.
- Ayandibu, A. O. (2023) "Building Thriving Innovative Entrepreneurial Ecosystems in Higher Education Institutions (HEIs)", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–9. doi: 10.51415/ajims.v5i1.1063.

- Ayandibu, A. O. (2023) “Challenges Associated with Research Management and Administration in Universities”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–12. doi: 10.51415/ajims.v5i1.1062.
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- Cloete, M., Maistry, S. and Singh, S. (2023) “Learning Financial and Business Skills for the Sustainability of Female Necessity Entrepreneurs in the Informal Street Trade in South Africa”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–13. doi: 10.51415/ajims.v5i1.997.
- Dewa, S. and Dewa, M. . (2023) “Exploring the Challenges and Resilience of Child and Youth Care Workers Employed in a Child and Youth Care Centre in KwaZulu-Natal, South Africa”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1112.
- Dhliwayo, A. and Jita, T. (2023) “Globalisation and ICT in Education through Unhu/Ubuntu African Philosophical Framework: A Case of the Zimbabwean Curriculum ”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1244.
- Diko, M. (2023) “Gender-Based Violence (GBV) in South Africa: An Interdisciplinary Discourse Analysis of One Selected isiZulu and One Selected isiXhosa Literary Text”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1147.
- Diko, M. (2023) “Matters Concerning Citing in Academic Discourses”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–4. doi: 10.51415/ajims.v5i1.1182.
- Diko, M. (2023) “The Ramifications of the Neglect of Indigenous South African Languages by the South African Government: COVID-19 as a Case Study”, *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–12. doi: 10.51415/ajims.v5i1.1148.
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- Osman, I. and Singaram, V. (2023) "Psychological PPE – Reflections on How to Implement Mindful Interventions to Protect the Healthcare Workforce", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1080.
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A further 10 submissions were published for Special Issue 1 2023:

- Cele, Z. P. and Tshikovihi, N. (2023) "Review of the Lockdown Regulations' Impact on Informal Businesses during the COVID-19 Pandemic ", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–10. doi: 10.51415/ajims.v5i1.1180.
- Emelianenko, E. (2023) "The Ubuntu Principle in the Internal and Foreign Policy of South Africa", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–10. doi: 10.51415/ajims.v5i1.1161.
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- Jembere, S., Moodley, P. and Kiliswa, N. (2023) "Acceptance of Professional Service Robots: A Cross-Cultural Study", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1162.
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- Roopnarian, O. ., Singh, S. and Rathilall, R. (2023) "The Convergence of Quality and Digitalisation in a Changing World: Implications for Developing Nations such as the BRICS Group", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–14. doi: 10.51415/ajims.v5i1.1157.
- Tshikovihi, N., Netswera, F. and De Conti, B. . (2023) "Editorial: Climate Change, Entrepreneurship, Local Development in BRICS Nations During and After COVID-19", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–3. doi: 10.51415/ajims.v5i1.1267.
- Zondi, N., Qwatekana, Z. . and Dube, S. . (2023) "Modernisation of Rural Communities: Solid Waste Management Implication", *African Journal of Inter/Multidisciplinary Studies*, 5(1), pp. 1–11. doi: 10.51415/ajims.v5i1.1149.

In addition, at the beginning of 2023, the following 13 submissions were made available as a special issue backdated to 2022:

- Dongwe, K. and Zulu, B. . (2022) "Online Teaching of an Undergraduate Research Module amid COVID-19 Lockdowns: Reflections of an Academic at a University of Technology in South Africa ", *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1018.
- Eaton, T., Richardson, N. and Schmidt, R. . (2022) "Integrating Research-Based Learning into the Undergraduate Curriculum: Challenges and Solutions", *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1016.
- Etbaigha, I. A. ., Bayat, A. and Moloi, K. (2022) "The Potential of the Language Portrait as a Self-Reflective and Decolonial Research Tool for Undergraduates: A Case Study", *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1007.

- Govender, I. H. and Pillay, R. P. (2022) “Undergraduate Inquiry-Based Research to Promote Sustainable Development Goal 11 (Sustainable Cities and Communities)”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1025.
- McKenna, S. and Boughey, C. (2022) “Creating Knowledge and Knowers in the Undergraduate Curriculum”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1029.
- Mojica, E.-R. (2022) “Mentoring Undergraduate Research in Different College/University Settings”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1027.
- Naicker, A. and Singh, E. . (2022) “Embedding Undergraduate Research through Industry-Based Projects: Student Experiences”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1017.
- Ngubane, Z., Hay, S. and Adedeji, J. A. (2022) “Assessing the Impact of Undergraduate Research on Graduate Attributes Development: A Case Study of DUT Civil Engineering Students”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.996.
- Perrin, S. and Sun, H. (2022) “Graduate Employability through Industry-Oriented, Problem-Based Learning: A Case Study”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1023.
- Reddy, P. (2022) “Group Work in Undergraduate Research: Turning Bane into Boon”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1013.
- Rulfs, J., Roberts, L. ., Buckholt, M. and Whitefleet-Smith, J. (2022) “Redesigning Undergraduate Laboratories: From Recipes to Research”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1015.
- Serekoane, M., Agumba, H. and Janse van Vuuren, C. . (2022) “Situating Inquiry Pedagogical Practices in the Classroom to Foster a High-Impact Research-Minded Learning Experience”, *African Journal of Inter/Multidisciplinary Studies*, 4(1). doi: 10.51415/ajims.v4i1.1030.
- Vahed, A., Walkington, H., Shanahan, J. O. . and Moyo, S. . (2022) “Message for the Special Issue: Undergraduate Research, Scholarship, and Creative Inquiry”, *African Journal of Inter/Multidisciplinary Studies*, 4(1), pp. 1–3. doi: 10.51415/ajims.v4i1.1141.

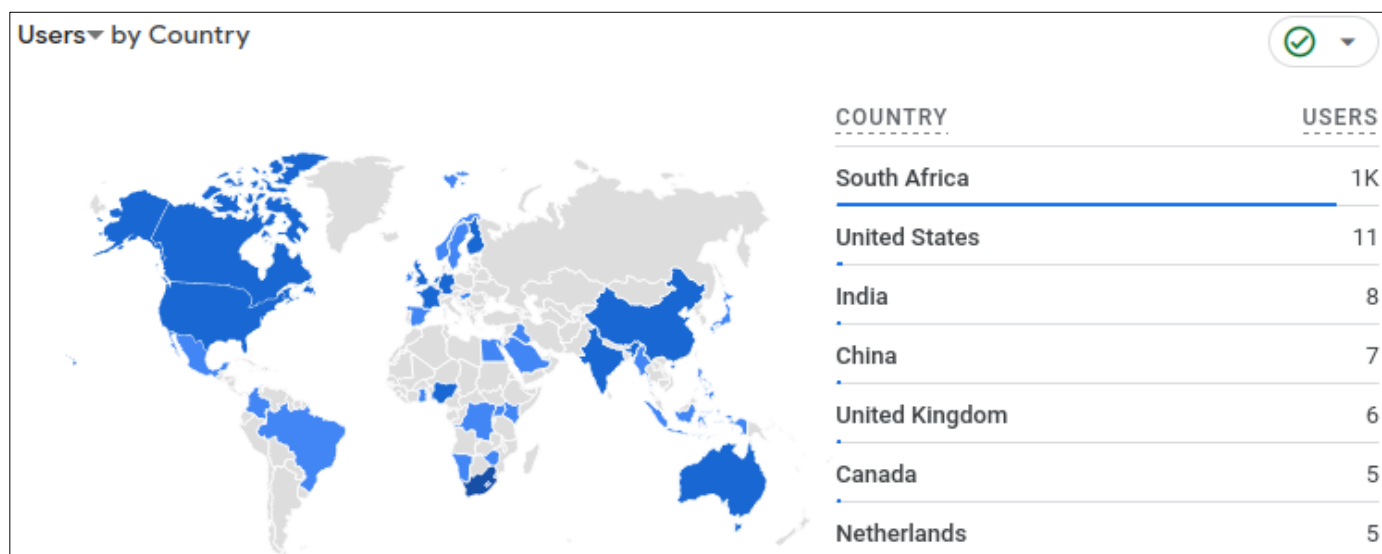
These articles and many more are available at <https://journals.dut.ac.za>

• DUT Open Books

The Department of Food and Nutrition Consumer Sciences published Completing: Zero Waste Cookbook and Guide <https://doi.org/10.51415/dut.49> on 27 September.

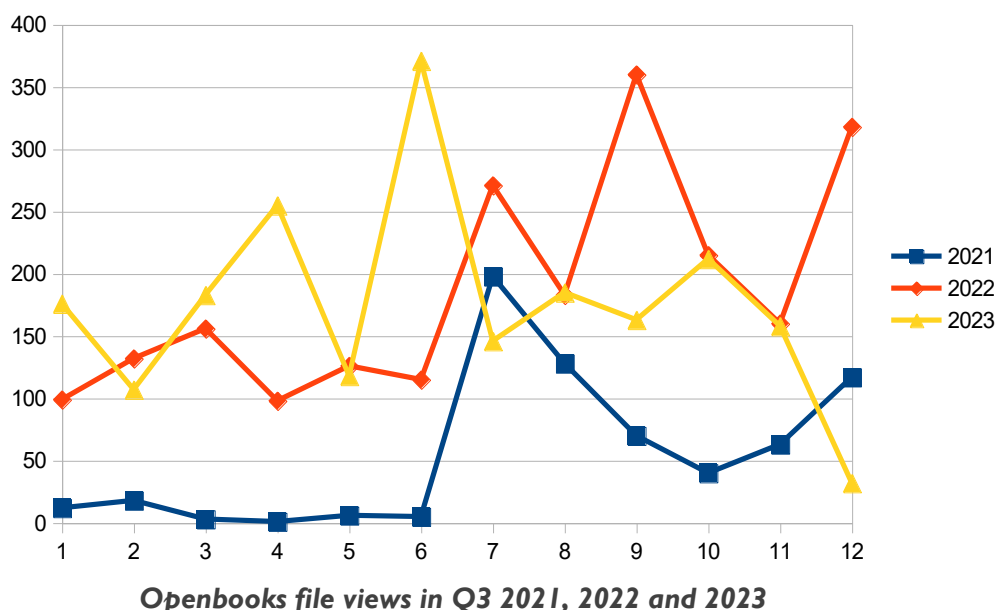
Items made available on DUT OpenBooks are accessed predominately from South Africa. These books continue to generate downloads on the Library’s eBook publishing platform, <https://openbooks.dut.ac.za>.

From the statistics below, the open books are accessed predominately from within South Africa.



Openbooks publications views

Compared to the previous year, Open Books has seen a 6% decrease in file views (from 2233 to 2106).



• 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. The Library is engaged in an ongoing project to retrospectively assign DOIs to theses and articles. A total of 341 DOIs were assigned to DUT publications and theses and dissertations during 2023. Journals, DUT open books and theses and dissertations. The retrospective assigning of DOIs to research articles will continue in 2023.

Number of DOIs Registered

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
AJIMS issues and articles	17	4	2	2	2	4	4	18	7	5	7	2	74
Open Scholar articles	0	0	0	0	0	0	0	0	0	0	0	0	0
Open Scholar ETDs	0	3	13	40	4	73	30	26	17	0	60	0	266
Openbooks	0	0	0	0	0	0	0	0	1	0	0	0	1
Totals:	17	7	15	42	6	77	34	44	25	5	67	2	341

• Library Digitisation Project

Mr Thomas Zwane continues to digitise the ML Sultan Collection as he has temporarily assumed duties related to the Archives and Digitisation assistant post. 99 items have been uploaded to the demo repository. Standards, procedures and workflows have been documented:

http://libman.dut.ac.za/mediawiki/index.php/Digitisation:_Contents

Two cohorts of 2022 WIL students were introduced to digitisation using the archive's procedures and equipment. Thomas Zwane was instrumental in the success of the sessions.

3.3.2. State-of-the-art Infrastructure

At the heart of strategic objective 6, has been the library investment drive in building and re-imaging its spaces, equipment, facilities and technologies into smart spaces and technologies to enable teaching, learning and research. Similarly, the Library must demonstrate the value proposition and usage of such investment.

3.3.2.1. Systems and support

Student Support – this service is offered virtually and on-site. The statistics highlight the evolving landscape of technology support at DUT Library, with a specific focus on the implementation of MFA and various other technical support categories. This information can be valuable for the university in optimizing resource allocation and enhancing support services for students. The IT Team offered both online and on-site support.

The statistics below indicate the support request

On-site & Online Support	Jan 2023 (2022)	Feb 2023 (2022)	Mar 2023 (2022)	Apr 2023 (2022)	May 2023 (2022)	Jun 2023 (2022)	Jul 2023 (2022)	Aug 2023 (2022)	Sep 2023 (2022)	Oct 2023 (2022)	Nov 2023 (2022)	Dec 2023 (2022)
Account Activation	7 (3)	45 (9)	197 (17)	46 (24)	47 (17)	29 (10)	19 (19)	45 (42)	38 (21)	45 (16)	29 (13)	(0)
Beyond Scope	0 (0)	0 (1)	0 (2)	0(0)	0 (0)	0 (0)	0 (0)	(0)	(0)	17 (0)	(0)	(0)
DUT4life	48 (16)	309 (110)	179 (130)	28 (50)	64 (34)	38 (11)	38 (26)	44 (29)	24 (20)	(24)	20 (13)	1 (6)
Data	0 (1)	0 (5)	0 (2)	0(4)	0 (4)	0 (13)	0 (2)	3 (0)	(0)	(0)	(0)	(0)
LibKi	6 (3)	31 (2)	62 (4)	22(16)	18(34)	13 (6)	7 (2)	20(47)	9 (64)	19 (57)	9 (11)	(1)
Office Activation	0 (0)	6 (1)	0 (7)	(0)	0 (0)	(0)	(0)	(0)	(0)	(9)	(8)	(0)
Office Install	1 (2)	9 (2)	65 (3)	52 (20)	42 (26)	18 (7)	10 (5)	35 (35)	30 (25)	19(24)	14 (14)	(0)
Other	6 (2)	45 (6)	59 (9)	22(9)	32 (2)	26 (9)	11 (7)	38 13)	24 36)	24 (26)	12 (4)	(1)
Password Reset	59 (30)	143 (124)	60 (145)	66 (38)	97 (81)	63 (37)	71 (64)	111 (71)	91 (52)	89 (38)	43 (40)	1 (8)
Student Portal	150 (44)	261 (28)	66 (40)	31 (32)	79 (51)	76 (62)	46 (24)	53 (26)	22 (30)	44 (42)	62 (49)	(14)
SPSS	5 (30)	3 (6)	7 (4)	9(7)	14 (2)	5 (16)	6 (0)	10(30)	4 (9)	16(12)	2 (2)	3 (0)
Technical	2 (0)	14 (0)	51 (2)	23 (12)	16 (28)	13 (6)	3 (1)	11 (26)	10 (16)	6 (17)	14 (15)	(0)
TLZ	6 (0)	136 (62)	220 (147)	42 (46)	51 (27)	6 (6)	23 (0)	34 (27)	18 (23)	23 (4)	16 (8)	(0)
Wi-Fi	8 (5)	382 (7)	776 (14)	312 (74)	352 (129)	131 (40)	171 (87)	192 (581)	209 (241)	308 (233)	128 (68)	1 (4)
Printing	10 (1)	55 (1)	159(4)	54 (2)	74(28)	44 (8)	26 (3)	52(39)	65(88)	75 (82)	76(49)	(4)
Endnote	2 (1)	6 (5)	15(4)	30 (3)	33 (1)	17 (5)	9 (1)	19 (9)	14 (6)	12 (9)	4 (7)	(0)
MS Teams	2 (1)	18(13)	55(57)	10(17)	7 (11)	5 (3)	5 (1)	28(19)	3 (7)	5 (8)	4 (2)	(1)
MFA	0	0	99	72	139	55	64	137	86	147	52	
Tot 2023 (2022)	312 (140)	1463 (382)	2070 (591)	820 (378)	1065 (475)	540 (239)	505 (256)	832 (994)	647 (638)	849 (601)	485 (301)	6 (39)

IT support queries

3.3.2.2. Computer Bookings

There are notable increases in usage at most sites in 2023 compared to 2022, indicating growth or changes in those areas. BM Patel and Alan Pittendrigh libraries show particularly significant increases, suggesting a substantial change. City Library has experienced a substantial increase as well. Brickfield, Riverside, and Indumiso show moderate increases.

LibKi Statistics	2023 (2022)
Brickfield Library	1531 (1403)
City Library	786 (419)
BM Patel Library	23800 (10094)
Alan Pittendrigh Library	47554 (28502)
Riverside Library	8043 (5876)
Indumiso Library	12581 (10675)

Computer bookings per site

3.3.2.3. Printing and Photocopying

The current fleet of photocopiers is over 6 years old and the machines are in dire need of replacement. The university is currently working on a tender for a new university-wide solution. Despite the poor state of the library photocopiers, there has been an increase in the usage of both photocopying and printing in 2023.

Copy Stats 2023 (2022)				
Site	B&W	Colour	Page Count	Total Jobs
BM Patel	8920	141	9061	6287
Brickfield	3143	223	3366	1917
City	2143	283	2426	889
Indumiso	11333	114	11447	7887
Riverside	16688	216	16904	10531
Steve Biko	13146	205	13351	9493
Total	55373 (46450)	1182 (1544)	56555 (47994)	37004 (28765)
Print Stats 2023 (2022)				
Site	B&W	Colour	Page Count	Total Jobs
BM Patel	44184	2948	47132	10317
Brickfield	5697	2337	8034	3845
City	4484	2397	6881	2093
Indumiso	62295	4103	66398	22243
Riverside	56467	4312	60779	19783
Steve Biko	70779	799	71578	14080
Total	243906 (156107)	16896 (14829)	260802 (170936)	72361 (45109)
Scan Stats 2023 (2022)				
Site	B&W	Colour	Page Count	Total Jobs
BM Patel	959	846	1805	1051
Brickfield	277	75	352	169
City	1417	373	1790	482
Indumiso	1637	609	2246	948
Riverside	3515	490	4005	1191
Steve Biko	2214	1312	3526	1703
Total	10019 (11882)	3705 (4098)	13724 (15980)	5544 (6125)

Printing and photocopying per sites

4. PERSPECTIVE: SUSTAINABILITY

4.1. Distinctive Education

- **COIL**

The MOU and SOP between the Library and the International Office about the COIL venues in the Library, have been finalised and will now provide clear direction pertaining to the operationalizing of these venues. Two venues have been set up. One at the basement of the AP Library and the second at the BM Patel Library.

- **UCDG Funds**

Tutors were recruited, trained, and provided with peer assistance for Information Literacy and the Research Commons throughout the year. Preference was given to students enrolled in the LIS programme for these opportunities. Two categories of tutors were employed: Information Literacy tutors and Research Commons tutors. While their responsibilities differed slightly, so did the academic level of the students they supported. To sustain this service, the Library was involved in submitting a funding proposal for the next cycle of funding 2024-2026.

4.2. Financial Sustainability: OPEX, CAPEX, Strategic Priorities Funds

For the period under review, the Library received a total operational budget of R 29 843 180. As of 31 December 2022, 99% of the main budget had already been spent - these were positive indicators that the library budget was used 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. Library Capex spending was at 99%. The spending was a good indicator of the university's commitment towards prioritizing investment in building and maintaining state-of-the-art infrastructure and equipment.

GLA Reports Balances 31 December 2023						
Cost Centre	F951 - LIBRARY (DBN CAMPUS)-OPERATING BUDGET					
Account Number	Description	Budget	Actual	Commitment	Totals	Actual Expenses
200031	PART-TIME PERIODS	818 764,00	554 952,80	46 340,00	217 471,20	73%
201010	PRINTING,STATIONERY@F	42 000,00	33 857,74	6 588,59	1 553,67	96%
201055	TRAVEL EXPENSES	150 000,00	91 664,75	10 292,32	48 042,93	68%
201035	CONFERENCE EXPENSES	150 000,00	115 604,85	2 300,00	32 095,15	79%
201060	SUBSISTENCE	50 000,00	35 495,62	0,00	14 504,38	71%
201140	REPAIRS + MAINTENANCE	546 000,00	395 959,37	15 800,00	134 240,63	75%
201235	COPYRIGHT LEVY	2 050 000,00	2 047 834,36		2 165,64	100%
201376	LIBRARY BOOKS	1 523 053,56	1 539 597,53		-16 543,97	101%
201395	TELEPHONE	42 000,00	4 559,68		37 440,32	11%
201405	UNIVERSITY FUNCTIONS	52 500,00	31 355,05	18 087,43	3 057,52	94%
201500	PERIODICALS & NEWSPAP	22 817 851,28	22 977 870,11	33 905,03	-193 923,86	101%
201800	INSTR MAT,SOFTWARE & F	1 374 388,05	1 338 088,89	19 944,92	16 354,24	99%
201525	STAFF SKILLS TRAINING	51 292,50	44 750,00		6 542,50	87%
201972	STAFF DEVELOPMENT	71 922,38	67 557,17		4 365,21	94%
201686	RENTAL/LEASE	98 633,85	34 466,87		64 166,98	35%
201971	COVID-19 DEPARTMENTAL	4 775,00	2 621,05	2 153,37	0,58	100%
	Account Budget Difference	29 843 180,62	29 316 235,84	155 411,66	371 533,12	99%

Smart Libraries, Smart People!

Cost Centre	G061 - LIBRARY(MIDLANDS)-OPERATING BUDGET					
Account Number	Description	Budget	Actual	Commitment	Totals	Actual Expenses
201010	PRINTING,STATIONERY©P	4 027,80	2 360,51		1 667,29	59%
201055	TRAVEL EXPENSES	31 500,00	29 478,95		2 021,05	94%
201035	CONFERENCE EXPENSES	10 000,00			10 000,00	0%
201060	SUBSISTENCE	5 000,00	3 906,25		1 093,75	78%
201140	REPAIRS + MAINTENANCE	52 500,00	45 597,72	3 680,00	3 222,28	94%
201395	TELEPHONE	3 698,10	1 265,59		2 432,51	34%
201405	UNIVERSITY FUNCTIONS	2 958,48	3 462,87		-504,39	117%
201971	COVID 19 DEPARTMENTAL	366,00	365,76		0,24	100%
201800	INSTR MAT,SOFTWARE & I	6 300,00	5 425,04		874,96	86%
201686	RENTAL/LEASE	28 722,75	19 712,29		9 010,46	69%
	Account Budget Difference	145 073,13	111 574,98	3 680,00	29 818,15	79%
	SPECIAL FUNDS					
Cost Centre Code	Description	Budget	Actual	Commitment	Totals	Actual Expenses
F952	Library Special Fund	433 266,79	202 154,12	41,10	231 071,57	47%
F954	ECP_Foundation Prog.	75 051,67	0,00		75 051,67	0%
F955	Library Fines & Lost Book	346 044,75	348,40		345 696,35	0%
F711	Library Copiers Fund	379 427,32		48 210,66	331 216,66	13%
E647	Student Development (UC	277 988,11	138 180,00		139 808,11	50%
		1 511 778,64	340 682,52	48 251,76	1 122 844,36	26%
	CAPEX					
GLA Code	Account Description	Budget	Actual	Commitment	Balance	% Spending
403195	Addition Equipment	786 000,00	377 463,99	709 815,06	-301 279,05	138,33%
403196	Additions Furniture	262 000,00	242 351,66	104 311,00	-84 662,66	132,31%
403090	Additions Buildings	175 000,00		115 450,00	59 550,00	65,97%
403505	Additions Computers and	3 550 000,00	3 176 834,75		373 165,25	89,49%
	Account Budget Difference	4 773 000,00	3 796 650,40	929 576,06	46 773,54	99,02%

- **Transformational Agreements (TAs) with Big Publishers of Scientific Information**

Science coming out of publicly funded universities should flourish inclusively and sustainably to ensure public access that is free from copyright restrictions.

Through the signed TAs with five publishers of scientific knowledge, the Library continued to transform the university research enterprise (scientific knowledge production) in a manner that is much more open, developmental, inclusive and sustainable.

A total of 58 articles in TAs were approved during Jan – Dec 2023, with an estimated saving of R 3 719 733,78 to the institution. Under Creative Commons (Open-access) Licenses, these DUT-affiliated researchers retained copyright to the articles. As highlighted in the figure below, DUT authors have not taken up the free TAs for ACM Digital. There has been a significant increase in the number of articles published in the second term.

Although the ScienceDirect /Elsevier and Springer Nature transformational contracts were only signed in July 2023, articles from these publishers account for 63% of the articles that have been approved by the library for the TAs.

DUT uptake of transformational agreements in 2023

Publisher	Article Title	Journal Title	Est R-value
Emerald	Libraries in an era of constant flux: establishing smart libraries in South Africa	Global knowledge, memory and communication	R61 367.00
Emerald	Intrinsic drivers of the reputation for CSR: a cognitive analysis of consumer expectations	Social Responsibility Journal	R61 773.00
Emerald	Synthesis of Critical Factors Influencing Indoor Environmental Quality and their Impacts on Building Occupants' Health and Productivity	Journal of Engineering, Design and Technology	R61 773.00
ScienceDirect	Profiling pathogenic protozoan and their functional pathways in wastewater using 18S rRNA and shotgun metagenomics	Science of The Total Environment	R84 887.25
ScienceDirect	Performance optimization of the symmetric supercapacitors based on paddy straw-derived porous activated carbon	Journal of Energy Storage	R64 358.71
ScienceDirect	Beneficiation of paper-pulp industrial wastewater for improved outdoor biomass cultivation and biodiesel production using <i>Tetrademus obliquus</i> (Turpin) Kützing	Renewable Energy	R87 558.24
ScienceDirect	The interplay of human factors and safety culture in nuclear safety for enhanced organisational and individual Performance: A comprehensive review	Nuclear Engineering and Design	R58 339.50
ScienceDirect	Adipose tissue inflammation linked to obesity: A review of current understanding, therapies and relevance of phytotherapeutics	Heliyon	R33 915.00
ScienceDirect	Hydrothermal synthesis of MoS ₂ with tunable band gap for future nano-electronic devices	Inorganic Chemistry Communications	R74 727.00
ScienceDirect	Nutritional evaluation of <i>Colocasia esculenta</i> L. (Schott) leaves and corms from KwaZulu-Natal, South Africa	Journal of Food Composition and Analysis	R66 647.56
ScienceDirect	Transcriptomic profiling of <i>Beauveria Bassiana</i> SAN01, an endophytic fungal entomopathogen, for the production of lignocellulosic enzymes	Biocatalysis and Agricultural Biotechnology	R77 859.60
ScienceDirect	Advancing The Need For Medical Social Workers In Paediatric Wards At A Public Health Hospital In South Africa	Children and Youth Services Review	R69 906.20
ScienceDirect	A sensitive ZIF-67/ MWCNTs composite-based sensor for the detection of sunset yellow in food and beverages	Journal of Electroanalytical Chemistry	R62 162.10
ScienceDirect	Development and application of a new QuEChERS-molecularly imprinted solid phase extraction (QuEChERS-MISPE) technique for analysis of DDT and its derivatives in vegetables	Food Chemistry	R84 360.00
ScienceDirect	Ultrasound-induced PMS activation for acrylonitrile degradation with series LTZ perovskite-like catalysts: Synergistic and mechanistic insight	Journal of Environmental Chemical Engineering	R68 390.50

ScienceDirect	Fungal mycelium as leather alternative: A sustainable biogenic material for the fashion industry	Sustainable Materials and Technologies	R57 111.00
ScienceDirect	Hydrothermal synthesis of kaolin-based ZSM-5 zeolite: Effect of synthesis parameters and its application for bioethanol conversion	Catalysis Communications	R6 000.00
ScienceDirect	Achieving partial nitrification by harnessing basic hydrolysis of sulphide salts amid high dissolved oxygen conditions	Journal of Environmental Chemical Engineering	R57 111.00
ScienceDirect	Effect of Hollow Glass Microsphere (HGM) on Impact and Flexural Properties of High-Density Syntactic Foam-Based Epoxy Composites	Materials Today: Proceedings	R113 367.00
ScienceDirect	Dark Universe phenomenology from Yukawa potential?	Physics of the Dark Universe	R66 736.00
ScienceDirect	Socioeconomic indices guided linear mixed-effects and meta-regression modelling of the temporal, global and regional prevalence of Helicobacter pylori in environmental waters: A class I carcinogen	Journal of Environmental Management	R79 143.00
ScienceDirect	Dynamical analysis of [formula omitted]-cosmology	Physics of the Dark Universe	R66 736.00
ScienceDirect	Reconstruction of [formula omitted]CDM Universe from Noether symmetries in Chameleon gravity	Physics of the Dark Universe	R66 736.00
ScienceDirect	Nuclear fission technology in Africa: Assessing challenges and opportunities for future development	Nuclear Engineering and Design	R57 111.00
ScienceDirect	Diversity, stability and applications of mycopigments	Process Biochemistry	R57 111.00
ScienceDirect	Using the deterministic approach model for project portfolio selection problem (PPSP) solutions	Heliyon	R26 737.00
ScienceDirect	Radiologists' perceptions of knowledge and training required by radiographers in the interpretation of radiographic images: An explorative study in KwaZulu-Natal province, South Africa	Journal of Medical Imaging and Radiation Sciences	R63 396.00
ScienceDirect	Novel characterization of the interaction between EVF drug and TiO ₂	Surfaces and Interfaces	R48 746.00
ScienceDirect	Observational constraints on Yukawa cosmology and connection with black hole shadows	Physics of the Dark Universe	R66 413.00
Springer	From high-performance work systems and resilience to employee well-being during crises: exploring the moderating role of employee ambidexterity	Current Psychology	R50 992.00
Springer	Grasping the supremacy of microplastic in the environment to understand its implications and eradication: a review	Journal of Materials Science	R50 992.00

Springer	Cheminformatics identification of modulators of key carbohydrate-metabolizing enzymes from C. kujete for type-2 diabetes mellitus intervention	Journal of Diabetes & Metabolic Disorders	R50 992.00
Springer	Effect of nanoclay (NC) on mechanical and thermal properties of cellulose nanoparticles (CNPs) filled cornstarch bioplastic film	Journal of Polymer Research	R50 992.00
Springer	Five-dimensional Einstein–Gauss-Bonnet gravity compactified and applied to a colour-flavour-locked equation of state	The European Physical Journal Plus	R50 992.00
Springer	The Clinical Value of Rodent Models in Understanding Preeclampsia Development and Progression	Current Hypertension Reports	R50 992.00
Springer	Integrated Biorefinery of Mucor Circinelloides Biomass And Sugarcane Bagasse For Application Of High-Value Biopolymers	Biomass Conversion and Biorefinery	R50 992.00
Springer	Dynamics and control of Mpox disease using two modelling approaches	Modelling Earth Systems and Environment	R50 992.00
Springer	Assessment of solar photovoltaic potential of selected site locations in cities across sub-Saharan Africa	Energy Systems	R50 992.00
Springer	Biofilm formation on microplastics in wastewater: insights into factors, diversity and inactivation strategies	International Journal of Environmental Science and Technology	R51 016.00
Springer	Anthelmintic resistance in soil-transmitted helminths: One-Health considerations	Parasitology Research	R51 288.12
Wiley	Multicomponent Synthesis Strategies, Catalytic Activities, and Potential Therapeutic Potential of Pyranocoumarins: A Comprehensive Review	Chemistry & Biodiversity	R73 687.00
Wiley	The Effect of Melasma on the Quality of Life in People with Darker Skin Types Living in Durban, South Africa	Dermatologic Therapy	R73 687.00
Wiley	Bio-Polymer Composite Materials in Oil and Gas Sector: A Review	International Journal of Polymer Science	R73 687.00
Wiley	An experimental study of using recycled High-Density Polyethylene plastic waste to manufacture eco-friendly plastic sand bricks	SPE Polymers	R73 687.00
Wiley	Influence of hybridizing fillers on mechanical properties of foam composite panel	Polymer Engineering & Science	R73 687.00
Wiley	Impact of Starch Modification Processes on Resistant Starch of Root and Tuber Crops	Starch	R73 687.00
Wiley	Hesperidin improves physiological outcomes in an arginine vasopressin rat model of pre-eclampsia	Fundamental & Clinical Pharmacology	R55 344.00
Wiley	Application of magnetite-nanoparticles and static magnetic field on a microbial fuel cell in anaerobic digestion	Chemistry - An Asian Journal	R73 687.00

Wiley	Computational bioprospection of putative leads from Rooibos tea as DPP-IV modulator towards the management of Type 2 diabetes mellitus	Journal of Diabetes Research	R73 687.00
Wiley	A Novel Solution for the Power Transmission Congestion of Deregulated Power System Using TCSC and TLBO Algorithm	IET Generation, Transmission & Distribution	R73 687.00
Wiley	PVDF-based blend electrospun nanofibers for oil-water separation: A review	Macromolecular Materials and Engineering	R73 687.00
Wiley	Swimming in the past: the ability of green roofs to attenuate stormwater run-off in inner city spaces: a case study of the Central Business District (CBD), Durban, KwaZulu-Natal, South Africa	Climate Resilience and Sustainability	R73 687.00
Wiley	Synthesis and characterization of magnetic nanoparticles via co-precipitation: Application and assessment in anaerobic digested wastewater	Biofuels, Bioproducts and Biorefining	R73 687.00
Wiley	Enhancing Sustainable Energy Production through Biomass Gasification Gas Technology: A review	International Journal of Energy Research	R73 687.00
Wiley	Analysing the ML-Based Algorithms for GNSS Data Bit Synchronization and Decoding	International Journal of Antennas and Propagation	R73 687.00
Wiley	Waste-to-energy: the recycling and reuse of sugar industry waste for different value-added products such as bioenergy in selected countries: A critical review	Biofuels, Bioproducts and Biorefining	R73 687.00
Wiley	Numerical Study of Aerodynamic Characteristics of the NACA 6420 Airfoil Using the Transition RANS k- ω Model	International Journal of Energy Research	R73 687.00
Wiley	Effects of Molybdenum addition to activated carbon-supported Ni-based catalysts for CO ₂ methanation	Greenhouse Gases: Science and Technology	R73 687.00
Total Cost Savings			R3 719 733.78



5. PERSPECTIVE: SOCIETY

5.1. Engaged University

- Collaborations, community engagements and partnerships
 - LIASA, IATUL, LIS programme, UCT RDM initiative, Research Office, etc.
- **Editorial Works & Reviews**
 - Dr Malefetjane Phaladi was appointed as a reviewer for the Hawaii International Conference on System Sciences (HICSS)
 - Dr Malefetjane Phaladi continued to serve as a reviewer for the South African Journal of Information Management (SAJIM) and completed a review for the journal.
 - Dr Phaladi was appointed as a reviewer for the SA Journal of Human Resource Management (SAJHRM) and completed a review of 2 articles published in the journal.
 - Dr Malefetjane Phaladi reviewed book chapters published in the international book project "[Transformational Leadership Styles for Global Leaders: Management and Communication Strategies](#)" by IGI Global.
 - Ms Mpungose, Dr Omarsaib and Dr Mhlongo reviewed the book chapters published in the international book project "[Trends, Challenges, and Practices in Contemporary Strategic Management](#)" by IGI Global.
 - Dr Phaladi provided a review for the NWU LIS AI Symposium.

- **International Federation of Library Association (IFLA)**

Dr Ramika Bansi was appointed IFLA CLM Advisory Committee for the 2023 –2025 term. This capacity includes the role of delivering on IFLA's mission to inspire, engage, enable and connect the global library field. IFLA's Advisory Committees provide key insights to the Governing Board, and so to libraries globally, in their areas of expertise, as well as supporting the work of other committees across the federation. Mr Romeo Matumba, the marketing and communication librarian continue to serve 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.

- **External Professional Associations and Industry Engagements**

- ✚ Dr Malefetjane Phaladi, the Library Director chaired a session at the LIASA 2023 (Library and Information Association of South Africa).
- ✚ Mr Romeo Matumba (marketing and communication librarian) has been nominated to be a member of CHELSA's marketing special working group. This working group contributes to the development and improvement of marketing and communication aspects for CHELSA's projects and activities.
- ✚ Mr David Thomas, as a member of the IATUL Special Interest Group for Information Literacy, Mr Thomas was invited to present at their webinar: *Critical Perspectives on Data Literacy: The Role of the Information Literacy Librarian*, on the 13th of September 2023.

- **CHELSA National Theses and Dissertation Repository Project**

Library staff continue to be recognised and sought after for their expertise at a national level. A National Repository Task Team was convened by the 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. The steering committee (Dr R Raju, Dr S Neerputh, Mr Sagren Moodley, Mr Sean Carte, Ms Jill Claassen and Mr Mark Synders) anticipates launching a proof-of-concept server soon.

- **DUT Africa Day Events**

The Durban University of Technology (DUT) Library in partnership with the International Education and Partnerships Directorate, Corporate Affairs, Student Governance, and the Housing Unit hosted a successful Africa Day event on Wednesday, 31 May 2023. The Library's Marketing and Communication Librarian, Mr Romeo Matumba, facilitated the event as a programme director. This is an annual commemoration of the foundation of the Organization of African Unity (OAU) on the 25th of May 1963, now known as the African Union (AU). This year marks the 60th anniversary of the signing of the AU's founding charter in Addis Ababa, Ethiopia. The theme chosen for 2023 is "Acceleration of AfCFTA Implementation". AfCFTA (African Continental Free Trade Area) is a trade agreement between African countries that aims to create jobs, reduce poverty, and improve commercial connections. Dr Gcina "Nozincwadi" Mhlophe, internationally renowned storyteller, poet, writer, public speaker, director, political activist, and actor, graced the event as a special

guest. Mr Siphumele Zondi, a seasoned journalist, TV presenter, and lecturer in the Journalism Department at DUT, hosted a special segment entitled, “Honouring Our Living Icons and Getting to Know Dr Gcina Mhlophe” as part of the programme.



Pictured: Gcina Mhlophe, Romeo Matumba, and performers during the event

- **Book clubs**

- ✓ Planning meetings and poetry sessions

To contribute to the development and nourishment of a reading culture within the university, book clubs have been created. The marketing and communication librarian plays an important role in coordinating and supporting book club activities. In 2023, support was provided in the form of coordinating meetings, creating posters about the book club activities, and sharing book club activities on the library’s digital platforms such as Facebook, Twitter, TV screens and notice boards. Several meetings and sessions took place in both Durban and the Midlands. The meetings are also used to encourage and recruit more members to participate in book club activities. One of the planning meetings that took place in Durban included student and staff book club coordinators. At the meeting, students also managed to select an executive committee that is now responsible for coordinating and planning activities.

Book Club Roadshows

Roadshows were arranged by book club members at both the Midlands and Durban sites. Roadshows were used to recruit more members to join the club. Redbull SA sponsored some of the prizes handed out during fun activities that were organised. A local Durban artist, Makhosini also performed at the show.

Below are some of the photos of the Durban Roadshow

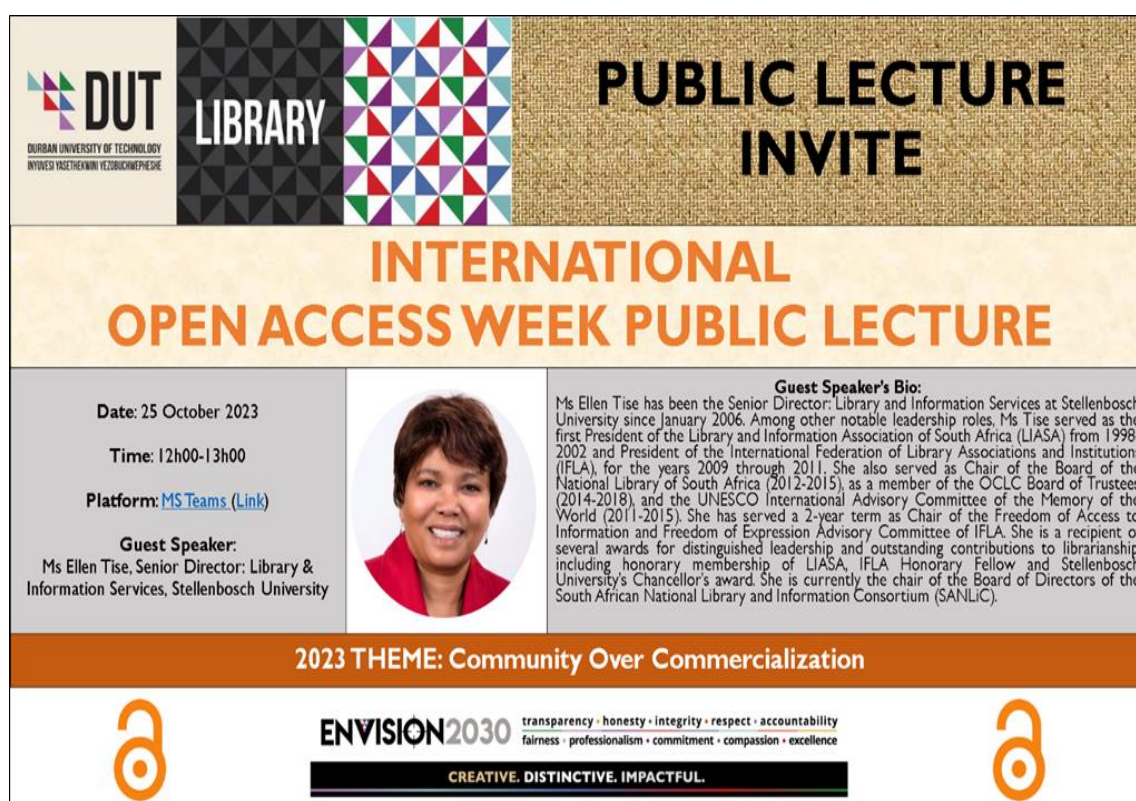


- **External Assessment and Examination**

For the period under review, Dr Malefetjane Phaladi, the Library Director continued to serve as an assessor for the University of Limpopo and assessed a Master thesis in Information Studies for their student. He was also appointed as an assessor by the University of South Africa and assessed a Masters thesis in Information Science for their student.

- **International Open-access Week Celebration**

The Library commemorated the International Open-access Week with colourful and creative displays, a public lecture and informative posters from 23 to 28 October. Activities planned for this week included a public lecture, a demonstration of open resources and a promotion of the existing transformational agreements. The Library designed special posters to inform users about the existing open-access publishing platforms at DUT and transformational agreements information. Furthermore, a programme and invite to the planned open-access week public lecture was designed and shared on all library channels such as Facebook, Twitter (now known as X), TV screens and library traditional notice boards. The public lecture was delivered by one of the giants in the LIS field, Ms Ellen Tise, the current Senior Director: Library and Information Services at Stellenbosch University Library.



PUBLIC LECTURE INVITE

INTERNATIONAL OPEN ACCESS WEEK PUBLIC LECTURE

Date: 25 October 2023
Time: 12h00-13h00
Platform: [MS Teams \(Link\)](#)

Guest Speaker:
 Ms Ellen Tise, Senior Director: Library & Information Services, Stellenbosch University

Guest Speaker's Bio:
 Ms Ellen Tise has been the Senior Director: Library and Information Services at Stellenbosch University since January 2006. Among other notable leadership roles, Ms Tise served as the first President of the Library and Information Association of South Africa (LIASA) from 1998-2002 and President of the International Federation of Library Associations and Institutions (IFLA) for the years 2009 through 2011. She also served as Chair of the Board of the National Library of South Africa (2012-2015), as a member of the OCLC Board of Trustees (2014-2018), and the UNESCO International Advisory Committee of the Memory of the World (2011-2015). She has served a 2-year term as Chair of the Freedom of Access to Information and Freedom of Expression Advisory Committee of IFLA. She is a recipient of several awards for distinguished leadership and outstanding contributions to librarianship, including honorary membership of LIASA, IFLA Honorary Fellow and Stellenbosch University's Chancellor's award. She is currently the chair of the Board of Directors of the South African National Library and Information Consortium (SANLIC).

2023 THEME: Community Over Commercialization

ENVISION2030 transparency • honesty • integrity • respect • accountability
 fairness • professionalism • commitment • compassion • excellence
CREATIVE. DISTINCTIVE. IMPACTFUL.

Poster:
 One of the
 OA Week
 Public
 lecture
 invites

- **Collaborations and Partnerships**

As part of building library relationships on a continental scale, the library hosted Dr. A.H. Chaputula from Mzuni University – Malawi. Several sections of the library sites were selected to engage Dr Chaputula in understanding their respective roles. Dr. Chaputula also shared his experiences as to what is maintained at Mzuni University Library. Dr. Chaputula's niche area is Knowledge Management, and he designed a three-day – (half-day workshops) to engage staff in Knowledge Management practices. Library staff were grouped after the first workshop and provided with topics to present on the third day. Presentations were thought-provoking and allowed library staff to engage, reflect, and have robust discussions aligned to Knowledge Management practices.

The outcome of Dr. Chaputula's visit resulted in a *Memorandum of Understanding* being signed off by the Library Director and his counterparts at Mzuni University Library. The library also hosted the Director of Midlands State University Library (Zimbabwe), Ms Patience Chibanda for two weeks, in the month of May. Part of her programme was the visit to the site libraries. She expressed her admiration for the professionalism and passion that was demonstrated by the library staff.



Pictured: Ms Chibanda with Library Management during her visit

From left:

Mr Nhlanhla Nhleko, Mr Siza Radebe, Ms Patience Chibanda, Dr Malefetjane Phaladi, Mr Sagren Moodley and Mr David Thomas

• Publications

Building a culture of publishing in the Library environment is a priority number for the management. The Library is active in the knowledge production system and continues to contribute to the sustainable future of the university through publications (DHET approved).

The library is of the firm view that science grows in an environment that is open, developmental and sustainable. It is for this reason that the library staff and researchers continue to prioritize publishing their research outputs in open access where it is feasible. For the period under review, the following publications by the Library staff have been published or accepted for publication:

- ✓ **Badenhorst, P & Raju, J. 2023.** Research Data Management Competencies for Academic Libraries: Perspectives from Two Universities in South Africa. *Afr. J. Lib. Arch.& Inf. Sc.* 33(2), 215-229.
- ✓ **Matumba, MR & Rajkoomar, M. 2023.** Academic librarians' perceptions of mobile technology's usefulness in library service delivery at universities of technology in South Africa. *Digital Library Perspectives*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/DLP-08-2023-0072>
- ✓ **Omarsaib, M. 2023.** Exploring first-year engineering student perceptions of the engineering librarian as an IL instructor in multimodal teaching and learning environments. *Digital Library Perspectives*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/DLP-08-2023-0069>
- ✓ **Omarsaib, M., Naicker, N. and Rajkoomar, M. 2023.** Integration of Indigenous Knowledge into Library and Information Science Teaching Practices: A Systematic Review of the Global Literature. In: Masenya, T. M. ed. *Digital Preservation and Documentation of Global Indigenous Knowledge Systems*. Hershey, PA, USA: IGI Global, 303-321. Available: <https://www.igi-global.com/chapter/integration-of-indigenous-knowledge-into-library-and-information-science-teaching-practices/327940>
- ✓ **Mhlongo, PM & Zondo, RWD. 2023.** Systems Thinking: A Vehicle for the Development of Knowledge-Sharing Culture In the University Of Technology In Kwazulu-Natal. *The Seybold Report*, 18, 2550-2564. <http://doi.org/10.17605/OSF.IO/VT5KE>
- ✓ **Mhlongo, PM. 2023.** Adopting a Systems Thinking Philosophy to Improve Processes and Practices in Higher Education Institutions. In book: *Theorising Research, Innovation, and Internationalisation in African Higher Education*. DOI: [10.36615/9781776447459-10](https://doi.org/10.36615/9781776447459-10)
- ✓ **Moonasar, A & Ngoepe, M. 2023.** Disruptive changes in the role of academic libraries and librarians: a case study of a university of technology in South Africa. *Innovation: Journal of Appropriate Librarianship and Information Work in Southern Africa*, 67, pp.4-31
- ✓ **Phaladi, M.P. 2023.** Building knowledge absorptive capacity in South African public companies through recruitment practices. *24th Proceedings of the European Conference on Knowledge Management (ECKM 2023)*, 7-8 September 2023, Lisbon, Portugal, 24 (2), 1060-1068. <https://doi.org/10.34190/eckm.24.2.1400>

- ✓ **Phaladi, M.P & Marutha, NS. 2023.** "A Framework for Knowledge-Based Leadership for Improved Risk Management in State-Owned Enterprises in South Africa". In Roache, D (Ed.). *Transformational Leadership Styles for Global Leaders: Management and Communication Strategies*. IGI Global. pp128-148 <https://doi.org/10.4018/979-8-3693-1380-0.ch008>
- ✓ **Phaladi. M.P. 2023.** Developing knowledge protective capacity through retention practices in South African state-owned companies. *South African Journal of Information Management*, 25 (1) <https://doi.org/10.4102/sajim.v25i1.1727>
- ✓ **Phaladi. M.P. 2023.** Mitigating Tacit Knowledge Loss in South African State-Owned Companies: HRM Approach. *Electronic Journal of Knowledge Management*, 21(3), 211 – 223. <https://10.34190/ejkm.21.3.3152>
- ✓ **Phaladi, M. P., Omarsaib, M., Mhlongo, P. M., & Mpungose, B. 2024.** Integrating Strategic Human Resource Management Practices for Effective Knowledge Risk Management in Public Enterprises: A Systematic Review and Future Research Directions. In F. Mizrak (Ed.), *Trends, Challenges, and Practices in Contemporary Strategic Management* (pp. 213-235). IGI Global. <https://doi.org/10.4018/979-8-3693-1155-4.ch011>
- ✓ **Phaladi, MP & Ngulube, P. 2024.** Understanding tacit knowledge loss in public enterprises of South Africa. *SA Journal of Human Resource Management*, 22(0), 1-10. <https://doi.org/10.4102/sajhrm.v22i0.2229>

• Publishing in LIASA in Touch Magazine

DUT Library is proud to be a member of LIASA, the national organisation for all libraries in South Africa. To that end, the library is required to contribute to LIASA in Touch Magazine, which is published quarterly. The magazine covers events and updates from all types of South African libraries. Two articles were published in the September issue.

DUT CELEBRATES WITH RENOWNED AUTHOR AND STORYTELLER GCINA MHLOPE

The Durban University of Technology (DUT) Library in partnership with the International Education and Partnerships Directorate, Corporate Affairs, Student Governance, and the Housing Unit at DUT hosted a successful Africa Day event at the Ritson Hall on Wednesday 31 May 2023.

The Library's Marketing and Communication Librarian, Romeo Matumba, facilitated the event as a programme director.

This is an annual commemoration of the foundation of the Organisation of African Unity (OAU) on 25 May 1963. The OAU is today known as the African Union (AU). This year marks the 60th anniversary of the signing of the AU's founding charter in Addis Ababa, Ethiopia. May has been designated as Africa Month, celebrated throughout the continent and around the world. The theme chosen for 2023 is "Acceleration of AfCFTA Implementation". The African Continental Free Trade Area (AfCFTA) is a trade agreement between African countries that aims to create jobs, reduce poverty, and improve commercial connections.

As the norm, the event commenced with the AU anthem. Professor Oludayo Olugbara, the



Gcina Mhlope and Siphumelele Zondi

Executive Dean of the Faculty of Accounting and Informatics at DUT delivered the opening remarks. During his speech, Prof Olugbara highlighted the significance of celebrating Africa as one of the most powerful continents, despite facing various challenges. He further encouraged the audience to engage in cross-cultural learning, support African businesses, and foster trade within the continent.

Gcina "Nozincwadi" Mhlope, the highly renowned storyteller, poet, writer, public speaker, director, political activist and actor, graced the event as

a special guest. Siphumelele Zondi, a seasoned journalist, TV presenter and lecturer in the Journalism Department at DUT, hosted a special segment titled, "Honouring Our Living Icons and Getting to Know Dr Gcina Mhlope" as part of the programme. During the fascinating Q&A session, Mhlope took the audience on a short "private travelling experience" sharing insights into her remarkable global travels. As part of her speech, she encouraged the audience to embrace African heritage by showing respect for one another, restoring and preserving cultural practices, as well as promoting the values of ubuntu in all their interactions.

"Embrace your African culture and honour other cultures as you live together peacefully and harmoniously", said Gcina Mhlope. She delighted the audience with some of her captivating and touching African stories beginning with the phrase "kwasuka sukela", meaning "once upon a time". Mhlope's fantastic book titles can be found here:

<https://www.gcinamhlope.co.za/gcinamhlope-books.html>

Under the theme "Africa My Pride", the event featured poetry and music entertainment, dances, and a best-dressed

competition. As part of a show-and-tell competition, the Faculty of Arts and Design organised an exhibition featuring exclusive garments designed by students from the Department of Fashion and Textiles. Each garment had a unique story and purpose behind its creation. The audience was actively involved in the judging process and had the opportunity to select the finest garment with the most compelling African story behind it.

Masiza Ngculu, DUT's Student Governance Manager, delivered parting remarks on behalf of the University management and the organising team. In his remarks, he thanked the guests, audience, and team for their efforts in the preparation of this event. "Let us keep the spirit of Africa Day with us throughout the year as we reflect on this historic occasion. We must continue cultivating bridges of understanding and collaboration while celebrating our diversity and embracing our shared ideals. Each of us is responsible for crafting Africa's narrative and reaching its full potential", said Ngculu.

MUVHULAWA ROMEO MATUMBA
LIBRARIAN: MARKETING & COMMUNICATION,
DUT

Top: Africa Day Celebration Article

DUT Library celebrates TECH Week in style



The DUT Library is dedicated to enhancing the library user's experience by offering state-of-the-art technologies in both the physical and virtual library environments.

DUT Library TECH Week is an annual celebration designed to showcase and promote innovative library technologies utilised by our staff and students. This year's TECH Week was held from 24 to 28 July 2023.

Activities during this week included demonstrations on the use of the technological services provided by the library, such as ENDNOTE installation, using OneDrive, connecting mobile devices to the Wi-Fi, setup of MFA (Multi-Factor Authentication) system for remote login, and PressReader, which allows users to access and read newspapers and magazines remotely using their mobile devices.

In addition, a library Makerspace Open Day was held at the Indumiso Library where students were introduced to some of the cutting-edge technology in the maker space, such as a mobile drone, 3D printers and 3D scanners.

A highlight of this week was the launch of the library's Self-Check Service on 26 July at the BM Patel Library, ML Sultan Campus. Self-Check Service units allow users to borrow and return books independently while endeavouring to reduce long queues at the circulation desks. The launch event witnessed a diverse attendance, with students, academics, and administrative

staff from various departments, along with representatives from Universal Knowledge Systems (UKS), the supplier of the units. Mohamed Ismail from UKS delivered an informative talk highlighting the advantages of utilising Self-Check Services in libraries. The Library's Self-Check Service is supported by Radio Frequency Identification (RFID) technology.

As part of the programme, a brief background on the significance of TECH Week was delivered by Sagren Moodley, DUT's Manager of Information Systems and Resources. The popular KwaZulu-Natal comedian, Moemish and DUT Library Book Club member, Junior Mhlungu, entertained the audience with comedy and poetry.

Dr Malefetjane Benny Phaladi, Director: Library Services,

delivered a thought-provoking speech on the SMART Library principles, and the DUT Library's strategies to develop smart spaces and smart technologies to deliver smart user-focused services in the digital era. He indicated that, following the library's recently created slogan, "Smart Library for the Smart People Using Smart Technology to Provide Smart Services, Spaces and Resources", the library is implementing advanced Fourth Industrial Revolution (4IR) technologies. According to Dr Phaladi, these technologies play a pivotal role in redefining and revolutionizing traditional libraries into intelligent, technologically advanced smart libraries.

"DUT Library is continuously advancing its digital transformation journey, strategically investing in smart

technology to evolve into a smart fit-for purpose and intelligent Library. Through the adoption of transformative technologies, we are dedicated to transforming our libraries into Smart DUT Libraries". added Dr Phaladi.

The closing remarks were delivered by Siza Radebe, Manager: Campus Library and Sites, who acknowledged the audience for attending the event and their active participation in the various activities. He further thanked the library management, programme director, library partners, library IT department, and the marketing working group for their commitment and hard work in organising a very successful TECH week.

MUVHULAWA ROMEO MATUMBA
LIBRARIAN:
MARKETING & COMMUNICATION, DUT

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• Community Engagement Projects

➤ The Adopt-a-Child Project

The Adopt-a-Child Project, organized by DUT Hands of Compassion, aimed to provide school shoes to needy children. Sarah Khan, the library representative, epitomized generosity and community service. Through her and her colleagues' efforts, the DUT community was encouraged to support the cause. DUT libraries served as drop-off points for donations, showcasing the power of collective goodwill in bringing positive change.

This shows that the library is not only a place for academic pursuits but also a community hub where social causes can be supported and awareness raised. The donations were handed over to identified schools in the Eastern Cape and Nkandla. It is heart-warming to see library staff taking an active role in supporting social causes, and their contributions are a testament to their commitment towards making a positive impact in their community.

➤ **Mandela Day Project**

The Cataloguers bought wool, crocheted beanies and donated to children and senior citizens at Malvern Child and Youth Care Centre and Malvern Old Age Home in July as part of the Mandela Project.



Pictured: Library staff members handing over the donations (Knitted hats and blankets) on Mandela Day

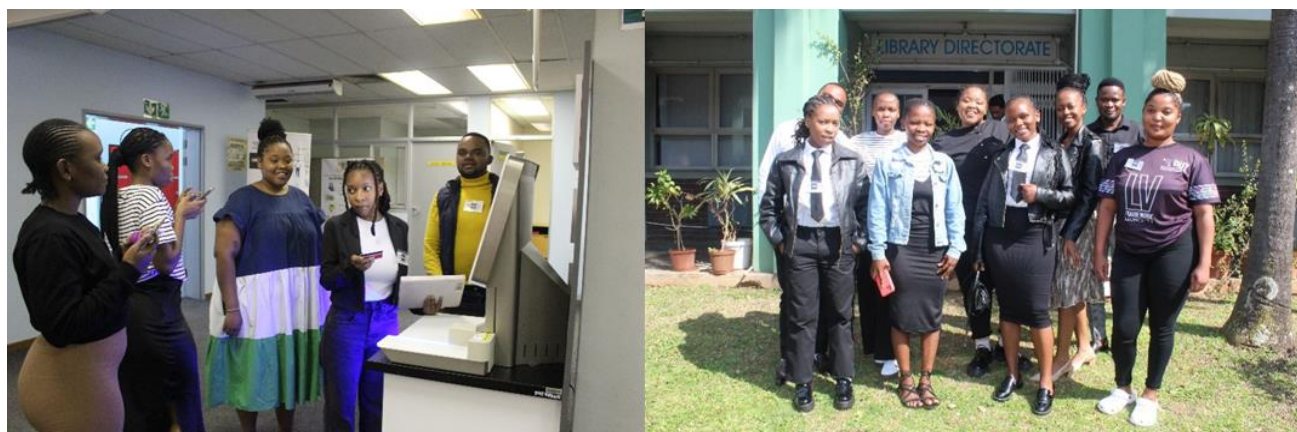
➤ **Book Club Challenge**

The library is partnering with other stakeholders, such as the Rajen Reddy Foundation and the office of the DVC RIE, to create book clubs at a primary and secondary school in Umkhumbaan. Mrs Sarah Khan, the project coordinator of the library community outreach team, has attended several meetings to meet the different stakeholders and discuss the project requirements and outcomes. Overall, the Book Club Challenge 2023 is an exciting initiative that has the potential to make a positive impact in the community. The involvement of the DUT Library Community Outreach Team, along with other stakeholders, is a testament to the library's commitment towards community engagement and outreach.

5.2. Adaptive Graduates

- **Work Integrated Learning (WIL) Programme**

Hosting WIL students is one critical area used by the library to make a meaningful contribution towards preparing the students for the world of work. The 8-week WIL programme for 6 third-year LIS students took place from 17 July to 8 September. The students were taken through a comprehensive practical programme that saw them get exposure to industry practice. A special request to host 3 Business Information Management students for a 4-month programme was also supported. The programme ran from 10 July- 31 October.



Pictured: WIL students from LIS and BIM programmes

- **Internship Programme**

This year the DUT Library hosted 4 interns for 6-month programmes between April to October 2023. Ms Mthethwa's programme was under the auspices of the HSRC. The other 3 interns were appointed as part of the HCS Presidential Youth Employment Stimulus Internship (PYES) programme

- Ms Mbali Mthethwa (was allocated to Central Services)
- Ms Lindokuhle Mpanza, (was allocated to Academic Services)
- Ms Lentsa Keabetsoe (was allocated to Library Finance)
- Mr Smanga Xolo (was allocated to Copyright Services)

All four candidates completed the relevant programmes and achieved the learning outcomes. It was evident that these interns grew in experience as well as in confidence and ability.

- **Tutorship Programmes**

The Information Literacy and Research Commons 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. The Training Librarian together with site SL coordinators planned and delivered an induction programme for tutors.

- **Information Literacy Residence Programme**

In collaboration with the CELT residence education programme (REP), the library has introduced an Information Literacy tutor programme, which involves student tutors offering basic Information Literacy training and support to fellow residence students. A total of 5 Durban-based and 2 PMB-based tutors have been appointed by CELT. These are students who are residence-based. This pilot programme intended that these tutors would visit the different residences and offer training and support to their peers, between 6-8 pm. The tutors were trained in searching the Discovery tool and Basic referencing. This is an important step in our involvement toward student development and taking IL to the student. Attendance at the 4 Durban sessions that took place was poor and Wi-Fi challenges at the residences also impacted the training and access to resources. The programme did not take off in the Midlands campuses.



Smart Library, Smart People!