Library Annual Report for 2013

Introduction

The University of the Witwatersrand (Wits) aspires to be a leading research intensive university firmly embedded in the top 100 world universities by 2022. The Library strategic goals and objectives were aligned with the Wits 2022 goals, particularly the provision of high levels of support for teaching, learning, research and outreach. In support of the Wits vision, the strategic drivers for the Library in 2013 were:

1. Innovation and continuous improvement in all areas.
2. Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services that focus on the needs of Library users.
3. Providing innovative, purpose-designed and attractive physical facilities and infrastructure.
4. Sustaining and developing an innovative and engaged Library team.

Initiatives

Among the key initiatives undertaken by the Library during the year were:

Innovation and continuous improvement in all areas:

World Cat Local was implemented in 2013, providing the primary discovery platform for Library electronic resources. Four terabytes were allocated for the storage and preservation of digital materials on the Wits cloud infrastructure. The Wits Institutional Repository on DSpace (WIREDSpace) collection grew from 7,000 items in 2012 to 9,261 items at the end of 2013. A complete list of digital collections was available at:

http://www.wits.ac.za/digitalcollections/15301/digital_collections.html. In 2013, there were 114,676 users of the digital collections and 493,155 page views compared to 80,786 users and 310,751 page views in 2012.

Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services:

The library placed 8,647 orders comprising 596 e-books and 8, 051 print books. The cumulative total of volumes held up to 2013 was 1,199,517 compared to 1,192,445 in 2012. At the end of 2013, users had access to a total of 237 on-line databases, 193 of which carried full text content (in 2012 the figures were 235 online databases of which 191 had full text

content). Among the notable non-book collections acquired were the archives of struggle stalwart and politician Ronnie Kasrils. The number of LibGuides developed and made available to users rose from 237 in 2012 to 272 in 2013. The total number of LibGuides page views across all Faculties increased from 207,349 in 2012 to 323, 808 in 2013. Across the Wits Library system, there was marked growth in the use of the e-Wits mobile service. There were 10,640 visits to the mobile site compared to 5,649 in 2012, with page views increasing from 24,484 in 2012 to 45,252 in 2013.

Providing innovative, purpose-designed and attractive physical facilities and infrastructure:

Among the key initiatives, the development of discussion rooms at the Commerce Library commenced in 2013 and was scheduled for completion in 2014.The group project rooms in the Engineering Library continued to be popular, attracting 1,680 session bookings by students throughout the year. The air-conditioning in Wartenweiler Library continued to be problematic with the temperature alternating from unbearably cold to hot. William Cullen Library continued to present structural and safety challenges which were receiving attention in cosultations between the Library and the Property and Infrastructure Management Division (PIMD). In addition, the William Cullen Library continued to experience space shortages for archival, theses and dissertations and government publications storage and processing as well as reading room space for users.

Sustaining and developing an innovative and engaged Library team:

The Library took advantage of various training and development opportunities in order to ensure that staff skills and knowledge are up-to-date for purposes of implementing the various interventions in support of the University's teaching, learning and research priorities. Among the key programmes that library staff attended were: the South African Digitization Initiative (SADI) held at Wits, 27 February – 1 March 2013 focusing on digitization standards, best practices, policies and technical requirements; and the five day training workshop on the implementation of the International Council on Archives Access to Memory (ICA-ATOM) software for managing and preserving archival repositories held at Wits, 21 – 25 October 2013. In-house training programmes sought to sharpen staff skills and knowledge on a wide range of topics that included: interview skills, Zotero, SAKAI, bibliometrics, report writing, sexual harassment, and the role of the Transformation and Employment Equity as well as the Occupational Health, Safety and Environmental Management Offices. In response

to changing service needs, the Library continued to review and update job descriptions and merged and restructured posts as appropriate. A staff achievement and recognition (STAR) program was implemented to recognise Library staff who had significantly contributed to the University and who worked beyond the usual expectations of their employment.

1.   **Innovation and continuous improvement**

Digitization initiatives: Following the centralization of digital library and archive projects under the Principal Curator, a new web page was developed which brought together all digital library content, including the institutional repository, historical papers, electronic theses and dissertations, and online examination papers (http://www.wits.ac.za/digitalcollections).

The installation of specialized equipment in the digitisation centre continued during 2013. This included a Zeutschel book scanner OS 12000 C; two hard drives, laptop for use with a camera, and software. Four terabytes were allocated for the storage and preservation of digital materials on the Wits cloud infrastructure. An Open Access Initiative (OAI) module was setup on WIREDSpace to facilitate the sharing of content with other indexes and repositories. With this additional capacity, the digital preservation and widening of access to previously hard to find Africana materials continued throughout 2013. In order to improve accessibility to the Wits Digital Library the implementation of ICA-AtoM, a web-based, multi-lingual, archival description software, continued. 791 online finding aids were converted into Encoded Archival Description (EAD) format and hyperlinked to 9,689 multiple digital objects. Digitisation was carried out either in-house or outsourced as appropriate. Among the collections digitised were 64 maps of Johannesburg, eight 'British war intelligence maps', Molema & Plaatje Papers, Xuma Papers, theses on microfiche, Hansard indexes, CODESA papers, and Native Economic Commission papers.

The digitization project was boosted by a grant of R555,000.00 from the Oppenheimer Memorial Trust to assist with the digitisation of the Helen Suzman Papers comprising 225 archival boxes. A contract archivist was subsequently appointed in October 2013 to assist with the preparation of the Helen Suzman Finding Aid. In a related development, the library hosted and rolled out the Carnegie Corporation Digitisation and Preservation Centre project. The workshops held under this project were well appreciated by participants. As part of the

project, a Zeutschel OS 14000 A0 HQ book scanner and Dell Precision computer were acquired for the Digitisation Centre. The project was completed at the end of September 2013.

Among the new additions to WIREDSpace was the Evolutionary Studies Institute (ESI) collection giving access to digitized copies of the Palaeontologia Africana journal; Professor Jonathan Klaaren's works; School of Geography, Archaeology and Environmental Studies (APES) papers; and 2013 graduation theses. The discontinued journal, *Lengwitch* was digitized and hosted on WIREDSpace. The WIREDSpace collection grew from 7,000 items in 2012 to 9,261 items at the end of 2013.

A complete list of digital collections was available at:
http://www.wits.ac.za/digitalcollections/15301/digital_collections.html. For copyright reasons, some of the digitised materials were not made available online; however, they were accessible *in situ*. In 2013, there were 114,676 users of the digital collections and 493,155 page views compared to 80,786 users and 310,751 page views in 2012. Most of the users were from South Africa, followed by the United States, United Kingdom, India, Australia, Canada, Germany, Kenya and China, in that order. WIReDSpace was ranked in the top 300 institutional repositories worldwide.

Information and communication technology (ICT) infrastructure
The Library continued to pay attention to strengthening the underlying ICT infrastructure supporting its networked services in order to meet the changing needs of the increasingly digitally literate Wits user community. World Cat Local was implemented in 2013, providing the primary discovery platform for Library electronic resources. Google search for Wits was setup and integrated into the Library web site. With this integration, patrons could search using Google Scholar directly from the Library web site.

At the Witwatersrand Health Sciences Library (WHSL), two new multipurpose teaching and learning spaces were enclosed, and a smart board installed in one of the new teaching spaces. The Cyber Resource Centre small training room was equipped with five new PCs, thus doubling the number of public workstations available in this area. Electrical plug points were installed in the discussion room to further enable the use of personal computing devices for teaching and learning.

At the Wartenweiler Library (WWL), a self-check unit was installed at the Main Desk on the ground floor. The self-check unit allowed students to check out Library items themselves as well as get a print out of their outstanding items with return dates. In the Multimedia Centre (MMC), a 42 inch (108 cm) LED HD screen as well as a Blue Ray player able to accommodate DVD playback was made available. This made it possible for users to view the materials that were increasingly available in these formats. A new projector and interactive board were installed in the MMC allowing the venue to function as an extension to the Electronic Class Room in WWL. A Zuetchel Zeta scanner was installed. The unit allowed students to scan library items themselves, to a USB memory stick / device. It was hoped that the scanner would shorten queues for photocopying and allow students the freedom of choice when making copies of library items. In the Disability section of the WWL, a scanner was installed; the scanner reads to the visually impaired, items placed under it. In addition, new disability units comprising a computer, earphones and disability software were installed in the BioPhy, Law, Management and Engineering Libraries. All the images for the Knowledge Commons computers (WWL) were updated to include a visually impaired reader (open source software). This allowed all public terminals full access by visually impaired students.

In the Boardroom, a new teleconferencing unit was installed. The unit was integrated into the VOIP (Voice Over IP) network at Wits. Among other teleconferences held during the year, the unit was used for interviewing purposes. The Wartenweiler Conference Room on the fourth floor had a complete upgrade of all audio and visual equipment. Two high definition projectors were installed as well as a new fixed podium with a document viewer. The podium was integrated into all aspects of the Conference Room (audio, projectors, laptop, document viewing and lights).

A new student pay for print (P4P) service with automated fault reporting, was rolled out to all libraries; the service made provision for printing by walk in Alumni. New wireless access points were installed throughout the Library. This enhanced the coverage and strength of the wireless network in the Libraries. In order to promote usage of the growing e-book collection, the Library distributed the ten Kindle e book readers from the Research Commons to the Library branches for lending to users.

2.   **Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services that focus on the needs of Library clients on all levels**

Access and Collection Management

Access

There was a decrease of 4.16 percent in the number of physical 'walk-ins' to all libraries (from 2,582,942 in 2012 to 2,475 529 in 2013). The notable drops were in Architecture (-21.95%), BioPhy (-20.81%), Education (-12.21%) and William Cullen (-11.52%). The new Engineering Library continued to attract users and the number of physical 'walk-ins' went up by 15.51 percent.

There was a decrease of 11 percent in the materials checked out, including OPAC renewals (from 421,307 in 2012 to 375,405 in 2013). At WHSL the accessing of e-books stabilised at 122,321 times compared to 132 607 items in 2012. Across the Wits Library system, there was marked growth in the use of the e-Wits mobile service. There were 10,640 visits to the mobile site compared to 5,649 in 2012, with page views increasing from 24,484 in 2012 to 45,252 in 2013. Overall use of the catalogue increased by 85% on e-Wits mobile while the page views on the traditional e-Wits web catalogue decreased by nine percent.

Information resources budget

The 2013 information resources budget was increased by 12.6 percent, from R47 957 885.95 in 2012 to R53 995 655.00. With the weakening of the Rand against the major currencies and increases in the costs of journals and databases, some information resources orders and renewals could not be fulfilled. Despite these challenges, the Library continued to develop and manage the collection to meet the teaching, learning and research needs of the university.

New books and other information resources

Number of books ordered in 2013

The library placed 8,647 orders comprising 596 e-books and 8,051 print books. Simultaneously, the reclamation project to allow Library catalogue content to be displayed in the Online Computer Library Center (OCLC) WorldCat, a union catalog which itemized the

collections of 16,737 libraries across the globe was completed. With the new orders and the reclamation project, the total Wits Library holding (bibliographic including the non-computerised) dropped from 613,042 in 2012 to 575 708. This was caused by the removal of duplicated records under the reclamation project. The cumulative total number of volumes held up to 2013 was 1,199,517 compared to 1,192,445 in 2012. The table below indicates the number of computerised bibliographic records on the e-Wits catalogue according to date of publication. A fairly large proportion of the titles in the collection were published between 1970 and 1990.

Average age of the collection													
Coverage	2010 -2019	2000 -2009	1990 -1999	1980 - 1989	1970 - 1979	1960 -1969	1950 -1959	1940 -1949	1930 -1939	1920 -1929	<1919	No Date	TOTAL
Total	20645	71436	83613	107899	100651	63121	27896	16657	13275	10097	19302	40934	575526

Acquisition/Purchasing of non-book materials

Historical Papers continued to acquire original source materials to support research, teaching and learning. Approximately 40 linear metres of material was processed. Among the notable collections acquired were the archives of struggle stalwart and politician Ronnie Kasrils. With grant funding from *Atlantic Philanthropies* the records of the Legal Resource Centre Project were being identified for archiving and public access. Additional materials from the Constitutional Litigation Unit were received.
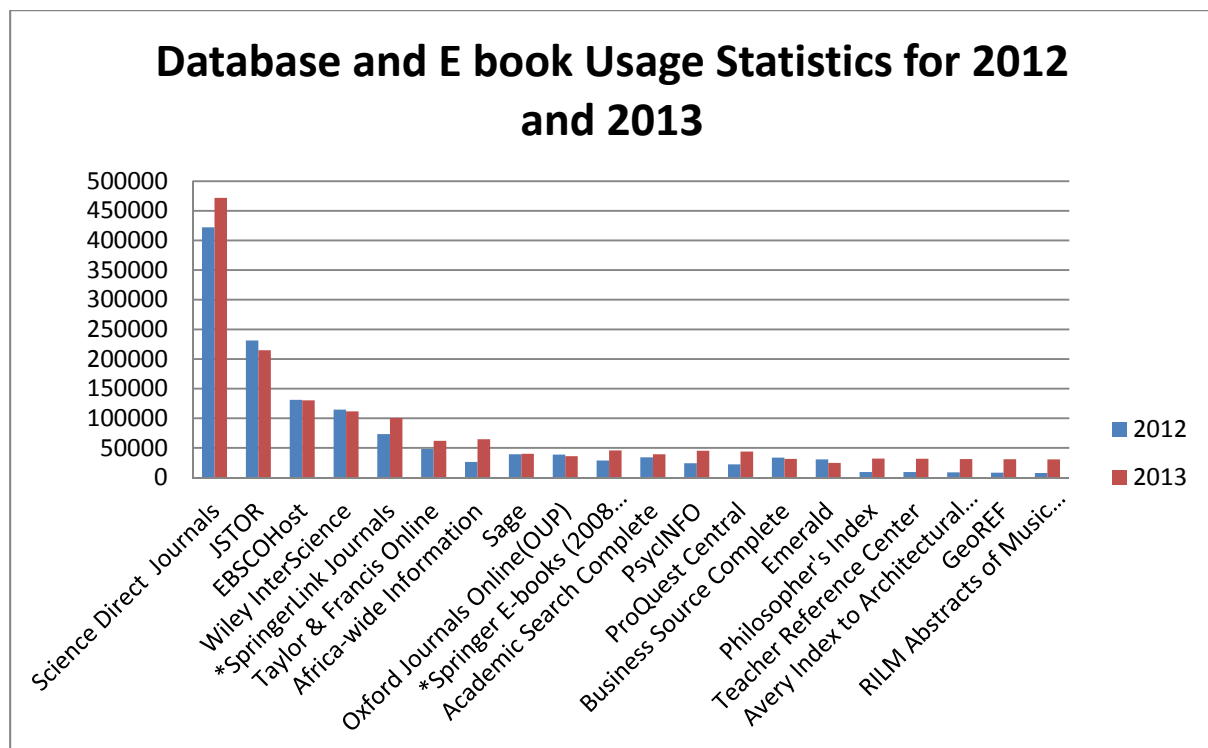
Serials and e-resources

The purchase of electronic versions of journals continued to receive preference, except in those instances where the journal was available only in print or in cases where some academics expressed a preference to print formats. A total of 21 journal titles were added to the collection. 41 journal titles were cancelled during the course of 2013. Most of the cancellations were for print titles which now formed part of online packages. Humanities made up the bulk of the cancellations, since the purchase of the PsycArticles database enabled the library to cancel 16 subscriptions with a monetary value of R151,056.78. Science also cancelled 11 subscriptions with a total value of R34,256.65. Five packages and memberships with a total value of R163,505.59 were also cancelled. The total value of the

cancellations amounted to R348, 819.02. Overall, Library users had access to 147,722 journal titles compared to 144,636 in 2012.

A total of three e - book packages were added to the collection. The e - book packages were Elgar Law Collection, Chemical Rubber Company (CRC) Engineering collection, and the EBSCO Management/Economics collection. At the Education Library, forty-one high use print books were identified, e-copies of these were ordered but only three titles were obtained. Four databases were cancelled, Datametallogenica, DataStream, Edumine and Science of synthesis. The total value of the cancellations amounted to R380,951.33. At the end of 2013, users had access to a total of 237 on-line databases, 193 of which carried full text content (in 2012 the figures were 235 online databases of which 191 had full text content). The total number of electronic books available to users was 15,955.

The trend towards increased usage of e-resources continued during the year. The graph below shows usage across some of the heavily used databases.

Donations

The Library received a total of 1,365 book donations from various donors.

Services

Research support

The Library continued to support the University's research initiatives through the application of InCites, a modern web-based research evaluation and performance measurement tool. Throughout the year, InCites was used in conjunction with Web of Science, Scopus, Google Citations and Journal Citation reports to measure and evaluate research performance in Faculties, Schools and research entities. Research performance reports were compiled in support of NRF rating applications, promotions, appointments, assessment of research output 2012, comparisons of authors, researcher awards and Journal evaluation. In addition, InCites reports were generated for the School of Education, School of Literature, Language and Media, School of Mining, School of Accountancy, Public and Development Management (P&DM) (renamed Wits School of Governance for 2014), and Wits Business School (WBS).

A total of 3, 464 postgraduates and academics used the Research Commons, William Cullen Library in 2013 compared to 2,612 in 2012. Of these, 56 percent were from the Faculty of Humanities. In addition, four postgraduate students were assisted with the conversion of their final research reports to PDF format and downloading to CDs for submission to the electronic theses and dissertations (ETD) database. A total of 266 postgraduates used the Education Library Post-Graduate Reading Room compared to 220 in 2012.

Research data services

A draft data management policy was developed and referred to the University Research Committee for further discussion. The Ethics Application Form for the Human Research Ethics Committee (Non-Medical) (revised December 2012) made explicit provision for the protection of data during and after the research. The Library continued to offer data management workshops. A total of 306 postgraduates and academics participated in the workshops, covering such topics as data management plans, data citation, qualitative data analysis, ethics and confidentiality, and Atlas-ti. A free, open source software package for data management, analysis and preservation, Stories Matter (http://storytelling.concordia.ca/storiesmatter/) was distributed. Approximately seven installations and training sessions with the School of Education lecturers and researchers were conducted. The Data Services Librarian conducted a data management literacy workshop at the Fifth African Conference for Digital Scholarship & Curation, Durban, 26-28 June 2013. This resulted in the creation and presentation of a training workshop on basic data

management for librarians thereby providing a foundation for the development of a data literacy curriculum.

Scholarly communications and copyright services

Increasingly, students and academics were seeking advice on publishing agreements, predatory publishers, plagiarism, copyright and referencing. During the course of the year, a number of Wits researchers/authors approached the library for advice on how they could fund page publication charges. In response, a proposal to offer financial support for peer reviewed open access publishing was presented to the Senate Library Committee and the University Research Committee. The proposal was referred to the Strategic Planning and Allocation of Resources Committee (SPARC) for further consideration. A Copyright & Scholarly Communication web page was developed and made accessible at the Library home page in order to meet the growing information needs of the Wits community.

A total of 2,005 copyright clearance application forms were processed under the Blanket Licence for 2013. The Blanket Licence fee for 2013 was R 2,348,201.00. With respect to short courses, Schools such as the Wits Business School and the School of Public and Development Management were increasingly being encouraged to use hyperlinks to electronic journal articles instead of scanning articles onto Wits-e/Sakai or including photocopies in course packs, as this would avoid having to apply for copyright permission. A total of 59 staff and four postgraduate students were trained on how to submit copyright clearance application forms using the Online Copyright System on Info-Ed.

Library research workshops for postgraduates, 2013

The Library continued to collaborate with the Graduate Support Division and Faculties in offering library research support workshops to postgraduate students. The workshops assisted students in sharpening the high level library research skills and knowledge they needed to contribute to increased research output. The focus areas were literature searching using multidisciplinary & discipline specific databases, e-books and LibGuides as well as identification of leading scholars and publications in their research areas, using the RefWorks and Zotero bibliographic reference management tools and research data management. The total number of attendances at all postgraduate library research support workshops was 4,327.

Information literacy

The Library continued to place emphasis on increasing integration of information literacy into the academic programme. The highlights included orientation week and collaborative sessions throughout the year. Library orientation introduced first year students to the Wits Library system and included presentations, library tours, demonstrations and exhibitions. For the rest of the year, the Library Education and Training Unit in liaison with senior and branch librarians and academics in different schools continued to collaborate in providing information literacy sessions. One-on-one user education was offered across all branch libraries outside the formal sessions. Across all Faculties, there were 13,376 undergraduate student attendances at information literacy classes offered by the Library.

At WHSL, the number of users trained and orientated in face-to-face training sessions declined to 7,122 from 9,956 in 2012 (a decrease of 28.5 %). However, use of WHSL's LibGuides almost doubled from a total of 71,559 hits in 2012 to 139,830 hits in 2013 (an increase of 95.4 %). It was therefore not unreasonable to imply that WHSL's users no longer felt obliged to attend a face-to-face training session, and were happy to access the online help available to them. WHSL continued to teach, facilitate and examine GEMP 1 and 2 students in evidence-based information retrieval skills.

Overall, there were 17,703 student attendances at information literacy classes offered by the Library compared to 18,375 attendances in 2012. The increased usage of LibGuides that took place at WHSL was also experienced across the whole Library system.

In the area of academic staff user education and training, there were 294 attendances compared to 369 in 2012. The majority of these related to scholarly communication, copyright and plagiarism matters.

LibGuides/Subject Portals

LibGuides (subject guides) continued to serve as one of the main access points to electronic resources and print materials that were important in the different subject fields. The guides also served as a tool to assist in integrating library resources and services into the academic curriculum. For example, following an information literacy class for third year Mining Engineering students, course details, recommended reading and the library assignment were posted on the respective LibGuide and students were encouraged to use this as a gateway to

access their course information. The number of LibGuides developed and made available to users rose from 237 in 2012 to 272 in 2013. Many of the guides were developed in conjunction with academics and covered different subjects taught across all the Faculties. The guides were available at http://libguides.wits.ac.za/browse.php. On the 12th and 19th April 2013, the Principal Librarian: Humanities (Arts, Human & Community Development, and Social Sciences) provided training on the development of LibGuides to librarians from Wits, University of Johannesburg and University of Botswana. A total of 41 librarians attended. Of the 41, one was from the University of Botswana, 28 were from the University of Johannesburg and 12 were from Wits.

Through its information literacy programmes and postgraduate workshops, the Library was educating and training students on the contents and usage of those LibGuides relevant to their learning and research. The total number of page views across all Faculties increased from 207,349 in 2012 to 323, 808 in 2013.

Inter Library Loans (ILL)

There was a decrease of 16 percent in the number of items supplied to Wits users from international libraries. Similarly, a decrease of 19 percent in the number of items supplied to other libraries outside the country was experienced. Regarding local inter-lending, there was a decrease of 10 percent in the requests processed and items delivered to Wits staff and students and a decrease of 11 percent in the number of items supplied to other libraries in the country. The decrease could be attributed to improved access to electronic resources. Most of WHSL's Interlending traffic continued to serve the needs of other libraries and their patrons, with some 1,671 items supplied in 2013 (more than twice the number of requests supplied in 2012). The excellence of WHSL's print and full text online collections was borne out once again by the fact that WHSL only had to borrow some 185 items (160 items in 2012) from other libraries on behalf of WHSL users.

Current awareness services

In honour of the late President Nelson Mandela, a display of some of the Library's biographical holdings was put up in the William Cullen Library foyer. The display was mounted during the ten days of national mourning until several days after his funeral and burial. At the request of the Vice-Chancellor, Historical Papers put together an exhibition and showcased some of the unit's original Mandela materials for the Wits Mandela Memorial

held on the 12th December 2013. The exhibition was exceptionally well-received and highlighted the treasures in the University's collections.

As part of the accreditation process of the Wits School of Architecture and Planning, the Architecture Library mounted a special display of the research papers and books authored by the academics from the School in the last five years, as well as books acquired in 2013. The Library also gave a presentation covering the book budget, access statistics, and the Urban Regional & Planning Libguide, with particular focus on the Yeoville Archives. The accreditation process was a success.

Efforts to promote open access initiatives continued during the year. A representative from Springer BioMed Central gave a presentation at the Faculty of Health Sciences on 23 October 2013 where 35 academics and researchers attended. On 13 November 2013, an open access seminar was held. The speakers were Vice Chancellor, Professor Adam Habib, Igor Lesko, Open CourseWare Consortium, Professor Jonathan Klaaren, Wits School of Law, and Prof. Marcus Byrne, Wits School of Animal, Plant and Environmental Sciences. The seminar underscored the importance of open access to information in the context of the escalating journal subscription costs.

In commemoration of National Book Week, 2-8 September 2013, the Library collaborated with Tebogo Ditshego, National Ambassador of Arts and Culture and Chairman of the South African Reading Foundation in hosting a launch event featuring key speakers including Professor Andrew Crouch, Deputy Vice Chancellor: Academic and Sibusiso Leope (DJ Sbu), SABC 1 and Metro FM presenter. The speakers focused on how reading books and studying helped shape their lives.150 students, 10 guests and seven representatives from media houses attended the event. A display of thirty-one books on the British missionary explorer, David Livingstone, was mounted to mark the Bi-centenary of his birth, 1813-2013. Nine positive comments were recorded in the comments file provided with the display.

Among many other displays mounted during the year were: at the request of and in collaboration with the Faculty of Humanities, Internationalization and Partnerships Committee, William Cullen Library mounted an exhibition in celebration of Africa Day, 25 May 2013; William Cullen Library hosted an exhibition mounted by the Muslim Students Association in celebration of the contribution of Islamic Civilisation to knowledge production

in the world. It was titled 1001 inventions. The Law and Commerce Libraries mounted book displays highlighting women in the legal profession and featuring women authors with books both on and by women during Women's month in August 2013; and the Education Library mounted a display on e-Books in August 2013.

The Library Facebook page <https://www.facebook.com/pages/University-of-the-Witwatersrand-Library/240440919301672?ref=hl> continued to be an alternative channel for promoting library resources and services. Through this channel the library reached many more users in 2013 compared to 2012.The number of Wits Library Facebook followers increased from 674 in 2012 to 1,275 in 2013. The weekly total reach, i.e the number of unique users who accessed content on the Library Facebook page per week, increased from 2,574 in 2012 to 3,537 in 2013.

Access services

The Library Code of Conduct and Service Charter were laminated and mounted in branch libraries. In its continuing efforts to improve the user experience and in response to numerous requests, the evening closing times during the term period (including the examinations period) were extended to 23:00 (Mon-Thurs) at the Commerce, Education, Wartenweiler, Management and Law Libraries. In addition, the opening hours at the Library of Management were extended by three hours on Saturdays. At Wartenweiler Library, the closing time for the knowledge commons (KC) was extended from 17:00 to 23:00. The number of walk-ins to KC1 was 28,000 and to KC2 it was 18,805 giving a total of 46,805.To facilitates the return of borrowed books, 24-hour book drop-off boxes were mounted at the Engineering, Education, Law, Commerce and Wartenweiler Libraries.

Corporate, alumni and individual membership services

Situated in the industrial and commercial hub of the country, the Library remained the centre of attraction from different corporations, alumni and private researchers interested in accessing information to support their business enterprises and research needs. The Library continued to respond to these needs through the corporate, alumni and individual membership schemes. The number of inquiries from the corporate members increased from 287 in 2012 to 500 (including 111 interlibrary loan requests) in 2013. 870 alumni, corporate members and private researchers used the library. In addition, over 95 institutions, non-government organisations, businesses and individual researchers specifically used historical papers

collections mainly for writing articles, scripts, books, land claims, genealogical research, films and documentaries.

3.   **Providing innovative, purpose-designed and attractive physical facilities and infrastructure**

The main infrastructure issues and activities in the different branch libraries were:

Architecture Library: A room in the basement of the John Moffat building was allocated to the Library in order to house the growing collection of architectural drawings. This facility would be revamped early in 2014 with funding from the Strategic Endowment Fund.

Commerce Library: The recurrent roof leaks continued to be a cause for concern and the Library was engaging with the Property and Infrastructure Management Division to secure a permanent solution. Plans for the setting up of discussion rooms were approved by the University Librarian in June 2013 and it was hoped the facilities would be available to users in 2014.

Education Library: The improvements to the physical environment of the Education Library included the cleaning of windows in July; and, the carpets in public areas were steam cleaned once and vacuumed regularly.

Engineering Library: The group project rooms continued to be popular, attracting 1,680 session bookings by students throughout the year. The Engineering library electronic classroom was also popular and attracted bookings for training on EndNote, content management system, mapping, and geographic information systems.

GeoMaths Library: More shelving space was created by the relocation of some journal volumes from open to compact shelves.

Law Library: All the carpets in the Law Library were cleaned towards the end of 2013.

Library of Management: Air conditioners were serviced and the windows and couches cleaned.

Wartenweiler Library: The air-conditioning continued to be problematic with the temperature alternating from unbearably cold to hot. The carpet on the third floor continued to deteriorate and would be earmarked for replacement depending on the availability of funding.

WHSL: Electrical plug points were installed in the discussion room to further enable the use of personal computing devices for teaching and learning. The compactus journal store area was enclosed to prevent hiding of books in this section. Some sections of carpets were replaced, but the carpeting overall was rather patchy and of different colours. Signage remained inadequate and improvements would be made in due course.

William Cullen Library: This Library was in an old building and continued to present structural and safety challenges. One of the humidifiers was faulty and caused some water damage to the wooden floor of Room 32, first floor. The water leaked through the ceiling onto the Research Commons area below. The humidifier was repaired and the floor still had to be fixed. Some redundant shelves were dismantled to make way for a more visually pleasing, safe and bigger learning space on the first basement. Evacuation frames and drawings were mounted on all floors.

Gay and Lesbian Archives (GALA) vacated the William Cullen Library in November 2013. This freed-up some much needed space for Historical Papers collections. However, Historical Papers continued to experience space shortages for archival storage and processing as well as reading room space for users. Similarly space was becoming insufficient to accommodate theses and dissertations and government publications. There was a pressing need for a new archival building to accommodate current collections and new acquisitions as well as adequate consultation space for researchers.

4**. Sustaining and developing an innovative and engaged Library team**

Staff Training and Development

Development of library staff research support capacity

The Library took advantage of various training and development opportunities in order to ensure that staff skills and knowledge were up-to-date for purposes of implementing the various interventions in support of the University's teaching, learning and research priorities. The key programmes that library staff attended were: the National Library Digitization Centre's training programme on the maintenance of digitization equipment such as scanners and photographic equipment; the South African Digitization Initiative (SADI) held at Wits, 27 Feb – 1 March 2013 focusing on digitization standards, best practices, policies and technical requirements; the five day training workshop on the implementation of the International Council on Archives Access to Memory (ICA-ATOM) software for managing and preserving archival repositories organised at Wits, 21 – 25 October 2013;   the Architecture Librarian completed an online course on 'Managing Architectural Plans & Drawings' which was offered by the Archives Association of British Columbia, which provided essential background and skills for establishing the drawings archives; Maryna van Den Heever attended a workshop, Research Management for Research Librarians, including an introductory session on application of bibliometrics, hosted by the Southern African Research Innovation and Management Association (SARIMA) in Cape Town on 8-9 July 2013; and Maryna van den Heever and Anna Siwela attended a Consortium for Advanced Research Training in Africa (CARTA) Conference/Workshop in Nairobi, Kenya on 'Capacity Development for University Administrators and Faculty: Supporting Research & Postgraduate Programmes in African Universities,   16 -18 September 2013 which focused on providing research support.

In-Library training

As in previous years, the Library Winter and Summer Workshops provided a forum for staff to share ideas, skills, knowledge and experiences on various topics of interest. The Library Winter Workshop was held on 11-15 July and covered a range of topics that included WireDSpace, how to use the i-Folder, marketing of e-books, Resource Description and Access (RDA) cataloguing standard; feedback from the Third International Conference of African Digital Libraries and Archives (ICADLA-3) held in Morocco, 27 – 31 May, 2013,

and the Fifth Qualitative and Quantitative Methods in Libraries International Conference, held in Rome, 4 - 7 June 2013.

The Library Summer Workshops were held on 19-20 November 2013 and covered such topics as using the Committee for Higher Education Librarians of South Africa (CHELSA) Statistics database, Libguides, and feedback from the IFLA Conference in Singapore, 7-23 August 2013 and the Australian Open Access and Research Conference held in Brisbane, Australia, from 30 November to 1 December 2013.

In addition to the Library Winter and Summer Workshops, other training programmes were organized. These sought to sharpen staff skills and knowledge on a wide range of topics that included: interview skills, Zotero, SAKAI, bibliometrics, report writing, sexual harassment and the role of the Transformation and Employment Equity as well as the Occupational Health, Safety and Environmental Management Offices. At the Library of Management, four student assistants were trained on how to use Zotero and Refworks, the WBS and P&DM Libguides, e-journal portal and databases to equip them to adequately handle desk queries.

In-Library database training

During the year, different vendors trained or updated staff on how to use such databases and tools as EBSCOhost, Incites, ProQuest, Cengage Learning, Business Insight, ScienceDirect, and SWETS. Overall, there were 560 attendances at all training programmes. Of these, 442 were professional and 118 were support staff.

Professional activity: external workshops & conferences 2013

Through its 2013 conference budget allocation of R65, 107.00 and with additional assistance from other sponsors, the Library was able to support the attendance and participation of staff at professional conferences. This assisted with sharing ideas on innovations in services and influenced the implementation of the Library strategy. The highlights of the year were:

1. Denise Nicholson presented a paper, *Bridging the knowledge gap in Africa: role of copyright exceptions and limitations,* at the Africa IP Forum, organized by the Department of Trade and Industry, 27 February 2013. Available at: http://www.dti.gov.za/business_regulation/business_regulation.jsp.

2. Denise Nicholson presented a paper, *Access issues and the print media for persons with disabilities*, at the Academic Round Table Session at the UNESCO Chair in Teacher Education and The Southern African Association for Learning and Educational Differences (SAALED)'s Conference on "Inclusion" at Wits Education Campus on 3 July 2013.

3. Denise Nicholson presented a paper, *Open access and WIREDSPACE* at the WISER Regional Open Access Publishing Seminar on 4 July 2013 held at Wits.

4. Denise Nicholson presented a paper, *The Treaty for the Visually Impaired (TVI) and the Treaty for Libraries and Archives (TLIB): implications for the developing world,* at the IFLA Conference in Singapore,17-23 August 2013.

5. Denise Nicholson gave a presentation on the Marrakesh Treaty and its implications for South Africa at the Department of Arts and Culture IP symposium in Cape Town on 14 October 2013.

6. Denise Nicholson facilitated a workshop on copyright, plagiarism and scholarly communication matters at the Polytechnic of Namibia on 9 July 2013.

7. Felix Ubogu, Gabriele Mohale and Michele Pickover assisted with the organisation of and attended ICADLA-3 held at the Al Akhawayn University, Ifrane, Morocco from 30 – 31 May 2013. The theme of the conference was *Digital Libraries and Archives in Africa: Changing Lives and Building Communities*.

8. Dr Glenda Myers and Patricia Warner presented a paper entitled *The embedded library: a marriage made in heaven or hell?* at the IATUL (International Association of Scientific and Technological University Libraries) Annual Conference in Cape Town in February 2013.

9. Janet Zambri presented a paper, *Information Literacy as a part of an outreach community program for pre-University learners in South Africa: A case study*, at the Fifth Qualitative and Quantitative Methods in Libraries International Conference, held in Rome, 4 - 7 June 2013.

10. Maryna van Den Heever gave a presentation on the library's involvement with research evaluation and collaboration with the Research Office at the Research Management for Research Librarians workshop hosted by the Southern African Research Innovation and Management Association (SARIMA) in Cape Town on 8-9 July 2013.

11. Michele Pickover presented a paper entitled *The Russians Are Coming, The Russians Are Coming*!" *Archival Reflections on the Wits Historical Papers 'Missing Voices'*

Project, at the The Legacies of Apartheid Wars Conference held at Rhodes University, Grahamstown, South Africa from 3 – 6 July 2013. The paper was selected for publication in the *Legacies of Apartheid Wars* book to be released in 2014.

12. Phindile Bekwa presented a paper entitled *Library in dialogue with first year students: enhancing the user experience,* at the Library and Information Association of South Africa (LIASA) Annual Conference in October, 2013.

13. Surendra Jugdav presented a workshop on Libguides at the LIASA Annual Conference in October 2013.

14. Zofia Sulej presented a paper entitled *20 Years of Democracy: accessing archives in South Africa,* at the Democratising or Privileging: the Future of Access to Archives Conference in Dundee Scotland, 25-26 April 2013, organised by the Centre for Archives and Information Studies, University of Dundee.

Library staff publications

In addition to conference papers, staff publications included:

1. Gabriele Mohale. *What does Ubuntu solve? Thoughts on the rhetoric used in the making of the Heritage Transformation Charter,* Social Dynamics, Vol.39, Issue 3, 2013.

2. Glenda Myers. *Embedding e-resources for active learning : a collaborative pedagogical model for large classes,* in: Large Class Pedagogy: Interdisciplinary perspectives for quality higher education, ed. by DJ Hornsby, R Osman and J de Matos-Ala, Stellenbosch: Sun Press, 2013.

Human Resources Developments

Restructuring of jobs

The ongoing updates to job descriptions resulted in the re-grading of the following jobs:

Previous Position/Job Title	Revised Position/Job Title
Copyright Services Librarian	Scholarly Communications Librarian
Senior Library Assistant (LB12), Law Library	Senior Library Assistant (LB11), Law Library
Clerical Assistant, Commerce Library	Library Assistant, Commerce Library

Clerical Assistant, Library of Management	Library Assistant, Library of Management

The Library merged and restructured the posts of Assistant Librarian (LB10) at Commerce Library, Multimedia Librarian (LB9) in Wartenweiler Library, Mailing Assistant (AD14) in Library Finance and Administration and Library Clerical Assistant (LB14) in the Architecture Library to create in their place two posts of Digital Technician (LB12) and one post of Assistant Digital Archivist (LB10) in response to changing service needs caused by increased electronic communication, the increase in library electronic resources access and the introduction of self-check units in Libraries and the staffing needs in new service areas such as digitization.

Staff Movements

Appointments

Among the key appointments made in 2013 were:

Name	Post	Library/Department
Deborah Staples	Web Assistant	Library Computer Services
Emely Mabala	Cataloguer	Information Resources
Shaseelan Govender	Senior Support Consultant	Library Computer Services
Sherperd Dube	Senior Support Consultant	Library Computer Services
Surendra Jugdav	Principal Librarian: Humanities (Arts, Human & Community Development, Social Sciences)	Wartenweiler Library

Staff Recognition

A staff achievement and recognition (STAR) program was implemented to recognise Library staff who had significantly contributed to the University and who worked beyond the usual expectations of their employment. It was a three-tiered program that consisted of peer to peer recognition, and formal and informal awards. Award ceremonies were held every quarter, where winners were selected based on evidence submitted by their Managers. Simon Netshualo, Darly Ndlovu and Suzette Jansen van Rensburg were each awarded the Rock

Solid Award. Thomas Baloyi, Cynthia Warren, and Nina Lewin were each awarded the STAR Achiever Award. Pontsho Ramagofu was recognised as the most improved employee for 2013. The Library Employee of the Year was Senzo Nkosi, Senior Support Consultant, Library Computer Services.

The Library also recognized staff who had served the Wits user community for many years. In particular, gratitude was expressed to Shuman Netshaulo, Nelisiwe Sithole, Dr Glenda Myers, Denise Nicholson, and Nothukela Nyangiwe for each having served for 30 years and to Jillian Turner who had worked in the Library for 35 years.

Transfers, resignations, retirements and rationalizations

Steve Mitchell retired from the post of Senior Librarian: Science at the end of December 2013 after 23 years of service.

Library staff educational & professional qualifications 2013

The key achievements of the year were:

1. Aysha Patel graduated with a Bachelor of Laws (LLB) degree *cum laude*.
2. Barbara Moskal graduated with a Certificate in Accounting.
3. Dudu Mnguni graduated with a National Diploma in Library and Information Studies.
4. Nompilo Phungula graduated with a Degree in Human Resources Management.

Partnerships, community engagement and outreach

The Library was engaged in different activities with cooperating partners. Staff continued to contribute and serve in various professional bodies. The highlights of the year were:

Access to other libraries: Committee for Higher Education Librarians of South Africa (CHELSA) Agreement

Academic staff and postgraduate students continued to request assistance to access and use other libraries either because they were continuing with their research away from the University or they needed to access research materials not available in the Library. Under the CHELSA Agreement, a total of 101 letters of introduction to other South African university libraries were issued compared to 91 in 2012. Under the agreement, the Library also hosted

127 users from other South African universities compared to 663 in 2012. In addition, the Library hosted eight private international researchers compared to 14 in 2012.

Wits Student Equity – Targeting Talent Program 2010-2013

The Targeting Talent Program (TTP) was a three year pre-university programme that prepared talented learners for their future studies at universities in the country. It was managed by the Wits Student Equity and Talent Management Unit. The Library contributed to the programme by delivering the information literacy/library user education component. From 26th June to 6th July 2013, about 736 Grade 10, 11 and 12 learners attended the Library programme. Of these, 128 were Grade 12 leaners who were in their third and final year of TTP and looking forward to university enrolment in 2014.

In line with the aims of the programme, the Library user education component equipped learners with the background knowledge and skills they needed to find and use information through the increasingly complex library systems that they would encounter upon enrolment at higher education institutions. The Library programme introduced learners to the Library; terminologies; finding tools; information sources, mainly books, journals and databases; how to find information; evaluating information; and acknowledging sources used.

Professional affiliations

Library staff continued to serve in different capacities as members of professional bodies. During the year, the key affiliations were:

1. The Assistant Librarian: Teaching and Learning, Phindile Bekwa, served as Chair, LIASA Gauteng South Branch.
2. The Deputy Health Sciences Librarian, Devind Peter, served on the Executive Committee of the Southern African Online User Group (SAOUG).
3. The e-Resources Librarian, Jo-Anne King, served on the South African National Library and Information Consortium (SANLiC) e-Resources Advisory Group (SEA) which assisted the SANLiC manager to evaluate, negotiate and license electronic resources on behalf of SANLiC members.
4. The GeoMaths Librarian, Biziwe Tembe, continued to serve as convener of the Library and Information Association of South Africa (LIASA), Gauteng South Branch, Research, Education and Training Interest Group (RETIG).

5. The Inter-Library Loans Librarian, Suzette Jansen van Rensburg, served as Treasurer, LIASA ILL Interest Group.

6. The Manager: Library Client Services, Janet Zambri, continued to serve on the South African Bureau of Standards committee dealing with information and documentation standards applicable to the information industry.

7. The Scholarly Communications Librarian, Denise Nicholson, was appointed for another term to the IFLA Committee on Copyright and Other Legal Matters (CLM) from 2013 to 2017.

8. The Scholarly Communications Librarian, Denise Nicholson, was appointed to the Ministry of Arts and Culture's Legal Deposit Committee from July 2013 –June 2016.

9. The University Librarian, Felix Ubogu, was a member of the SANLiC Board.

Acknowledgements

The University community generally expressed appreciation for the quality of library services available for teaching, learning and research. Some of the comments received were: "*Just to acknowledge that I found your LibGuide on plagiarism very useful! Every library should have one.*"; "*I am extremely impressed with the service. Very fast and efficient. Keep up the good work*"; and *"…went beyond the call of duty to come in on a public holiday to show the BBC TV crew around Historical Papers*".

The Library would like to express appreciation to members of the Senate Library Committee for their interest in the Library and for their contribution into the running of the libraries. We were particularly grateful to the Faculty/School Library Representatives and Faculty Library Committees who continued to work closely with the Library.

And thanks to the Library Senior Management Team and to professional librarians and support staff in all units throughout the Library for their hard work during 2013 and their continued contribution to the Library's high levels of innovative services.