

LIBRARY ANNUAL REPORT 2024

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

VISION

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

MISSION

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

Smart Library, Smart People.

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Smart Library, Smart People.

I. INTRODUCTION

The annual report provides a general overview of the DUT Library Services for the reporting period, January to December 2024. The year 2024 has seen significant achievements in ENVISION2030 perspectives and a commitment from smart library staff to provide exceptional smart services and resources to our diverse user community. 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. Our goal is to improve library and information services and support learning, teaching, research, innovation and community engagement in a more open, developmental, inclusive, impactful, transformative, empowering and sustainable manner.

For the period under review, we have seen quite an impressive record number of DUT-affiliated researchers and their articles published through the library transformational agreements (TAs), also known as open access (Read and Publish) agreements. This initiative has unlocked reading and publishing prospects for researchers and the DUT community at large. DUT authors are now able to publish their work in any of the six (6) major publishers of scientific knowledge without incurring article processing charges (APCs). These agreements are with major publishers of scientific knowledge: Taylor and Francis, ELSEVIER, Springer Nature, Wiley, Emerald and the Association for Computing Machinery (ACM). Transformational agreements provide read and publish opportunities for DUT-affiliated authors/researchers. DUT currently holds six (6) transformational agreements. This Library investment philosophy drive harmonizes well with the ENVISION2030 strategic objectives, particularly the Innovative Curricula and Research (SO4), as well as Financial Sustainability (SO8). A total of **127 articles** were approved during the period under review, with an estimated saving of **R7 297 553** to the institution. This represents a significant increase in the TAs uptake compared to 2023 where **58 articles** with an estimated saving of **R3 719 733.78** were approved for publication. I must hasten to emphasise the fact that under normal conditions, the majority of these researchers would not have had the financial support to publish their findings in prestigious outlets and journals with significant impact. What is even more interesting and positive news is the fact that the majority of these articles were published in quartile 1 and 2 high-impact international journals. This achievement will certainly go a long way in increasing the visibility and impact of our research enterprise, hopefully translating into better rankings in the near future.

As part of the investment in the state-of-the-art infrastructure, the DUT Community was introduced to the Learning Commons, a modern, flexible space for undergraduate students at the BM Patel Library, featuring ergonomic desks, comfortable seating, Wi-Fi access, and high-quality conferencing facilities during a briefing session on 30th July 2024. The library's research and publication culture was taken to another level proving that the DUT Library is deeply entrenched in the academic project of the university and global knowledge production systems. The Smart Library has been fostering a culture of research and publications in library and information science, enhancing its position within the university's research enterprise and global scientific communities. To this end, thirteen (13) research outputs authored by smart librarians have been published in international high-impact journals and conference proceedings, with four (4) in Quartile 1 and three (3) in Quartile 2 high-impact international journals and others in Quartile 3 in the field of Library and Information Science and other related fields. These publications are indexed by Scopus and Web of Science (WoS) among major indexes.

Furthermore, the Smart Library people continued to make their mark and raise the DUT flag on the international stage, representing the university at various national and international industry forums and knowledge-sharing platforms. As part of an engaged university committed to making an impactful contribution to society, the international stage has become a playing field for some of our library staff. Dr Mbongwa Patrick Mhlongo and Dr Malefetjane Phaladi have had their papers presented at the 25th European Conference on Knowledge Management (ECKM), at the University of Pannonia, Veszprem, Hungary. Our librarians, Dr. Mousin Omarsaib, Nontutuzelo Sogoni, and Sara Mitha, presented their research papers at the International Conference on Information Literacy (ICIL Africa) in Egypt. On November 8th, 2024, a library colloquium was held at the Library Conference Centre to promote a research and publication culture. The event featured 25 presentations, with 8 first-timers. It aimed to encourage staff to reflect on their practices, identify trends, and suggest improvement areas. The colloquium serves as a breeding ground for developing research ideas, Master's and Doctoral studies topics, research papers, and improvements in library practices. As the library management, we are very much intentional about fostering an enabling, supportive and fearless research

culture. A record number of publications produced by the library staff in the last three to four years in high-impact DHET-approved journals bears testimony to these efforts. All such intentional efforts help us to provide services and support to the university community from a position of authority.

In addition, the year also saw a much more impactful contribution by the library staff members, presenting six papers at the Library and Information Association of South Africa (LIASA) Conference held at the Durban International Convention Centre. DUT's Executive Dean of the Faculty of Accounting and Informatics, Professor Oludayo Olugbara, was invited as a guest speaker at a conference, extending DUT's representation beyond library staff.

1.1. Highlights

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

One of the main highlights was DUT's participation in the Durban International Book Fair, which took place from 27 November to 01 December 2024 Eduvos in Umhlanga. DUT showcased its staff and student authors at the fair. This was the third 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. The five (5) day literary feast featured book launches by novice and established authors of novels, poetry and academic works; workshops on cover layout & design, creative writing and publishing; and a range of competitions, including a hugely popular chess tournament and the 'Mind Blown League'. The event was open to the public and it attracted more than 3000 visitors, including local schools, community organisations and book publishers. As an acknowledgement of our ongoing support and commitment to promoting literacy and reading in our city, DUT was granted the privilege to share the naming of one of the three allocated rooms that were used for book launches and workshops. The DUT Cheryl Roberts Stage hosted over 50 book launches, with 22 academic, fiction, and poetry works authored by current and former staff and students.

Members of the Library Book Club also attended the Durban International Book Fair. Book club members and Coordinators attended the DIBF as volunteers and also as authors who were allowed to launch their books at the book fair. The book fair allowed book club members to engage with students from other institutions, to learn about different writing techniques and styles, as well as to engage with publishers from all over South Africa.



Left: Marketing and communication librarian, Romeo Matumba, facilitating book launches at the DIBF with some of the authors who launched their books

Right: Dr Jeffrey Mkhize, from the Writing Centre, with one of the guest speakers at the DIBF

Nine (9) graphic design students also launched their literature books for children which were authored, illustrated and published by them as part of a second-year project. The titles of these books are: 'Leo and the Sea Turtle' by Taariq Chetty; 'Wash Your Hands' by Sinoyolo Tantsi; 'Emihle's River Rescue Mission' by Lusanda Mzolo; 'Thembi and the Umgungundlovu River' by Reese Pather; 'Tony the Whale's Big Problem' by Mpathwenhe Ndaba; 'The Adventure of Maya and Mr. Hooterman' by Jadene Pillay; 'Heart of the River' by Nikhiel Pakkiri; 'Mkhulu and the Wooden Guitar' by Siyaphila Mbuyazi and 'Tales of Togetherness' by Tyrese Ramgopaul.



Image: Second-year Graphic Design student's book launch

Seven DUT staff members also launched their academic works at the book fair. Academic works included: 'A framework for continuous quality improvement for fast-track queues in clinics in eThekweni' by Dr Dudu Sokhela; 'Information Services for a Sustainable Society: Current Developments in an Era of Information Disorder' by Dr Collence Chisita; 'Biomass-based Bioplastic and Films: Preparation, Characterization, and Application' by Dr Oluwatoyin Joseph Gbadeyan & Prof Nirmala Deenadayalu; 'The dynamics of residential satisfaction in low-income human settlements in South Africa' by Dr Godfrey Musvoto and 'Higher Education and the COVID-19 Pandemic' by Prof Fulufhelo Netswera. These academic sessions were engaging as the audience was able to relate to the societal impact of the research.



Image: Launch of Prof Fulufhelo Netswera's book – Higher Education and COVID-19 Pandemic

The DIBF provided DUT staff and students with a unique opportunity to promote literacy in the City, a UNESCO City of Literature. They launched books, volunteered at the fair, delivered workshops, and engaged in discussions on literacy and societal issues. The key takeaway is that everyone can play a role in improving literacy in their communities. #Make SA read again!



Image: DUT DIBF Student volunteers, DUT library book club students, DUT Graphic Design student authors and DUT Library staff

- **Library Staff Recognition Awards**

There is a quote that says, “You never know when a moment and a few sincere words can have an impact on a life.” which is attributed to Zig Ziglar, an American author and motivational speaker. As part of recognising and appreciating the sterling performance, the Library hosted the 2023 staff recognition awards function to acknowledge and appreciate library staff for their dedication. The event was held on Friday, 26 January 2024 at the Coastal Hotel on the Ridge.

- **Book Club’s Talent Show**

The DUT Library Book Club hosted a spectacular talent show for the Youth Month at Mansfield Hall on Friday, 14 June 2024. This was hosted to celebrate Youth Month at DUT. At this successful event, DUT students performed and showcased their various talents. The event highlighted the diverse talents within the student body and fostered a sense of community in honour of Youth Month. Additionally, the event was supported by Red Bull South Africa, which provided beverages. At the end of the event, all performers received certificates of appreciation from the library. The event was covered in the DUT newsletter, and a full article can be read on the link below:

<https://www.dut.ac.za/dut-library-book-clubs-youth-talent-show/>



Image: The marketing & communication librarian with some performers after the talent show.

- **South African Library Week, 18-24 March**

During South African Library Week (SALW), observed from March 18th to 24th, 2024, the DUT Library organised a public lecture on March 20th as part of the commemorative activities. The lecture, conducted in a hybrid format, garnered positive feedback. Mr. Kepi Madumo, Chief Executive Officer and National Librarian of the National Library of South Africa (NLSA), delivered the lecture in person at the Alan Pittendrigh Library on Steve Campus.

The theme for SALW, "Libraries Foster Social Cohesion," highlights the pivotal role libraries play in uniting communities, serving as hubs where individuals from diverse backgrounds convene to exchange ideas and engage in cultural and intellectual activities. SALW holds significant importance in our university calendar, prompting annual planning and celebration efforts by staff in the Library as well as in the Public Relations and Corporate Affairs units. Activities during this period included a DUT book fair, a public lecture, Amnesty Week, and onsite health services such as blood pressure and cholesterol screenings in collaboration with the Somatology and Chiropractic units at Durban sites. This vibrant week brought excitement to the University community. The full article covered in the DUT Newsletter is available here: <https://shorturl.at/7DI26>



Pictured: Prof Oludayo Olugbara (Executive Dean: Faculty of Accounting & Informatics), Dr Azwitevhelwi Nevhutalu (interim DVC: T&L), Mr Kepi Madumo (Guest Speaker – National Librarian and CEO: National Library of South Africa), Dr Phaladi (Director: Library Services) and Mr Sibongiseni Ngubane (guest -Branch Manager, UNISA).

- **International Open Access Week 2024**

The International Open Access Week was celebrated with a public lecture on 28 October 2024. The lecture was held virtually via MS Teams under the theme “Communities Over Commercialisation”. The guest speaker was Dr Reggie Raju, Director: Research & Learning, University of Cape Town Libraries.

The 2024 theme allowed Dr Raju to share his extensive experience and insights on open access and open science, and how crucial it is for librarians to understand various open access models to engage better with information service providers and publishers. Special invites and posters were designed and shared with the DUT community via social media pages, Pin Board, and library notice boards, as well as with the LIS sector via LIASA platforms. Moreover, the DUT event was listed on the global map of OA events and was accessible via the link: <https://www.openaccessweek.org/submit-event>

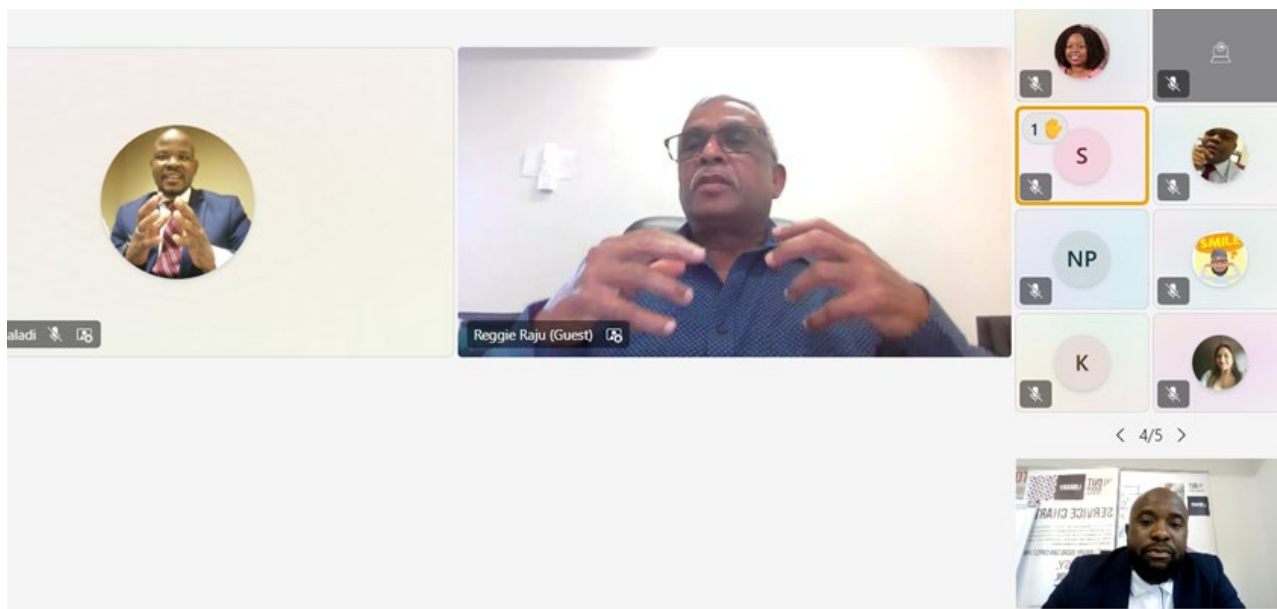


Image: Guest speaker and delegates at the Open Access Week Public Lecture

- **Launch of the Learning Commons @ BM Patel Library**

An exciting new space for undergraduate students in the BM Patel Library called the Learning Commons was also introduced to the DUT Community during a briefing session held at the BM Patel Library on Tuesday, 30th July 2024. This modern and flexible facility is situated on the 2nd floor, features rows of ergonomic desks, comfortable seating, Wi-Fi access and has high-quality conferencing facilities. When fully operational, undergraduate students will have access to a range of student services, such as Library IT support, information searching, TLZ support and writing centre support. Further student services will be added in the future.



Image: Learning Commons launch

- **Transformational Agreement's Marketing and Communication Strategy Document**

These agreements typically involve partnerships between libraries and publishers to transition from traditional subscription models to open access (OA) models. The goal is to make research outputs freely available to the academic community and the public. To support this initiative, the library has created a comprehensive strategy document. Currently, [social media](#) is being used to encourage the DUT community to take advantage of this service.



- **Library Innovation Day**

The Library's Innovation Day took place on Friday, 6 September, at the BM Patel Library, 4th floor. The event provided an opportunity for library staff and Library and Information Science (LIS) WIL students to showcase innovative ideas and proposals for enhancing library services, while also exploring new practices within the LIS sector. Library Tech Week is a yearly event led by library IT staff to raise awareness of library services and resources. It involves university technology role players, library vendors, and DUT suppliers. The week took place across all six DUT Libraries and promoted 4IR technology, new library electronic resources, and university software like Question PRO and Writing Centre Bookings. The library partnered with FAI 4IR laboratory experts to introduce NAO, a popular humanoid robot, and Virtual Reality technology. Library vendors, including JoVe, Perlego, Elsevier, and EBSCO, participated in a road show by sending representatives, hosting training sessions, and providing promotional items to students. The library IT staff provided support to students during library tech week, demonstrating popular issues and assisting with technology-related questions. A survey was conducted to assess students' use of the library's e-zones and IT student support centres, with participants entering a draw for a tablet or TV box. The week successfully brought technology to students, shared resources, and showcased 4IR technology and other university software.

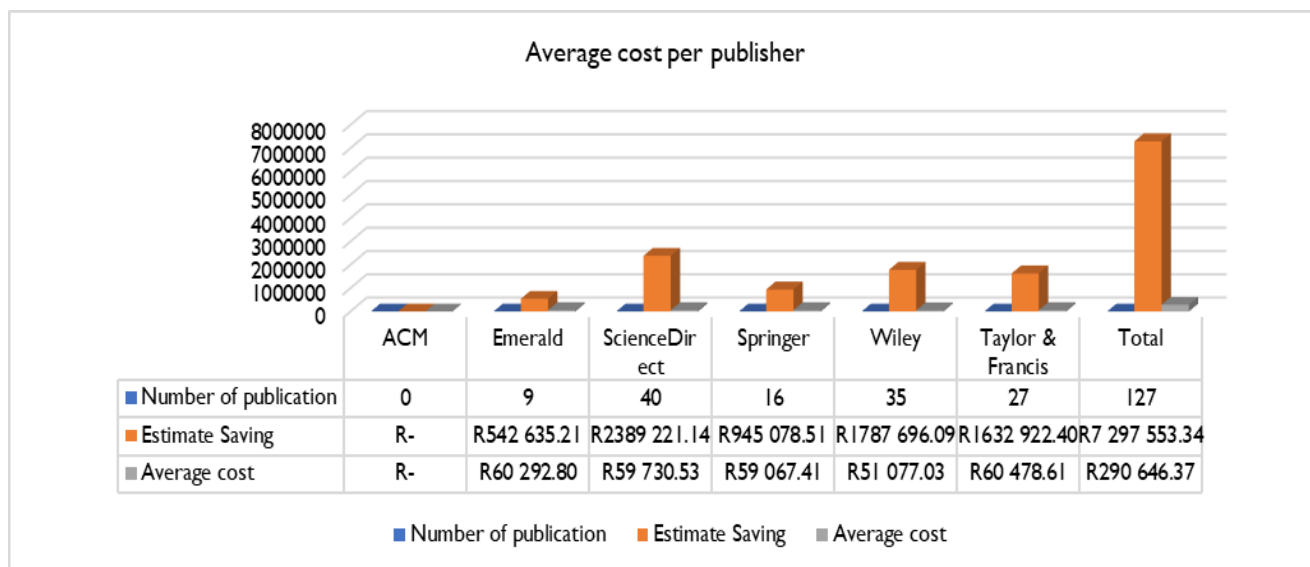
- **DUT Portfolio of Transformational Agreements (Read and Publish)**

As part of its operational intent to provide library and information services and research support in a manner that is much more open, developmental, inclusive and sustainable, during the period under review, the Library continued to market its portfolio of transformational agreements at faculty and other strategic forums. Transformational agreements provide read and publish opportunities for DUT-affiliated authors/researchers. DUT now has a total of six (6) transformational agreements, which allow DUT authors to publish without paying article processing charges (APCs). It is hoped that this essential service will help improve the visibility and accessibility of Southern African research. Below is a summary of the publishers in which DUT researchers can publish their research in terms of the SANLiC transformational agreements:

Publisher	Agreement period	No. of journal titles that are eligible per publisher	2023: No. of articles that can be published free of APCs
ACM Open	2021- 2024	55 Full journal list	Uncapped
Emerald	2022 -2024	310 Full journal list	140 (first come, first served basis across all participating institutions)
Wiley	2022 - 2025	1681 Full journal list	Unlimited
Springer Nature	2023 - 2025	2360 Full journal list	995 (first come, first served basis across all participating institutions)
Elsevier (ScienceDirect)	2023 - 2025	1820 Full journal list	2221 (first come, first served basis across all participating institutions)
Taylor and Francis	2024-2026	2153 Full journal list	1276 (first come first served basis across all participating institutions)

- **Positive Signs: Increased Uptake of Transformational Agreements**

This Library investment philosophy drive harmonizes well with the ENVISION2030 strategic objectives, particularly the Innovative Curricula and Research (SO4), as well as Financial Sustainability (SO9). A total of **127 articles** were approved during the period under review, with an estimated saving of **R7 297 553** to the institution. This represents a significant increase in the TAs uptake compared to 2023 where **58 articles** with an estimated saving of **R3 719 733.78** were approved for publication.



Under normal conditions, many of these researchers would not have had the financial support to publish their findings in prestigious outlets and journals with significant impact. What is even more interesting and positive news is the fact that the majority of these articles were published in quartiles 1 and 2 of high-impact international 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.

- **DUT Mini-Book Fair**

During the period under review, DUT library elevated the culture of reading, writing and research by hosting its first-ever DUT Mini-Book Fair event at the BM Patel Library, ML Sultan campus on Monday, 18 March 2024. The purpose of the event was to provide a platform for readers and prominent authors from DUT to showcase their new books. Library book club members were also allowed to do soul-touching poetry recitals, which were in line with the celebration of SA Library Week. An article about the event was published on the DUT website and Facebook page. [The full article can be read here.](#)



Pictured:

Rome Matumba (Library Services), Prof Gift Mheta (Writing Centre), Dumo Xaba (Honours Student), Dr Malefetjane Phaladi (Library Services Director), Dr Theodora Dame Adjin-Tettey (Senior Lecturer: Journalism and Media Studies), Nhlanhla Nhleko (Library Services), and Kiru Naidoo (Durban International Book Fair)

- **Book and Poetry Clubs: Book Club Imbizo Event**

As part of its operational objective of promoting a culture of reading, writing and research, the Durban University of Technology (DUT) Library's book club hosted an Imbizo event on 27 March 2024, at the BM Patel Library, ML Sultan Campus. The Imbizo was held to encourage the DUT community to read, write and engage with each other using the book club platform as a creative and safe space. Our book clubs have over 600 members from both the Durban and Midlands sites. The event was hosted as a demonstration of how the library continues to inculcate the culture of reading and writing at DUT. The event allowed guest speakers to share their writing and publishing journeys as young and black South Africans. Guest speakers further shared words of encouragement to aspiring authors. The event also included a debate session where book club members debated on two main topics, "using the library in a traditional way VS using the library via digital platforms" and "Accessing and reading a Print book VS accessing and reading an E-book". Parts of the debate can be viewed on the [library YouTube link](#).



Pictured: Romeo Matumba (DUT), Dumo Xaba, Nonhlanhla Vezi and Pastor Sihle Yeni (guest speakers)

- **Papers presented at International Conferences 2024**

The Smart Library people continue to make their mark and raise the DUT flag on the international stage, representing the university at various national and international industry forums and knowledge-sharing platforms. As part of an engaged university committed to making an impactful contribution to society, the international stage has become a playing field for some of our library staff. For the period under review, Dr Mbongwa Patrick Mhlongo and Dr Malefetjane Phaladi have had their papers presented at the 25th European Conference on Knowledge Management (ECKM), at the University of Pannonia, Veszprem, Hungary, 05-06 September. Our librarians, Dr. Mousin Omarsaib, Nontutuzelo Sogoni, and Sara Mitha, presented their research papers at the International Conference on Information Literacy (ICIL Africa) in Egypt.

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engage in cultural and intellectual activities. SALW holds significant importance in our university calendar, prompting annual planning and celebration efforts by staff in the Library as well as in the Public Relations and Corporate Affairs units. Activities during this period included a DUT book fair, a public lecture, Amnesty Week, and onsite health services such as blood pressure and cholesterol screenings in collaboration with the Somatology and Chiropractic units at Durban sites. This vibrant week brought excitement to the University community.

- **LIASA 2024 Annual Conference and DUT Participation**

DUT Library staff attended and participated in the recent Library and Information Association of South Africa (LIASA) Annual Conference, held at the Durban Inkosi Albert Luthuli International Convention Centre (ICC) from 1 to 4 October 2024. The conference theme, reflecting 30 years of democracy in South Africa, was "Libraries in an Age of Democracy". The presence of DUT was felt strongly at this conference. The DUT Smart Librarians, who participated as volunteers, presenters, and facilitators, contributed significantly to the LIASA national conference. They chaired sessions, presented six papers, and directed the Gala Dinner Proceedings. Prof Olugbara, Executive Dean of Accounting and Informatics, delivered a keynote address on Artificial Intelligence. Dr Phaladi chaired a session in the presence of the KZN MEC for Sports, Arts, and Culture. DUT's representation extended beyond library staff, with Professor Oludayo Olugbara, Executive Dean of the Faculty of Accounting and Informatics, speaking on AI advancements and showcasing AI innovation projects. DUT's representation and profile at the conference extended beyond library staff. Through the office of the Marketing and Communication Librarian, as a member of the new LIASA board and the DUT Library Services Director, the Executive Dean of the Faculty of Accounting and Informatics, Professor Oludayo Olugbara, was invited as one of the guest speakers. Professor Olugbara's presentation focused on Advancements in Artificial Intelligence: Challenges and Opportunities for the Library & Information Sector. As part of showcasing DUT's AI innovation projects, Prof Olu's biography was read by Neo, one of DUT's AI robots.



Image: Library Staff at LIASA Conference



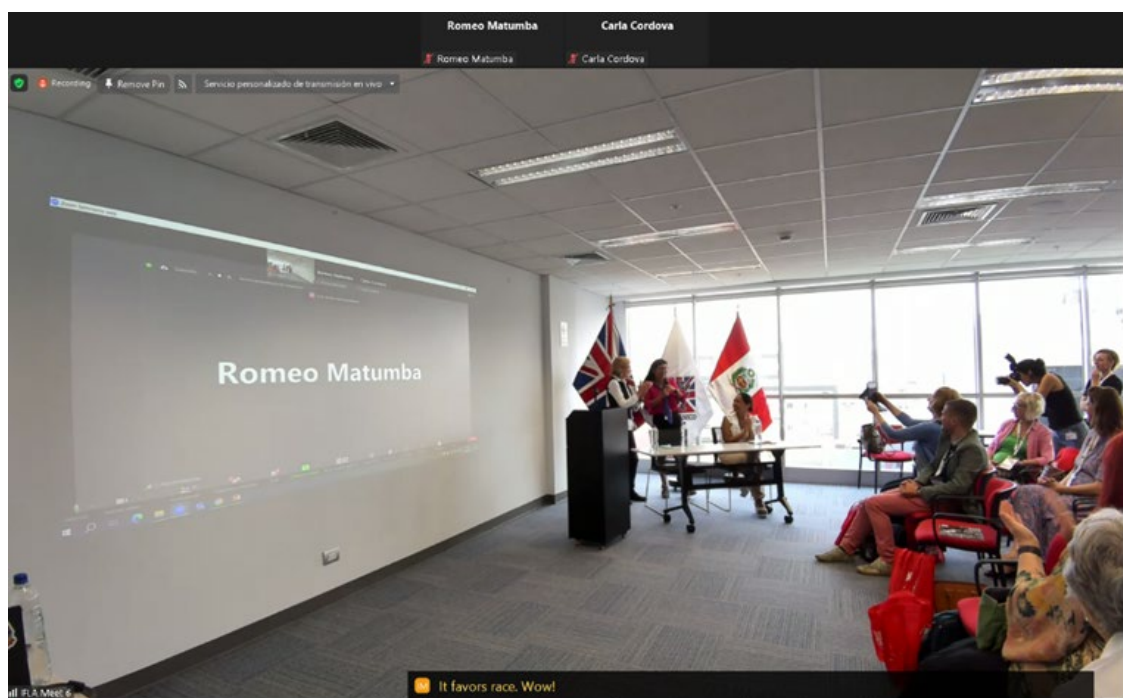
Image: Prof Olugbara delivering keynote address

- **International Federation of Library Associations (IFLA) participation**

As part of the engaged university making an impactful contribution to society out there, the international stage becomes a playing field for many of our library staff. The marketing and communication librarian, Mr Romeo Matumba, continues to represent DUT and Africa at the International Federation of Library Association and Institutions (IFLA) Management and Marketing Standing Committee. He was invited to be part of the jury responsible for the IFLA PressReader International Library Marketing Award.

Calls for libraries to submit proposals were shared worldwide, including all library associations in the SADC region. The award recognises libraries that are implementing innovative and strategic methods to market library services and resources to their communities. The judging panel has since completed and finalised the process, and winners will be announced soon. As part of the judges, the member was further allocated the responsibility of answering queries and communicating with participants or libraries that have submitted entries. This responsibility was shared with another co-judge from Australia.

In February 2024, the marketing and communication librarian was further invited by the IFLA's Management and Marketing Standing Committee to deliver a presentation on DUT's experience regarding developing library marketing and communication plans. This was for the IFLA's Management & Marketing mid-year sessions that took place in Lima, Peru, from 4 to 8 March 2024. The DUT Library, South Africa and Africa were represented at this mid-year session, as there was only one speaker from the African continent.



Imagine: Q&A session after Romeo's virtual presentation, Lima, Peru.

- **Infrastructure Development**

The Library management has submitted a business case to the University Planning Forum (UPRF) for funding of the Alan Pittendrigh Library expansion at the Steve Biko Campus and a report for the Indumiso Library expansion, in line with the 2018 infrastructure development master plan. These efforts aim to develop smart facilities, learning spaces, and sustainable library support for the smart university community.

- **UNISA/DUT Book Launch**

The DUT Library collaborated with UNISA Press to launch a book on residential satisfaction to showcase its commitment to advancing scholarship and knowledge production and dissemination in the scientific community. The launched book is edited by Dr Godfrey Musvoto, titled: *"The Dynamics of Residential Satisfaction in Low-income Human Settlement in South Africa"*. The launch took place at the BM Patel Library on the ML Sultan Campus on Wednesday, 24 July 2024. An article about the book launch was published on the DUT website and Facebook page, which can be viewed here <https://www.dut.ac.za/dut-library-collaborates-with-unisa-press-to-launch-a-book-on-residential-satisfaction/>



Image: Key stakeholders at the UNISA/DUT Book Launch

- **DUT Library Connect Newsletter**

The Library Connect newsletter Jan to June 2024 was published in August. The newsletter featured articles on book club activities, publications by library staff, community outreach updates, news from IFLA and LIASA, Library Week events, student engagements and mentoring, DUT Open Books, journal publishing, and more. The newsletter was shared via the DUT Pinboard email service, social media pages and the library website and is available in both PDF and online flip file format.

The newsletter can be accessed via the online options listed below.

-  [Library Website PDF](#)
-  [HTMLFlip File Open Source](#)
-  [ISSUU open source](#)

- **Book Club Session for Work-Integrated Students**




For this period under review, the unit hosted ten Library and Information Science (LIS) WIL students. To improve the reading culture of the students, a book club session and brown bag lunch was held with WIL students on 30th August 2024.

- **Establishment of DUT Press**

In consultation with DVC: RIE, the library developed a business plan for the DUT Press. After consultation with DVC: RIE, a revised proposal, addressing the financial sustainability concerns raised by stakeholders, has been submitted. The Press proposal and business plan were taken through various management and governance structures for approval. The Library looks forward to the actual launch and establishment of the DUT Press.

- **New Library Electronic Resources**

Due to budgetary constraints in the past few years, the library has not been able to subscribe to any new databases. In 2024, with an increased operational budget, four (4) new library resources were procured.

-  PERLEGO – e-book platform with over 800 000 books
-  ProQuest Theses and Dissertations Database (PQTD) – a database of theses and dissertations
-  JoVE – video database for undergraduate students

- **Library EAPP 2024**

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, library management was involved in a series of workshops and consultations with staff to develop the Library Extended Annual Performance Plan. The Library EAPP2024 cascaded down from the Teaching and Learning EAPP 2024 and the Institutional EAPP2024 targets. The development of this operational plan informed and gave the much-needed direction to the performance contracting process.

I.2. Lowlights / Challenges

Staff are reporting infrastructure challenges, including air conditioning issues and network issues that do not foster a conducive working environment.

- **Network and Wi-Fi Problems**

The Alan Pittendrigh Library and Midlands Campus are experiencing network and WIFI issues, affecting access to resources and services. This has led to a postponement of a quarter-long webinar organised by the Research and Postgraduate Directorate due to server and authentication challenges.

The issue with certain cell phones, such as Mobicel, Nokia, Oppo, Stylo, ZTE, Hisense, Premio, iPhones and others, being unable to connect to the Wi-Fi persists. It is hoped that DUT ICTS can find a solution, as many students rely on these affordable, newer brands to access services like Moodle and Outlook. A call regarding this issue was logged in the first quarter of 2024, and the query was forwarded to the relevant department, but no solution has been found yet. Additionally, Wi-Fi connectivity has been poor, with connections either being too slow or frequently dropping.

- **Poor Air-conditioning in Libraries**

The air conditioning issues in our libraries (Alan Pittendrigh Library basement area at Steve Campus, BM Patel Library at ML Sultan and Indumiso Library) are unresolved, causing discomfort to students and staff due to high temperatures approaching summer. There has been a noticeable decline in foot traffic within the BM Patel Library, as students prefer to seek cooler alternatives for study or remote learning options. This decrease in library usage could affect the availability of essential services provided by the library.

The excessive heat is also contributing to the malfunctioning of library equipment, including computers and other technological resources. Overheating can cause slowdowns and failures in systems, which disrupt student research activities and staff operations.

- **Poor State of Printing and Photocopying Solution**

The library's printing and photocopying infrastructure requires immediate attention for replacement. The contract for replacing the existing equipment expired in 2020, leading to compromised service quality, with only a few machines operating at optimal capacity. The library's integrated printing and photocopying solution has reached the end of its life cycle, necessitating urgent action to address this critical issue.

The library is offering a minimal service with the remaining working machines. The plans to replace the machines have been delayed for over two years now, largely due to the ongoing process to acquire a university-wide printing solution headed by ICTs, and unfortunately, there seems to be no solution in sight. A pilot project was supposed to be implemented by Minolta, however, this has not been put in place as yet. It must be noted that the library was granted a condonation until 31 December 2023 to continue with its current arrangement with Minolta, which is a cost-per-page service.

The photocopying facility at the Alan Pittendrigh Library (Steve Biko Campus) has collapsed. This means that both staff and students are without photocopying facilities. This is a very poor reflection of our services and needs to be attended to urgently.

- **Critical Services at RISK - ICTS Issues**

ICTS plays a critical role in ensuring the library's online resources are accessible via wired and wireless networks. Despite multiple meetings with ICTS, the issue of commissioning a virtual server for the Open

Scholar repository upgrade remains unresolved, posing risks to the institution's ability to capture all research articles and dissertations.

The DUT Open Scholar repository continues to run DSpace version 5, which reached the end of life in January 2023. Security updates and support for this version of DSpace are no longer available. In addition, 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 have been no usage statistics since June 2023. Furthermore, disk space on the current server is almost depleted.

Despite many meetings with senior management at ICTS, the new server, which was made available in the third quarter of 2023, was not functional due to ICTS's inability to make the necessary adjustments to DUT's firewall and domain name system. The reason the Library cannot upgrade the Open Scholar repository remains that the new server, ir-dev.dut.ac.za, was not accessible from outside the DUT network. This problem was eventually resolved in the last quarter of 2024.

For the continued operation of DUT's institutional repository, the server must be migrated to the new environment and upgraded to DSpace7 in 2024 and going forward.

- **ICTS Support Service**

The ongoing unavailability of ICTS support during evenings and weekends poses challenges for the library's IT and service operations. Users requiring assistance outside of regular business hours often face delays and frustration, especially during peak times such as exam periods. To improve this issue, it is recommended that the library management work with the ICTS department and propose that they provide ICTS staff availability during critical periods.

- **Organisation Review**

A degree of uncertainty, stress and apathy is prevalent among the staff due to the anxiety associated with not knowing what the future holds. Hopefully, more detailed information will be provided to address this issue in the new year.

- **Slow and Ageing Staff Computing Equipment**

Due to the age of the staff computers and laptops, much frustration is setting in, as operations are being affected. Plans are afoot to address critical service points with the limited CAPEX allocation.

2. PERSPECTIVES

2.1 STEWARDSHIP

2.1.1. Lived Values:

- **Training & Development**

Unfortunately, this year, the library received a reduced allocation for HCS towards Staff Development. As a result, these funds were prioritised to support staff attendance at conferences. Additional in-house interventions were organised to enhance staff capacity.

Below is a summary of the training interventions/events attended by library staff throughout the year. Some of these were attended by all staff, but most were targeted to specific cohorts.

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Institutional generic training	Library specific training	Vendor / Product trainings/	Information Sessions
<ul style="list-style-type: none"> • Disability Workshop • Bid Evaluation Committee Training • Change, Transformation and Diversity Workshop • E-Perms training • Introduction to SAP: Success Factors • Creation of service entries and approval of invoices – SAP • DUT-IREC Ethics training • Academic freedom webinar • Gender Forum Webinar to Commemorate International Women's Day • Men's Health and Wellness Breakfast • Research Integrity and AI: navigating challenges and leveraging potential • CELT Podcasting series • Moodle training • LinkedIn Launch Presentation and Demo • Data Analytics • Artificial Intelligence Workshop 	<ul style="list-style-type: none"> • Data Literacy • Library Tech Week • Innovation Day • IL practice sharing session • EBSCO Discovery - relevancy ranking • EBSCO User interface design • Collection Development Webinar • FOLIO Reports Training • FOLIO Circulation module • FOLIO ERM training • ProQuest/Clarivate training • Liasa Digital literacy • SANLIC & Taylor-Francis Open Access 101 • Taylor and Francis Dashboard Training for Administrators • LIASA Nevada LMS Discovery and Acquisitions 	<ul style="list-style-type: none"> • Scopus AI • Perlego • Jove • Question Pro survey tool • Gobi Collection Development presentation • Access to Engineering Village & Knovel • Web of Science Research Assistant • Web of Science AI • Bentham Science / WWIS • Primal Pictures webinar • Collection Development Managers training • Clarivate, Evidence Based Acquisition (EBA) model, • Clarivate Research Evaluation and Reporting with Incites • PressReader training • SABINET African journal training 	<ul style="list-style-type: none"> • Sabinet information Day • SAOUG information session • Ebsco technology Day • Wiley generative AI • Panorama demo • LIASA: professional designation training • UKS prompt engineering webinar • African Continent Conference on Digitisation • Wolter Kluwers presentation • Cloud Source /UKS by Holly Taylor • understanding OA in collaboration with SAMRC • Scival Introduction to new interface • SANLIC – Wiley Author Engagement programme • Open Access Public Lecture • FOLIO Poppy Release Overview • Unlocking the power of your e-resources with EZproxy analytics • ProQuest Platform Updates

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- **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. All library staff have been enrolled on the data literacy online course (Kubicle's Data Literacy course). This self-paced approach allows staff the flexibility to engage with the learning material at a convenient time. Staff are enrolled in levels appropriate to their developmental needs. However, they may opt to take additional modules if desired. Kubicle's Data Literacy course ended on August 11, 2024, with library staff enrolled in three levels (basic, intermediate, and advanced) based on their job function and data literacy requirements. Three LIS interns completed Level 1 modules, and the course was open to optional modules.

- **2024 Library Staff Studies and Registrations**

A huge number of the Library staff are busy furthering their studies.

- Mr Nxumalo is busy with a Masters (MEACEI MED in Adult and Community Education) from the School of Education in DUT.
- Mrs Bongekile Mpungose busy with a PhD degree in Library & Information Science at DUT
- Mr Nhlanhla Nhleko is busy with a PhD degree in Library & Information Science at DUT.
- Ms Patricia Nonsikelelo Badenhorst is busy with a PhD degree in Information Science at UNISA.
- Mr David Thomas is busy with a PhD degree in Library & Information Science at DUT.
- Mr Muvhulawa Romeo Matumba enrolled for a PhD degree in Library & Information Science at DUT.
- Ms Nontutuzelo Sogoni is studying for a master's degree in Information Science at the University of KwaZulu-Natal.
- Qinisela Chiliza is studying for a diploma in operations at the Durban University of Technology.
- Ms Nwabisa Rasana is currently busy with a Master's degree in Library and Information Science at the University of Western Cape.
- Ms Nozipho Majola is currently busy with a Master's degree in Library and Information Science at the University of Western Cape.
- Ms Mvelo Zondi is currently busy with the Post-graduate Diploma in Library & Information Studies at the Durban University of Technology.
- Mr Nhlakanipho Njilo is currently busy with the Advanced Diploma in Library and Information Studies at the Durban University of Technology.
- Ms Zibuyile Jama is currently busy with the Advanced Diploma in Library and Information Studies at the Durban University of Technology.
- Mr Tom Zwane is currently busy with the Postgraduate Diploma in Library and Information Science at UNISA.
- Nomkhuleko Sibisi is currently busy with the Post-graduate Diploma in Library & Information Studies at the Durban University of Technology.

2.1.2. Institutional Culture

- **Women's Breakfast**

On August 28th, 2024, a breakfast was held to honour and celebrate the value of women in the Library.



Image: Library women attending the breakfast

- **Staff Recognition Award Function 2023**

The library hosted the 2023 staff recognition awards function to acknowledge and appreciate library staff for their dedication. The event was held on Friday, 26 January 2024 at the Coastal Hotel on the Ridge. Several planning meetings were held by the Staff Recognition Working Group to discuss and arrange planning related to the event. The programme of the event was divided into two sections, starting with long-term service awards, followed by special categories that are linked to the DUT's four perspectives detailed in the DUT's ENVISION2030 strategy. An article about the event was further published on the DUT website and photos were also published on the DUT social media platforms. The event was covered in the DUT newsletter. [A full article can be read here.](#)

Award categories and winners were as follows:

Librarian of the Year Sara Mitha	Culture of Reading Nqobizitha Langa Nomcebo Mthimkhulu	LV Principles Champion AP (D. Mpumlwana) BMP (L John) Midlands (T Sidlayi)
Innovation & Creativity Prashanth Sivsaran	Community Engagement Sarah Khan	Director's Recognition Award Dr Anushie Moonasar, Patricia Badenhorst, Nontutuzelo Sogoni and Romeo Matumba
Smart Librarian Dr Mousin Omarsaib	Library Stakeholder Engagement Romeo Matumba	CPD Participation Claire Spershott, Dr Anushie Moonasar and Nomcebo Mthimkhulu
Green Star Trevor Peters and Segarani	Conference Presentations R Matumba, P Badenhorst, N Sogoni, D Thomas, S Moodley, S Carte and Dr M Phaladi	Publications R Matumba, P Badenhorst, Dr Patrick Mhlongo, Dr Omarsaib and Dr Phaladi

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

10 Years	Ntuthuko Chonco and Portia Ngcobo
15 Years	Qinisela Chiliza, Saren Moodley and Dawn Moses
20 Years	Reginald Magagula
25 Years	Dumisani Atkin Ndawonde
30 Years	Trevor Peters and Claire Spershott



- **Annual Library Team Building**

The library team building event took place on the 14th of November 2024 at Giba Gorge. The day's events included physical and mental activities that saw teams working together and building communication skills, problem-solving and team spirit.



Image: Library staff at annual team building event

- **Transformational Agreement's Marketing and Communication Strategy Document**

These agreements typically involve partnerships between libraries and publishers to transition from traditional subscription models to open access (OA) models. The goal is to make research outputs freely available to the academic community and the public.

To support this initiative, the marketing and communication librarian has created a comprehensive strategy document. This document is designed to guide library management staff on effective ways to market and communicate services related to TAs at DUT. The document has been shared with library management for feedback and comments.

- **Library Survey**

The Library Life Pulse survey tool has been identified as the survey tool of choice for 2024. It will replace the LibQUAL tool. The DUT Library team is currently planning implementation strategies for the survey. It was envisaged that the survey should be administered in the third term. Unfortunately, delays in getting the contract/engagement letter signed by the designated signatories have resulted in the survey not being administered in September as planned. It will be administered in March 2025.

- **Performance Management**

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. HCS has offered training on the new tool. All staff were encouraged to attend the training.

- **Feedback on Institutional Audit Report**

The library, like other academic and admin departments and units, was invited to provide feedback or points of correction to the draft Institutional Audit report. Mr Thomas and Mr Matumba coordinated the Library's response.

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- **Logos Hope Book Fair**

In May, the Library organised a trip to the Logos Hope Book Fair at Durban Harbour for its staff and the library book club members. This visit aimed to explore a wide range of literature and understand a global initiative that promotes knowledge and cultural exchange. Logos Hope, managed by GBA Ships, is the world's largest floating book fair. Since its launch in 2009, it has travelled globally, offering over 5,000 titles, including educational, professional, personal development, and fiction books at affordable prices. As mentioned on its website, the Logos Hope aims to spread knowledge, foster cross-cultural understanding, and provide humanitarian aid across the globe. During the visit, DUT staff and book club members explored an extensive collection of books and also mingled with people from different communities. The visits to the Logos Book fair were also covered in the library's social media pages.

The visit to the Logos Hope Book Fair underscored the DUT Library's dedication to fostering a love for reading and continuous education. By participating in such events, the library supports intellectual growth and cultural exchange, enriching the academic environment for all its members.



- **GENED Thematic Review**

The Library was represented during the GENED thematic review workshop. Mr. Thomas attended support department interviews on August 22, 2024, and has shared a draft report for review, with him coordinating the process for the Library.

2.1.3. Creativity

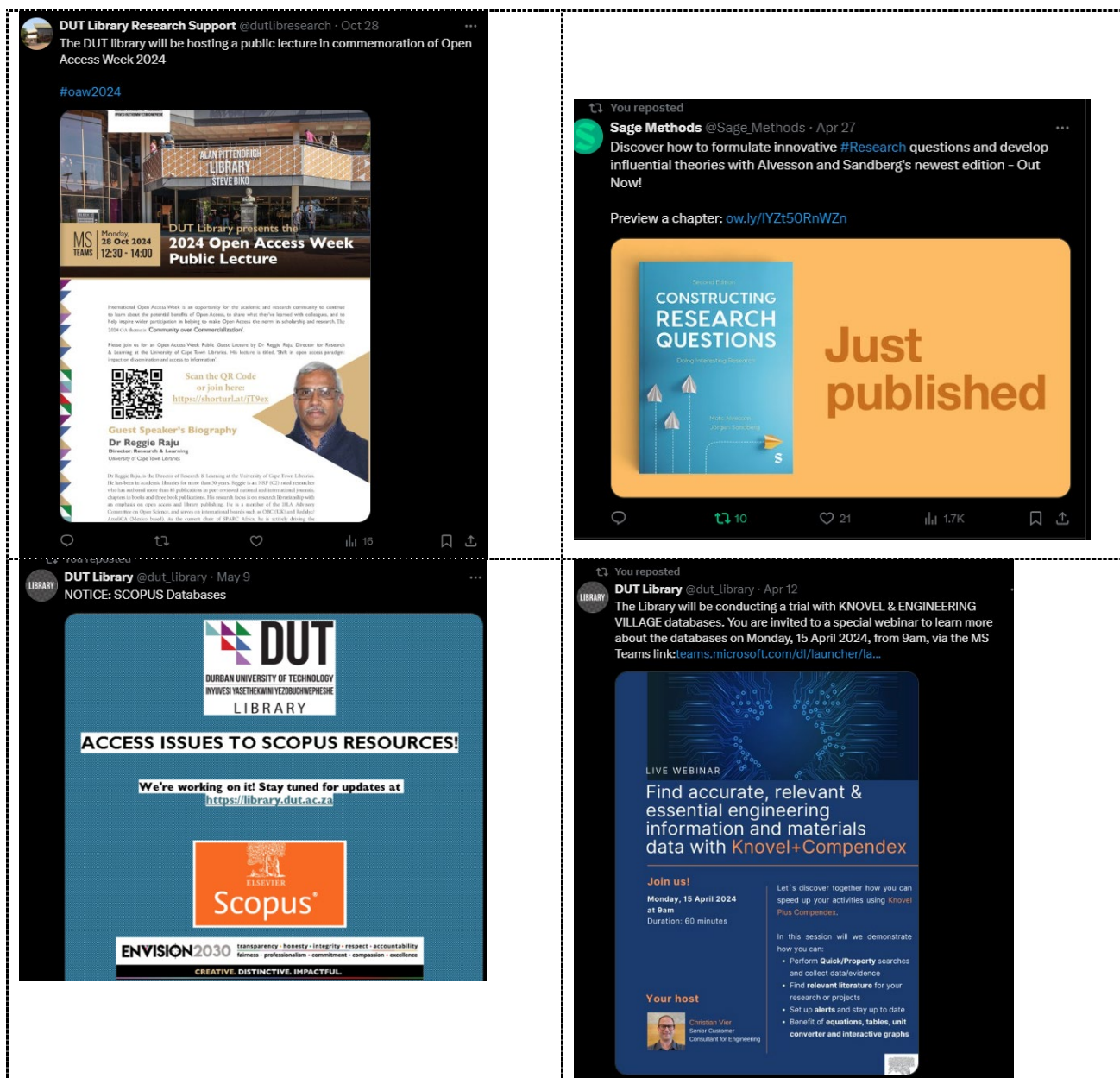
2.1.3.1. Marketing of Events/Webinars

- **Research support X feed**

The Library's research support X account **@DUTlibresearch**, alongside the library's primary X account **@DUT_library**, and the Facebook page **@Dutlibrary**, persist as active communication and marketing tools. 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.

A representative selection of content posted in the postgraduate research support X feed for 2024 is presented below. The feed has 413 followers, from 400 followers in 2023, and it is managed by the postgraduate librarians.


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• Read for Research Alerts

The purpose of the alert is to promote and create awareness of the resources that the library has to offer to support postgraduate (PG) students and staff at DUT. The library PG support team circulated the *Read for Research* newsletter which covered research books, upcoming workshops and updates on research-related activities. *Read for Research* alerts were compiled and distributed by the Postgraduate librarians. These alerts showcase useful research books and other research resources available to DUT researchers and postgraduate students. Six issues were produced for 2024.

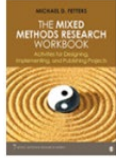


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Library alert for DUT researchers
February 2024

Love your reading!

It's the month of love and we encourage you to continue your love for research reading. In this issue we highlight the two workshops for the month of February and webinars by publishers. Below are some recent additions to our online book collection. Click or tap on the book covers to find out more about each title and to start reading.






Library alert for DUT researchers
April 2024

Eying Open Resources for Reading!

In this issue we inspire you with links to books from the Directory of Open Access Books (DOAB). Click or tap the book covers to link to each title and begin reading.

We also feature **Transformational Agreements** and update you on access to resources like **Cochrane**, **PressReader**, and trial access to **Knovel** and **Engineering Village**.



Library alert for DUT researchers
June 2024

Latest Research Books for You!

In this June issue, we present an inspiring selection of 2023/24 research books from the Directory of Open Access Books (DOAB). Click or tap the book covers to link to each title and begin reading.

We also feature **Wiley Researcher Academy** webinar; **Emerald Knowledge Ambassador** competition; **Elsevier Webinar on Funding**, and trial access to **Knovel** and **Engineering Village** which has been extended until the 9th of July 2024.







Library alert for DUT researchers
August 2024

Rev up your reading !!!

In this issue we present open access and subscribed books that you can download and read at your leisure. We introduce a database called **Primal Pictures** and encourage you to attend the publisher webinars scheduled for September. Wiley has an announcement which we bring to your attention and we urge you to try out the trial by Bentham Publishers.

Explore the titles below and you are welcome to suggest new titles for us to purchase.











Library alert for DUT researchers
October 2024

Sprouting New Updates: Research Ideas !!!

This spring, we invite you to embark on a captivating reading journey through the latest research books and updates, where groundbreaking ideas and discoveries await. Immerse yourself in workshops tailored to supercharge your research skills and propel you towards success.

Click or tap the book covers below to explore the titles and start reading.











Library alert for DUT researchers
December 2024

Discovering new research methods - good read for December into the new year!!!

While December is often a time to look forward to the new year. The research never stops, Directory of Open Access books have new offerings to help you through your research. Enjoy these 2024 titles by clicking on the book covers below and start reading.

Wiley presents **Cochrane Evidence Synthesis and Methods** free courses, click below and enjoy the ready-made resources for improving your research.









Smart Library, Smart People.

- **Current Awareness**

- ✚ **Library Technology Week (29 July to 02 August 2024)**

Library Technology Week has become an annual event that promotes both library and university technologies. This event took place from 29 July to 02 August 2024 and included a programme that showcased Library technologies, AI advances, Scopus AI, QuestionPro as well as new library resources (Perlego & Jove).

- ✚ **Library Video Project (Postgraduate Services)**

The project to complete a video shoot for the Research Commons and postgraduate services was reenacted in April. The purpose of the video is to showcase the resources and services offered by postgraduate librarians. The video is meant to highlight the support provided to postgraduate students and promote the library's offerings across its campuses. The video was filmed at the Midlands and Durban libraries. Filming at the Midlands Campus Libraries took place on 19 April 2024, and at the Durban Campus Libraries on 22 April 2024. Mr Keith from the Audiovisual Unit played a key role in the video production. He helped with the technical aspects, ensuring high-quality footage was captured. His expertise was essential in setting up the equipment, managing lighting, and overseeing the recording process to ensure the final product met professional standards. This project was coordinated by the marketing and communication librarian, Mr Romeo Matumba.

The postgraduate service video project highlights the DUT Library's commitment to enhancing postgraduate students' academic experience by providing comprehensive resources and support. By showcasing these services, the library aims to engage and assist postgraduate students in their research and academic endeavours. The project was completed in August, and the video is now available on the Library's YouTube channel, website, and other social media platforms.

2.1.3.2. Innovative Projects

- **Library Innovation Day**

The Durban University of Technology (DUT) Library hosted its first annual hybrid Library Innovation Day at the BM Patel Library on 6 September 2024, where eleven (11) library staff and four of the Work Integrated Learning (WIL) students from the Library and Information Science (LIS) programme presented new approaches, ideas and suggestions to enhancing library services. The event offered a platform for discussing innovative ideas that could potentially reshape how the library operates, with a focus on improving user experience, staff capacity, and sustainability. The proposals presented during the event will not only improve current services but also ensure that the library continues to evolve into the SMART library, that is open, inclusive, developmental and sustainable.

- **Library Tech Week**

Library Tech Week is a yearly event that is led by library IT staff to create awareness of the services and resources provided by the Library. In keeping with the library's principles of openness and inclusiveness, the planning team brought on board other university technology role players, library vendors and DUT suppliers to be part of the week's activities. Tech Week activities took place across all six DUT site libraries.

One of the major outcomes of the week was to promote 4IR technology, new library electronic resources and other university software such as QuestionPro and Writing Centre Bookings. Apart from showcasing the library's 4IR technology, the library partnered with experts from the Faculty of Accounting and Informatics (FAI) 4IR laboratory. The FAI 4IR team introduced NAO, a small humanoid robot that proved to be very popular. NAO had students mesmerised with his dance moves, quirky quotes and interesting library facts, as he interacted with students. Students in attendance also had an opportunity to use the Virtual Reality technology on display.

As part of the roadshow, library information resources vendors also sent representatives to do product demonstrations for students and to host training sessions for librarians. These included JoVe, Perlego, Elsevier and EBSCO. These vendors also provided students with promotional items.

Finally, the library IT staff ended each of the sessions by explaining the range of support that is offered by the Library IT student support centre. Short demonstrations of popular issues by students were completed and staff were on hand to assist with technology-related issues and questions. The team also ran a survey for the duration of the week to assess students' use of the library's e-zones (computer laboratories) and IT student support centres. Students who completed the survey were entered into a draw to win a tablet and TV boxes.

Overall, the library tech week achieved its outcomes of taking technology to the students, sharing new resources, and showcasing 4IR technology and other university software.

- **Makerspace Integration: Pilot Programmes for 2025 Identified**

The library continues to forge relationships with academic departments at the Indumiso Campus to integrate the Makerspace into the curriculum. The Library Makerspace Integration Team met with staff from the departments of Education, Nursing and Civil Engineering on 27 August 2024. The main aim of the workshop was to finalise integrated projects for implementation in 2025. For each of the departments, one pilot programme has been identified, and both the library team and the departmental staff will work towards ensuring that all systems and processes are in place by the end of 2024. In December 2024, the LIT team and academics from the Nursing, Civil, and Education departments attended a training session on 3D printers and scanners.

On March 15th, the Library IT team, with the help of a Luban Workshop student, successfully repaired 3D printers.



Image: Library staff with colleagues from the Education Department, Indumiso Campus

- **Makerspace usage statistics**

There is a slow take up on the use of the makerspace facility. The attributing factor is that academic departments are still working on the integration process. It is envisaged that the use of this facility will increase in 2025.

Indumiso Makers Space Utilization Statistics	
January	-
February	-
March	-
April	-
May	69
June	27
July	0 - Recess
August	163

September	45
October	171
November	103
December	0
TOTAL	578

Furthermore, there is a dire need for additional tools and equipment. The library submitted a request for additional equipment and tools for the Makerspace to Dr. Joe Molete, but due to his resignation, the team resorted to sourcing additional funds.

- **Information Literacy Practice Sharing**

A hybrid session was arranged for the Information Services staff, wherein Ms Sogoni and Dr Omarsaib shared highlights from the pilot intervention, which resulted in the submission of a conference paper. The title of the paper is “*Fostering and Promoting a Culture of Ubuntu’: a case of teaching Information Literacy in isiZulu’ to first-year Horticulture students at the Durban University of Technology, South Africa*”. This took place on 27 August 2024.

- **Library Discovery Tool**

Discussions around the User Interface Usability testing exercise have begun and the intervention is planned for next year in consultation with EBSCO. Colleagues from EBSCO were invited to address the Information Services staff on the research that informed the design of the new User Interface Usability on the 24th of July 2024. A further session was arranged on the 26th of July for the Information services librarians to understand how the relevancy ranking in EBSCO Discovery Service works. Both these interventions were not well attended.

After much discussion, it was decided to move over to the new user interface for the Discovery tool, as of 2025. The interface design is based on feedback from the community about providing a Google-like interface that still offers the benefit of a library discovery system.

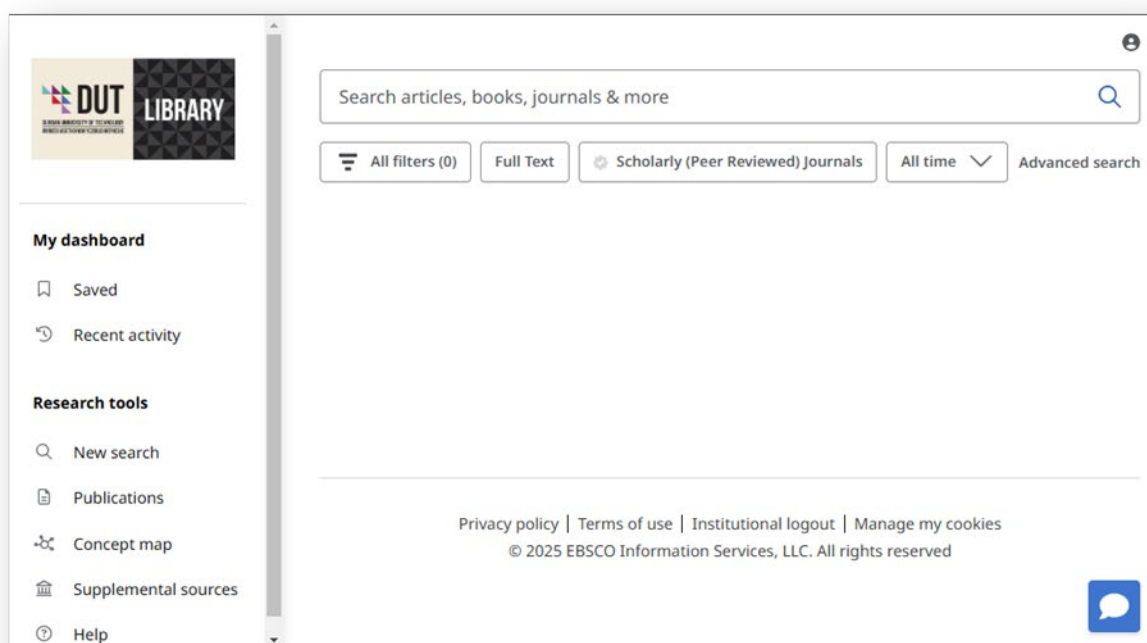


Image: New User Interface of the Library Discovery Tool.

- **Annual Library Colloquium**

A colloquium was held on November 8th, 2024, for library staff to foster a culture of research and publication. Held at the Library Conference Centre, the event featured 25 presentations, including 8 by first-time presenters. The aim was to encourage library staff to reflect on their practice, identify emerging trends, and suggest areas for improvement within the DUT Library and the LIS sector in general. This annual colloquium serves as the breeding ground for the development and refinement of research ideas, topics for potential masters and doctoral

studies, research papers and improvements in library practices and systems. As library management, we are very much intentional about fostering a supportive and fearless research culture. A record number of publications produced by the library staff in the last three to four years in high-impact DHET-approved journals bears testimony to these efforts.

2.2 SYSTEMS AND PROCESSES

Transforming and positioning the library as a “Smart Library”, a key role player in the scientific knowledge production and distribution systems, and the preferred publisher of such knowledge, demands a comprehensive re-evaluation of our systems and processes. To this end, several 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.

2.2.1. Innovative Curricula and Research

- **Library Management System Review**

During this year, the Library Management System committee compiled a report on different LMS systems that were reviewed during the second quarter. Staff members from different service points were part of the committee. Four LMS systems (MEDAD, Alma, WorldShare and FOLIO) were reviewed. After extensive discussions with vendors, a decision was made to renew FOLIO, taking into account the local service support, the system's development and anticipated upgrades.

- **Library Management System Review**

In ensuring that our resources are promoted and that content remains updated, a review of all Libguides was undertaken. Librarians were alerted to areas that needed attention and were tasked with addressing these promptly.

- **Problem-based learning (PBL) within ECP**

The manager in charge of the Library Academic Services met with librarians whose departments were offering ECP. He briefed them on the emphasis of the Teaching and Learning EAPP on the Philosophy of Education and unpacked how PBL could be implemented within a controlled group like that of the ECP cohort. The respective librarians will be exploring embedding this teaching approach within their information literacy (IL) training.

- **Turnitin checking**

The Library was identified to run Turnitin similarity reports as part of the examination process and safeguard the integrity of the process, for Masters and Doctoral exam submissions.

In principle, this administrative task formed part of the library’s postgraduate support service as of 1 March 2024. A workflow unpacking considerations and concerns was shared with the Library Director for further engagement with the research ambit. Attempts to arrange a briefing session with research coordinators and officers have proved to be difficult, considering other university commitments. The need for formal training on the tool is necessary for all involved in this process. This will be arranged in 2025.

- **List of prescribed books**

In response to a request from the Registrar’s office, the library management engaged librarians to acquire the list of prescribed books per programme for 2024. Some academics indicated that there were no prescribed works. The lists received were shared with relevant stakeholders.

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

- **Cornerstone and IL**

Librarians conducted face-to-face information literacy sessions for Cornerstone classes at the beginning of the first and second semesters, introducing students to library services, the website, and the discovery tool. Following the sessions, Cornerstone appointed tutors introduced referencing, trained by Mr. Thomas.

However, protests, technical issues, and network connectivity impacted attendance at these sessions. The intervention was a success, despite some glitches.

Residence Education Programme (REP)

The library was advised in August by colleagues from CELT that a total of 3 Information Literacy (IL) tutors could be appointed for the programme. There was no accommodation indicated for the Midlands. Three LIS students were appointed, and paperwork was submitted. Numerous delays by the Student Housing Department in getting the project started resulted in a missed opportunity, with the project not materialising.

- **Referencing Guide Review**

A library task team has begun work on including guidance on Generative AI in the referencing guide. The team was looking at updating the Referencing Guide to include AI as well as amending any errors in the current guide. The team met to discuss ways in which AI should be included in the guide after having looked at how other universities have addressed the matter. The inclusion of examples in the Referencing Guide is directed by the Plagiarism policy and the Guidelines for AI Usage at DUT. The project is set to be completed by early 2025.


- **After-hours Information Literacy sessions.**


The Library was approached by an LIS student, who happened to be a member of the Nazareth Tertiary Student Association(NATESA) at DUT. The request was to arrange an Information literacy session for the members with a particular focus on finding previous exam papers. The after-hours librarians were engaged and offered 2 sessions, one focusing on the use of the Discovery tool and navigating the website, including finding the exam paper repository. The second session covered Referencing (plagiarism and how to reference). The sessions were well received.

- **Information Literacy**

Librarians continue to offer customised Information literacy training to the faculty. The content covered, teaching approaches adopted, time allocated, as well as the inclusion of assessments, is relative to the programmes concerned and the degree of integration allowed. Both face-to-face and online training is offered. In addition, support is provided via online platforms including the online subject guides, Moodle, MS Teams and the LiveChat facility. Information literacy training equips our students with essential skills to navigate vast amounts of information and critically evaluate sources through the irrelevant and questionable content. With the continuous rise of fake news, predatory publications and generative AI, ensuring that all students are information literate has become increasingly necessary.

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

AVERAGE % ATTENDANCE: INFORMATION LITERACY TRAINING							
	Faculty of Arts & Design	Faculty of Accounting & Informatics *(Stats provided for Accounting cluster only)	Faculty of Applied Sciences	Faculty of Engineering & Built Environment	Faculty of Health Sciences	Faculty of Mngt. Sciences	Midlands programmes
2022	81%	54%	65%	37%	70%	65%	59%
2023	80%	60%	71%	78%	73%	71%	58%
2024	90%	70%	65%	88%	79%	66%	73%

 Data in the table presented above reflects the average percentage of attendance for those programmes whose students participated in IL training. However, it does not represent the overall reach within the faculties, as not all students attend these IL sessions. For those who do, lecturers have indicated improved assignment quality, demonstrating that students are engaging more effectively with literature and applying the skills learnt during training.

- Over the past few years, data has shown that the same programmes and their lecturers consistently take advantage of the opportunity to send students to IL sessions, while others do not include IL training as part of their curriculum. The training sessions are scaffolded ranging from basic to advanced levels, ensuring a comprehensive learning pathway.
- Although some of the 2024 statistics show slight increases compared to 2023, there is still significant room for improvement and opportunities to engage the librarians in developing our students to become information literate.
- Librarians have embraced various teaching approaches and are flexible at customising and integrating lesson content according to the specific needs of individual programmes.
- Several challenges hindered the progress of training sessions. Some of the challenges include protest actions, poor attendance, connectivity issues, and insufficient devices in library labs. To address these issues, librarians provide training and content online via MS Teams, Libguides and Moodle classes.

• Reference Queries

Reference queries for teaching and learning support by faculty

The librarians are fielding queries via various online platforms, including email, WhatsApp, MS Teams and via the Ask a Librarian service, which entails a real-time live chat facility.


The LiveChat facility (LibChat) has been customised to enhance the routing process and is monitored by Information Service librarians, 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 not requiring assistance beyond the information literacy training, or it could be that the service requires more marketing. In both instances, efforts are directed at supporting the student through multiple platforms, including making tutorials and lecturer recordings available. Statistics tend to indicate a spike at the beginning of the year and then again when assignments are due but then tapers down afterwards.

There are still many queries relating to registration and access to emails that are channelled through the library's online chat facility even though there are other channels for this type of query. An overall decline in the number of queries has been noted. The reasons for this decline are unknown.

It is also noted that Librarians are not consistently capturing data collected via this service, and this shall be addressed.

Queries vary in nature and complexity, and the team has been trained on dealing with FAQs as well as routing the queries appropriately.

Reference queries for teaching and learning support, by faculty

TOTAL REFERENCE QUERIES							
	Faculty of Arts & Design	Faculty of Accounting & Informatics	Faculty of Applied Sciences	Faculty of Engineering & Built Environment	Faculty of Health Sciences	Faculty of Mngt. Sciences	Midlands programmes
2022	817	287	559	238	417	237	148
2023	930	190	312	320	263	153	121
2024	398	175	344	136	303	159	132

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- **Programme Reviews:**

Reports were prepared and submitted for the following departments:

Faculty of Accounting and Informatics

- ✚ Financial Accounting Dept

- ✚ The IT department

Faculty of Arts & Design

- ✚ Language Practice

- ✚ Jewellery Design

- ✚ Faculty annual quality assurance report

Faculty of Health Sciences

- ✚ Postgraduate Nursing

- ✚ Radiography

- ✚ Homoeopathy

Faculty of Management Sciences

- ✚ Public Management.

- ✚ Hospitality

- ✚ Retail Management

Midlands – Indumiso

- ✚ Civil Engineering (PMB)

- ✚ Education (PMB)

- ✚ Accounting (PMB)

2.2.1.2. Postgraduate Services

- **Recognition of service**

The postgraduate librarians are certainly being recognised for the services and assistance offered to the DUT research community. Our postgraduate librarians have received compliments and notes of appreciation from both academics and PG students. Sara Mitha and Patricia Badenhorst were both acknowledged at the Library's staff recognition awards event during the first semester.

- **OASIS Book Project**

The postgraduate librarians were consulted and involved with assisting some academic staff members publishing with AOSIS. This involved the formatting and referencing of chapters for submission of the manuscript. It became evident that AOSIS Publishing did not have an EndNote Style file, so the referencing had to be done manually. There is an opportunity to develop an EndNote Style for AOSIS and this was discussed with the staff at AOSIS.

- **Inclusion of EndNote Guide**

The inclusion of the EndNote page on the Research Guide for postgraduate students was produced to help students from installing the software to managing their references. The page provides useful videos and short documents for quick access.

- **Postgraduate Orientation 17th September 2024**

On September 17, 2024, the DUT Postgraduate Orientation session was held at the B.M. Patel Library, organised by the Research and Postgraduate Directorate. Postgraduate librarian, Sara Mitha, presented on Library Postgraduate Services.

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Image: Sara Mitha presenting at a Postgraduate Orientation session

- **Library Postgraduate Video**

The project to complete a video shoot for the Research Commons and postgraduate services was completed in August. The video is now available on the library's Facebook, X and YouTube channels. The purpose of the video is to showcase the resources and services offered by postgraduate librarians and it highlights the support provided to postgraduate students and researchers. This project was coordinated by the marketing and communication librarian, Romeo Matumba. Keith Keneth from the Audio-visual Unit also played a key role in the video production. He helped with the technical aspects, ensuring high-quality footage was captured. His expertise was essential in setting up the equipment, managing lighting, and overseeing the recording process to ensure the final product met professional standards. It is anticipated that the completion and sharing of this video will significantly increase the visibility and use of the library's offerings, ultimately supporting the intellectual growth and success of DUT's postgraduate community. The video is available on the library [YouTube channel](https://www.youtube.com/watch?v=VLMZQAYWqPM) and other social pages: <https://www.youtube.com/watch?v=VLMZQAYWqPM>

- **Research Innovation and Engagement (RIE) Report on PG Experience 2024**

The office of the RIE requested contributions from the PG librarians on the Library PG services for 2023/2024 for inclusion in the RIE Report on PG experience 2024.

- **DUT GOOT Initiative**

The PG librarians were included in the training programme for the GOOT Future Professors programme. This was held on the 27th November 2024. Participants found the library session very beneficial, and it was also an opportune time to create an awareness of the Transformational Agreements.

- **Turnitin Access**

Access to Turnitin was terminated from the 4th November to the 18th November due to a delay in payment of subscriptions. Master's and doctoral students, as well as researchers, use Turnitin as a last port of call before submission, but it was not available. Discussions with the Research and Postgraduate Support Directorate is ongoing to arrange training on Turnitin for designated persons.

- **Author Profiles**

Postgraduate Librarians have had requests from the Directorate for Research and Postgraduate Support with regards to metrics for DUT academic staff. This involves searching through the various databases for the respective author profiles. Whilst populating the spreadsheet with the relevant information, a few issues emerged. These issues were the multiple author profiles and the correction of home institutions. These issues need to be corrected for a true reflection of the author's profile. The information is requested for NRF rating applications, the Future Professors Programme and other awards.

- **Training, Queries, Faculty Analysis**

In this reporting period, several training events were held. These consist of Academic Induction, Postgraduate Orientation (both general and faculty-based), Doctoral Mentoring, as well as Research Capacity Development Workshops. The popular workshop called "*EndNote for your academic writing*" (new service offering) was offered twice in the third quarter due to the demand and needs of the students. The



highest number of attendees was for the *Word for thesis*. Among the list of workshops facilitated are the following:

- ✚ *Searching the library collections, databases and Google Scholar*
- ✚ *Managing your research information with EndNote*
- ✚ *Systematic Reviews: Developing search strategies and using EndNote*
- ✚ *Word for thesis*
- ✚ *Resources for your research: Library databases, literature and software*
- ✚ *EndNote for academic writing*

Most of the training offered is arranged within the Research Capacity Development Workshop series and targets registered Postgraduate students within DUT. Attendance at these workshops is encouraging, even though the number of RSVPs is usually higher than the attendance numbers. The recordings are then shared with all those that RSVP'd. A range of queries were attended to by the postgraduate librarians. Referencing queries show an increase in 2024 followed by article requests and Endnote. There is also a notable increase in systematic review queries since there is an interest among researchers to publish systematic review papers.

The nature of queries received covered a broad range of topics, including:

- ✚ 145 related to accredited publications,
- ✚ 309 on EndNote troubleshooting and installations,
- ✚ 113 on H-Index,
- ✚ 823 on referencing,
- ✚ 474 were requests relating to sourcing articles and chapters,
- ✚ 37 on SPSS licensing and installations,
- ✚ 141 on the formatting of a thesis,
- ✚ 268 queries relating to Turnitin,
- ✚ 39 Ask a librarian query and
- ✚ 86 on Systematic reviews.

Research Support			
	Attendance at Workshops		Total Reference Queries
2022	2372		2263
2023	2620		2183
2024	2746		2435

• Transformational Agreements (TAs)

Librarians have been promoting the TAs at faculty, departmental and research forums. This year, the Taylor and Francis agreement has been added and publicised via the LibGuide. This year noted 1427 views, which is an encouraging increase from last year.

The postgraduate librarians have updated the combined title list to include the Taylor and Francis journals. Researchers can view the consolidated listing of the Transformational Agreement List in Excel format.

The usage statistics for the guide are shown below.

TA Support Guide	2023	2024
	982	1427

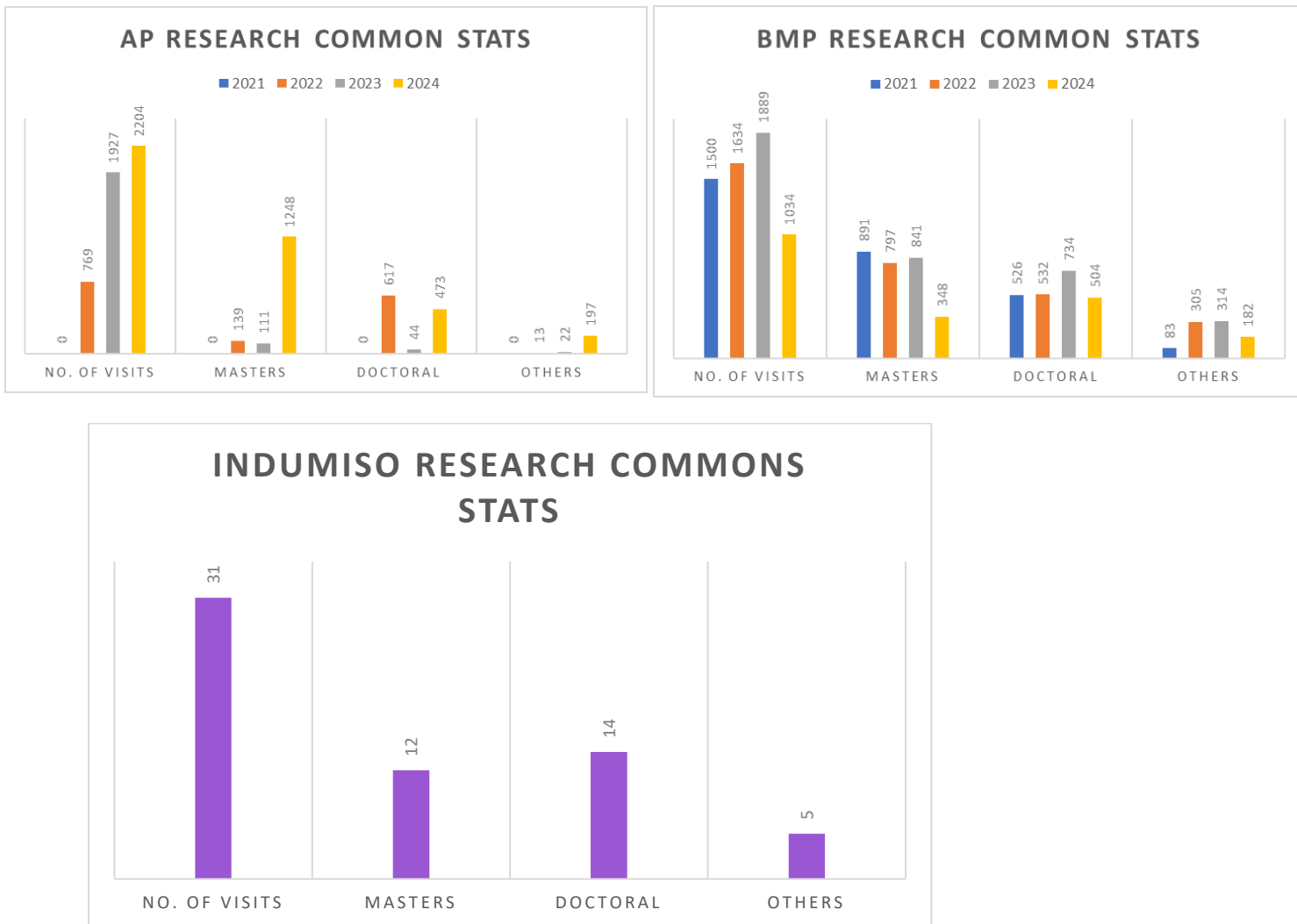
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- **Research Commons (Postgraduate research spaces)**

The usage statistics for the Research Commons at the BM Patel and Alan Pittendrigh Libraries are shown below:

Usage of the Research Commons 2020-2023				
	2021	2022	2023	2024
AP library	0	769	1927	2204
BM Patel library	1456	1634	1889	1084
Midlands				37

The usage statistics for the Research Commons at the Alan Pittendrigh, BM Patel Libraries are shown below:



- During this period, postgraduate librarians have monitored and recorded the usage of our research commons to better understand the needs of our users and to enhance our services accordingly. The data collected includes the number of visits and the use of the facilities by Master's, Doctoral, and other categories of users.
- The stats indicate an overall increase in usage at the AP Library compared to the previous year. This may be attributed to an increase in the number of postgraduates as well as awareness of the library's postgraduate service. B.M. Patel Research Commons has not shown a decline in usage. This decline may be linked to the persistent challenges reported at the B.M. Patel facility, including issues with air conditioning and external noise levels.
- The stats reveal slow growth in usage at the Indumiso Research Commons, indicating the need for enhanced marketing efforts to increase awareness and attract more users.

2.2.1.3. Academic and Admin Support

- **Academic Induction Programme**

- ✚ Mr Thomas, Sara Mitha and Nabisa Mbali addressed new academics in Durban during the second semester's academic induction session on 29 August. The session took place on MS Teams and had a total of 40 attendees.
- ✚ Nokuthula Mdlaose and Themba Nkuna represented the library at the Academic induction session for the Midlands staff on the 2nd of August 2024.
- ✚ Dr Phaladi addressed new staff at the HCS induction event on July 26, at Coastlands Hotel.

2.2.2. Digital Environment

2.2.2.1. Library Technologies

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

- **LibGuides**

The subject/research guides are customised 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.

Below are the views statistics for the reporting period (Jan – December) for 2022, 2023 and 2024

TOTAL LIBGUIDE VIEWS							
	Faculty of Arts & Design	Faculty of Accounting & Informatics	Faculty of Applied Sciences	Faculty of Engineering & Built Environment	Faculty of Health Sciences	Faculty of Management Sciences	Midlands programmes
2022	824	1239	629	6005	1258	2375	2827
2023	494	1650	1486	11288	1481	1246	3474
2024	435	1536	2998	9273	2604	1427	3937
2022		2391		15286		84	
2023		2904		20681		153	
2024		3867		18330		279	

- ✚ The Engineering and Built Environment guides have shown the highest number of views for the Faculty guides. The contributing factor is the approach used for teaching Information Literacy within the Technical Literacy module, which directs students to the guide for content and engagement.

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- Views for other guides show a spike around the time IL training is offered and when assignments are due. Generally, this resource is not optimally used and requires a marketing strategy.
- The Research Support guide and the Referencing guide are the most frequently visited guides given the content hosted and their appeal to the broader DUT community.
- Students often use the LibChat facility. This is used not only for library-related queries, but students see it as a place where they can 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.

• QuickFinder Video

A short video was created in collaboration with LIS WIL students to promote awareness and usage of the library's discovery tool, QuickFinder. The video was developed in response to concerns raised by book club members about the lack of visible promotion of QuickFinder among students. The video features a stressed student struggling to find relevant information for her assignments. Another student comes to the rescue and shows the stressed students how to find information using QuickFinder. The friend also highlights the benefits of using the library's website and QuickFinder. In the end, the relieved student thanks her friend, and they both encourage users to seek further information from faculty librarians and the library's website. The marketing and communication librarian designed the script and also encouraged participating students to speak in their Indigenous languages during the recording of the video as a way of promoting the use and integration of Indigenous languages while providing essential library services.



The video has so far received about **423 post reach**, above **612 plays** and **577 engagements** on Facebook, and these numbers are anticipated to grow as more users continue to visit the Library's Facebook and other social media pages

<https://www.facebook.com/Dutlibrary/videos/862114882246600>

• ILL Service Video

A video to promote the Inter-Library Loans (ILL) service was also created. This video was created as part of the marketing strategy to increase awareness of the ILL service to the DUT community. The video shows a conversation between two students who are asking each other about an ILL service. A script was developed and shared with students who were given about 20 minutes each to prepare before the shooting of the video. This video was also developed with the help of WIL students to allow them to learn how library videos are created and developed.

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The video has so far received about **553 post reach**, over **800 plays** and about **734 engagements** on the Facebook page. These numbers are anticipated to grow as more users continue to visit the library's Facebook page and other social media pages

The video can be accessed [here](https://www.facebook.com/Dutlibrary/videos/525500420058858):
<https://www.facebook.com/Dutlibrary/videos/525500420058858>

• Social Media Presence

The DUT Library has a strong social media presence and active followers across various channels. The Library primarily uses social media platforms to market its services, announce news, improve services, interact with users, and inform them about the new library and information resources, services and products.

➤ Facebook followers

In 2024, the Facebook page increased its number of followers by 280 from 5,376 in 2023 to 5,656.

Facebook Views (Countries)

Q1

Location	Countries
South Africa	5,402
Nigeria	31
United States	14
Botswana	9
Malawi	9
Zimbabwe	9
Swaziland	8
Lesotho	7
United Kingdom	7
Vietnam	7

Q2

Location	Countries
South Africa	5,462
Nigeria	29
United States	15
Swaziland	11
Botswana	10
Malawi	9
Zimbabwe	9
United Kingdom	8
Canada	7
Lesotho	7

Q3

Location	Countries
South Africa	5,482
Nigeria	35
United States	16
Swaziland	11
Botswana	9
Lesotho	9
Malawi	9
Zimbabwe	9
United Kingdom	8
Australia	7

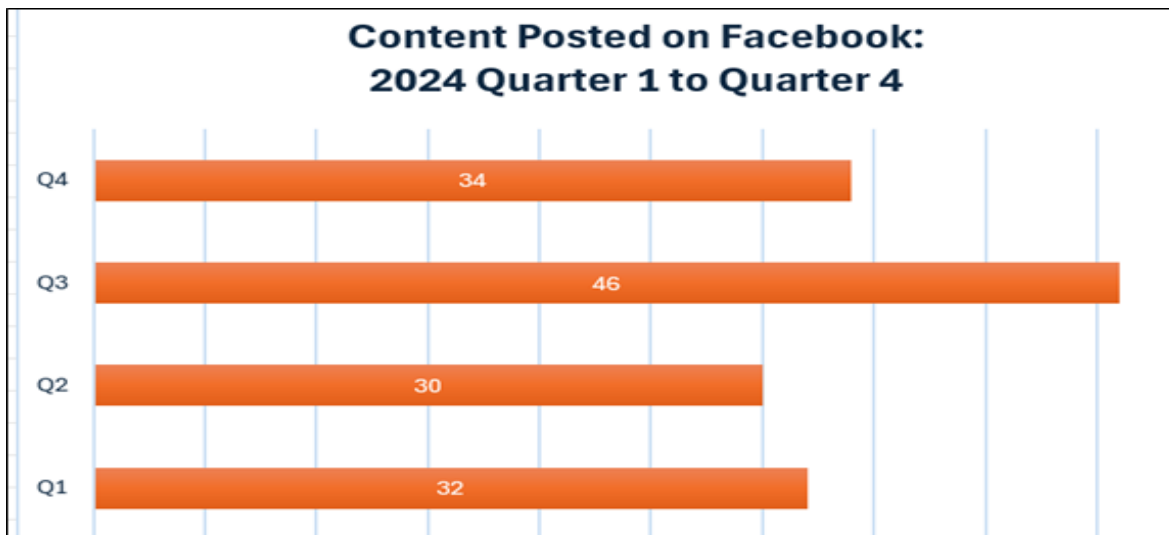
Q4

Location	Countries
South Africa	5,538
Nigeria	40
United States	17
Swaziland	11
Zimbabwe	10
Botswana	9
Malawi	9
Lesotho	8
United Kingdom	8
Canada	6

- ✚ The library's Facebook account is receiving more audiences outside South Africa. As indicated above, some of the audience engaging and following the library's Facebook page come from countries such as Nigeria, the USA, Malawi, Zimbabwe, Swaziland, Canada, the UK and Botswana.
- ✚ During the first quarter, there were approximately 5,402 users, rising to 5,462 in the second quarter. This number grew to 5,482 in the third quarter and further increased to 5,538 in the fourth quarter.
- ✚ From the 9 other countries listed on the stats, Nigeria and the United States have shown outstanding engagement increases compared to all other countries. Notably, Nigeria recorded 31 engagements in the first quarter, which increased to 40 by the fourth quarter.

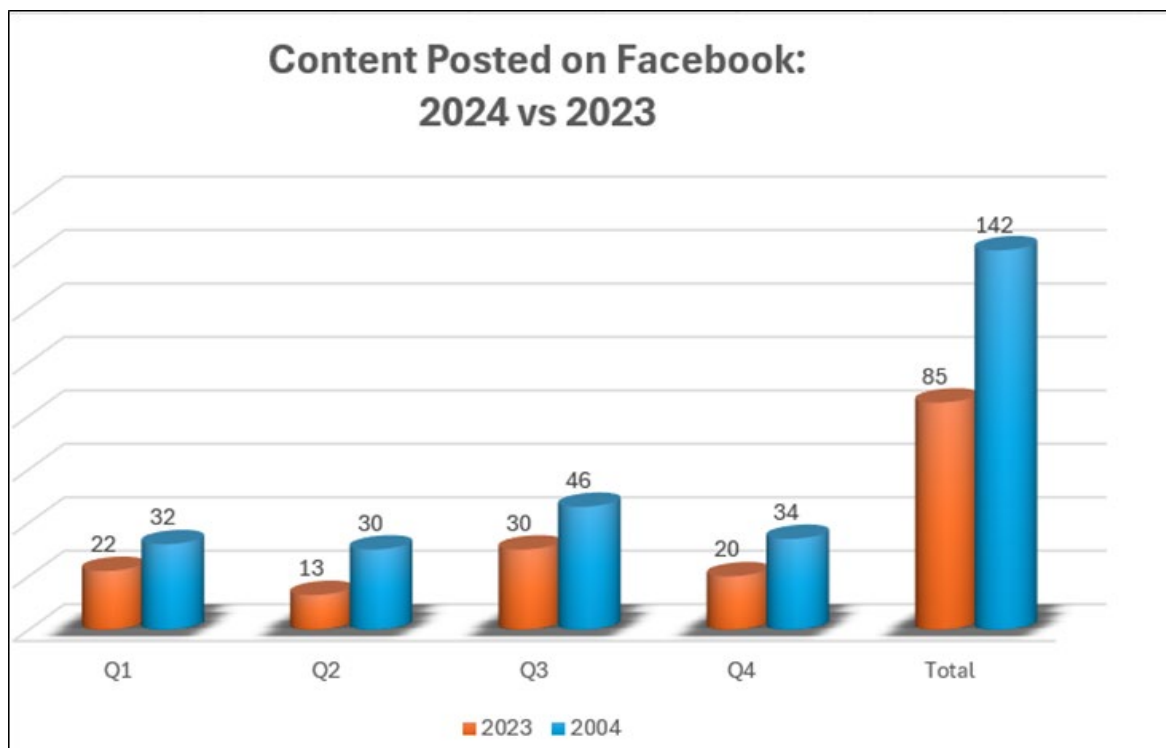
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- Facebook content posted from quarter 1 to quarter 4



More content was posted during quarter 3 with about 46 contents, followed by quarter 4 with 34 contents, quarter 1 with 32 and quarter 2 with 30 contents posted.

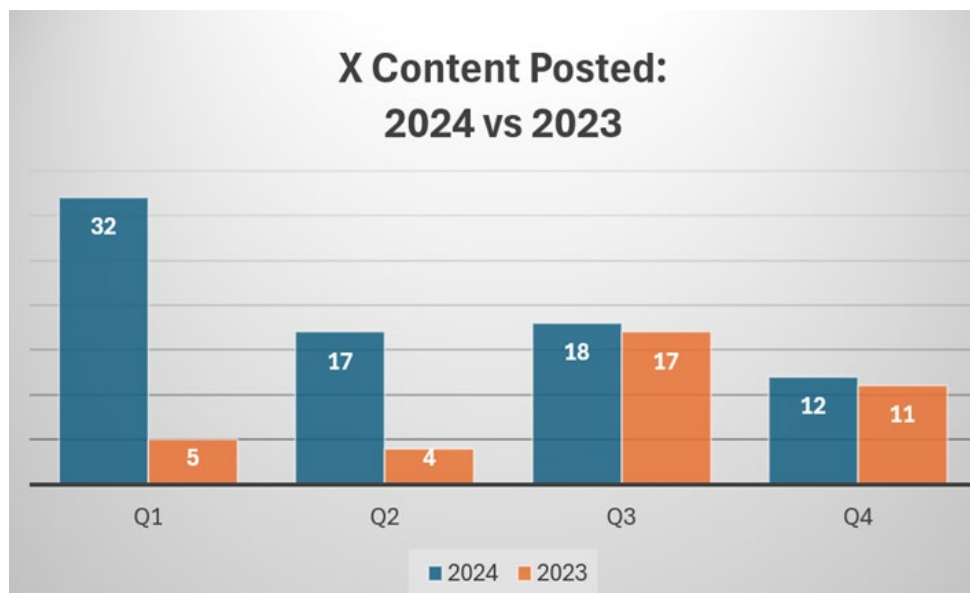
- Facebook content posted (2024 vs 2023)



- There was an increase in content posted in 2024 compared to 2023 across all quarters. Notably, 30 posts were made in the second quarter of 2024, up from 13 in the same period of 2023. In the third quarter of 2024, 46 posts were published compared to 20 in 2023.
- The total number of posts in 2023 was 85, significantly lower than the **142 posts** in 2024. This marks the highest volume of content shared since the library's Facebook page was launched.

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- **X Account (formerly known as Twitter)**

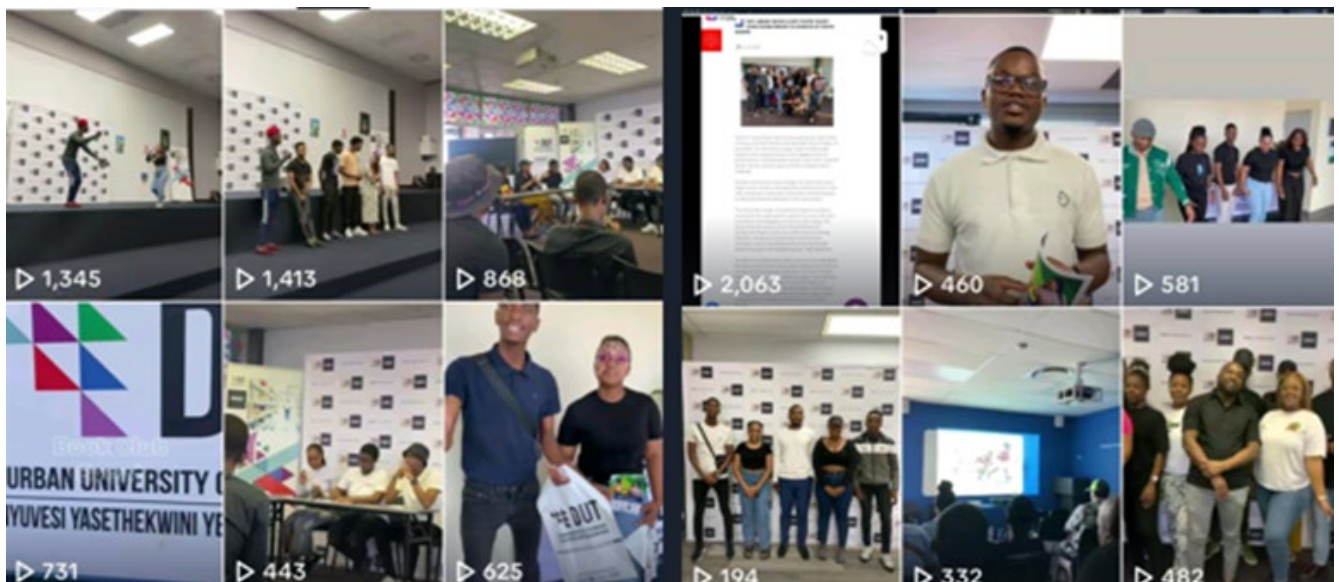


- ✚ In 2024, the X account experienced a significant increase in content posted compared to the 2023 period. The highest number of posts was recorded in the first quarter of 2024, with 32 posts, a substantial rise from the 5 posts in the first quarter of 2023.
- ✚ The lowest number of posts in 2023 occurred in the second quarter, with only 4 items published, compared to 17 posts in the same quarter of 2024.

- **TikTok account for the Library Book Club**

A TikTok account has been created for the book club to share content related to its activities. So far, the account has shared about 16 posts and gained around 182 followers, a promising start for a new platform. Posters were designed to encourage book club members and library social media followers to engage with the new channel. Some of the content posted is displayed below:

The channel can be followed **@dutlibrarybookclub**



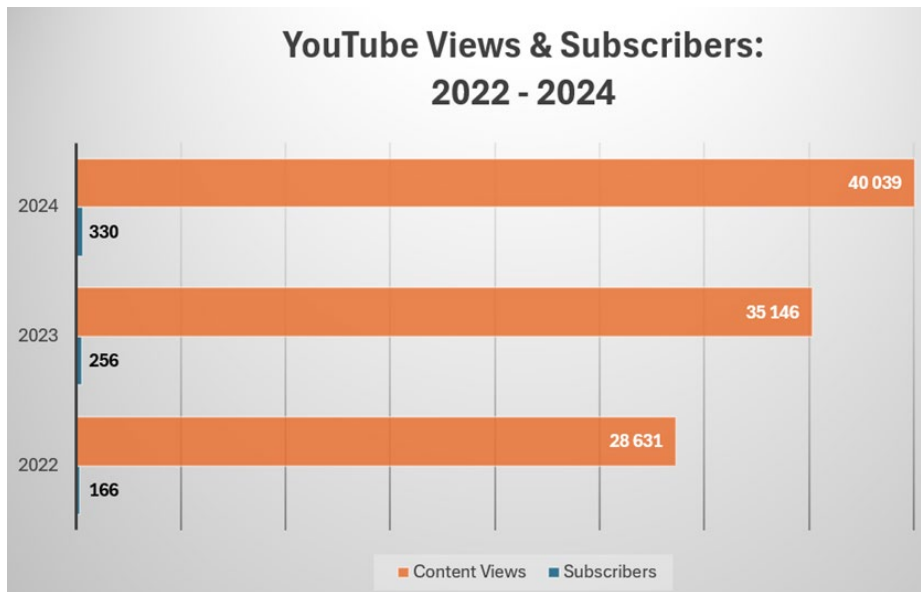
- **WhatsApp News Channel**

Additionally, a new WhatsApp news channel has been created to increase the library's social media presence. Currently, about 17 contents has been posted. The channel now has about 35 followers. The channel can be followed on WhatsApp via the link:

<https://whatsapp.com/channel/0029VarnUuM9Bb650a2YvM3n>



- YouTube Channel



✚ The channel shows

continuous growth when it comes to both subscribers and content views.

- ✚ Since 2022, the number of subscribers increased from 166 to 256 in 2023 and to 330 in 2024.
- ✚ Content views also continue to grow each year. In 2022 the channel received about 28631, which increased to 35146 in 2023 and then increased to 40039 in 2024.

Some of the content posted on social media pages are shown below:



2.2.2.2. E-Resources Usage:

➤ Usage Statistics

• QuickFinder (EBSCO Discovery Tool)

The provided data showcase the usage of the QuickFinder Discovery Service, including sessions, search clicks, total requests, full-text requests, link-out requests, and abstract requests. The number of searches performed on QuickFinder from Jan – Dec 2024 was 223435. During the same period last year, 192153 searches were done. This is an increase of 16% in 2024 compared to 2023. There are significant increases in the use of the QuickFinder, especially during the examination preparation months, April, May, August and September. It is important to note that academic and research activity does peak in some months and that these seasonal variations provide useful input into the planning and delivery of user-centred services.

Month	Sessions 2024 (2023)	Total Search Clicks 2024 (2023)	Total Requests 2024 (2023)	Total Full- Text Requests 2024 (2023)	Total Linkout Requests 2024 (2023)	Abstract Requests 2024 (2023)
Jan	20121 (19950)	3522 (2858)	2302 (2095)	919 (1043)	302 (335)	1081 (717)
Feb	24933 (22857)	17130 (9882)	7509 (5680)	2544 (2483)	906 (806)	4059 (2391)
March	32956 (51435)	43699 (64702)	22548 (36989)	8315 (14999)	2924 (4142)	11309 (17848)
April	39064 (31688)	39752 (37857)	30277 (29428)	12681 (12288)	4551 (4441)	13045 (12699)
May	36462 (31033)	30232 (29705)	18169 (21082)	6884 (8256)	2391 (2673)	8894 (10153)
June	24752 (28712)	10516 (14119)	6701 (7924)	2255 (2923)	1109 (1089)	3337 (3912)
July	24613 (32087)	8474 (9307)	4806 (5343)	2023 (1964)	587 (847)	2196 (2532)
Aug	40114 (36776)	29205 (27821)	19093 (20938)	7648 (7948)	2507 (2715)	8938 (10275)
Sept	43628 (35322)	17627 (25095)	12658 (19787)	5548 (7630)	1876 (2450)	5234 (9707)
Oct	43730 (35289)	14964 (19198)	10728 (14337)	4313 (5977)	1385 (1950)	5030 (6410)
Nov	42298 (29837)	6737 (10201)	4358 (6471)	1257 (2443)	396 (1249)	2705 (2779)
Dec	25651 (11322)	1577 (1884)	744 (1085)	166 (353)	122 (176)	456 (56)

• Full-text Databases (Journals and E-Books)

- Between January and December 2024, 2016479 full-text items (journals and e-books) were viewed, compared with 1575772 for the same period last year – an increase of 27.96%. The reason could be that WGSN increased usage by 1317.29% (High usage from January – June 2024).
- WGSN adjusted to the correct usage decreased usage by 96%, during the third and fourth quarters of 2024.

• Abstracting/Indexing Databases

- A total of **96049** searches were done in the abstract databases from Jan to Dec 2024, compared to 144065 searches done for the same period last year, a decrease of 33.33%.
- Scopus usage increased to 22494 by 74.20% searches during Jan – Dec 2024 compared to 12913 of the same period in 2023
- Waters & Oceans Worldwide decreased to 59637 by 9.40% searches during Jan – Dec 2024 compared to 65828 of the same period in 2023
- Web of Science decreased to 9798 by 84.06% searches during Jan – Dec 2024 compared to 61469 searches performed during the same quarter in 2023
- SciVal usage increased to 4120 by 6.87% searches during Jan – Dec 2024 compared to 3855 of the same period in 2023

• eBook Usage

Full-text (subscriptions and purchased titles) ebooks viewed decreased by 17.42% in 2024. For the period Jan – Dec 2024, a total number of 72570 e-books were viewed, compared to 87875 during the same period in 2023.

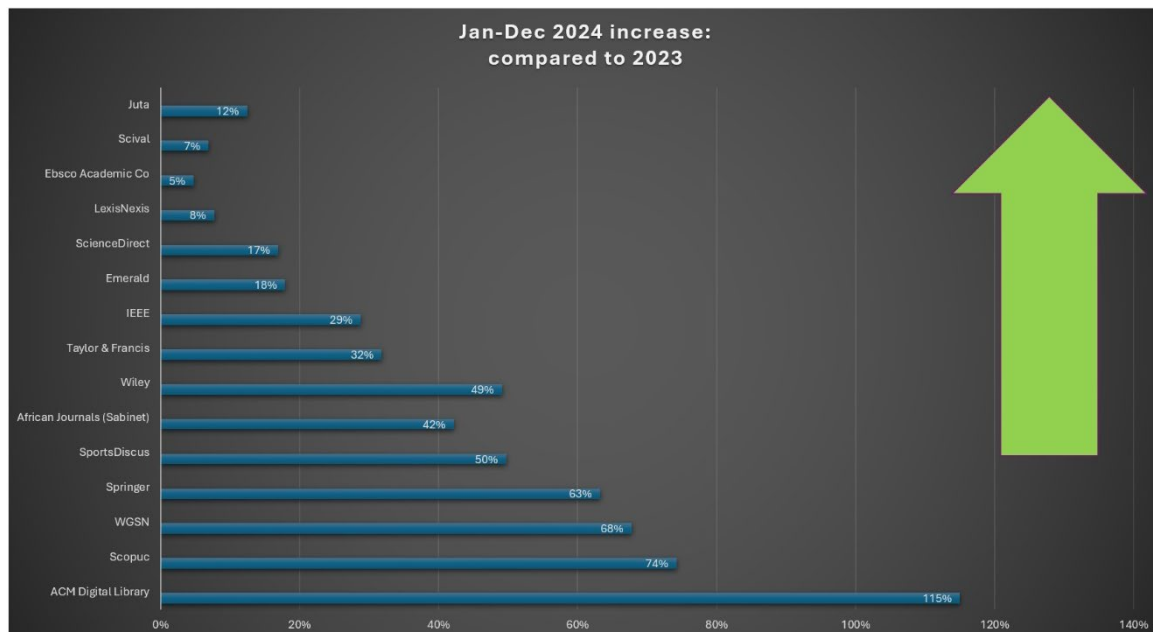
- **eBook Subscription Packages**

- ✚ eBook Central (ebrary) decreased by 22.34%,
- ✚ Encyclopedia Britannica decreased by 58.78%,
- ✚ Sage Research Methods decreased by 80.08%,
- ✚ EBSCO eBook usage increased by 4.71%
- ✚ RSC eBook usage increased by 145%
- ✚ Bloomsbury Drama Online increased by 117%,
- ✚ Cambridge eBook usage decreased by 24%

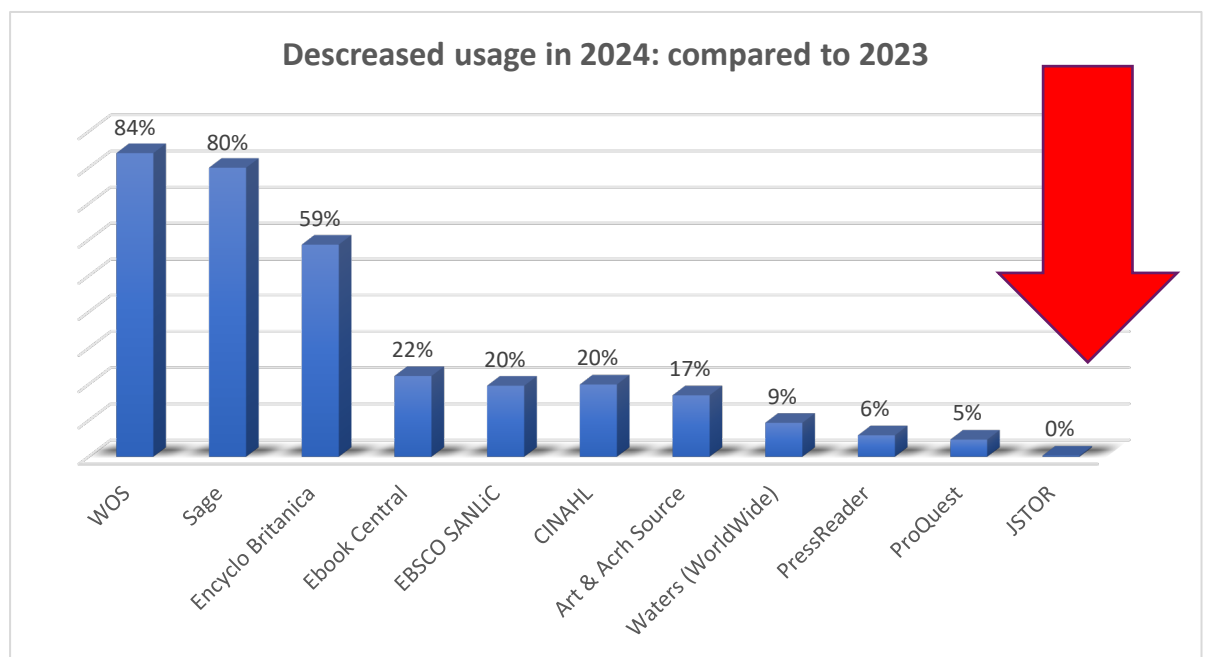
- **Overall database usage comparisons**

In comparing the Jan–Dec 2024 stats to the same period in 2023, the following is noted:

- 15 databases **increased** usage as follows:



- 11 databases decreased usage as follows:



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The databases with the highest cost per search in Jan – Dec 2024 are:

- ✓ Sage (R914.30)
- ✓ SciVal (R202.61)
- ✓ ProQuest Central (R162.70)
- ✓ Art and Architecture Source (R128.20)
- ✓ LexisNexis (R87.41)
- ✓ Web of Science (WOS) R80.65
- ✓ Sport Discus (R62.86)
- ✓ CINAHL Complete (R73.25)
- ✓ Scopus ((R49.93)
- ✓ African Journals (Sabinet) (R49.19)
- ✓ Emerald (R43.36)
- ✓ Ebsco package (R35.88)
- ✓ Juta (R41.07)
- ✓ ACM Digital Library (R27.13)
- ✓ IEEE (R21.60)

The databases with the lowest cost per search in Jan – Dec 2024 are:

- ✓ WGSN (R0.20)
- ✓ Library Press Display (R1.27)
- ✓ Springer Nature (R1.80)
- ✓ Waters & Oceans Worldwide (R2.53)
- ✓ eBook Central (ebrary) (R10.64)
- ✓ ScienceDirect (R10.38)
- ✓ Encyclopedia Britannica (R13.23)
- ✓ Taylor & Francis (R17.67)
- ✓ Wiley (R23.04)

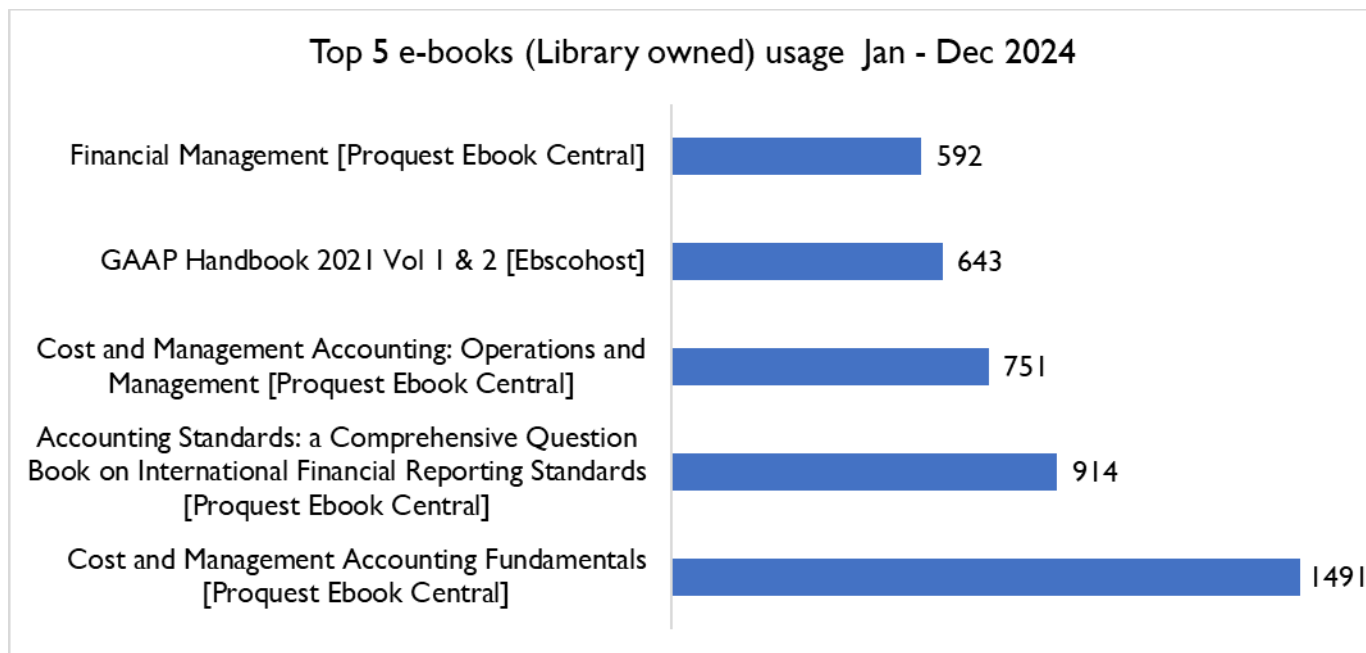
• eBook Usage / Downloads

The 5 most downloaded eBooks were collected from eBook Central, Ebsco, Sage, Cambridge and the Royal Society of Chemistry (RCS) from Jan – Dec 2024. These stats were analysed further to determine the top 5 eBooks downloaded. The 5 most used purchased E-Books for Jan – Dec 2024 were Auditing Notes for South African Students 13th Ed [EBSCOhost] with 302. Followed by Accounting Standards: A Comprehensive Question Book on International Financial Reporting Standards [ProQuest eBook Central] with 250, Cost and Management Accounting Fundamentals [ProQuest eBook Central] with 248, A Practical Guide for Legal Support Staff [ProQuest eBook Central] with 237 and Events Management [ProQuest eBook Central] with 191 downloads.

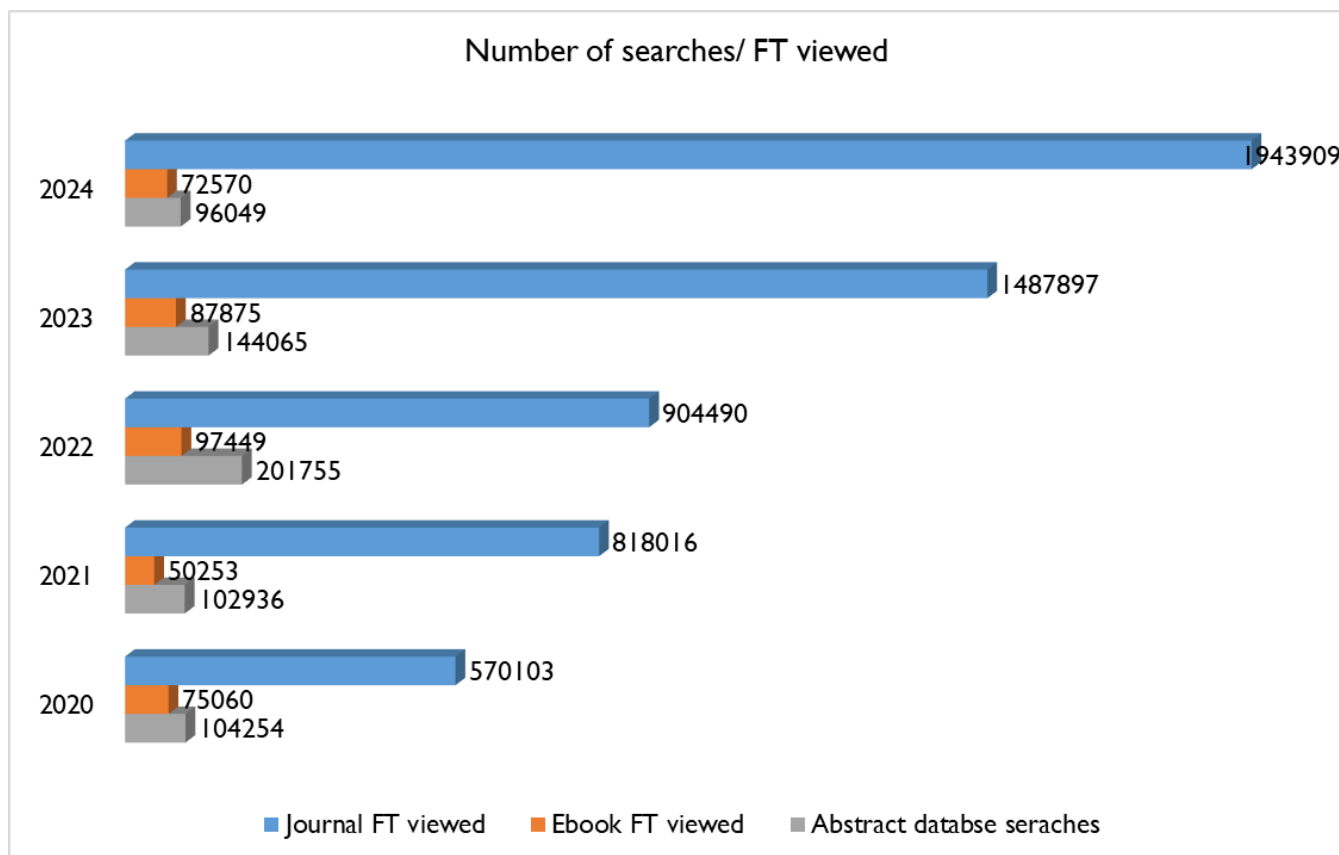
The 5 most used purchased e-books for Jan – Dec 2024 was Cost and Management Accounting Fundamentals [ProQuest eBook Central] with 1491. Followed by Accounting Standards: a Comprehensive Question Book on International Financial Reporting Standards [ProQuest eBook Central] with 914, Cost and Management Accounting: Operations and Management [ProQuest eBook Central] with 751, GAAP Handbook 2021 Vol 1 & 2 [Ebscohost] with 643 downloads and Financial Management [ProQuest eBook Central] with 592 downloads.

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The top 5 most purchased and downloaded eBooks during this quarter were from ProQuest eBook Central and Ebscohost.



The trend graph shows the usage of electronic resources over a five-year period, including searches, full-text views, e-books, and articles. In 2024, there was an upward trend in journal articles, but there is concern about the usage of e-books, suggesting a need for a more intentional marketing strategy to promote these resources in the new year.

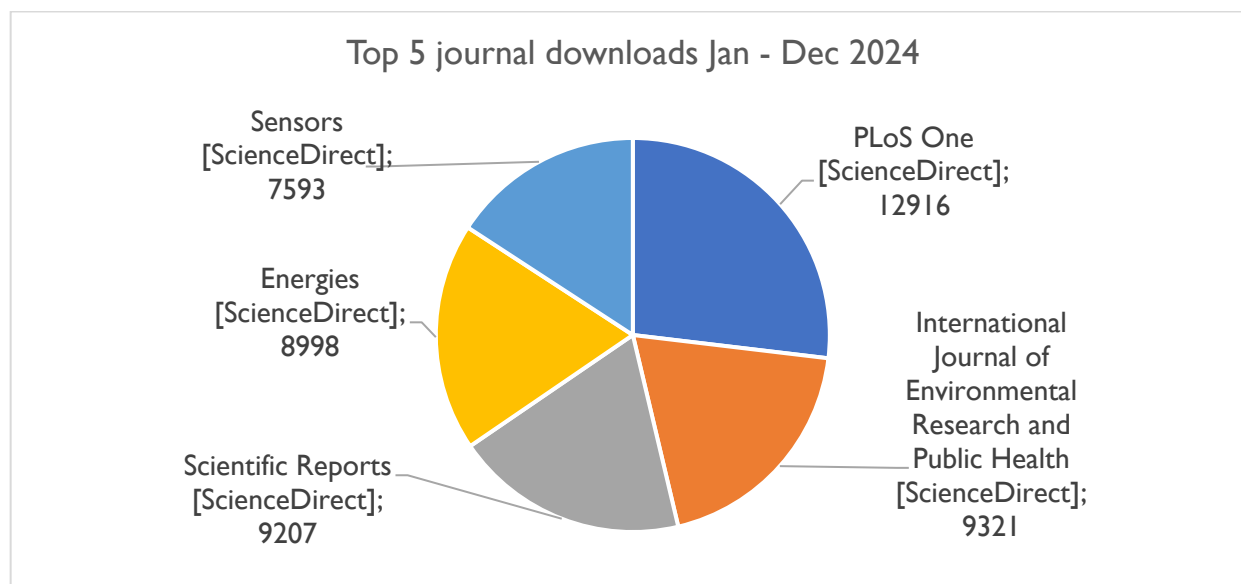


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- **Journal Downloads**

The 5 most downloaded journals were collected from 8 full-text databases i.e. Science Direct, Springer, EBSCOhost, Emerald, IEEE, ProQuest, Taylor & Francis and Wiley, for Jan – Dec 2024 to determine the 5 most used journals downloaded. The most popular database for the reporting period was Science Direct, with 376082 full-text downloads, and 5 of the most downloaded journals for this period were from Science Direct.

The most used journal for Jan – Dec 2024 was PLoS One [ScienceDirect] with 12916 full-text downloads, followed by the International Journal of Environmental Research and Public Health [ScienceDirect] with 9321 downloads, Scientific Reports [ScienceDirect] with 9207 downloads, Energies [ScienceDirect] with 8998 downloads and finally Sensors [ScienceDirect] with 7593 downloads.



2.2.2.3. Library Website and Support Tools

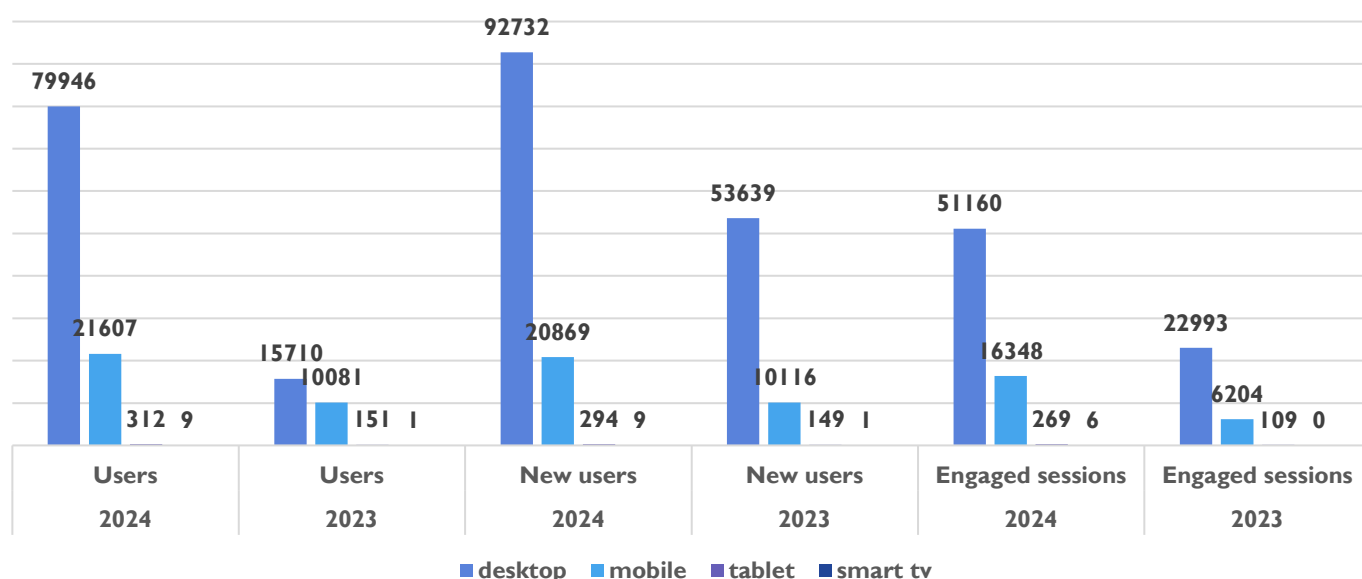
The library website <https://library.dut.ac.za/> is the main source of all library information and resources. The browser statistics for the DUT library website from 2023 to 2024 show significant changes in user preferences. The most popular browsers for accessing library websites include Chrome, Edge, Firefox, Safari, and Samsung Internet. Chrome usage increased from 15,596 in 2023 to 64,562 in 2024, while Edge nearly quadrupled and Firefox and Safari doubled. Less popular browsers like Aloha and Phoenix declined.

Website Browser 2024	Users
Chrome	64562
Edge	20581
Firefox	7409
Safari	6984
Samsung Internet	1028
Android WebView	454
Opera	344
Safari (in-app)	18

A Desktop remains the primary platform for users when engaging with the website. It is promising to see an increase in engagement with the library website via a mobile device. This aligns with our strategy to ensure that the new library website is design agnostic, as well as efforts to include many of the library services in the University APP.

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Website Device Platform



- **Access by source**

The table below provides insights into the engagement on the library website. It highlights the way users access the library website from various sources/ routes. The data categories users based on the sources of their visit, either directly, or via referral. The majority of the users accessed the website directly in 2024 with an increase of 185% in sessions and 154% in engaged sessions, suggesting a strong connection to the library website. Increases in both referral and organic social could be attributed to library efforts in increasing the library presence on social media, library resources and the learning management platform.

The statistics demonstrate the behaviour of library users when accessing the library website. The majority of users access the library directly and not via Google or another referral database.

2024 Session primary channel group	Sessions	Engaged sessions
Direct (via bookmark or direct URL)	242324	50646
Referral (traffic from external websites with link to the library)	87164	14997
Organic Search (traffic from search engines)	10466	1935
Organic Social (traffic from social media platforms)	260	61

Resources Accessed

Traffic to the website increased significantly in 2024. The main DUT Library page views shifted from 172,796 to 400,017, with pages like E-Books, Access to Electronic Resources, and Research Tools more than doubling their views. New pages like Plagiarism Tutorials and Undergraduate Support gained notable engagement in 2024. Overall, the data highlights growing interest and improved access to the library's online resources.

Website Top Pages 2024	Views
DUT Library (Landing page)	400017
eBooks	13758
Access to Electronic Resources	6828
Research Tools	6334
Endnote Software	2572

Accessing the Learning Management System (Moodle)	2462
Accredited Publications	2206
Guides & Tutorials	1620
Postgraduate Support	1529
DUT Open Access Publications	1354
University Software	1266
Plagiarism Tutorials	965
Undergraduate Support	943

- **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. The Open Athens statistics below provide information on the number of successful login attempts that were made to access library information resources. These statistics provide us with an indication of the number of library users who access library resources from on and off campus. It must be noted that the user will only need to login once to this service, while the browser being used to search library resources remains open. Any subsequent closing of the browser will require the user to login in again.

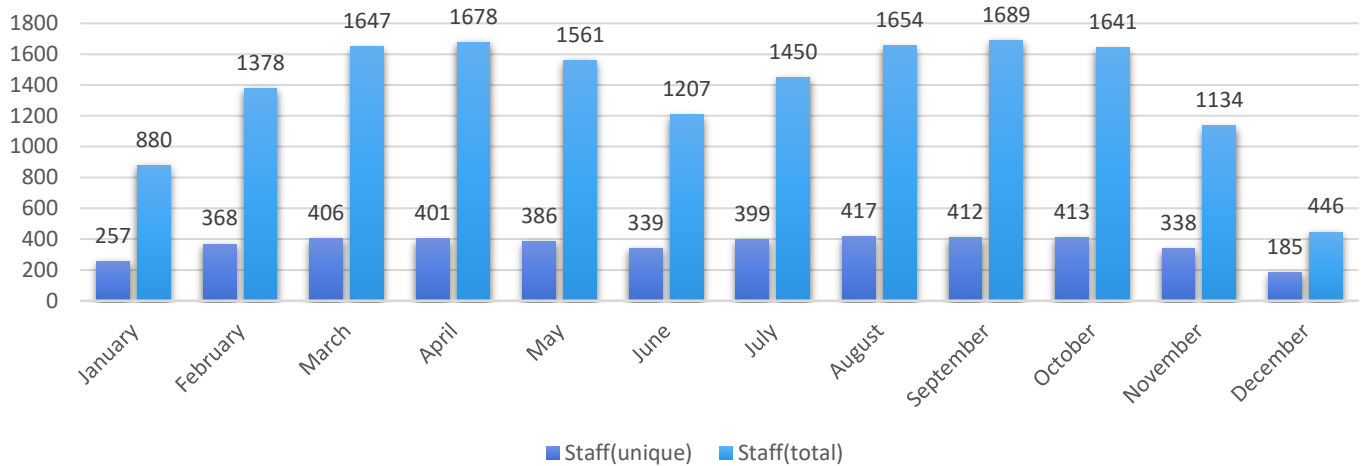
The **open Athens** logins indicate a general increase in both successful and unique logins for 2024 compared to 2023, reflecting higher usage during these months. Overall, the data suggests increased usage during the peak academic periods in August.

Open Athens authentications	Successful (all) 2024 (2023)	Successful (unique) 2024 (2023)
January	2865 (2725)	789 (808)
February	6754 (5172)	2303 (1485)
March	15978 (21319)	4787 (5583)
April	17645 (15850)	4468 (4044)
May	13530 (13646)	3690 (3735)
June	5996 (7518)	1841 (2194)
July	6294 (5969)	1874 (1782)
August	14122 (12871)	4011 (3518)
September	11760 (12454)	3250 (3481)
October	11313 (10533)	2820 (3022)
November	4711 (6108)	1600 (1967)
December	1240 (1494)	481 (399)

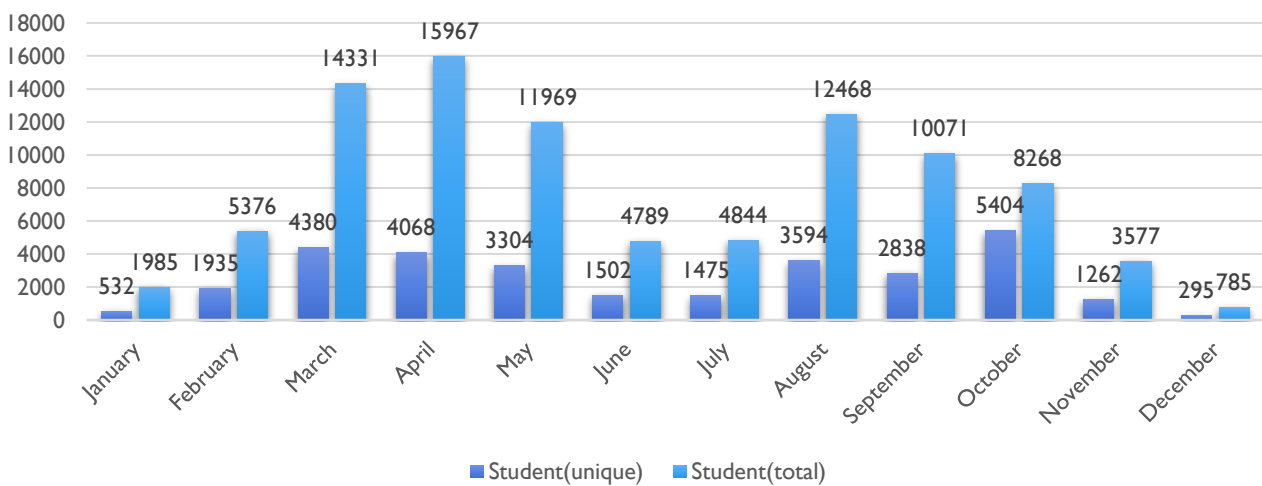
The graphs show consistent usage trends for staff and students via Open Athens for library resources, despite downtimes, while student logins are erratic but consistent with peak examination periods or academic programs.

Smart Library, Smart People.

Staff



Student



• Website Geographical Access

There was a significant shift in engagement with the library website from local library users as well as users from Zimbabwe, Nigeria, Ghana, the United States, Germany and the Netherlands. It is also worth noting that users from Indonesia and China also used the website in 2024.

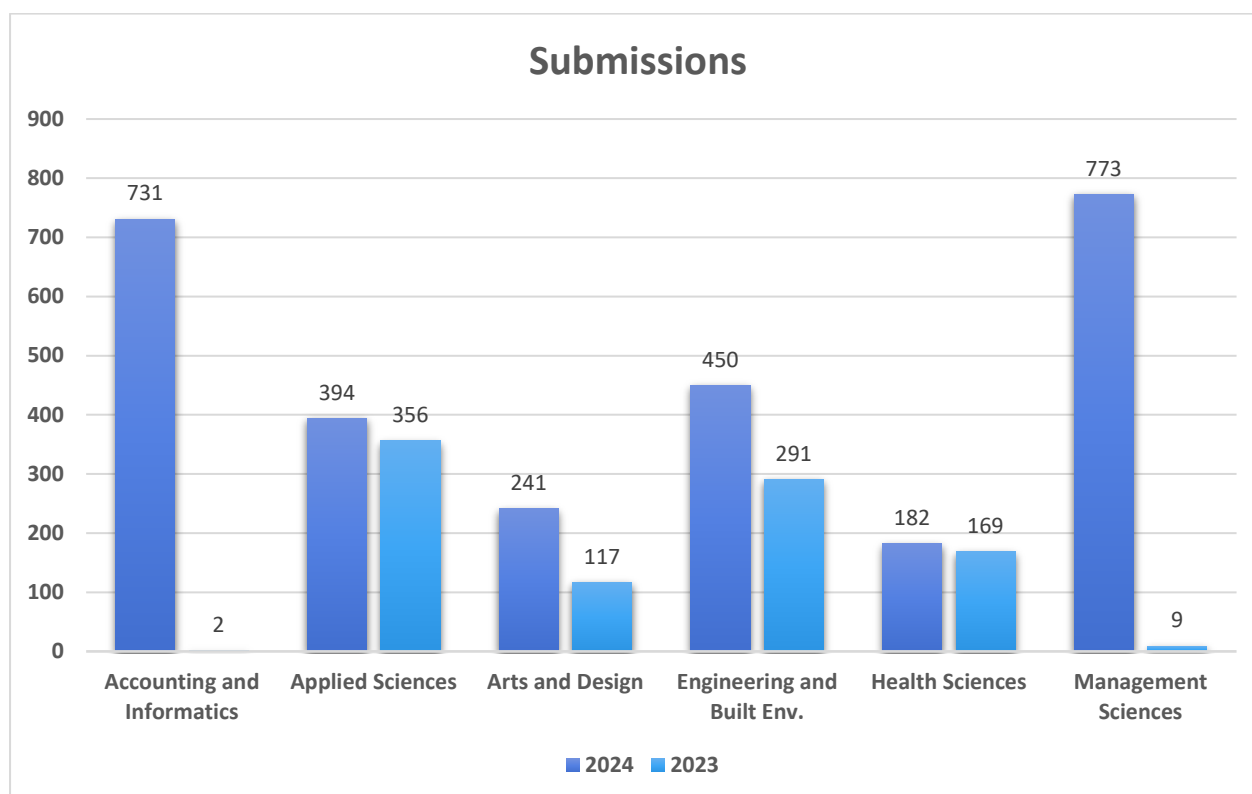
Website User Location 2023/2024

Country	2023	2024
South Africa	24721	100794
Zimbabwe	178	232
Nigeria	142	161
Ghana	95	105
United States	82	220

India	71	67
United Kingdom	60	119
Germany	32	85
Kenya	32	81
Netherlands	32	112
Indonesia	0	66
China	0	50

- **Examination Repository**

The repository experienced a significant increase in submissions, particularly from Faculties of Applied Sciences and Management Sciences. Visits doubled, particularly for Health Sciences and Management Sciences faculties. Paper downloads also surged, indicating faculties' commitment to providing accessible resources and increased student engagement in exam preparation.



2.2.2.4. 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 usage statistics of our materials in the library in the current reporting year in comparison to the same period last year, 2023. The 2024 annual statistics for the BM Patel, Brickfield, and City Libraries reveal significant shifts in service utilisation compared to 2023. The data highlights notable trends in user engagement and service demand, with some areas experiencing sharp declines and others showing encouraging growth

BM Patel, Brickfield and City Libraries			
The Annual Statistics 2024			
Service	2024	2023	%Variance
Circulation	15530	125450	-87,62
Headcount	273145	202014	35,21
Photocopying	42228	74255	-43,13
In-house	5301	3816	38,92

The table above provides an analysis of the statistics for 2024 across all DUT library sites. The data includes circulation numbers, headcount, photocopying usage, and in-house activities, compared with the same period in 2023. The percentage variance is calculated to understand the changes and the attributing factors for these variations.

DUT Libraries across all sites experienced mixed results in their key operational statistics when compared to the same period in 2023:

- 1. Circulation:** Circulation services experienced a significant 87.62% decline in 2024, largely due to a shift in borrowing habits, possibly due to increased digital resource reliance or changing access preferences.
- 2. Headcount:** The combined libraries saw a 35.21% increase(**202,014** in 2023 to **273,145**) in user visits and headcount, indicating a resurgence in library usage, possibly due to improved facilities, expanded programming, or increased on-campus activities.
- 3. Photocopying:** The use of photocopying services declined by **43.13%**, with total usage falling from **74,255** in 2023 to **42,228** in 2024. This reduction aligns with broader trends favouring digital over physical copies, further exacerbated by challenges such as outdated printing infrastructure.
- 4. In-house Usage:** In-house usage of materials rose by **38.92%**, from **3,816** in 2023 to **5,301** in 2024. This increase demonstrates a growing demand for resources available only within the library, reflecting its importance as a study and research hub.

The data underscores a dual narrative for these libraries. While traditional services like circulation and photocopying have seen sharp declines, the increase in headcount and in-house usage reflects the libraries' growing role as vital physical spaces for study, collaboration, and access to unique resources. These insights can guide future initiatives, particularly in addressing technological upgrades and enhancing user experiences.

2.2.2.5. Information Resources

- Library Print and E-Collections**

Databases: DUT Library currently subscribes to 123 (123 512 e-journals) databases/database packages.

Subscriptions	Purchased titles
eBook packages: 236820 titles (Package titles: (eBook Central, Encyclopedia Britannica Academic online, Papermaking Science and Technology E-Book series)	2328 titles

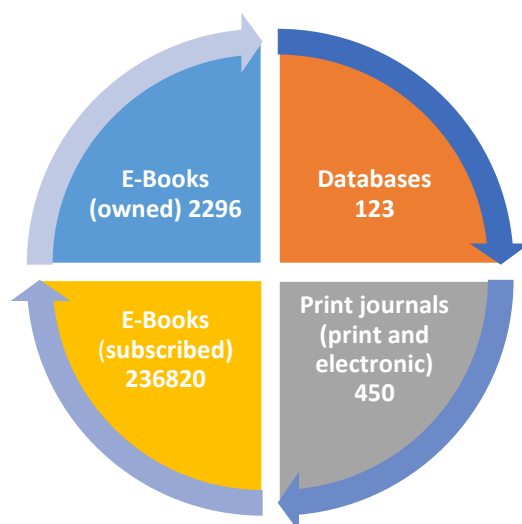
Periodicals: From 192 current subscriptions, 1 is a duplicated title. Duplicate titles are titles that we subscribe to for two or more site libraries. The number of subscriptions decreased in 2024 as compared to 2023. The Library's paid subscriptions decreased by 24.11% in 2024 from the previous year. This is due to print titles ceasing and becoming open access and the cancellations in September 2023, when 14 periodical titles were identified for cancellation for 2024 due to financial constraints and no longer relevant.

Periodicals	Print	Print + e	e-only	Total
Subscriptions	62	25	105	192
Donations	38	137	83	258
Total	100	162	188	450

The E-Book Central Academic Complete subscription eBook collection is a dynamic collection, and titles from the collection may be subject to additions and removals every 6 months. This quarter 11 new individual E-Books were purchased and paid for from departmental allocations in the book budget.

- Monetary value of periodical subscriptions between 2019 and 2024

Year	Print	Print + e	e-only	Total
2024	R218 105	R217 167	R1 662 456	R2 097 728
2023	R248 000	R213 000	R2 549 000	R3 010 000
2022	R247 539	R200 661	R4 324 389	R4 772 589
2021	R242 666	R197 424	R4 058 291	R4 498 381
2020	R 252 537	R 162 072	R 4 390 685	R4 805 294
2019	R 328 092	R 141 768	R 3 689 517	R4 159 377



- **Book Budget Allocation**

R 1 675 359 was allocated for books & media for 2024, an increase of 10.62 % as compared to 2023. There have been changes to the budget allocation for 2024:

- ✚ eBook Evidence-Based Acquisition (EBA) is a new budget code that has been created and allocated R100 000
- ✚ Information technology (PMB) is a new budget code that has been created and allocated R5000 from the new courses fund.

The budget of R 1 675 359 was divided as follows:

- ✚ E-Book packages R704 964,76
- ✚ E-Book Evidence-Based Acquisition (EBA) R100 000,00
- ✚ General collections and service departments R 224 902,93
- ✚ Faculties total R 645 491,31
- ✚ Faculty of Arts and Design R 88 795,52
- ✚ Faculty of Accounting and Informatics R 155 400,16
- ✚ Faculty of Engineering and Built Environment: R 66 759,11

- Faculty of Health Sciences: R 107 054,88
- Faculty of Management Sciences: R 135 845,20
- Faculty of Applied Sciences: R 91 636,44

Expenditure

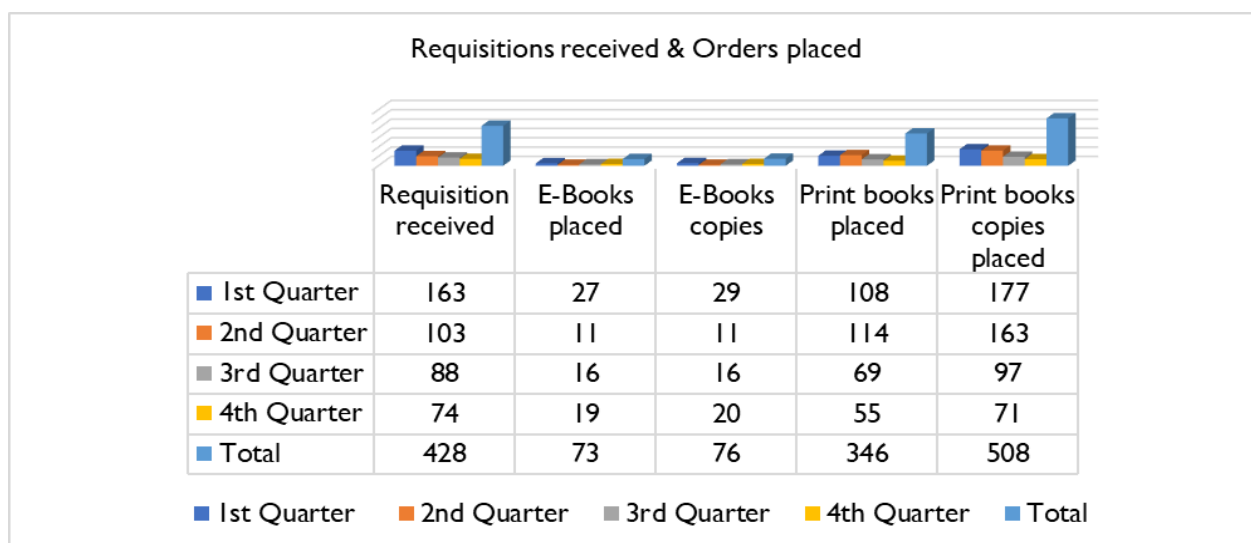
The expenditure for the book and media budget is reflected in the summary below:

Departments	Budgeted 2024	Available	% Spent
Arts & Design	R106 251,72	R2,45	100%
Accounting & Informatics	R166 976,49	R424,39	100%
Engineering & Built Environment	R78 651,41	R219,78	100%
Health Sciences	R95 399,81	R1 250,80	99%
Management Sciences	R117 195,93	R3 488,32	97%
Applied Sciences	R104 059,59	R4 914,83	95%
General/Service depts	R201 859,29	R121 525,89	40%
Evidence-Based Acquisitions	R100 000,00	R100 000,00	100%
E-Book packages	R704 964,76	R71 614,86	90%

- The book budget was spent at year-end, with R150,000 moved from the book fund to the Copyright fund to cover a deficit.

Orders placed in the reporting year:

428 requisitions were received from Subject Librarians and/ or Faculty, with 419 orders placed, including 346 print and 73 eBooks. One requisition, valued at R1,300, is awaiting placement in the next year.



Budget for Periodicals & Databases

The following figures apply to the Electronic Resources, Periodicals and Newspaper budget:

Periodicals budget report Jul - Sep 2024		
Budget allocation 2024		R25 099 636,00
Expenditure		
Periodicals & Newspaper	R2 266 935,74	
Databases	R22 100 727,89	
Bank Charges	R18 962,00	
Processed to date		R24 386 625,63

To be paid		
Periodicals	R21 563,91	
Databases	R-	
Still to be paid (estimated)		R21 563,91
Credit Notes		R-
Estimated positive balance		R691 446,46

R25 099 636 was allocated for subscriptions to databases and periodicals for 2024, an increase of 10% from the R22 817 000 received in 2023. To expedite the process and prevent interest charges and/or suspension of access, the requisitions were sent to Procurement in November and December 2023. These requisitions were tracked with Procurement via the Library Procurement Plan, on a monthly basis. At the beginning of 2024, the exchange rate was unstable, and not favourable. Most of the large journal and database invoices were paid when the exchange rate when the exchange rates were high. The 2024 budget would be adequate to sustain the current subscription with a favourable balance at the end of 2024.

In 2024, 19 print newspaper subscriptions worth R33,000 were reinstated for six sites.

- **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

- ✚ Faculty Executive Committees - EXCO
- ✚ Departments on Request
- ✚ CELT Workshops
- ✚ FACULTY BOARD x 6
- ✚ STAFF INDUCTION – 26 JULY 2024

- **Copyright Expenses**

R2 million was allocated to the copyright central fund, which was exhausted around mid-July. For this reason, we were facing a significant funding shortfall for copyright compliance and applications thereto in the 2024 reporting year. To deal with the shortfall, invoices totalling R955 176,66 for the remaining part of the year had to be paid from other operational accounts. In summary, the top-up was urgently required, driven primarily by several key factors, among others:

- i) Increased new applications for third-party information resources.
- ii) Due to re-curricularisation, further funds are required to supplement new subject content specifically for advanced qualifications.
- iii) There have been several new lecturers who are revising course materials which require the inclusion of third-party information resources as part of the curriculum delivery to students.
- iv) Newly appointed academic staff cannot account for previously constructed study guides of former staff. Hence, new 3rd party information resources are being sourced, which requires a licence for use and dissemination.
- v) Copyright infringements have been flagged as a serious risk to the university's reputation. The heightened awareness campaigns and inspection by the library copyright office have resulted in many of our academics in recent times applying for copyright licenses for the use of third-party information resources in their course material.

The DVC: Teaching and Learning has been approached for additional funds. Unfortunately, there were no additional funds to allocate to the central copyright fund.

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2.2.3. Research Support (Postgraduate and Faculty Research Services)

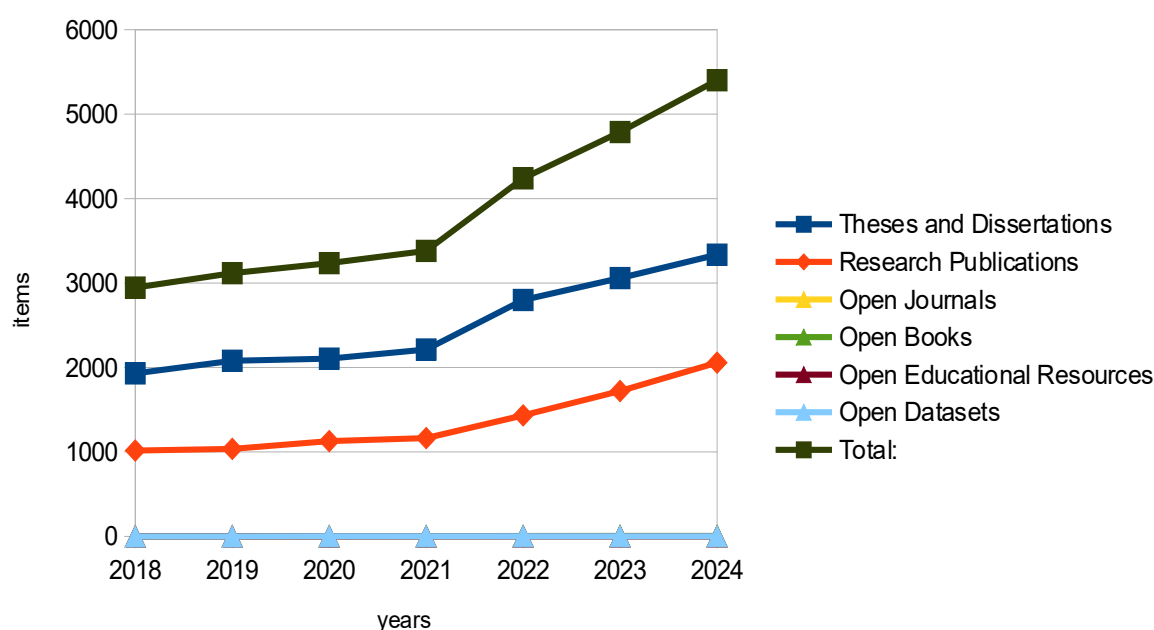
2.2.3.1. DUT Open Scholar

The DUT Open Scholar repository is still running an old version of DSpace (version 5), which reached the end of its life last year 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 have been no usage statistics since June 2023. Furthermore, disk space on the current server is almost depleted. The server is being kept going by periodically deleting log files.

A new server running DSpace 7 is now available. However, its deployment has been delayed due to problems with the integration with Elements, DUT's research information system. Symplectic, who provide Elements, are working on resolving a problem that surfaced during a recent upgrade. As soon as the integration with Elements is functional, the new server will be deployed.

Software	
Server	Linux Ubuntu 16.04 ESM (full update on 2024-12-12)
Application	DSpace-CRIS 5.10 (EOL 2023-01-01)

The repository continues to grow in 2024 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.



Repository – Yearly Totals

- Submission of Theses & Dissertations**

In 2024, 611 items were submitted to DUT Open Scholar, with 55% (336) of them being research articles. 275 (45%) of the items submitted were theses.

Faculty/Community	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Totals
Academic Support	0	4	1	0	1	0	5	1	1	2	3	0	18
Accounting and Informatics	2	2	7	8	5	1	2	2	24	3	1	10	67
Applied Sciences	0	10	2	5	0	0	1	23	2	2	4	1	50
Arts and Design	0	7	5	1	0	2	9	7	1	15	16	4	67
Engineering and Built Env.	0	8	2	0	0	6	4	0	3	5	3	4	35
Health Sciences	0	3	8	0	0	0	1	0	3	0	2	1	18

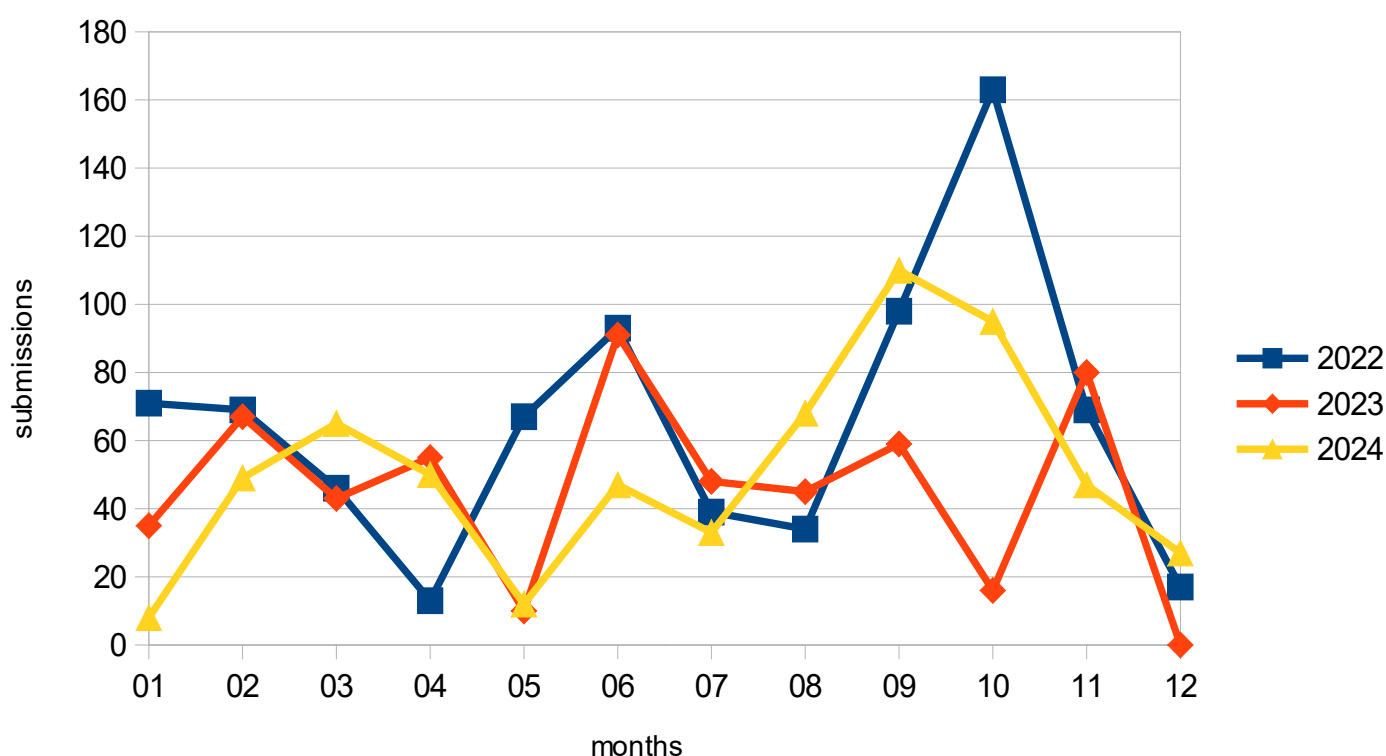
Management Sciences	0	9	5	1	2	3	0	7	3	14	8	7	59
Water and Wastewater Technology	0	0	0	0	0	1	0	0	19	1	0	0	21
Systems Science	0	0	0	0	0	0	0	1	0	0	0	0	1
Total:	2	43	30	15	8	13	22	41	56	42	37	27	336

Research Article Uploads by Faculty

Faculty/Community	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Totals
Accounting and Informatics	6	0	0	0	2	16	0	0	0	15	0	0	39
Applied Sciences	0	3	0	0	0	0	0	6	7	2	10	0	28
Arts and Design	0	0	4	0	1	0	1	1	0	8	0	0	15
Engineering and Built Env.	0	0	1	16	0	0	0	0	36	0	0	0	53
Health Sciences	0	0	2	16	1	0	5	20	0	26	0	0	70
Management Sciences	0	3	28	3	0	18	5	0	11	2	0	0	70
Total:	6	6	35	35	4	34	11	27	54	53	10	0	275

ETD Uploads by Faculty

The graph below compares uploads between 2024, 2023 and 2022.

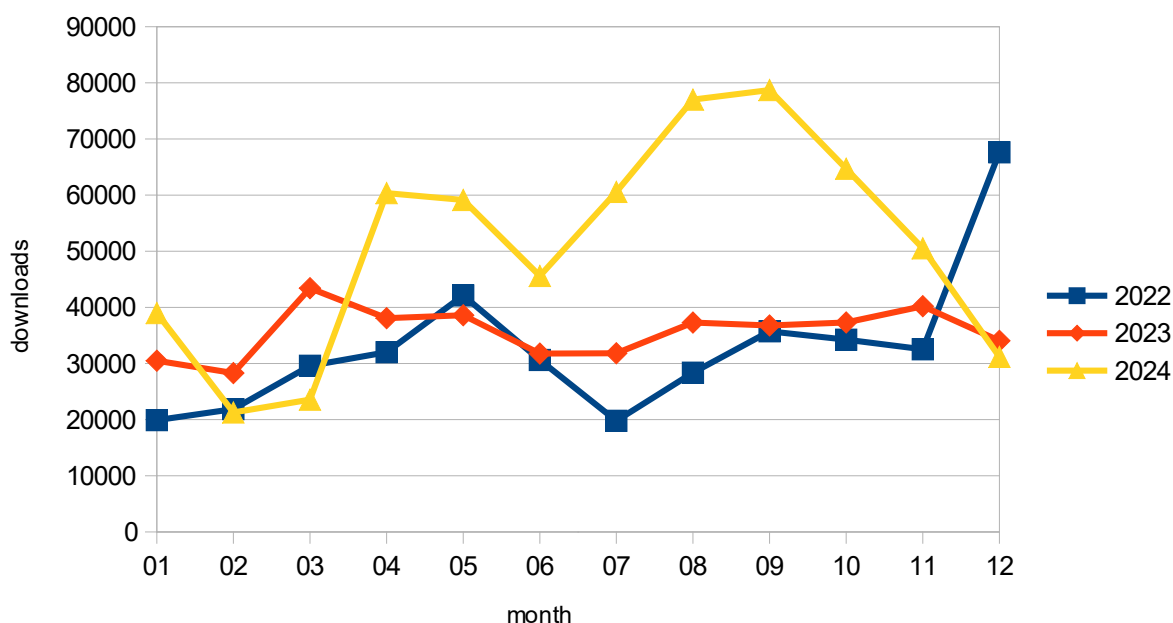


Submissions: 2024 compared to 2023 and 2022

- Usage of DUT Open Scholar**

The university's research outputs experienced a 42% (from 337,989 to 480,783) increase in downloads of theses and dissertations compared to 2023, and a 45% increase in article downloads, indicating accessibility.

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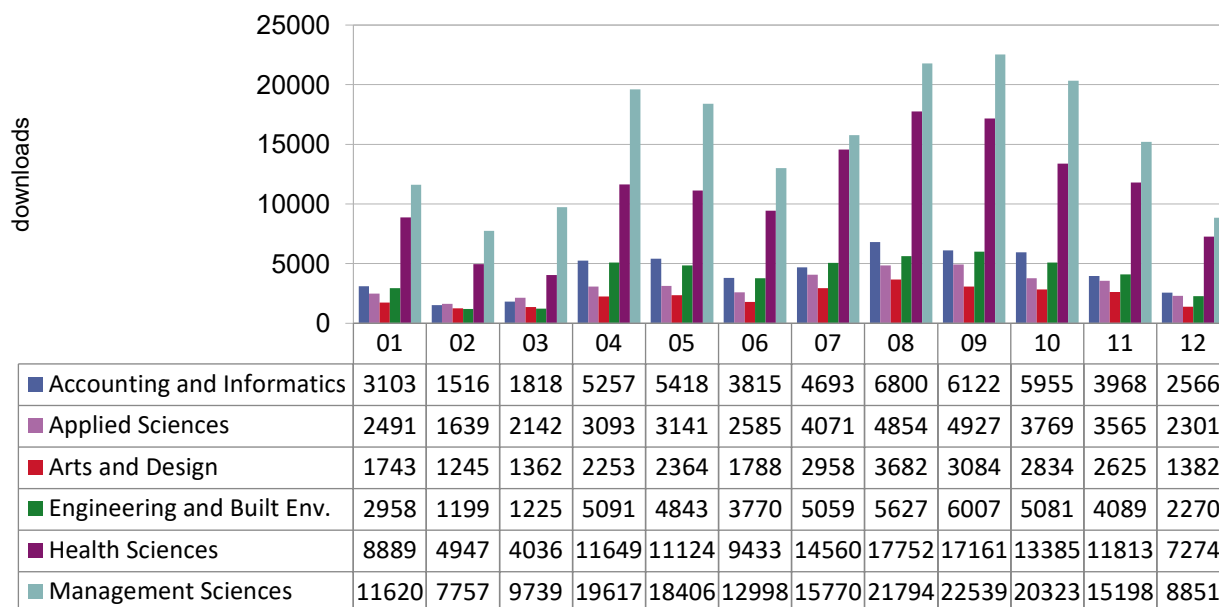


Downloads: 2024 compared to 2023 and 2022

- Theses & Dissertations Downloads**

Downloads of ETDs from the Faculty of Management Sciences and Faculty of Health Sciences collections continue to dominate.

2024 downloads: ETDs



Theses & dissertations downloads

- Most viewed and most downloaded items on Open Scholar**

The most viewed thesis on the repository is “Assessment and Implementation of Skills Development at Umzinyathi District Municipality and Impact on Service Delivery” by Ngobese, Xolani Khayelihle. The thesis was viewed 54,980 times since 2017, including 909 views in 2024.

Most Viewed							
Views	Title, Author	Type	Handle	DOI	Date Issued	Level	Collection
54980	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)
26246	Corporate social investment :communication challenges facing selected Johannesburg Securities Exchange listed organisations Ngobeni, Uzothile	Thesis	10321/785	https://doi.org/10.51415/10321/785	2012-11-29	M	Theses and dissertations (Management Sciences)
16630	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	2013-11-13	M	Theses and dissertations (Management Sciences)
16046	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)

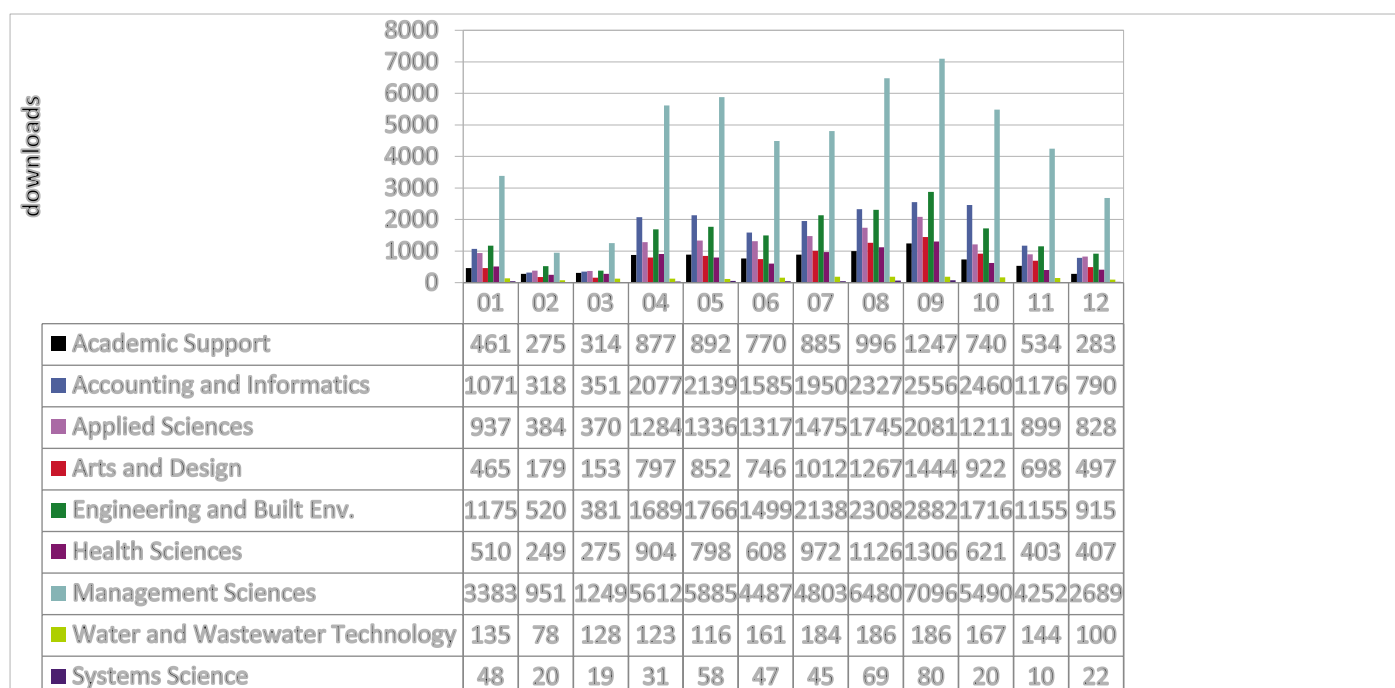
The most downloaded thesis is entitled “*Bioactivity of famine food plants from the family: Amaranthaceae* by Alveera Singh. The thesis has been downloaded 139,860 times since 2009. The thesis has been downloaded 142 times in 2024.

Most Downloaded							
Downloads	Title, Author	Type	Handle	DOI	Date Issued	Level	Collection
139860	Bioactivity of famine food plants from the family: Amaranthaceae Singh, Alveera	Thesis	10321/450	https://doi.org/10.51415/10321/450	2009	M	Theses and dissertations (Applied Sciences)
85715	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	2014-02-18	M	Theses and dissertations (Management Sciences)
83981	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	2015-01-15	M	Theses and dissertations (Accounting and Informatics)
81779	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)

Smart Library, Smart People.

• Research Journal Publications Downloads

The graph below demonstrates the downloads of research articles from the repository by faculty/ institute, with the Management Sciences and Applied Sciences collection constantly showing high engagement.



Research publications downloads

• 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 has been viewed 14,167 times since 2015. 1,626 views were in 2024.

Most Viewed Research Articles							
Views	Title, Author	Type	Handle	DOI	Date Issued	Collection	Source
14167	Addressing student dropout rates at South African universities Moodley, Padhma ; Singh, Rachael Jesika	Publications	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
4817	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	Publications	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.

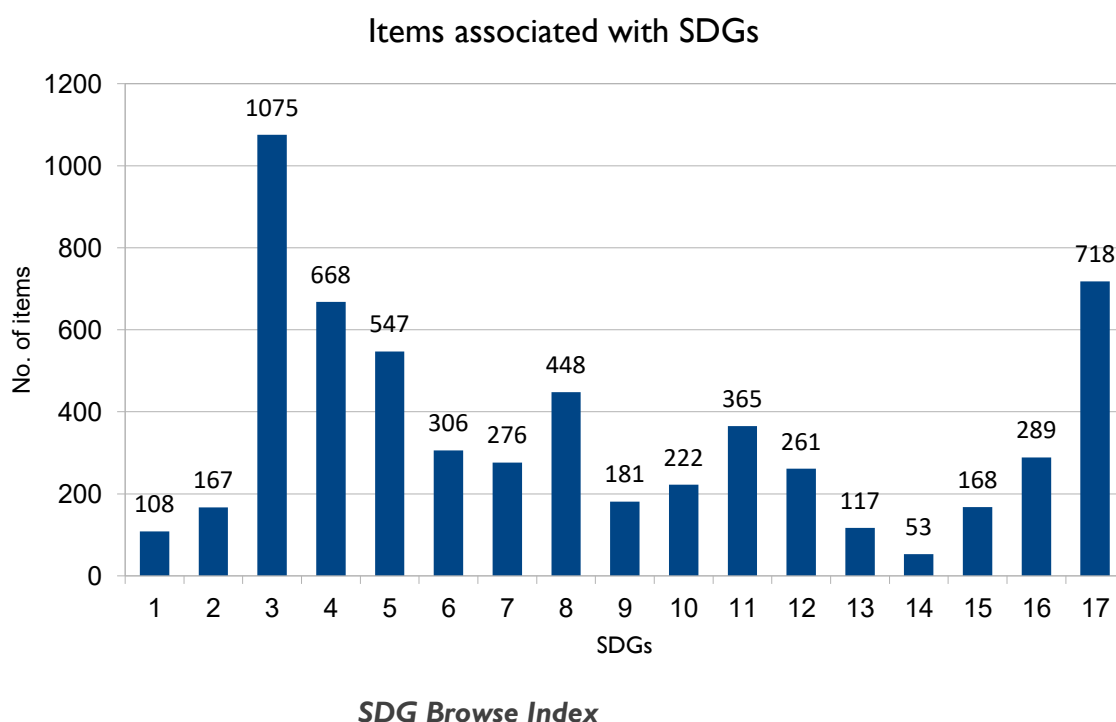
Most viewed research articles

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

The repository has been updated with an 'SDG' browse index, making it possible to locate all items associated with any particular United Nations' Sustainable Development Goal (SDG). The SDG classification of existing items was accomplished using the natural language processing functionality of the PostgreSQL database, along with a set of keywords adapted from those provided by Elsevier's SDG Research-Mapping Initiative and the University of Auckland's Keyword-Mapping Project. Furthermore, an 'SDG' metadata field has been added so that any new items are assigned SDG metadata when they are made available on the repository.

The 'SDG' browse index makes it possible to locate all items associated with any particular United Nations' Sustainable Development Goal (SDG).



As highlighted in the table above, the university's research output is significantly impacting a number of the SDGs. Research about SDG 03 (Good Health and Well-being), SDG 17 (Partnerships for the SDGs) and SDG 04 (Quality Education) are among the highest in terms of contributions.

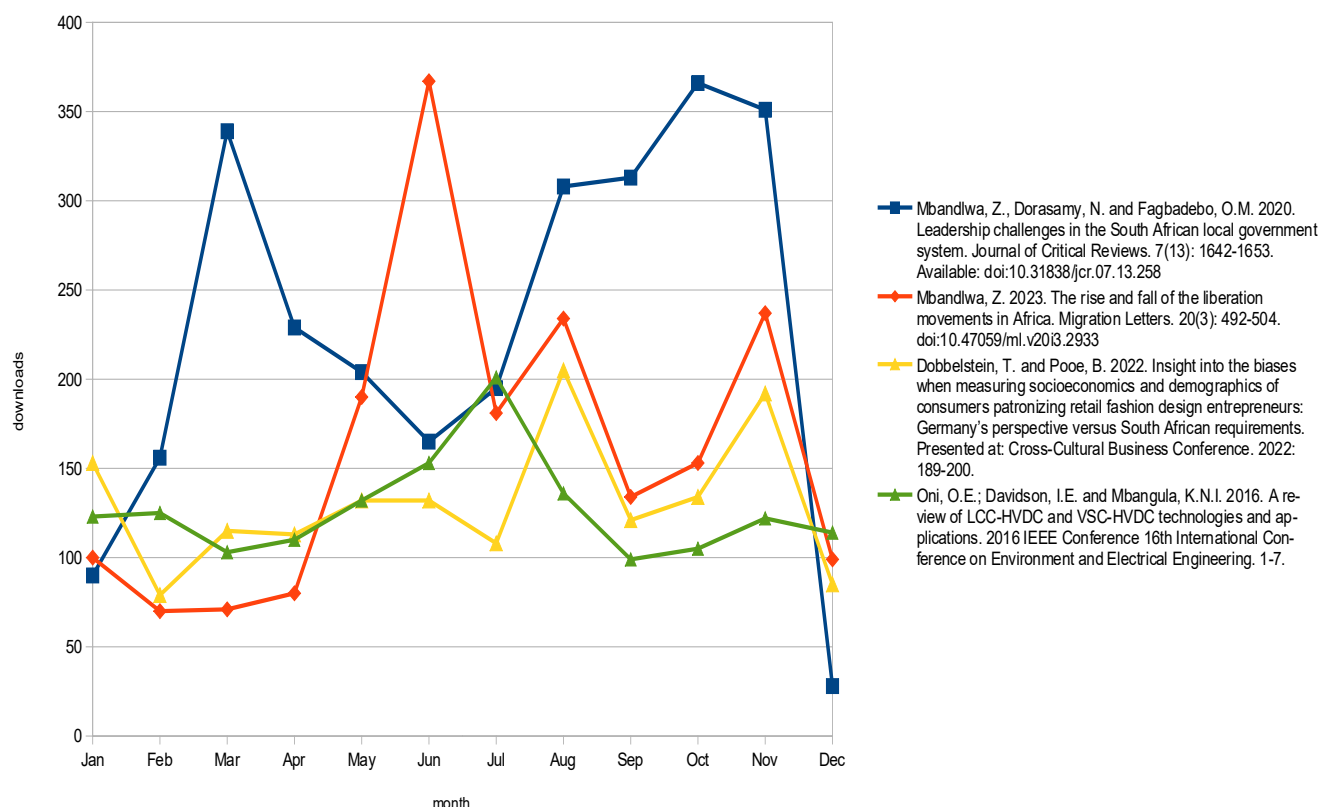
- **Open Access champions**

The most downloaded articles during this quarter were:

- 📄 Mbandlwa, Z., Dorasamy, N. and Fagbadebo, O.M. 2020. Leadership challenges in the South African local government system. *Journal of Critical Reviews*. 7(13): 1642-1653. Available: doi:10.31838/jcr.07.13.258
- 📄 Mbandlwa, Z. 2023. The rise and fall of the liberation movements in Africa. *Migration Letters*. 20(3): 492-504. doi:10.47059/ml.v20i3.2933
- 📄 Dobbeltstein, T. and Poee, B. 2022. Insight into the biases when measuring socioeconomics and demographics of consumers patronizing retail fashion design entrepreneurs: Germany's perspective versus South African requirements. Presented at: Cross-Cultural Business Conference. 2022: 189-200.
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Smart Library, Smart People.

Most downloaded articles - 2024



Most downloaded articles

- **Research Data Management / Open Science Policy**

The RDM policy has been placed on hold, as there are discussions around developing a single open science policy which will incorporate the RDM activities. The Library and the Research Office have been jointly tasked to develop the Open Science Policy. A workshop to develop the policy is prioritised to take place in quarter 1 of the new year.

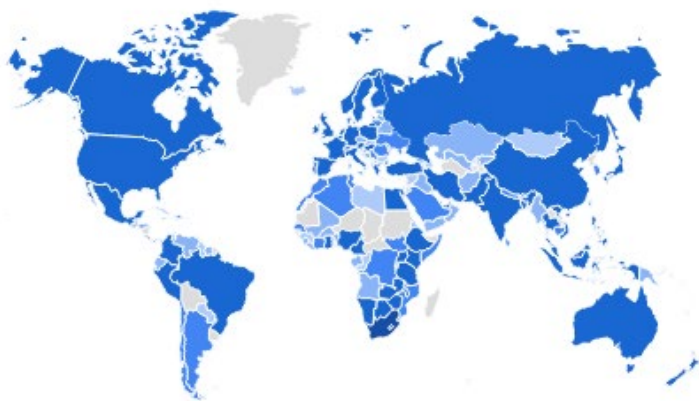
- **DUT Library as Publishing Service Platform**

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 Journals**

The library is slowly developing its portfolio 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, the Philippines and Australia.

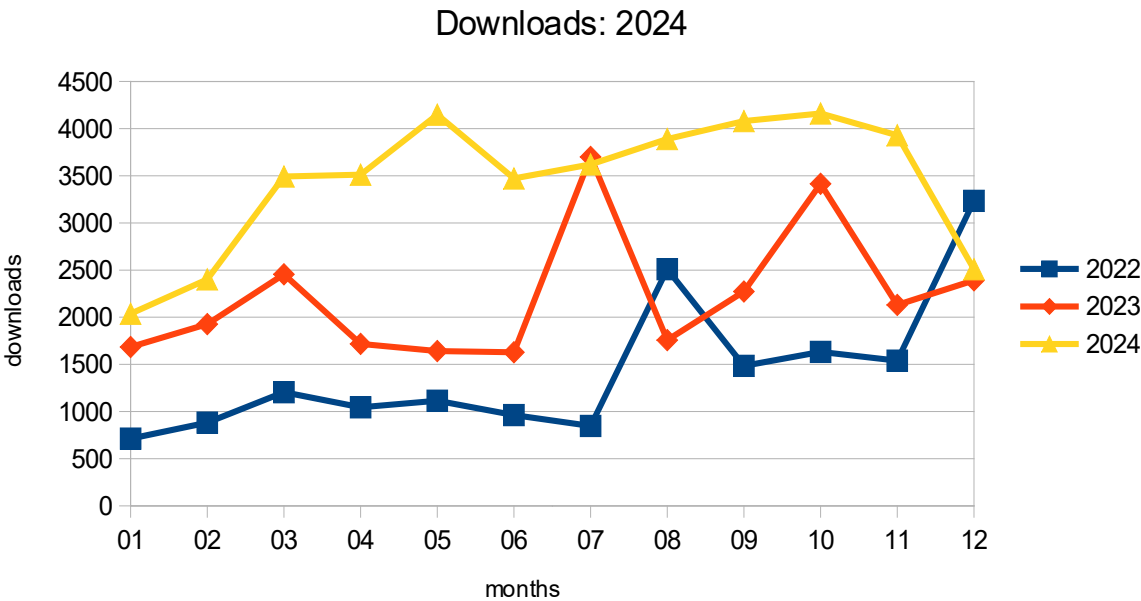
Smart Library, Smart People.



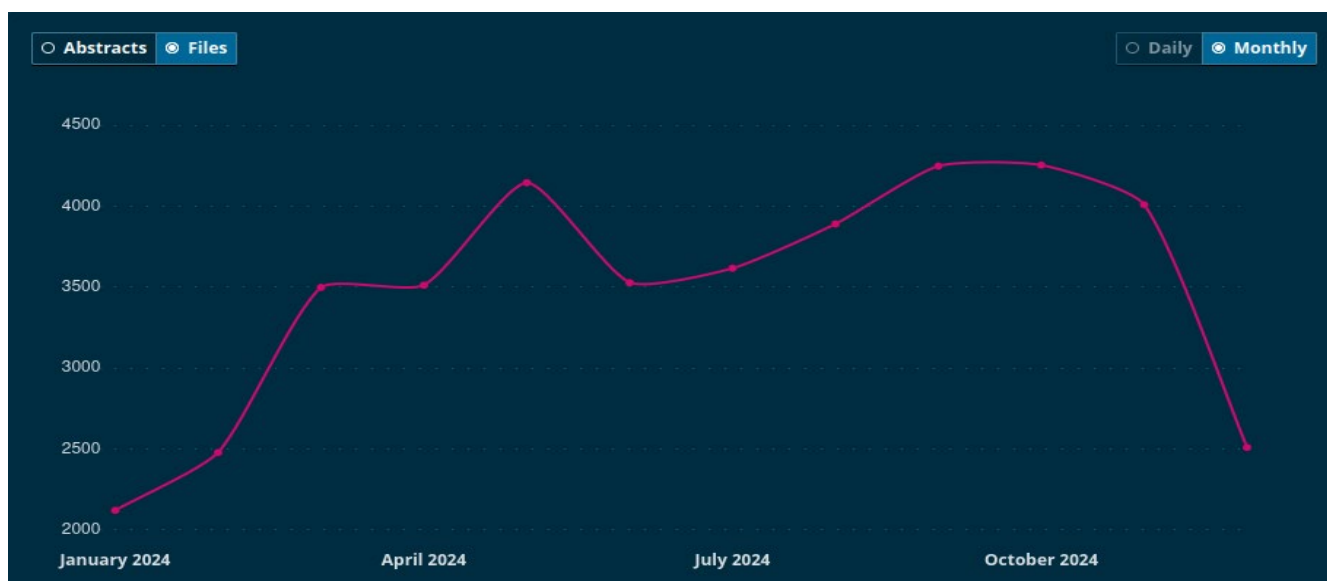
COUNTRY	ACTIVE USERS
South Africa	8.4K
United States	1.6K
Nigeria	579
Philippines	555
India	478
United Kingdom	420
China	332

Google Analytics: AJIMS pageviews by country (Jan - Dec. 2024)

Compared to 2023, there has been a 54% increase in file downloads (from 26,721 to 41,255).



Google Analytics: AJIMS pageviews by country (July - September 2024)



AJIMS Article downloads

During 2024, the Research Office's African Journal of Inter/Multidisciplinary Studies (AJIMS) published 73 submissions for Vol. 6 2024:

- ✓ Adedaja, T., Adegboyega, S. and Fakpor, A. (2024) "Quantifying Ecosystem Services and Environmental Dynamics in Lagos State's Coastal Zones", African Journal of Inter/Multidisciplinary Studies, 6(1), pp. 1–12. doi: 10.51415/ajims.v6i1.1517.
- ✓ Agbede, G. T. (2024) "Understanding and Addressing COVID-19 Vaccine Hesitancy in the United States through Effective Health Communication", African Journal of Inter/Multidisciplinary Studies, 6(1), pp. 1–4. doi: 10.51415/ajims.v6i1.1607.
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- ✓ Awung, F., Felix, A., Botes, W., Fru, R., Wepener, T. and Moloele, R. (2024) "Induction-Phase Challenges Faced by South African Higher Education Students: A Case Study of Sol Plaatje University", African Journal of Inter/Multidisciplinary Studies, 6(1), pp. 1–12. doi: 10.51415/ajims.v6i1.1275.
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These articles and many more are available at <https://journals.dut.ac.za>.

• DUT Open Books

Software

Server Linux Ubuntu 22.04 (full update on 2024-12-12)

Application Open Monograph Press (OMP) 3.4.0.5 (current version: 3.4.0.8)

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

Active users ▾ by Country



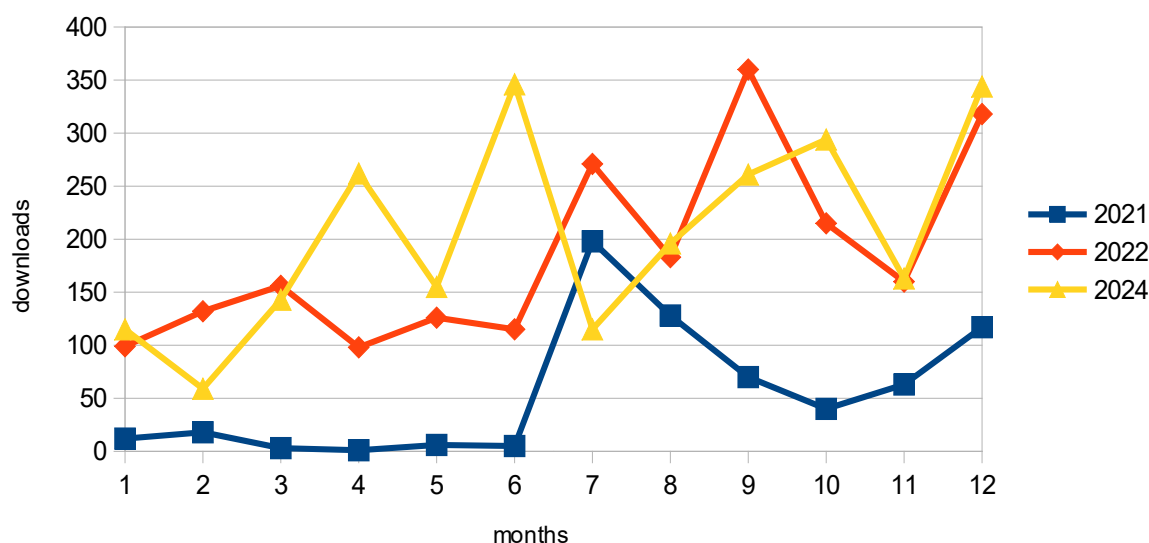
COUNTRY	ACTIVE USERS
South Africa	1.6K
United States	30
United Kingdom	22
China	18
Netherlands	11
Ireland	9
India	8

Google Analytics: Open books page views by country (Jan. – Dec. 2024)

Compared to 2023, Openbooks has seen a 16% increase in file views (from 494 to 572).

Smart Library, Smart People.

Downloads: 2024



Openbooks file views in 2022, 2023 and 2024

• Digital Object Identifiers (DOIs)

A total of 349 DOIs were assigned to DUT publications and theses and dissertations during 2024. DOIs ensure that DUT research is discoverable and accessible.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
AJIMS issues and articles	1	14	0	11	5	6	8	3	3	5	3	14	73
Open Scholar articles	0	0	0	0	0	0	0	0	0	0	0	0	0
Open Scholar ETDs	8	6	35	31	5	28	18	23	59	53	10	0	276
Openbooks	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals:	9	20	35	42	10	34	26	26	62	58	13	14	349

Number of DOIs registered

2.2.4. 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.

2.2.4.1. Systems & Support

This service is offered virtually and on-site. The statistics below highlight the dire need to strengthen student IT support services across the campus. There is considerable demand for account activation and DUT4life queries throughout the year. Password reset, WI-FI issues and student portal issues are other high-demand queries. This information is critical in the allocation of appropriate resources to ensure that students are promptly assisted at all times. The Library IT Team offered both online and on-site support. The statistics below indicate the support request.

On-site & Online Support	Jan 2024 (2023)	Feb 2024 (2023)	Mar 2024 (2023)	Apr 2024 (2023)	May 2024 (2023)	Jun 2024 (2023)	Jul 2024 (2023)	Aug 2024 (2023)	Sep 2024 (2023)	Oct 2024 (2023)	Nov 2024 (2023)	Dec 2024 (2023)
Account Activation	6 (7)	554 (45)	131 (197)	156 (46)	97 (47)	29 (29)	40 (19)	83 (45)	51 (38)	78 (45)	65 (29)	0 (0)
dut4life	38 (48)	1801 (309)	187 (179)	157 (28)	172 (64)	27 (38)	25 (38)	46 (44)	23 (24)	20 (0)	7 (20)	3 (1)

Data	1 (0)	3 (0)	3 (0)	(0)	(0)	6 (0)	1 (0)	1 (3)	(0)	(0)	(0)	0 (0)
LibKi	10 (6)	12 (31)	14 (62)	11 (22)	7 (18)	7 (13)	4 (7)	6 (20)	7 (9)	8 (19)	1 (9)	0 (0)
Office Activation	2 (0)	7 (6)	42 (0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	(0)	0 (0)
Office Install	2 (1)	8 (9)	83 (65)	72 (52)	28 (42)	19 (18)	6 (10)	32 (35)	18 (30)	30 (19)	8 (14)	0 (0)
Other	6 (6)	25 (45)	75 (59)	62 (22)	41 (32)	29 (26)	31 (11)	73 (38)	27 (24)	107 (24)	20 (12)	2 (0)
Password reset	26 (59)	537 (143)	244 (60)	239 (66)	139 (97)	71 (63)	58 (71)	183 (111)	99 (91)	175 (89)	83 (43)	2 (1)
Student Portal	118 (150)	179 (261)	34 (66)	57 (31)	56 (79)	32 (76)	45 (46)	76 (53)	25 (22)	36 (44)	63 (62)	11 (0)
SPSS	3 (5)	(3)	6 (7)	7 (9)	5 (14)	5 (5)	2 (6)	3 (10)	9 (4)	15 (16)	6 (2)	1 (3)
Technical	1 (2)	2 (14)	13 (51)	6 (23)	10 (16)	9 (13)	(3)	8 (11)	4 (10)	8 (6)	3 (14)	0 (0)
TLZ	1 (6)	217 (136)	236 (220)	125 (42)	120 (51)	8 (6)	32 (23)	88 (34)	48 (18)	42 (23)	5 (16)	3 (0)
Wi-Fi	21 (8)	345 (382)	554 (776)	543 (312)	311 (352)	95 (131)	135 (171)	366 (192)	186 (209)	262 (308)	58 (128)	0 (1)
Printing	21 (10)	15 (55)	37 (159)	31 (54)	57 (74)	81 (44)	17 (26)	42 (52)	49 (65)	88 (75)	9 (76)	1 (0)
Endnote	2 (2)	8 (6)	27 (15)	46 (30)	33 (33)	7 (17)	8 (9)	20 (19)	11 (14)	22 (12)	5 (4)	0 (0)
MS Teams	(2)	286 (18)	73 (55)	40 (10)	48 (7)	2 (5)	4 (5)	24 (28)	13 (3)	15 (5)	1 (4)	0 (0)
MFA	36 (0)	166 (0)	262 (9)	160 (72)	145 (139)	35 (55)	75 (64)	159 (137)	50 (86)	96 (147)	16 (52)	1 (0)
Tot 2024 (2023)	294 (312)	4165 (1463)	2023 (2070)	1713 (820)	270 (1065)	463 (540)	483 (505)	1210 (832)	610 (647)	995 (849)	350 (485)	24 (6)

IT support queries

2.2.4.2. Computer Bookings - LibKi

Computer laboratories play a critical role in student learning. The E-zones across the six libraries are heavily used throughout the year. This year saw significant increases in the use of the ezones, especially at the AP and Indumiso Libraries.

Statistics	2024 (2023)
Brickfield Library	1951 (1531)
City Library	626 (786)
BM Patel Library	19319 (23800)
Alan Pittendrigh Library	53010 (47554)
Riverside Library	6759 (8043)
Indumiso Library	21520 (12581)

Computer bookings per site

- LiveChat**

The overall performance for LiveChat was positive in 2024. As expected, queries peaked around March and April as students required support to handle mostly DUT4LIFE email and portal issues. This is another important service point for library users who are off campus, including those in the residences. It must be noted that this service is limited to library hours, and there is a need for extended support services outside of these hours.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Answered	4	144	165	271	131	86	24	99	87	115	9	0

2.2.4.3. Printing and Photocopying

The photocopy and printing solution is almost unusable. The delays in the university in finding a centralised solution for the library have dire implications for this library service. The statistics below provide detailed information on the volume and job count for copy, print, and scan activities at various library sites. The data shows variations in usage and cost across different activities and library locations. Despite the poor state of library photocopiers, there has still been fair activity for printing, scanning and photocopying.

Site	B&W Pages	Colour Pages	Page Count	Total Jobs
Copy Stats 2024/2023				
BM Patel Library	8050 (8920)	25 (141)	8072 (9061)	6514 (6287)
Brickfield Library	4585 (3143)	312 (223)	4897 (3366)	3394 (1917)
City Library	1352 (2143)	254 (283)	1606 (2426)	310 (889)
Indumiso Library	11735 (11333)	94 (114)	11829 (11447)	7977 (7887)
Riverside Library	11877 (16688)	119 (216)	11996 (16904)	8605 (10531)
Alan Pittendrigh Library	7873 (13146)	0 (205)	7873 (13351)	4943 (9493)
Total	45472 (55373)	804 (1182)	46276 (56555)	31743 (37004)
Print Stats 2024/2023				
BM Patel Library	51551 (44184)	1054 (2948)	52605 (47132)	10951 (10317)
Brickfield Library	9428 (5697)	2625 (2337)	12053 (8034)	5500 (3845)
City Library	2361 (4484)	1740 (2397)	4101 (6881)	1093 (2093)
Indumiso Library	80079 (62295)	4495 (4103)	84574 (66398)	27421 (22243)
Riverside Library	55255 (56467)	2181 (4312)	57436 (60779)	18676 (19783)
Alan Pittendrigh Library	52935 (70779)	0 (799)	52935 (71578)	10763 (14080)
Total	251609 (243906)	12095 (16896)	263704 (260802)	74404 (72361)
Scan Stats 2024/2023				
BM Patel Library	452 (959)	802 (846)	1254 (1805)	1125 (1051)
Brickfield Library	222 (277)	99 (75)	321 (352)	270 (169)
City Library	750 (1417)	262 (373)	1012 (1790)	261 (482)
Indumiso Library	1382 (1637)	616 (609)	1998 (2246)	830 (948)
Riverside Library	2411 (3515)	367 (490)	2778 (4005)	846 (1191)
Alan Pittendrigh Library	1361 (2214)	538 (1312)	1899 (3526)	866 (1703)
Total	6578 (10019)	2684 (3705)	9262 (13724)	4198 (5544)

Printing and photocopying per site

Due to a large number of photocopying machines not working, there has been a general decrease in the use of photocopiers across the library sites. The library is still waiting for ICTS and Minolta to finalise the proof of concept for the centralised photocopy solution for the university.

2.3. SUSTAINABILITY

2.3.1. Distinctive Education

- **UCDG Funds**

The Library participated in deliberations, which culminated in the submission for funding to DHET. The funding allocation for 2024 has been allocated, albeit for a small amount (R91 015.00). Allowance was given to use available funds from the 2023 allocation to appoint tutors in the interim, which supplemented the 2024 allocation. The appointment process is completed. A total of 10 tutors were appointed and continued providing tutorship in the quarter.

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

For the period under review, the Library received a total operational budget of R **32 349 439.00**. As of 31 December 2024, 100% of the main budget and CAPEX had been spent, periodicals budget spent was sitting at 98.44%. - 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. All CAPEX items have been delivered except for one item which is scheduled to be delivered in the new year.

Library GLA Reports as @ 31 December 2024									
DBN COST CENTRE									
Budget-Cat	G/L Account Group	GLA Code	Plan in Company	Budget in Com	Commitments	Actual Costs in	Assigned Valu	Available Budg	Progress
O2M8L000	DUTB~13 (CONF-CC-CONFERENCE EXPENSES)	2000058761	150 000.00	150 000.00	0.00	149517.06	149 517.06	482.94	99.68%
O2M8L000	DUTB~14 (ADM.E-CC-TELEPHONE)	2000084763	17 000.00	17 000.00	0.00	1959.68	1 959.68	15 040.32	11.53%
O2M8L000	DUTB~15 (ADM.E-CC-COVID-19 DEPARTMENTAL)	2000084845	789 167.00	789 167.00	28754.89	783422.31	812 177.20	-23 010.20	102.92%
O2M8L000	DUTB~16 (ADM.E-CC-TECHNIKON FUNCTION)	2000084759	77 500.00	77 500.00	22405.25	44821.78	67 227.03	10 272.97	86.74%
O2M8L000	DUTB~161 (ADM.E-CC-STAFF DEVELOPMENT)	2000084847	0.00	0.00	0.00	9315.00	9 315.00	-9 315.00	
O2M8L000	DUTB~17 (ADM.E-CC-RENTAL/LEASE)	2000084760	98 634.00	98 634.00	0.00	34637.52	34 637.52	63 996.48	35.12%
O2M8L000	DUTB~18 (R&M-CC-REPAIRS + MAINTENANCE)	2000072518	546 000.00	546 000.00	139826.93	320941.38	460 768.31	85 231.69	84.39%
O2M8L000	DUTB~181 (R&M-CC-GENERAL MAINTENANCE)	2000072518	0.00	0.00	0.00	618.73	618.73	-618.73	
O2M8L000	DUTB~19 (P&S-CC-PRINTING & STATIONERY)	2000069477	42 000.00	42 000.00	6076.52	30789.90	36 866.42	5 133.58	87.78%
O2M8L000	DUTB~20 (S&T-CC-SUBSISTENCE)	2000077785	50 000.00	50 000.00	0.00	50647.76	50 647.76	-647.76	101.30%
O2M8L000	DUTB~21 (ADM.E-CC-INSTRUCTIONAL MATERIALS)	2000084750	1 374 388.00	1 374 388.00	469035.64	811619.32	1 280 654.96	93 733.04	93.18%
O2M8L000	DUTB~22 (S&T-CC-TRAVELLING)	2000077784	150 000.00	150 000.00	4989.49	115153.31	120 142.80	29 857.20	80.10%
O2M8L000	DUTB~29 (MCIE-CC-LIBRARY BOOKS)	2000138340	1 675 359.00	1 675 359.00	90424.48	981085.21	1 071 509.69	603 849.31	63.96%
O2M8L000	DUTB~30 (MCIE-CC-PERIODICALS & NEWSPAPER)	2000138239	25 099 636.00	25 099 636.00	299376.12	24407856.16	24 707 232.28	392 403.72	98.44%
O2M8L000	DUTB~31 (ADM.E-CC-STAFF SKILLS TRAINING)	2000084806	56 422.00	56 422.00	0.00	51796.50	51 796.50	4 625.50	91.80%
O2M8L000	DUTB~32 (ADM.E-CC-COPYRIGHT LEVY)	2000084775	2 000 000.00	2 000 000.00	4301.00	1996921.99	2 001 222.99	-1 222.99	100.06%
O2M8L000	DUTB~342 (Salaries Costs)	2000002273	900 000.00	900 000.00	0.00	22176082.56	22 176 082.56	-21 276 082.56	2464.01%
O2M8L000	DUTB~64 (ADM.E-CC-BANK SERVICE FEES - STD BANK)		0.00	0.00	0.00	286.35	286.35	-286.35	
MIDLANDS COST CENTRE									
Budget-Cat	G/L Account Group	GLA Code	Plan in Company	Budget in Com	Commitments	Actual Costs in	Assigned Valu	Available Budg	Progress
O0I8LB000	DUTB~13 (CONF-CC-CONFERENCE EXPENSES)	2000058761	10 000.00	10 000.00	0.00	2919.56	2 919.56	7 080.44	29.20%
O0I8LB000	DUTB~14 (ADM.E-CC-TELEPHONE)	2000084763	3 698.00	3 698.00	0.00	511.36	511.36	3 186.64	13.83%
O0I8LB000	DUTB~15 (ADM.E-CC-COVID-19 DEPARTMENTAL)	2000084845	2 100.00	2 100.00	2001.00	0.00	2 001.00	99.00	95.29%
O0I8LB000	DUTB~16 (ADM.E-CC-TECHNIKON FUNCTION)	2000084759	2 958.00	2 958.00	0.00	2454.76	2 454.76	503.24	82.99%
O0I8LB000	DUTB~17 (ADM.E-CC-RENTAL/LEASE)	2000084760	28 723.00	28 723.00	0.00	7687.01	7 687.01	21 035.99	26.76%
O0I8LB000	DUTB~18 (R&M-CC-REPAIRS + MAINTENANCE)	2000072518	52 500.00	52 500.00	9841.00	18421.87	28 262.87	24 237.13	53.83%
O0I8LB000	DUTB~19 (P&S-CC-PRINTING & STATIONERY)	2000069477	4 028.00	4 028.00	0.00	1540.98	1 540.98	2 487.02	38.26%
O0I8LB000	DUTB~20 (S&T-CC-SUBSISTENCE)	2000077785	5 000.00	5 000.00	0.00	1559.13	1 559.13	3 440.87	31.18%
O0I8LB000	DUTB~21 (ADM.E-CC-INSTRUCTIONAL MATERIALS)	2000084750	6 300.00	6 300.00	0.00	340.00	340.00	5 960.00	5.40%
O0I8LB000	DUTB~22 (S&T-CC-TRAVELLING)	2000077784	31 500.00	31 500.00	4000.00	7000.00	11 000.00	20 500.00	34.92%
O0I8LB000	DUTB~342 (Salaries Costs)	2000002273	0.00	0.00	0.00	950349.61	950 349.61	-950 349.61	
CAPEX 2024									
AA58B0155	Capex PAA58B0155	AA58B0155		Budget in Com	Commitments	Actual Costs in	Assigned Valu	Available Budg	Progress
AA58B0155	Capex PAA58B0155	5000940027	Computers	3 504 000.00	3 009 993.81	764 491.25	3 774 485.06	-270 485.06	107.72%
		5000940027	Computers DVC F	2 350 000.00	2 338 110.23		2 338 110.23	11 889.77	99.49%
		5000880022	Digitization Equipm	1 000 000.00	973 483.00		973 483.00	26 517.00	97.35%
			TOTAL	6 854 000.00	6 321 587.04	764 491.25	7 086 078.29	-232 078.29	103.39%

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

Science coming out of publicly funded universities should flourish inclusively and sustainably to ensure public access that is free from copyright restrictions. TAs are some of the mechanisms of ensuring just equitable and universal publicly funded research. DUT authors can publish in any of the six transformational agreements that have been signed by the DUT Library. These agreements are with major publishers of scientific knowledge: Taylor and Francis, ELSEVIER, Springer Nature, Wiley, Emerald and the Association for Computing Machinery (ACM). These agreements are also known as Read and Publish or transformational agreements that allow DUT to publish open access, without paying any APCs. For the reporting period under review, 127 Article Publishing Charge (APC) estimated saving of **R7 297 553** was approved from the following publishers (ScienceDirect, Springer, Wiley, Taylor & Francis and Emerald).

There are some instances, especially in the case of Gold open access journals, whereby a 15 % discount on APCs is granted to DUT authors.

The table below summarises the six (6) agreements that are currently available.

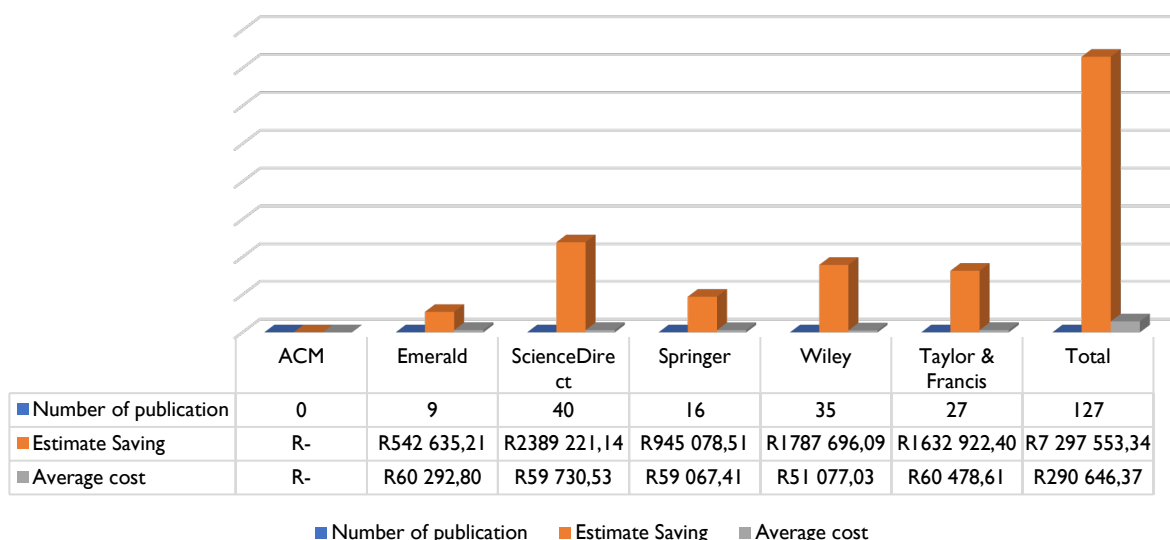
Agreements	Agreement status	Journal count	Duration
ACM Open	In effect	55	2021-2023 (3-year)
Wiley	In effect	1 681	2022-2025 (4-year)
Emerald e-journals	In effect	310	2022-2024 (3-year)
ScienceDirect	In effect	1 820	2023-2025 (3-year)
Springer	In effect	2 070	2023-2025 (3-year)
Taylor and Francis	In effect	2153	2024-2026 (3-year)

The uptake of transformational agreements (TAs) for the period January to December 2024 is covered below.

- ✚ A total of 127 articles were approved from January to December 2024, with an estimated saving of R7 297 553 to the institution. This is a significant increase in the uptake compared to 2023, where 58 articles with an estimated saving of R 3 719 733,78 were approved.
- ✚ As highlighted in the figure below, DUT authors have not taken up the free APCs for ACM Digital. This could be due to the nature of the resource, which is mainly conference proceedings.
- ✚ It must be noted that as part of the agreement, there are waived APCs and discounted APCs. For example, ELSEVIER offers waived APCs for all the HYBRID journals and discounted APCs (15%) for their gold open-access journals.
- ✚ Of the 127 articles approved, 9 articles from ELSEVIER fell into the discounted APC category. It is important to note that approval for this category is done in conjunction with the Research Office.

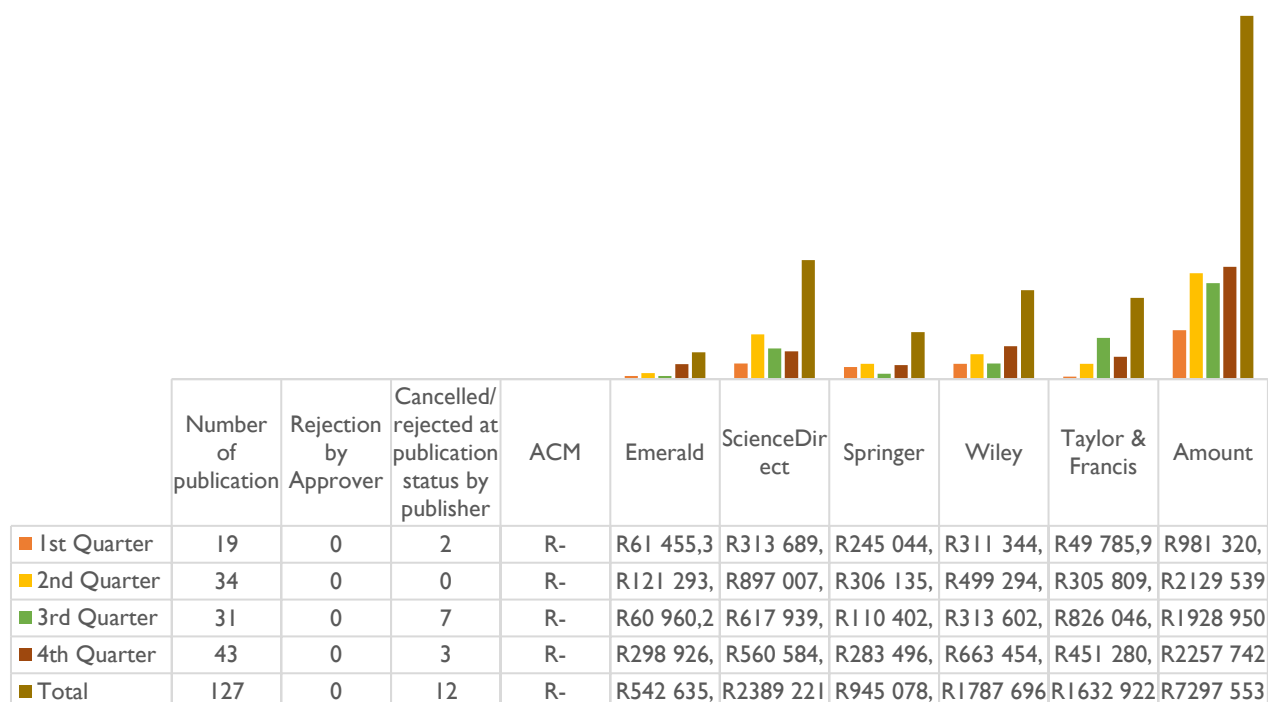
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Average cost per publisher



The library guide on transformational agreements can be consulted for further information:
<https://libguides.dut.ac.za/c.php?g=1310157&p=9629541>

Submitted by researchers and approved by quarter



Overview of approved articles per year.

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From January to December 2024, 127 transformational agreements were approved, resulting in an estimated savings of R7,297,553 for the institution, a significant increase from the previous year, where 58 articles were approved, saving R3,719,733,78. 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.

The team undertook an analysis of all the articles that were approved for waived and discounted APCs, by department. As highlighted in Table 2 (below), consistent with 2023, there was significant uptake of the waived APCs from the departments of the Institute for Water and Wastewater Technology (IWWT,), Biotechnology and Food Science, Research & Postgrad Support and Mechanical Engineering. These departments combined contributed to approximately 51% of all the articles approved.

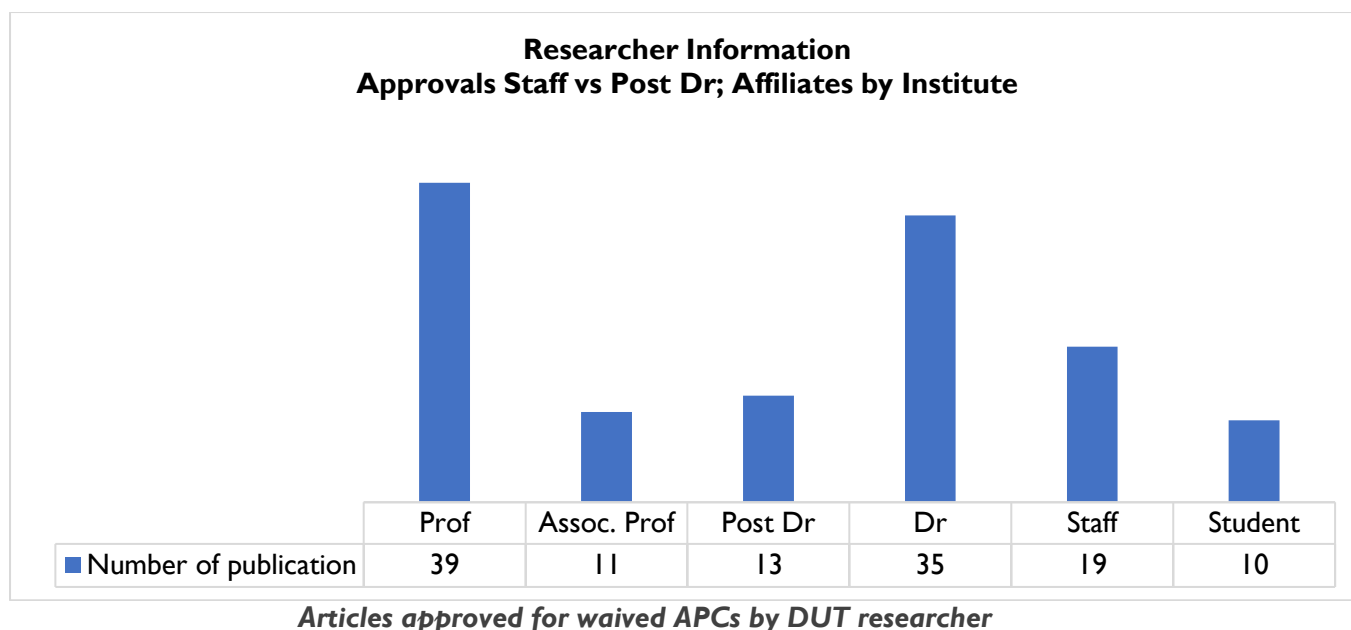
Articles approved for publication in TAs - January to December 2024

Department	Percentage	Number
Institute for Water and Wastewater Technology (IWWT,)	17,32	22
Biotechnology and Food Science	13,39	17
Research and Postgrad Support	11,81	15
Mechanical Eng.	9,45	12
Chemistry	5,51	7
Faculty of Arts and Design	5,51	7
Chemical Engineering	4,72	6
Library	3,15	4
Media Lang & Communication	3,15	4
Faculty Office-Acc & Informat	2,36	3
Basic Medical Science	2,36	3
Civil engineering	2,36	3
Industrial Engineering	2,36	3
Institute of Systems Science (iSS)	1,57	2
Mathematics	1,57	2
Marketing and Retail Management	1,57	2
Imbali Education and Innovation Precinct (Admin)	1,57	2
Entrepreneurial Studies	1,57	2
Chiropractic	0,79	1
Horticulture	0,79	1
Public Mngt & Economics	0,79	1
Community Health Studies	0,79	1
Applied Management	0,79	1
Town and Regional Planning	0,79	1
Const Mngt & Quant Surveying	0,79	1
Finance & Info Management	0,79	1
Radiography	0,79	1
Sports Studies	0,79	1
Environmental Health	0,79	1
Total		127

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➤ Analysis of the Uptake and Cost Savings to DUT

The articles approved for waived APCs were further analysed to determine the researcher's information or affiliation. This information was not clearly defined in the information that was provided by the publisher and from the published articles. For this report, we have loosely defined the categories as Professor, Associate Professor, Postdoctoral Fellow, Dr., Staff, and Student.



2.4. SOCIETY

2.4.1 Engaged University

- ✓ Collaborations, community engagements and partnerships
 - LIASA, IATUL, LIS programme, UCT RDM initiative, Research Office, etc.

• Community Engagement

In 2024, the DUT Library participated in Mandela Day initiatives, demonstrating community service. The DUT Library Community Outreach Team participated in two initiatives for Nelson Mandela Day, the Knit a Scarf Mission and Food Parcel Distribution. Staff and volunteers distributed food parcels to homeless Durban residents, aligning with Mandela's values of education and empowerment. This demonstrates the library's commitment to social responsibility and fostering a culture of service within and beyond the university. Staff donated non-perishable foods and clothing, with the handover of donations taking place on 20 August 2024. Our WIL students joined the DUT Library Community Team in their first week, celebrating Nelson Mandela International Day. Click here for more details, [\(1\) Facebook](#) and [DUT LIBRARY DONATES TO MANDELA'S 67 BLANKETS INITIATIVE](#).

An article about the donation was published in the DUT newsletter and library social media pages. <https://www.dut.ac.za/dut-library-donates-to-mandelas-67-blankets-initiative/>



- **Editorial Works & Reviews**

- Dr Anushie Moonasaar reviewed for Mousaion: South African Journal of Information Studies
- Dr Mousin Omarsaib reviewed for Global Knowledge, Memory and Communication (GKMC), African Journal of Information Science, Fine Arts and Speech Studies (AJISFASS) and Journal of Library and Information Science
- Dr Malefetjane Phaladi reviewed articles for the Electronic Journal of Knowledge Management (EJKM), South African Journal of Human Resource Management (SAJHRM), Global Knowledge, Memory and Communication (GKMC) (Scopus and WoS indexed journals). He also provided review reports for the NRF applications and proposals.

- **International Federation of Library Associations (IFLA) (IFLA Press Reader International Library Marketing Award)**

The Marketing and Communication Librarian continues to serve on IFLA's Management and Marketing Standing Committee. As a member of the jury team adjudicating the IFLA PressReader International Library Marketing Awards, the team hosted a virtual award ceremony to announce the winners of the 2024 IFLA PressReader International Library Marketing Award. The ceremony was held via Zoom on 27 August 2024. The Marketing and Communication Librarian co-hosted the event as programme director with the IFLA President, Ms Vicky McDonald.

- **IFLA Multicultural and Linguistic Plural Library Group (MCULTP)**

The Marketing and Communication Librarian participated in updating the 2009 guidelines for multicultural libraries, organised by the IFLA Library Services to Multicultural Populations Standing Section. The guidelines aim to integrate Indigenous languages and promote inclusivity in community services, coordinated by Prof Seifi Leili from the University of Birjand, Iran.

- **External Professional Associations and Industry Engagements (Local, Regional & International)**

After being nominated to serve as an additional member of the LIASA Board from June 2024 until June 2027, the Marketing and Communication librarian was later nominated within the board to serve as Chair of the Marketing portfolio. This portfolio now allows the new chair to recruit members from the ground from various sectors and institutions to assist with marketing LIASA activities and LIASA as an entity. All board members also attended a face-to-face session in celebration of National Librarian's Day, organised by the National Library of South Africa in Pretoria on July 10, 2024. The marketing and communication library attended the event and further facilitated the programme as Master of Ceremonies (MC).



Image:

The New LIASA Board

Mr Matumba, standing from second right, is now serving as Chair of Marketing for the new LIASA Board

- ✚ Dr Malefetjane Phaladi, the Library Director, has been working on the Council on Higher Education Libraries (CHELSA) National Statistics Database project and is the Project Lead on the Technological Infrastructure Task Team.
- ✚ Mr Romeo Matumba, Marketing and Communication Librarian, continue to represent DUT and Africa at the International Federation of Library Association and Institutions (IFLA) Management and Marketing Standing Committee.
- ✚ Sagren Moodley and Sean Carte serve on the national repository task team. Currently, the team have submitted a proposal to TENET for the development and hosting of the repository.
- ✚ Mr Romeo Matumba, Marketing and Communication Librarian continue to serve on the CHELSA National Statistics Database, Marketing Task Team.
- ✚ 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.

As part of the engaged university making an impactful contribution to society out there, the international stage becomes a playing field for many of our library staff. The marketing and communication librarian, Mr Romeo Matumba, continues to represent DUT and Africa at the International Federation of Library Association and Institutions (IFLA) Management and Marketing Standing Committee. He was invited to be part of the jury responsible for the IFLA PressReader International Library Marketing Award.

Calls for libraries to submit proposals were shared worldwide, including all library associations in the SADC region. The award recognises libraries that are implementing innovative and strategic methods to market library services and resources to their communities. The judging panel has since completed and finalised the process, and winners will be announced soon. As part of the judges, the member was further allocated the responsibility of answering queries and communicating with participants or libraries that have submitted entries. This responsibility was shared with another co-judge from Australia.

In February, the marketing and communication librarian was invited by the IFLA’s Management and Marketing Standing Committee to deliver a presentation on DUT’s experience regarding developing library marketing plans and strategies. This was for the IFLA’s Management & Marketing mid-year sessions that took place in Lima, Peru, from 4 to 8 March 2024. The DUT library and Africa were well represented at this mid-year session, as there was only one speaker from the African continent.

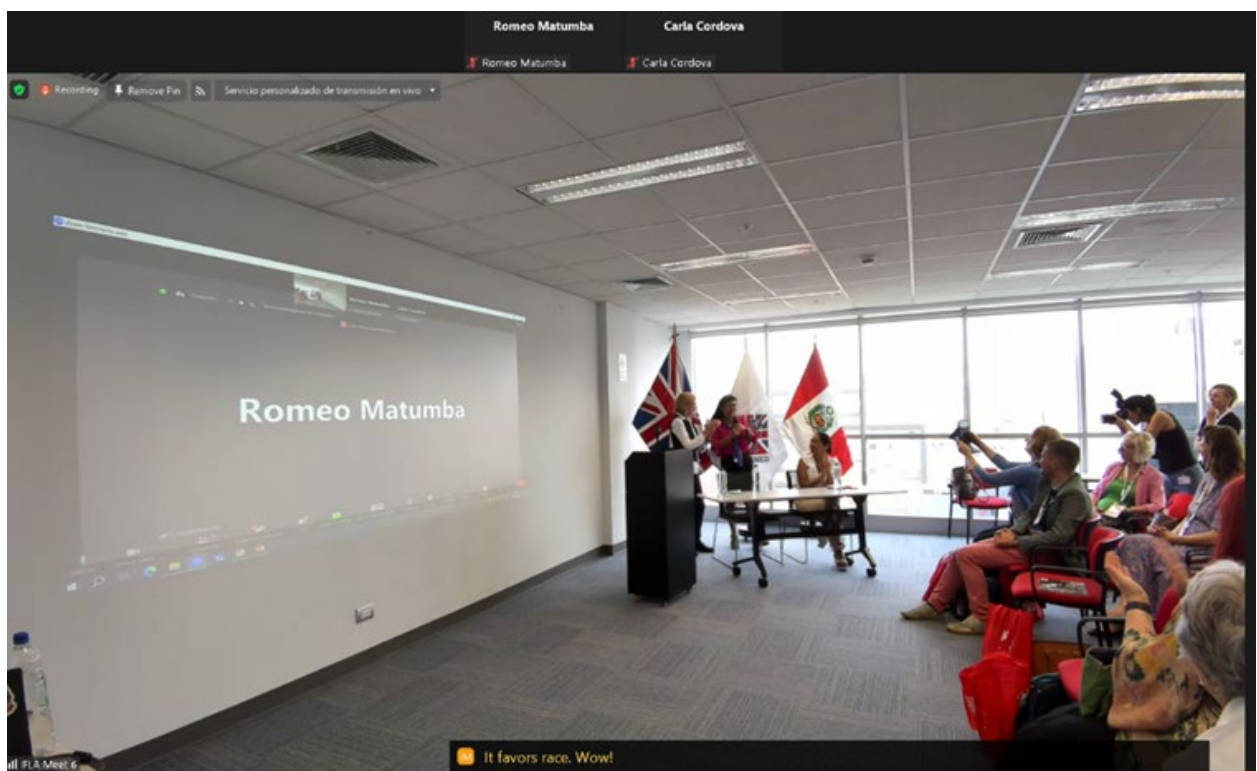


Image: Q&A session after Romeo Matumba ’s virtual presentation to delegates in Lima, Peru

International Guest presentation (Linköping University, Sweden)

The marketing and communication librarian was further invited to deliver a presentation with professional librarians at Linköping University in Sweden. This event was coordinated by the former chair of IFLA's Management and Marketing Standing Committee, Ms Anya Feltreuter. Her invitation was encouraged by the presentation delivered at the IFLA's Mid-term webinar. A presentation was delivered online via MS Teams on 15 April 2024.



- **External Assessment and Examination**

For the period under review, Dr Malefetjane Phaladi, the Library Director, served as an examiner for a number of South African universities, including the University of Fort Hare, University of South Africa and the University of Limpopo for their Higher Research Degrees (Master's & Doctoral) students.

- **LIASA Conference**

DUT Library staff attended and participated in the recent Library and Information Association of South Africa (LIASA) Annual Conference, held at the Durban Inkosi Albert Luthuli International Convention Centre (ICC) from 1 to 4 October 2024. The conference theme, reflecting 30 years of democracy in South Africa, was "Libraries in an Age of Democracy". The presence of DUT was felt strongly at this conference. The DUT Smart Librarians, who participated as volunteers, presenters, and facilitators, contributed significantly to the LIASA national conference. They chaired sessions, presented six papers, and directed the Gala Dinner Proceedings. Prof Olugabara, Executive Dean of Accounting and Informatics, delivered a keynote address on Artificial Intelligence. Dr Phaladi chaired a session in the presence of the KZN MEC for Sports, Arts, and Culture. DUT's representation extended beyond library staff, with Professor Oludayo Olugbara, Executive Dean of the Faculty of Accounting and Informatics, speaking on AI advancements and showcasing AI innovation projects.

DUT's representation and profile at the conference extended beyond library staff. Through the office of the Marketing and Communication Librarian, as a member of the new LIASA board and the DUT Library Services Director, the Executive Dean of the Faculty of Accounting and Informatics, Professor Oludayo Olugbara, was invited as one of the guest speakers. Professor Olugbara's presentation focused on Advancements in Artificial Intelligence: Challenges and Opportunities for the Library & Information Sector. As part of showcasing DUT's AI innovation projects, Prof Olu's biography was read by Neo, one of DUT's AI robots.

A photo of all the DUT Library staff members who volunteered, presented, and facilitated sessions at the LIASA Conference was shared on Facebook and is currently trending with over **2,149** views, **1,136** post impressions and **368** post engagements.



➤ 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 is made up of two DUT Library staff members (Sagren Moodley and Sean Carte). They anticipate launching a proof-of-concept server soon.

• Academic Citizenship Activities - External Assessment and Examination

For the period under review, as part of his academic citizenship, Dr Malefetjane Phaladi, the Library Director, served as an examiner for the University of South Africa and assessed a Master's thesis in Information Science for their student.

• Publications by Smart Library People

Building a culture of publishing in the Library environment is a priority 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, inclusive and sustainable. It is for this reason that the library staff and researchers continue to prioritise 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:

- ✓ **Nhleko, N.M.**, Aroba, O.J., & Chisita, C.T. (2024). "A systematic review of information and communication technologies (ICTs) on student motivation: researchers' reflections on a selected higher education institution (HEIs)", *Global Knowledge, Memory and Communication*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/GKMC-03-2024-0129>
- ✓ **Matumba, MR** & Rajkoomar, M. 2024. Academic librarians' perceptions of mobile technology's usefulness in library service delivery at universities of technology in South Africa. *Digital Library Perspectives*, 40 (1), pp. 131-147. <https://doi.org/10.1108/DLP-08-2023-0072>
- ✓ **Mhlongo, P.M.** (2024). Adopting a Learning Organisation Philosophy to Promote Knowledge Sharing in the University. *Proceedings of the 25th European Conference on Knowledge Management*, Vol. 25(1), pp. 500-510. <https://doi.org/10.34190/eckm.25.1.2549>
- ✓ **Mitha, S.B. and Omarsaib, M.** (2024), Emerging technologies and higher education libraries: a bibliometric analysis of the global literature. *Library Hi Tech*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/LHT-02-2024-0105>
- ✓ **Omarsaib, M.** (2024). Integrating a digital pedagogy approach into online teaching: Are academic librarians at Universities of Technology in South Africa prepared? *Information and Learning Sciences*, ahead-of-print (ahead-of-print). <https://doi.org/10.1108/ILS-01-2024-0012>
- ✓ **Omarsaib, M.** (2024). Exploring first-year engineering student perceptions of the engineering librarian as an IL instructor in multimodal teaching and learning environments. *Digital Library Perspectives*, 40 (1): 113-130. <https://www.emerald.com/insight/content/doi/10.1108/DLP-08-2023-0069/full/html>
- ✓ **Moonasar, A.** 2024. A framework for aligning librarians' roles and skills with 4IR technologies at the Durban University of Technology, South Africa. *Innovation*, 69–97. *Journal of Appropriate Librarianship and Information Work in Southern Africa*. https://hdl.handle.net/10520/ejc-innovation_v2024_n69_a5
- ✓ **Moonasar, A.** (2024). Continuing professional development and the changing landscape of academic libraries. *Library Management*, 45(3/4), pp. 226-242. <https://doi.org/10.1108/LM-09-2023-0100>
- ✓ **Moonasar, A.** (2024), "Assessing the alignment of a University of Technology Library infrastructure with the Fourth Industrial Revolution: implications for librarian roles", *Library Management*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/LM-06-2024-0069>
- ✓ **Phaladi, M.P.** (2024). "HRM Alignment and Integration in Knowledge Risk Management in South African State-Owned Enterprises". *Proceedings of the 25th European Conference on Knowledge Management*, Vol. 25(1), pp. 638-645. <https://doi.org/10.34190/eckm.25.1.2534>

- ✓ **Phaladi, M.P.** (2024). Key organisational barriers to effective knowledge risk management in South African public sector enterprises. *Intangible Capital*, Vol. 20(3), pp. 447-463. <https://doi.org/10.3926/ic.2922>
- ✓ **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. For the period under review, the article about the book club talent show event that took place in June to celebrate Youth Day was published in the September issue of the LIASA In Touch magazine.



Smart Library, Smart People.

YOUTH DAY CELEBRATION: DUT LIBRARY BOOK CLUB'S TALENT SHOW UNITES STUDENTS

The DUT Library Book Club hosted a spectacular talent show in honour of Youth Day at Mansfield Hall on Friday, 14 June 2024.

The event drew a large crowd of enthusiastic students who enjoyed a diverse and engaging lineup of performances, including poetry recitals, voice-overs, R&B, Hip-Hop, Soprano, Gqom, and Amapiano dance challenges.

The charismatic MCs, Ayanda and Uhlanya Lwezolonke, kept the audience entertained and captivated throughout the event with their lively banter, engaging commentary, and singing. The lineup featured soprano artists Khaya Mamba and Thanduxolo Mqadi, a voice-over performance by Puleng Phakathi, comedy acts by Moemiesh and Prince the Comedian, and an electrifying performance by the well-known local Gqom and Amapiano group, Triple Battalions.

Furthermore, the event was graced by the participation of second-year students from the Faculty of Arts and Design. These talented students showcased their stunning artwork and photography as part of the art



Library Book Club Coordinators

displays at the event, adding a vibrant and creative dimension to the occasion.

The talent show not only displayed the diverse talents of our students but also emphasised the library as a safe space for reimagining, collaborating, innovating, and

making meaningful contributions to our communities, thereby fostering social cohesion. The event received additional support from Red Bull SA which provided beverages for both attendees and performers, adding to the lively atmosphere. At the end of the event, performers received

certificates of appreciation, recognising their valuable contributions to the event's success.

[#LibrariesFosterSocialCohesion](#)

ROMEO MATUMBA
LIBRARIAN:

MARKETING AND COMMUNICATION, DUT

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SEPTEMBER 2024

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• DUT Library Connect Newsletter

The Library Connect newsletter Jan to June 2024 was published in August. The newsletter featured articles on book club activities, publications by library staff, community outreach updates, news from IFLA and LIASA, Library Week events, student engagements and mentoring, DUT Open Books, journal publishing, and more. The newsletter was shared via the DUT Pinboard email service, social media pages and the library website and is available in both PDF and online flip file format.

• Benchmarking visits (TUT Library)

DUT Library staff are crucial in supporting staff across the country, with strong technical capacities in institutional repositories and library-integrated systems. Colleagues from regions and nationally engage with the library team for support in these areas. In July 2024, the Library IT team hosted Mr. Lawrence Maake from TUT Library to benchmark institutional repositories and workflows.

• Conferences (international and local)

Dr Omarsaib partnered with Miss N. Sogoni and Miss S.B. Mitha and submitted abstracts for full paper presentations to Higher Education Library conferences (*International Conference on Information Literacy and The International Association of University Libraries*) that have been accepted. The papers are titled:

- ✚ Fostering and promoting a culture of 'Ubuntu': a case of teaching Information Literacy in 'isiZulu' to first-year Horticulture students at the Durban University of Technology, South Africa
- ✚ Emerging Technologies and Higher Education Libraries: a bibliometric analysis of the global literature
- ✚ Steering the Information Literacy Ship in the Age of Generative Artificial Intelligence (GAI): Testing the Waters when Using Information from a GAI Tool with first-year Sports Management students at the Durban University of Technology

Other papers submitted and approved for the LIASA conference are as follows:

Name of presenters	Title of presentation
Patricia Badenhorst, Romeo Matumba and Dr Mousin Omarsaib	Exploring the role of South African Higher Education libraries in integrating Indigenous languages to support teaching, learning and research.
David Thomas and Sagren Moodley	Towards a data-informed culture: reflections on the Durban University of Technology Library's data literacy programme.
Tholeka Sidlayi	A proposed study to analyse services at DUT Library to better serve hearing-impaired users.
Nabisa Mbali and Dr Mousin Omarsaib	Confronting the information literacy ubiquity of 'not compulsory' at the Durban University of Technology through an online self-paced learning approach.
Romeo Matumba	Benefits of developing and exploring marketing plans: a DUT experience.
Themba Nkuna	Librarians working from home – can this be a possible reality today?

2.4.2 Adaptive Graduates

• Work Integrated Programme (WIL)

The Library hosted 10 3rd-year students from DUT's Library and Information Studies program for their WIL program, spending 8 weeks in the library, exposing them to academic library practices and participating in library activities and projects. The library is also offering a graduate employment programme, including an internship for DUT graduates, and a tutorship programme for 10 student tutors. The internships are designed to provide experiential development for DUT graduates, particularly those in the LIS program. The library also employs student library assistants to assist with library operations, with preference given to LIS students.



Images: LIS WIL Students being exposed to the world of work

• Graduate Attributes

LIS students have sought support from the Marketing and Communication Librarian for academic projects requiring public speaking and communication skills. One group, in preparation for their visit to the primary school opposite DUT's ML Sultan Campus, received public speaking training to enhance their effectiveness. Additionally, Nkululeko Mazibuko, a third-year Public Relations student, was mentored and coached in various areas, including event management, interview preparation, marketing, public speaking, and document quality assurance.

• DUT Library Staff Providing Guest Lectures

DUT Smart Library is actively involved in the university's academic programme, with three library staff, including a Subject Librarian for FEBE (Dr Mousin Omarsaib), a Marketing and Communication Librarian (Romeo Matumba), and a Cataloguing Librarian (Nwabisa Rasana), serving as guest lecturers for the Library and Information Science programme in the Information Systems department. This collaboration helps bridge theoretical and practical gaps, highlighting the crucial role of library staff in student support and the production of adaptive graduates.

- **International guest lecturing (Malawi Library and Information Services Sector)**

Smart Librarians also continue to fly the DUT flag within the SADC region. Our marketing and communication librarian delivered a guest lecturing presentation aimed at equipping Malawian LIS professionals and schools with tools and strategies to enhance visibility, engage users, and adapt to the evolving digital landscape. The presentation not only fostered international collaboration but also highlighted the importance of digital marketing in strengthening the role of libraries in the communities we serve.



MALA FORUM

DIGITAL MARKETING STRATEGIES FOR LIBRARIES

WHEN
THURSDAY,
31ST OCTOBER, 2024
2:00PM - 3:30PM

MEETING LINK
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For Enquiries
✉ chaputula.a@mzuni.ac.mw
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PRESENTER



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Marketing and
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Durban University of
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MODERATOR



Dr. Aubrey Chaputula
Technical Services Librarian
Mzuzu University
Malawi

- **DUT's Autumn Graduation Ceremonies**

DUT Smart Library is fully immersed in university activities. Alongside two colleagues (Patricia Badenhorst, Postgraduate Librarian & Nontutuzelo Sogoni, Subject Librarian) from the library, the Marketing and Communication Librarian, Mr Muvhulawa Romeo Matumba, participated in DUT's Autumn graduation ceremonies in May, serving as the program director and stage announcer. These ceremonies are held annually to celebrate the achievements of the graduates. The involvement of librarians in the graduation programme highlighted the integral and adaptive role of library services in supporting the academic journey of the students.



