



Library Annual Report for 2014

Library Annual Report 2014

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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, namely improving throughput, improving student enrolment, increasing research output, and profiling Wits as a cosmopolitan but nationally responsive institution. In support of the Wits strategic priorities, the Library acquired and implemented access to information resources, facilities, services and products which impacted on the work of undergraduate and postgraduate students, academic teaching and research staff at all levels, as well as the external research community in South Africa and internationally.

Initiatives

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

Innovation and continuous improvement in all areas:

The Wits Institutional Repository on DSpace (WIREDSpace) collection grew from 9,261 in 2013 to more than 11,400 items in 2014 and is ranked in the top 300 Institutional Repositories worldwide. *Lengwitch* a journal that has ceased publication was digitized as a result of the initiative of the Senior Librarian at the Education Library. A complete list of digital collections was available at: http://www.wits.ac.za/digitalcollections/15301/digital_collections.html. In 2014, there were 132,787 users of the digital collections and 545,410 page views compared to 114,676 users and 493,155 page views in 2013.

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

The Library managed to place 1,871 (1,777 print and 94 eBooks) orders from the limited 2014 book budget compared to 8,647 ordered in 2013. The total Wits Library holding (bibliographic) was 583,431. The cumulative total of volumes held by the library as at 31 December 2014 was 1,206,144. At the end of 2014, users had access to a total of 234 on-line databases, 190 of which carried full text content (in 2013 the figures were 237 online databases of which 193 had full text content). Among the notable non-book collections acquired were the Helen Suzman papers. The number of LibGuides developed and made available to users rose from 272 in 2013 to 295 in 2014. The total number of LibGuides page views across all Faculties increased from 323,808 in 2013 to 390,929 in 2014. Across the

Wits Library system, there was marked growth in the use of the e-Wits mobile service. There were 15,708 visits to the mobile site compared to 10,640 in 2013, with page views increasing from 45,252 in 2013 to 69,979 in 2014.

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

Among the key initiatives was the refurbishment of the first basement of William Cullen Library which commenced on the 11th August and was completed on 30th September 2014. The project included the relocation of the staff information desk, setting up of student laptop suites, provision of a “Park and Read spot”, the repair and sanding of the parquet flooring, Wi-Fi hotspots, and the upgrading of surveillance equipment. Some comments received from the students using the refurbished facility include: “More spacious and provokes focus and concentration. Preferred place to work and study”; “A lot of effort has clearly gone into the renovations, which is great – being able to study in a very quiet, clean, well-equipped place is a luxury most Wits libraries don’t offer”; “The space is much better than before, and great to study in. Thank you”; “Thank you so much for the renovations. I really like the new space, it is beautiful. Really appreciate the efforts made to make our studying better and in a way easier”. The new discussion rooms in the Commerce Library opened in August 2014 and were well received, registering a total of 1,642 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 were up-to-date. Among the key programmes that library staff attended were: CARTA (Consortium for Advanced Research Training in Africa) workshop that was held in Kampala, Uganda 21-23 July; The Association of Southern African Indexers and Bibliographers (ASAIB) conference in which training was given to other librarians in indexing; the UNESCO Open Session at the IFLA Congress in Lyon in August which focused on the preservation and access to digital documentary heritage; and a workshop on digital culture and the humanities at the University of Michigan in Ann Arbor in November. In-house training programmes sought to sharpen staff skills and knowledge on a wide range of topics that included: Employee Relations for Managers held on 26 February, Voice and Presentation Skills, Writing your Quarterly/Annual report, 25 April presented by Pam Nichols of the Wits Writing Centre, Zotero, SAKAI, bibliometrics, and various trainings on different databases and their new features. Google Scholar Citations workshops were held

in August and September. The aim of the workshops was to prepare library staff in their support for NRF rating applications. The staff achievement and recognition (STAR) program that was implemented to recognise Library staff who had significantly contributed to the University continued to acknowledge library staff with positive results. The recipient of the Employee of the Year Award for 2014 was Joyce Letsapa who was cited for her consistent and meticulous work which helped the Library uncover discrepancies in payments, the award was well deserved.

1. Innovation and continuous improvement

Digitization initiatives

Wits Library, through Historical Papers, was the main driver of the South African Digitisation Initiative (SADI), supported by the National Research Foundation (NRF) and the Goethe Institute. The Principal Curator: Archives and Digital Library was chairperson of the SADI Gauteng Working Group which organised a workshop on 3 December 2014. The theme of the workshop was *Building Institutional Skills through Collaboration and the Development of a National Digital Aggregator*.

The Oppenheimer Memorial Trust (OMT) Grant for the digitisation of the Helen Suzman papers ran for 12 months, until the end of July 2014. As requested by the Oppenheimer Memorial Trust, Wits waived all administration costs. The Helen Suzman collection initially consisted of 225 archival boxes (excluding press cuttings) but with the expansion of the Finding Aid the physical collection was also re-organised, re-boxed and re-labelled, resulting in 234 boxes. The overall file size of the digitised collection was 125GB. The total number of digital items produced during the project was 306,056 and consisted of the following: 149,277 Tiffs, 149,277 Jpegs and 7,473 PDFs. Some items that were too fragile or over-sized to outsource for digitisation continued to be digitised in-house. The expanded Finding Aid was loaded onto the Historical Papers website with appropriate recognition and acknowledgement to the OMT for its support of the project, See: <http://www.historicalpapers.wits.ac.za/?inventory/U/collections&c=A2084/I/9036> . Other notable collections digitised during 2014 were: Ronnie Kasrils Papers, Dube Riots Commission, Architectural drawings (97 items), five volumes of the journal *Palaentologia Africana*, St Helena registers, Swaziland Oral History, and the Goodman Papers. A total of

702 theses on microfiche were retrospectively digitized, catalogued and loaded on to WIRedspace.

A complete list of digital collections was available at:

http://www.wits.ac.za/digitalcollections/15301/digital_collections.html. In 2014, there were 132,787 users of the digital collections and 545,410 page views compared to 114,676 users and 493,155 page views in 2013. Most of the users were from South Africa, followed by the United States, United Kingdom, India, Netherlands, Kenya Australia, Canada, Germany and China, in that order.

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. All software in the Library electronic classrooms were updated to the latest version (NetOP version Pro, 8.5). This software allows the instructor to control student computers and deploy presentations as well as other interactive learning materials. Kindle EBook readers were allocated to the Engineering, Architecture, BioPhy and GeoMaths Libraries for in-house student use. In 2014 Library Computer Services (LCS) expanded the network capabilities in the Witwatersrand Health Sciences Library (WHSL) with two 48 port switches as well as the Education Library with one new 48 port switch. In support of students with challenges, new disability units (computer, large screen, earphones and disability software) were rolled out to WHSL and the Engineering Library. Colour printing facilities were installed in Wartenweiler, William Cullen, Engineering, Architecture and Education Libraries. The multimedia centre was provided with twenty new headphones as well as a new Blue Ray player to assist with playing multi-zone DVD and Blue Ray discs.

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 an overall 4.2 percent increase in the number of physical “walk-ins” into the libraries (from 2,475,529 in 2013 to 2,581,717 in 2014). The increases took place at Wartenweiler (23, 67 percent), Commerce Library (20,72 percent), Reading Room (Main)

(12,51 percent), WHSL (6.98 percent), Engineering Library (6.25 percent), Education Library (5.41 percent) and Library of Management (2.01 percent). At Architecture, BioPhy, GeoMaths, Law, and William Cullen Libraries, the number of physical “walk-ins” decreased.

There was a decrease of 10, 7 percent in the number of items checked out, from 375,405 items in 2013 to 339,011 items in 2014. Increases in the number of items checked out were at only the Commerce (1.9 percent) and Education (3.68 percent) Libraries. The decreases were mainly at BioPhy (26.56 percent), Architecture (18.50 percent) and GeoMaths (16.15 percent), and Wartenweiler (10.38 percent) Libraries. The use of the e-Wits mobile service (AirPac) continued to increase. There were 15,708 visits to the mobile site compared to 10,640 in 2013, with page views increasing from 45,252 in 2013 to 69,979 in 2014. Overall, the page views on e-Wits mobile increased by 55 percent while those on the traditional e-Wits web catalogue decreased by 4.49 percent.

Information resources budget

The 2014 Information Resources budget allocation was R63, 484,468.00, an increase of 17.6 percent from the R53, 995,655.00 allocated in 2013. This increase was sufficient to cover only recurrent expenditure, excluding new book purchases. Therefore, there were no additions to the collection of journals and databases during the year.

In addition to the R63, 484, 468.00 information resources budget the Library secured R2, 245, 939.54 to pay for outstanding 2013 invoices for periodicals (R92, 530.40) and books (R2, 153, 409.14) and also raised R1.5 million for the acquisition of new books.

New books and other information resources

Books ordered in 2014

The Library placed 1, 871 book orders (1, 777 print and 94 eBooks) compared to 8, 647 ordered in 2013. At the end of 2014, the total Wits Library holding (bibliographic) was 583, 431. The cumulative total number of book volumes was 1, 206, 144 compared to 1,199,517 in 2013. Included in this total were 1,068 titles of Africana and 1,888 titles of education books retrospectively catalogued and added to the Millennium Library system and 1,212 current theses catalogued and added to WIREDSpace. At the Education Library, reference books bearing Dewey shelf numbers were reclassified into the Library of Congress scheme.

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	25882	72184	83978	107918	100981	63920	28151	16854	13390	10236	19718	40219	583431

A total of 1,747 materials, comprising 762 books and 985 theses, were repaired and bound.

Non-book materials acquired in 2014

Historical Papers continued to acquire collections that support the University's teaching, learning and research mission and programmes. Approximately 50 linear metres of material was processed. In addition, there was a backlog of 50 unprocessed collections. The backlog was caused by increased digitisation activities and responsibilities; the need to expand existing finding aids for digitisation purposes; and the increased number of researchers who needed assistance and service.

Donations

The Library received a total of 1,304 book donations from various donors. The major donors were: Consulate General of India 43, Austrian Embassy 20, and Macgregor 12.

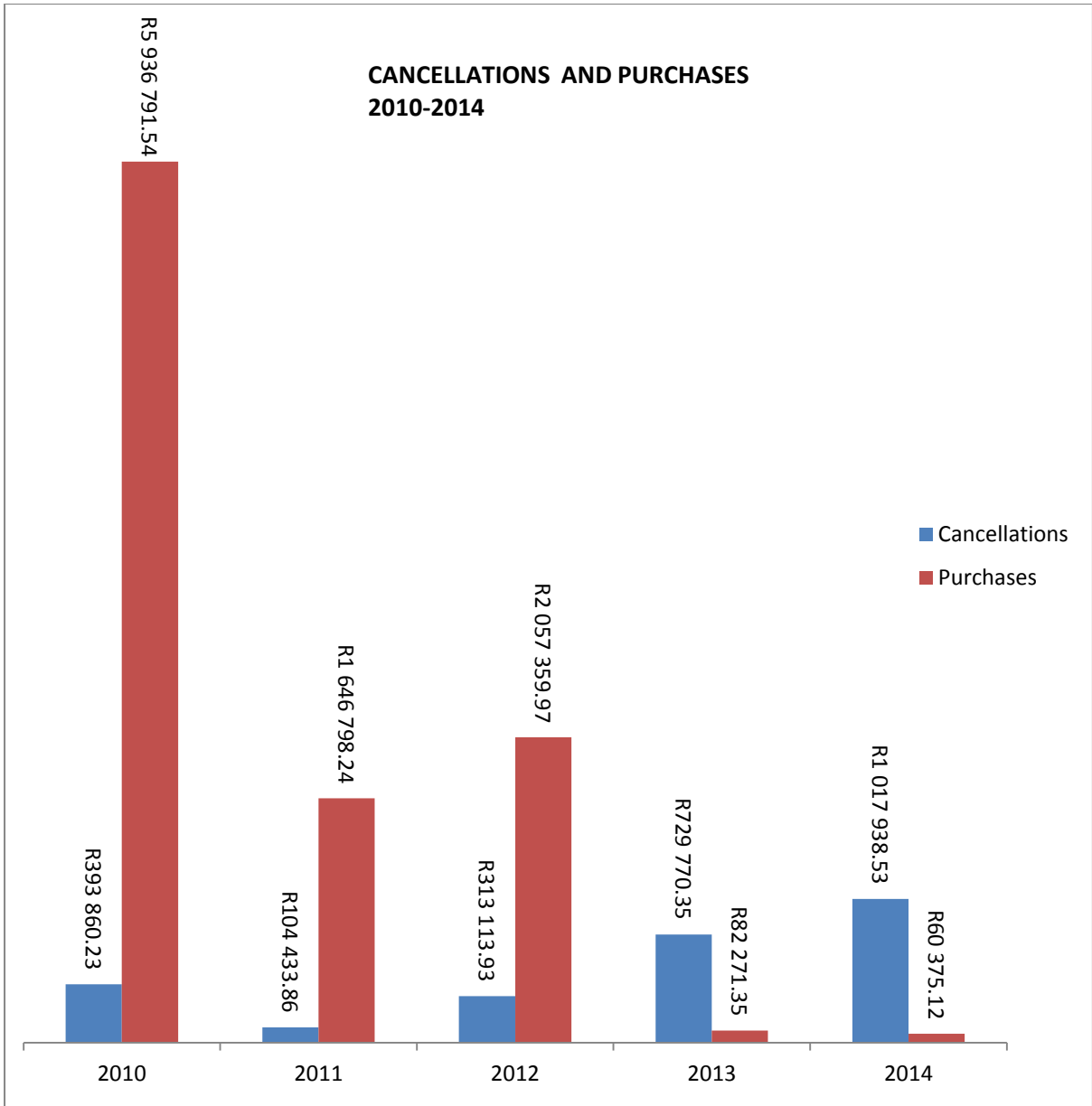
Serials and e-resources

The introduction of VAT and the unfavorable exchange rate affected library acquisitions. Only six journal titles were purchased. These were: *Applicationes mathematicae*; *Bulletin of the Polish Academy of Sciences*; *Frontiers in ecology and the environment*; *Historical materialism*; *International journal of entrepreneurship and innovation*; and *Proceedings of the National Academy of Sciences of the United States of America*. 133 journal titles and seven databases were cancelled in 2014. The cancelled databases were *BIOSIS Previews* (2010 – present), *Research Starters Business*, *South African Industrial Relations Directory (SAIRD)*, *OnArchitecture*, *Law Pavilion*, *Oxford Dictionary of National biography* and *Ulrich's International Periodicals Directory*.

The cancellations with a total value of R2, 145, 691.20 were across all Faculties as follows:- Commerce, Law and Management (CLM) cancelled resources worth R364,131.23, Engineering and the Built Environment (EBE) cancellations were worth R60,760.30,

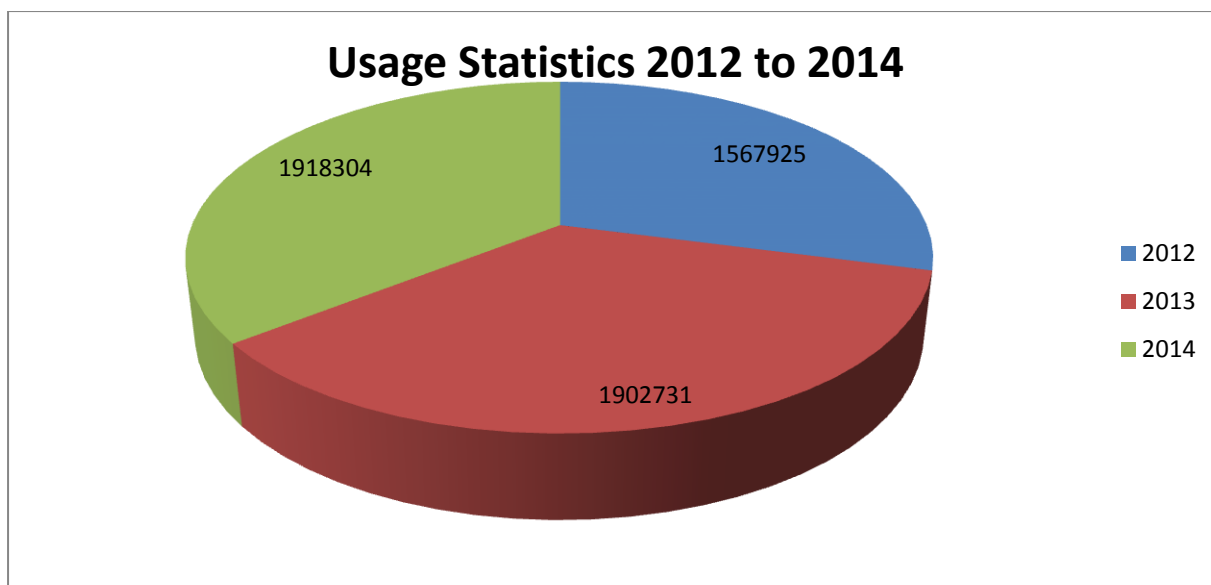
Humanities cancelled R83,777.42 worth of resources, Science cancellations were R354,507.56, Health Sciences cancellations amounted to R1,177,445.27, and multidisciplinary resources worth R105,069.42 were also cancelled. Overall, Library users had access to 150,012 print and electronic journal titles (147,722 electronic & 2,290 print). They also had access to a total of 234 on-line databases, 190 of which carried full text content (in 2013 the figures were 237 online databases of which 193 had full text content). The total number of electronic books available to users was 16,049 compared to 15,955 in 2013.

The graph below shows an increase in the cancellations and a decrease in purchases of journals and databases since 2013. All cancellations were done after consultations with the relevant academics. The Library was continuously focusing on optimising the usage of available budgets and working closely with Faculties to ensure that users had access to resources required to meet changing teaching, learning and research needs. Additional funding would be welcome to sustain access to high quality scholarly resources.



The trend towards increased usage of e-resources continued during the year. The graph below shows usage¹ across some of the popular databases.

¹ This refers to full text down loads mainly and for those databases which do not have full text, the total number of searches is captured.



Services

Research support

Various research output reports were compiled on request for NRF rating, promotions, appointments, and review purposes. Research support services provided by the Library also included the regular updates of LibGuides and information literacy. In support of the research initiatives of the University a Research Support LibGuide was published and was well used, with 11,314 views from the time when it was launched in May to the end of December 2014. In addition, InCites reports were generated for the Faculty of Humanities, School of Education, School of Literature, Language and Media Studies, School of Mining, School of Accountancy, and School of Governance. The Manager: Library Research Support Services assisted the Research Office in identifying sixteen 2013 publications which had not been captured on the Research and Information Management Programme (RIMS).

In the area of research data services, the Data Services Librarian managed to complete the online course “Data Management for clinical data” with hands on sessions using the Research Electronic Data Capture (REDCap) software, Faculty of Health Sciences. With respect to user education, 189 postgraduates attended a range of workshops covering such topics as data management interviews; data life cycle and departmental preferences; data literacy: assessing computer-assisted qualitative data analysis software; ATLAS.ti; and data management with software.

Scholarly communications and copyright services

Students and academics continued to seek advice on publishing agreements, predatory publishers, plagiarism, copyright and referencing. The Wits School of Literature, Language and Media Studies set up an Open Access journal called ITCH, which showcased the creative work of emerging and established South African writers and artists. A record of this publication was added to e-Wits catalogue. Also of interest, the British Library released an Open Access database *Forward to Freedom: the history of the British Anti-Apartheid movement 1959-1994*. This was made accessible from the Library web page.

DALRO's copyright blanket licence fee went up from R 2,348,201.00 in 2013 to R2,648,601.90 in 2014. As at 5 December 2014, a total of 1,230 applications for copyright clearance and nine applications for transactional licences on short courses were submitted to DALRO. The number of applications has decreased since 2013, due to many academics referring students to e-resources rather than using course packs. Some lecturers at the Wits Business School provided a textbook instead of a course pack.

A total of 52 talks were given to 567 postgraduates, 2,017 undergraduates, and 95 staff on copyright, plagiarism, author's rights, open access/open educational resources, referencing, and library resources. 14 hands on training sessions on the online copyright system were given to 17 staff members, 16 users were assisted with using the Turnitin software, and 2,820 brochures on copyright were distributed.

Library research workshops for postgraduates, 2014

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 Zotero bibliographic reference management tools and research data management. The total number of attendances at all postgraduate library research support workshops was 2,412.

Information literacy

The Library continued to place emphasis on increasing integration of information literacy into the academic programme. In 2014, the Library collaborated with the School of Literature, Language and Media Studies (SLLM) and the School of Electrical and Information Engineering (SEIE) in offering a pilot compulsory information literacy programme for first year students comprising lectures and an online tutorial and test accessible on Wits-e. Over 691 SLLM students and 156 SEIE students were trained, including going through the online tutorial and taking the test. The pilot courses were evaluated and the survey results showed that: the courses were well received by the students; the courses contributed to students' preparation and presentation of research assignments; the skills acquired and the quality of the online and face to face versions of the course were generally satisfactory; and Wits-e downtime and locating the course on SAKAI were challenges. The pilots would continue in 2015.

Other 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. There were 6,592 Library orientation attendances compared to 4,235 in 2013, in all library sections. 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.

At WHSL, the number of attendances in face-to-face training sessions declined to 6,597 from 7,122 in 2013 (a decrease of 7.4 percent). However, use of WHSL's LibGuides increased from a total of 139,830 hits in 2013 to 151,857 in 2014 (an increase of 8.6 percent), implying that WHSL's users were perhaps satisfied with accessing online help whenever required as this was available 24/7 rather than attend a face to face training session. The Department of Anesthesiology occupied the Cyber-Library Space area for 18 weeks for their Research Methodology block. The Cyber Classroom was used for the Johanna Briggs Institute (JBI) systematic review training and for B. Pharmacy Honours training by the Department of Pharmacy and Pharmacology. WHSL continued to teach, facilitate and examine GEMP 1 and 2 students in evidence based information retrieval skills.

LibGuides/Subject Portals

LibGuides (subject guides) were migrated to the new LibGuides version 2 platform in 2014. The 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. 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/>. 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 number of LibGuides developed and made available to users rose from 272 in 2013 to 295 in 2014. The total number of LibGuides page views across all Faculties increased from 323,808 in 2013 to 390,929 in 2014. Across the Wits Library system, there was marked growth in the use of the e-Wits mobile service.

Inter Library Loans (ILL)

There was a decrease of 5.16 percent in the number of items supplied to Wits users from international libraries. An increase of 10.9 percent in the number of items supplied to other libraries outside the country was experienced. Regarding local inter-lending, there was an increase of 9,8 percent in the requests processed and items delivered to Wits staff and students across all Faculties and a decrease of 13,8 percent in the number of items supplied to other libraries in the country. The decrease could be attributed to improved access to electronic resources. At WHSL however, 625 items were supplied to other libraries in 2014 compared to only 112 which were borrowed on behalf of Wits University users attesting to the fact that WHSL has a balanced print and online collection to meet the needs of its users and can be regarded as a net-lender with regard to health information resources.

Current awareness services

At the Wartenweiler Library, book displays for National Library Week and World Social Work day were mounted between 17 and 22 March 2014. The Department of Social Work requested a repeat of the later display on an annual basis, as it received positive feedback from their students. In the Commerce Library a display was mounted for Orientation week, a total of 42 books were borrowed from it. Included were books on research, writing skills,

study and thinking skills, career choice, leadership, change management, personal development and ethics as well as current works in the fields of economics, accounting and related topics. In the Engineering Library a display was set up to reflect the theme: *Celebrating libraries in 20 years of democracy; check in @ your library*, during March. Books on the subject of Higher Education and Learning Communities were displayed. William Cullen Library opened the first term with a display of facsimiles of medieval books and later hosted a display in support of Africa day on the 25th May, on 5th August a display of 49 books, relating to World War 1, was mounted to commemorate the outbreak of that war 100 years ago as well as a display highlighting the Government Publications section focusing on a different section each week of August. At the Education Library, three displays were mounted: cookery books; Africa Day; and Nadine Gordimer.

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 2014 compared to 2013. The number of Wits Library Facebook followers increased from 1,275 in 2013 to 1,722 in 2014.

Access services

In its continuing efforts to improve the user experience and in response to numerous requests, the GeoMaths Library started opening its doors at 7:00 a.m. in February 2014. The number of walk-ins to Wartenweiler Library Knowledge Commons 1 (KC1) was 45,074 (compared to 28,000 in 2013) and to KC2 it was 23,066 (compared to 18,805 in 2013) giving an overall total of 68,140 an increase of 46 percent from the total of 46,805 in 2013.

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. In the last four years, the membership of the corporate user scheme declined from 250 to 50 paid up members in 2014 due to the fact that members may not access electronic resources off campus; fairly comparable information resources are freely accessible through Google; and EBSCO and Emerald are now available to the big corporations, such as Standard

Bank and Anglo American Corporation. During the course of 2014, 307 research enquiries were handled, and 118 interlibrary loan requests were placed on behalf of the corporate members. A monthly newsletter was delivered electronically to the members as a way of keeping in touch – it highlighted topical issues and details of useful new books, some of which were in stock and available for loan. The Corporate User Scheme Librarian, Jennifer Croll was honoured by the Organisation of South African Law Libraries (OSALL) as being the best external resource available to Law Librarians in Johannesburg.

The total number of newly registered researchers (local and international) in 2014 was 230. Of those 50 were from outside of South Africa, coming from countries such as the USA, Canada, Australia, Japan, the United Kingdom, Ireland, the Netherlands, Germany, France, Sweden, Switzerland, Finland, Namibia, Botswana and Swaziland. In addition to academics and students a number of individuals, companies, publishers and NGOs used the resources in Historical Papers for the purpose of writing articles, scripts and books, for private research, 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: Space for the keeping of architectural drawings and facilities remained restricted. Plans, ideas and suggestions for the development of a compact storage facility and modern workspaces in the library were submitted to the School of Architecture and Planning for incorporation in the greater John Moffat Building refurbishment project planned for 2015.

Commerce Library: In recent years users requested space for group work, individual-private-study-rooms, and more space for studying. Discussion rooms were officially opened in August and were well received; registering 1,642 users from the time they were opened to the end of term in November 2014. The recurrent roof leaks continued to be a cause for concern and the Library continued to work with the Property and Infrastructure Management Division to secure a permanent solution.

Education Library: The usage of the post-graduate reading room improved during the year. Occupancy rose to 414 students compared to 266 in 2013. The room was often filled to capacity, largely due to three personal computers made available to the students.

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: Signage with clearing times was installed for the library's 24 hour book drop-off box.

Law Library: The fluorescent globes were replaced. The carpet on the ground floor was cleaned. An ICAM reader and wireless connectivity were installed in the Postgraduate Reading Room.

Library of Management: A new carpet around the circulation desk, foyer and offices, kitchen unit, and blinds were fitted. Discussions on possible Library renovations were included in Management Campus infrastructure meetings. It was anticipated these would be followed up in 2015.

Wartenweiler Library: The Wartenweiler Library first floor summer temperatures continued to be uncomfortable for students. A general clean-up of the building exterior, mainly foliage on overhangs, landing areas and on balconies took place in 2015.

WHSL: The multipurpose teaching and learning spaces proved to be popular with students both for individual study and group study/teaching sessions. The modernization of the Circulation Desk area could not be completed due to insufficient funding. This would be prioritized in 2015.

William Cullen Library: The William Cullen Library is in an old building and continued to present structural and safety challenges. The roof beams continued to give false alarms. Following a Campus Control investigation, the trees triggering the alarm were trimmed away from the beams. Continued false alarms were attributed to birds. The first basement experienced a recurrent power outage over a period of two weeks. On the one day, power had

to be switched off for almost the whole day for safety reasons. The causes were that the distribution box on the first basement was overloaded; there were too many connections, power plugs and lights, onto just two of the wires; the cabling and wiring was very old and had not been upgraded for many years. In a separate incident, a book hoist on the first basement of the building caught fire and necessitated an emergency evacuation. Evidence pointed to an electrical fault in the book hoist. The motor was burnt during the university's generator testing conducted on the same day. No injuries were reported. The lift motor was repaired and replaced.

In ongoing efforts to improve shelving space on the ground floor, the lockable doors on the east side of the floor which were being used to house banned books during the era of apartheid censorship, were unhinged and the old librarian's office was dismantled. This meant more shelving space was available to accommodate the growing collection. The reference collection was interfiled and housed on the south-eastern wall of the ground floor.

The whole building was thoroughly cleaned and vacuumed at the end of 2014. All the carpets and parquet flooring on all floors were cleaned. Renovations and refurbishments to the first basement started on the 11th August and were completed on the 30th September 2014.

4. Sustaining and developing an innovative and engaged Library team

Staff Training and Development

The Library took advantage of various training and development opportunities in order to ensure that staff skills and knowledge were up-to-date. The key programmes that library staff attended were: Employee relations training in February; Job evaluation and grading in March, The Research Evaluation & Performance Measurement Conference 2014 (REPM 2014) held in Cape Town, May 2014; the South African Digitization Initiative (SADI) workshop, *Building Institutional Skills Through Collaboration & the Development of a National Digital Aggregator* held at the NRF, December 2014; Consortium for Advanced Research Training in Africa (CARTA) workshop held in Kampala, Uganda, July 2014; degree of Master of Information Technology (MIT) at the University of Pretoria ; and Open Researcher and Contributor ID (ORCID) workshop, June 2014.

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 1-8 July 2014 and covered a range of topics that included: LCS help desk; cyber threats and security; research evaluation and performance measurement; improving research productivity; publishing process and digital publishing; “Catalogue to Metadata, can librarians do the switch?”; and the Pay for Print system.

The Library Summer Workshops were held on 1 – 11 December 2014 and covered such topics as: research support; LCS helpdesk; role of Wits Architectural records and archives; solutions for awkward library material; Pay for Print system; email and security; initiating fair discipline; the Master of Information Technology (MIT) degree programme; and digitisation.

In addition to the Library Winter and Summer Workshops, other training programmes were organized to sharpen staff skills and knowledge and included: students at risk, Zotero, SAKAI, bibliometrics, and report writing.

A survey was carried out to identify training needs. The areas identified included: bibliographic management tools (End Note, Zotero); data management; digitization; emerging technologies; human resources policies and procedures; and research support (Incites, Scopus, and Google Citations). Training programmes to meet these needs would be organised in 2015.

In-Library database training

During the year, different vendors updated staff on how to use such databases and tools as EBSCOhost, Incites, ProQuest, Cengage Learning, Business Insight, and ScienceDirect. Overall, there were 161 attendances at all training programmes. Of these, 111 were professional and 50 were support staff.

Professional activity: external workshops and conferences 2014

Through its 2014 conference budget allocation of R39,013.00 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 on *Copyright, plagiarism, authors' rights and referencing* at an Open Access Symposium, University of the Free State, 23 October 2014.
2. Denise Nicholson gave a presentation, *The elephant in the room: is it copyright or something else?* at DALRO's Executive Board's Strategy Planning Meeting, 9 August 2014.
3. Denise Nicholson gave a presentation, *The issue of copyright in an open access environment*, Durban University of Technology Hotel School Campus, Durban, 21 October 2014.
4. Gabriele Mohale presented on *Applications for racial re-classification after the 1950 Population Registrations Act: reflections on the archival trace*, at the 4th Apartheid Archive Conference: Race, Space, Location, Dislocation, University of Pretoria, 21-23 May 2014.
5. KhulisuJobe Sithole presented a paper, *Experiences and advice to new systems administrators*, at the **Innovative Users Group Southern Africa (IUGSA)** Meeting, Vaal University of Technology, Vanderbijlpark, 20th November 2014.
6. Maryna van den Heever presented a paper, *Research evaluation and performance measurement : a case study of the University of the Witwatersrand*, at the The Research Evaluation & Performance Measurement Conference 2014 (REPM 2014) held in Cape Town, 5-7 May 2014
7. Michele Pickover attended the Universal Access and Preservation Section, Knowledge Societies Division, Communication and Information Sector of UNESCO Expert meeting, Warsaw, 26-27 June 2014
8. Michele Pickover presented a paper *Patrimony, Power and Politics: Selecting, Constructing and Preserving Digital Heritage Content in South Africa and Africa* at the UNESCO Open Session at the IFLA Congress, Lyon, August 2014
9. Michelle Pickover attended a workshop on digital culture and the humanities at the University of Michigan in Ann Arbor, November 2014
10. Paiki Muswazi gave a presentation *Library services: role in social change, community development and democracy* at the Library and Information Association of South Africa (LIASA) Gauteng South Branch Seminar, 15 May 2014
11. Peter Duncan presented a paper *History of indexing* at the Association of Southern African Indexers and Bibliographers (ASAIB) Conference, May 2014.

12. Surendra Jugdav gave a presentation *SAKAI and information literacy at the Wartenweiler Library*, at the CLTD eLearning Conference 15 October 2014.
13. Suzanne Saunders participated in six National Library of South Africa Resource Description and Access (RDA) standard for descriptive cataloguing workshops.
14. Suzanne Saunders presented a paper, *Preparing Sierra or Millennium for RDA formal cataloguing*, IUGSA conference, November 2014
15. Suzanne Saunders and the SEALS Trust System Administrator presented a paper *Data maintenance an clean-up*, IUGSA conference, November 2014.

Library staff publications

In addition to conference papers, there was one staff publication:

Zofia Sulej. *Access to archives in South Africa in the first twenty years of democracy: is there transformation or deformation?* ESARBICA Journal, Vol. 33, Issue 9, 2014.

Human Resources Developments

Restructuring of jobs

The updates to job descriptions to reflect ongoing changes and complexity in duties and responsibilities resulted in the re-grading of the following jobs:

Previous Position/Job Title	Revised Position/Job Title
Librarian (Commerce Library)	Senior Librarian (Commerce Library)
Subscriptions Librarian	Senior Subscriptions Librarian
Acquisitions Librarian	Senior Acquisitions Librarian
Librarian: Education and Training	Senior Librarian: Education and Training
Administrative Assistant	Senior Administrative Assistant
Clerical Assistant	Senior Library Assistant

Staff Movements

One staff member absconded and one was dismissed.

Appointments

Among the key appointments made in 2014 were:

Name	Post	Library/Department
Gosiame Letlape	Digital Technician	Historical Papers
Gugu Sibisi	Senior Library Assistant	Information Resources
Maggie Lediga	Senior Librarian	Law
Mphonyane Taulela	Assistant Digital Archivist	Historical Papers
Stanford Ramaala	Library Assistant	Law
Xoliswa Xanko	Principal Librarian	Commerce, Law and Management

Staff Recognition

A staff achievement and recognition (STAR) program was implemented to recognise Library staff who had significantly contributed to the University. 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. Godfrey Machaba and Alison Chisholm were each awarded the Rock Solid Award. Simon Lesejane and Denise Nicholson were each awarded the STAR Achiever Award for the year 2014. The Library Employee of the Year was Joyce Letsapa, Senior Library Assistant in the Information Resources Department. Joyce received the award in recognition of her consistent and meticulous work, which helped the Library uncover discrepancies in payments. The award was well deserved. Molefi Lebelo and Cynthia Warren were both recipients of the peer to peer award.

The Library also recognized 12 staff members who had served the user community for many years. In particular, gratitude was expressed to Peter Duncan (Africana and Special Collections, William Cullen Library) who had served 35 years and Chay Ford (Witwatersrand Health Sciences Library) who served a magnificent 40 years unbroken service to the University. The longevity and service record to the institution and the library in particular was commended.

Transfers, resignations, retirements and rationalizations

There were five resignations during 2014. The retirees for 2014 were: Dr Glenda Myers (Witwatersrand Health Sciences Library); Patricia Warner (early retirement; Witwatersrand Health Sciences Library); Liliana Battaglia (Witwatersrand Health Sciences Library) and Cyprian Kunene (Witwatersrand Health Sciences Library).

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:

Professional affiliations

Library staff continued to serve in different capacities as members of professional bodies.

During the year, the key affiliations were:

Name	University Post	External Committee	Position Held in External Committee
Biziwe Tembe	Librarian: GeoMaths (up to June 2014)	Library and Information Association of South Africa (LIASA), Gauteng South Branch, Research, Education and Training Interest Group (RETIG).	Convener
Denise Nicholson	Scholarly Communications Librarian	IFLA Committee on Copyright and Other Legal Matters (CLM), 2013 to 2017.	Committee Member
Denise Nicholson	Scholarly Communications Librarian	Ministry of Arts and Culture's Legal Deposit Committee, July 2013 –June 2016	Advisory Committee Member
Devind Peter	Deputy Health Sciences Librarian	Southern African Online User Group (SAOUG).	Executive Committee Member
Janet Zambri	Manager: Library Client Services	South African Bureau of Standards Committee	Expert Committee Member
Jo-Anne King	e-Resources Librarian	South African National Library and Information Consortium (SANLiC) e-	Member

		Resources Advisory Group (SEA)	
Michele Pickover	Historical Papers Curator	South African Digitisation Initiative (SADI)	Chairperson of the SADI Gauteng Working Group
Nomasonto Mahlangu	Librarian, Wartenweiler Circulation Desk	LIASA	Executive Committee Member & Convener of the Support Services Interest Group (SSIG)
Peter Duncan	Africana and Special Collections Librarian	Association of Southern African Indexers and Bibliographers (ASAIB)	Committee Member
Phindile Bekwa	Assistant Librarian: Teaching and Learning	LIASA Gauteng South Branch	Chair
Suzette Jansen van Rensburg	Inter-Library Loans Librarian	Treasurer	LIASA ILL Interest Group
Suzette Jansen van Rensburg	Inter-Library Loans Librarian	SABINET	Sabinet Library Products Advisory Board

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 64 letters of introduction to other South African university libraries were issued compared to 101 in 2013. Under the agreement, the Library also hosted 64 users from other South African universities compared to 127 in 2013. In addition, the Library hosted 35 private researchers compared to 8 in 2013.

Wits Student Equity – Targeting Talent Program 2014

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 13th July 2014, 1,048 Grade 10, 11 and 12 learners attended the Library programme. Of these, 288 were Grade 12 learners who were in their third and final year of TTP and looking forward to university enrolment in 2015. 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; technologies; finding tools; information sources, mainly books, journals and databases; how to find information; evaluating information; and acknowledging sources used.

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:

- “Thank you for locating this article for me. I highly appreciate it.”
- ”Thank you so much for sourcing and sending this article to me. Your effort in this regard is most appreciated”.
- “Ah thank you! I hope it didn’t take you too much time. I so appreciate you and your team. PhD’s would be impossible without you.
- “I had a look at your URL (<http://libguides.wits.ac.za/profile/copyright>) and was astounded by the amount of work going into those guides.”

The Library would like to express appreciation to members of the Senate Library Committee for their interest in the Library and for their contribution to 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 2014 and their continued contribution to the Library’s high levels of innovative services.