UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

Library Annual Report for 2015

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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 (https://www.wits.ac.za/media/wits-university/footer/about-wits/governance/documents/Wits Vision 2022 Strategic Framework.pdf). In support of the research, teaching & learning priorities of the University, the Library acquired and implemented access to information resources, facilities, services and tools, including:

- Comprehensive and coherent provision of information resources, technologies, systems and services

- Providing innovative, purpose-designed and attractive physical facilities

- Sustaining and developing an innovative and engaged Library team

- Ongoing enhancement of stakeholder relations

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 11,400 items in 2014 to 11,942 items in 2015. According to the Webometrics ranking system, it was ranked in the top 200 Institutional Repositories worldwide and 3rd in Africa. A complete list of digital collections was available at: https://www.wits.ac.za/library/digital-collections/. In 2015, the number of users of the digital collections went up to 136,653 and the page views increased to 583,036 compared to 132,787 users and 545,410 page views in 2014.

Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services
The Library managed to place 4,862 (4,554 print, DVD, CD and music scores and 308 ebooks) orders compared to the 1,871 books ordered in 2014. The total Wits Library holdings (bibliographic) were 591,843. The cumulative total of volumes held by the library as at 31 December 2015 was 1,220,125. At the end of 2015, users had access to a total of 226 on-line

databases, 183 of which carried full text content (in 2014 the figures were 234 online databases of which 190 had full text content). The number of LibGuides published and made available to users declined from 190 in 2014 to 179 in 2015. The decline was attributable to the withdrawal and deletion of some LibGuides in order to update, replace or restructure existing guides. In some cases, a guide set up for a specific class would be withdrawn at the end of the training because it was no longer relevant. However, the total number of LibGuides page views across all Faculties increased from 391,110 in 2014 to 459,740 in 2015. Across the Wits Library system, there was marked growth in the use of the e-Wits mobile service. Although the number of visits to the mobile site decreased from 15,708 in 2014 to 11,529 in 2015, the number of page views increased from 69,979 in 2014 to 96,508 in 2015.

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

Among the key initiatives was the refurbishment of the Witwatersrand Health Sciences Library (WHSL) foyer, reception and information desk area. This gave WHSL a brighter, more welcoming and inviting look. It made the foyer area more spacious and provided users with modern comfortable seating spaces for relaxation/study. Shelving was built within the area for the Special Collections bequeathed to WHSL by Professors Phillip Tobias, Raymond Dart and Asher Dubb.

In William Cullen Library, some 80 meters of obsolete RG59 cabling and over 20 meters of RG62 cables used for old mainframe computers were removed. A new cable tray was installed on the ground floor, covering the modern Africana reading room and parts of the government publications section. This helped to address the so-called 'spaghetti' in William Cullen Library.

Sustaining and developing an innovative and engaged Library team

A Library training needs analysis survey conducted in 2014 showed that the priority training needs were: human resources policies and procedures, research support, emerging technologies and digitization. These informed the 2015 staff development interventions, the highlights of which included:

- A supervisory development course attended by Ms M Seshibe (Architecture library) to assist her with her supervisory responsibilities

- Digitisation Centre staff received hands-on training on the PDF Spliter and uploading content into the AtoM content management system

- Ms Janet Zambri and Mr Devind Peter attended the 5th CARTA Faculty and Administrators research support Workshop in Nairobi, Kenya

- Four staff members attended a Resource Description and Access (RDA) Workshop in Pretoria

- Mr Eric Skosana and Mr Khulisa Sithole completed advanced SIMS training. Mr Khulisa Sithole, Mr Sipho Dache and Mr Lewatle Phaladi completed SharePoint training for the Intranet support

- Staff attended various Health, Safety and Environment courses, including Health and Safety Risk Assessment, First Aid, how to identify heath risk issues and manage crisis events within the library and the evacuation officers training.

Ms Denise Nicholson, Scholarly Communications Librarian, received the Vice-Chancellor's Academic Citizenship Individual Award on 15 December 2015 in acknowledgement of her work locally and internationally. The Library congratulated Ms Nicholson for this achievement.

1. Innovation and continuous improvement
Digitization initiatives

The Hilda and Rusty Bernstein Papers (late Communist Party and ANC activists) were digitised with funding made available by the Bernstein family, see: http://www.historicalpapers.wits.ac.za/?inventory/U/collections&c=A3299/I/9010. In addition and among others, the following collections were digitised during the year: Koevoet interviews; South African Archetectural Records 1923-1942; Sharpeville Commission of Enquiry; Reiner Leist - Chris Hani interview; and Anglican Church Jeppestown marriage registers. The total file size of the digitised content as at end December 2015 was 23 TBs. A complete list of digital collections was available at: https://www.wits.ac.za/library/digital-collections/. The Library implemented the Access to Memory (AtoM) content management system and repository allowing users to search across all digitized collections online. The income generated through digitisation for publications and exhibitions was R32, 200.00.

In 2015, there were 136,653 users of the institutional repository and 583,036 page views compared to 132,787 users and 545,410 page views in 2014. Figure 1 shows the increase in the

usage of the institutional repository (WireDspace) for the period 2012-2015. Most of the users were from South Africa, followed by the United States, United Kingdom, Kenya, India, Australia, Germany, Canada, Netherlands and China, in that order.
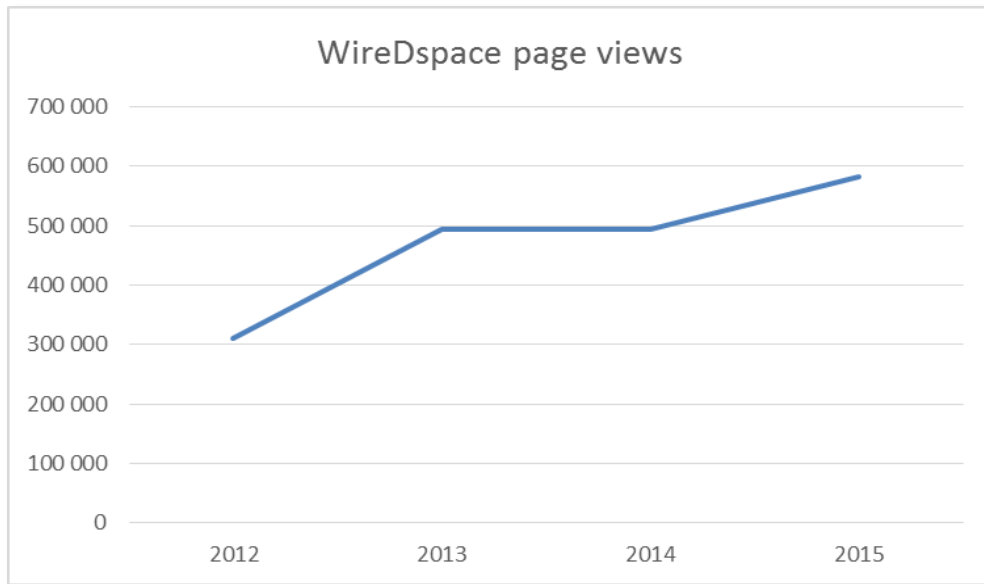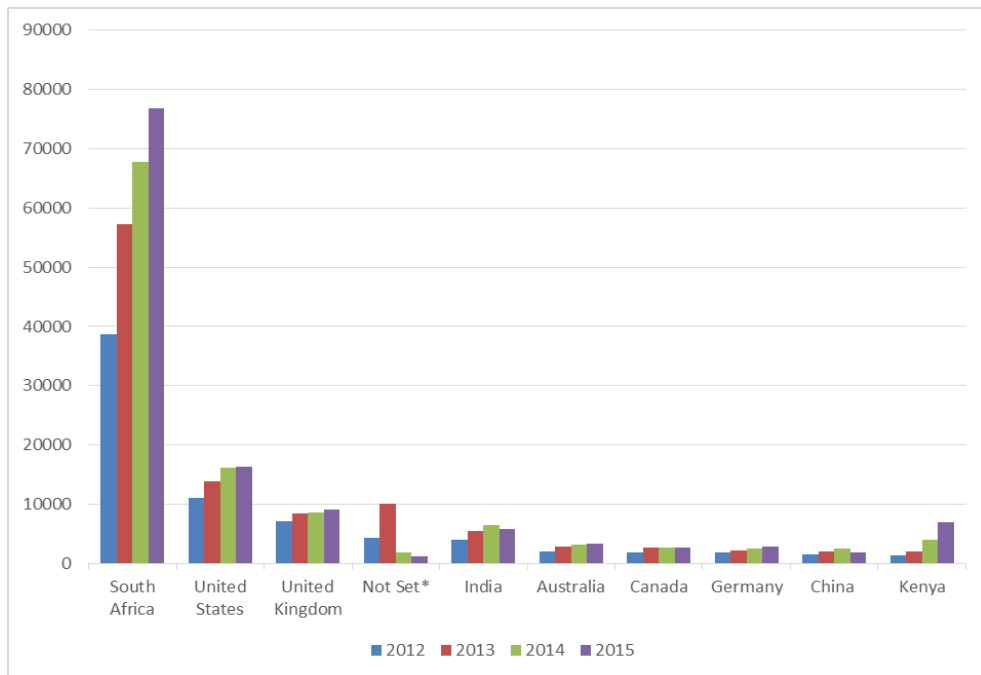
Figure 1 A: **WireDspace page views**

Figure 1 B: **WireDspace page views by country**

Not Set* - indicates users that did not want location information shared

With assistance from the University of Cape Town 500 year archive project, the South African Digitisation Initiative (SADI) and Wits Institute for Social and Economic Research (WISER) hosted an Omeka software workshop on 3 September 2015. Omeka is a free, open source content management system for online digital collections which allows users to publish and exhibit cultural heritage objects. The workshop was attended by 34 people, mainly archivists, historians, curators and librarians from Wits and elsewhere. The participants explored the concept of metadata and completed some hands-on exercises adding items to Omeka and finally creating an exhibit. The workshop provided participants with a working knowledge of the decisions and choices available to share and disseminate knowledge.

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.

Facilities for the disabled, computers, large screens, earphones and disability software were added to the Research Commons (William Cullen Library), Commerce, GeoMaths and Architecture libraries. As at December 2015, all libraries provided access to facilities for the disabled. In response to high demand and with financial assistance from the School of Law, a Zeta scanner and 46 student computers were installed in the Law Library. 44 computers that had reached "end of life" were replaced at staff work stations and service desks across all the Library branches. 90 older computers were refurbished and reinstalled in staff workrooms and service areas.

In the Research Commons, William Cullen Library, there was a decrease of 11.2 percent in the circulation of laptops in 2015 (1,131) compared to 2014 (1,274). This was attributed to more students bringing and preferring to work on their own laptops.

**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
There was an overall 1.1 percent decrease in the number of physical "walk-ins" into the libraries (from 2,581,717 in 2014 to 2,553,157 in 2015). Among other reasons, this could be

attributed to the #FeesMustFall student protests that began in mid-October 2015 and resulting in interruption of library services, among other activities. This seemed to have generally affected other services as is reflected in other indicators in this report. Figure 2 below shows the physical access pattern for the period 2012-2015 for all the branch libraries.

Figure 2: **Physical walk-ins**
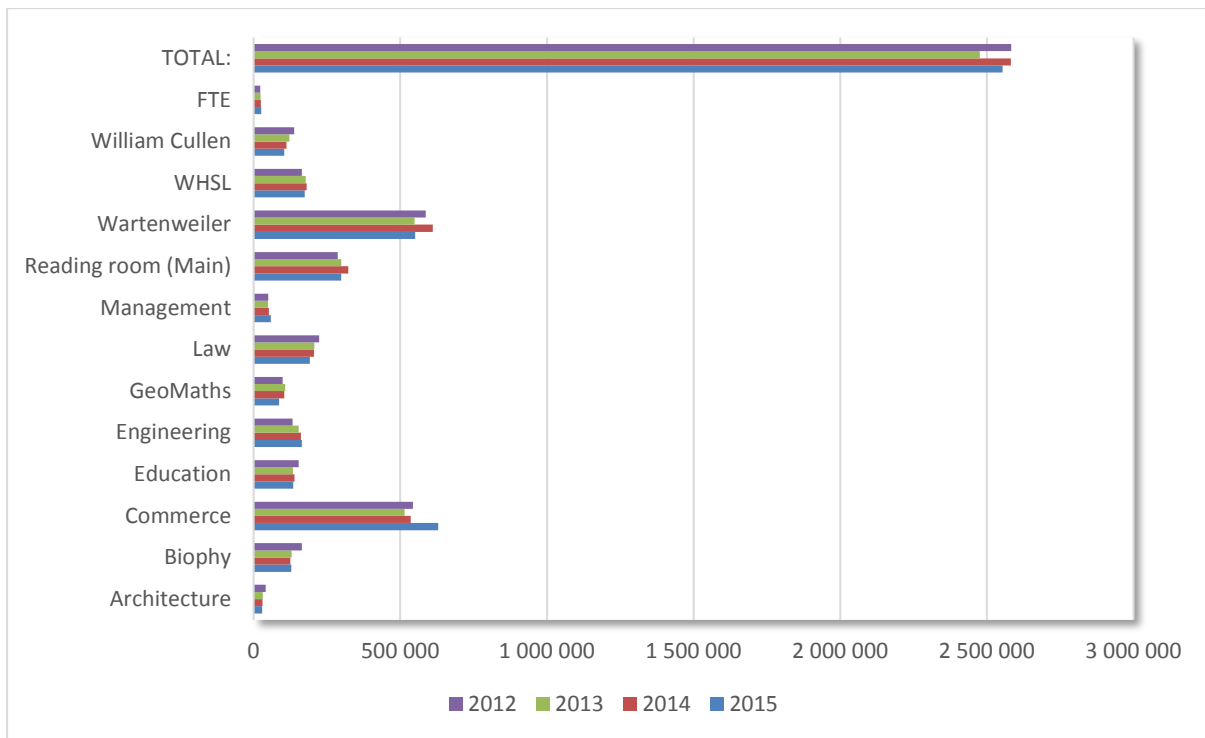
There was a decrease of 16 percent in the number of items checked out, from 339,011 items in 2014 to 284,697 items in 2015. Only the Library of Management experienced a slight increase (1 percent) in the number of items checked out. There was a marked decrease mainly at the Chris Hani Baragwanath Hospital satellite library (37 percent), Engineering (27 percent), Multimedia Library (41 percent), and Wartenweiler (20 percent) Libraries. Figure 3 below shows the trend for the period 2012-2015.

Figure 3: **Items borrowed from libraries**
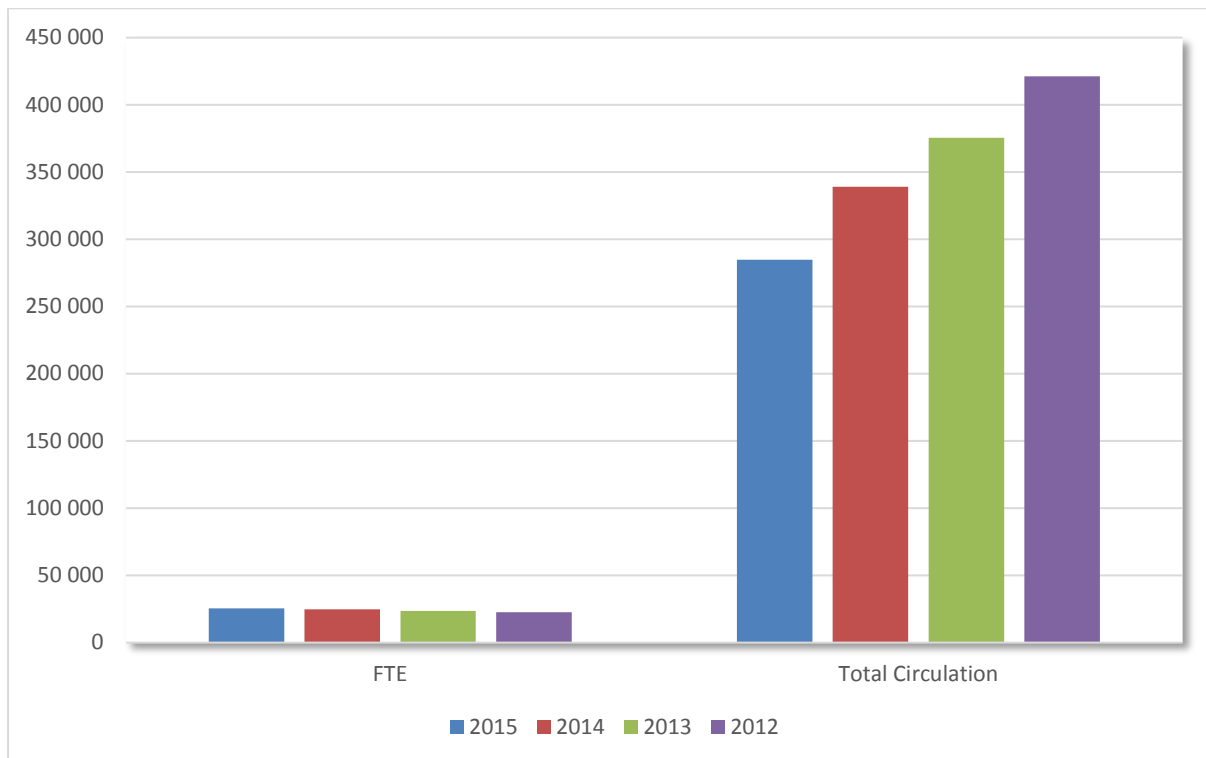
There was a marked drop of 67 percent in the number of visits to the library online public access catalogue (OPAC) from 526,374 in 2014 to 173,605 in 2015 while OPAC page views (i.e. the total number of pages viewed; repeated views of a single page are counted) dropped from 2,444,369 in 2014 to 2,315,061 in 2015. As for the use of the e-Wits mobile service (AirPac) the number of visits declined by 26.6 percent from15, 708 in 2014 to 11,529 in 2015 while the number of page views increased by 36.5 percent from 69,979 in 2014 to 96,508 in 2015.

Information resources

Books ordered in 2015

The Library placed 4,862 book orders (4,554 print and 308 eBooks) compared to 1, 871 ordered in 2014. 126 of the eBooks were on the commerce and management disciplines. The cumulative total for electronic books as at 31st December 2015 was 16,357 (7, 567 single titles and 8, 790 in packages). At the end of 2015, the total Wits Library holding (bibliographic) was 591,843. The cumulative total number of book volumes was 1, 220, 125 compared to 1, 206, 144 in 2014. Included in this total were 876 titles of Africana books retrospectively catalogued and added to the catalogue and 1,208 theses catalogued and added to the institutional repository

(WIReDSpace). Figure 4 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.

Figure 4: **Average age of the collection**

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	31901	73123	84024	107510	101098	64329	28237	16924	13457	10309	20008	43580	638080

A total of 1,728 materials, comprising 491 books and 1,237 theses, were repaired and bound.

Non-book materials acquired in 2015

Historical Papers continued to acquire collections that support the University's teaching, learning and research mission and programmes. Approximately 40 linear metres of material was processed. There was a backlog of 88 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 and an insufficient number of professional archivists.

Donations

The Library received a total of 1,180 book donations from various donors. The major donors were: Gerald Kraak 100, Professor John Knopfmacher 79, Nadine Gordimer 77 boxes of books and journals, Mary Rorich bequest of six CD boxes, Centre for Indian Studies in Africa 72 and Professor David Block 24.

Serials and e-resources

Users had access to 127,191 unique journal titles and 226 databases, 183 of which contained full texts of articles. A project was undertaken to ascertain which of the Library's print journals were available in subscribed databases. As a consequence, all of the titles which were available in databases without embargoes were cancelled. A total of 112 journal titles and eight databases valued at R2 769 267.89 were cancelled. The total number of print journal titles was 2 232.

The Library continued to optimise on the usage of available budgets and worked closely with Faculties to ensure that users had access to resources required to meet changing teaching, learning and research needs. A Library and School of Economic and Business Sciences committee started reviewing all Faculty of Commerce, Law and Management financial/statistical databases with the aim to share costs among all five schools where applicable and eliminate duplications. Service level agreements were signed with six major vendors, EBSCO, WWIS, Ambassador, Coutts Information Services, Dawson, and Erasmus.

The trend towards increased usage of e-resources continued during the year. Figure 5 shows usage[1] across some of the popular databases.

Figure 5: **Full-text downloads from databases**

Usage Statistics 2012 to 2015

2033164	1567931
1958411	1903140

■ 2012
■ 2013
■ 2014
■ 2015
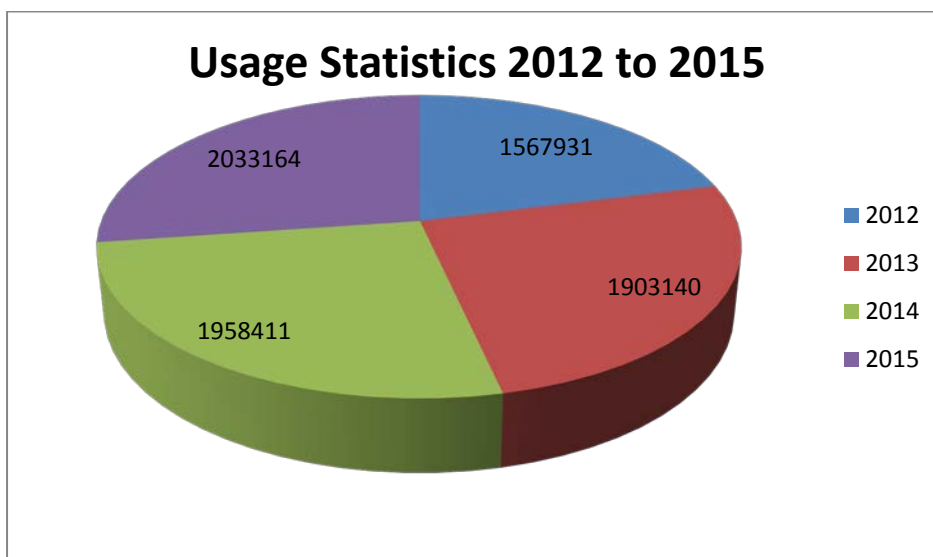
Services

Research support

The Library continued to use a variety of resources such as Web of Science, Scopus, Google Scholar, InCites, Journal Metrics, and Journal Citation Reports to assist the University

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[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.

community in research evaluation and performance measurement. The services provided ranged from the preparation of a research output report for the Faculty of Engineering and the Built Environment, the Faculty of Science, School of Governance, and the School of Economics and Business Sciences to the identification of research areas within the Faculty of Science, including large collaborations and journals with the highest number of Faculty of Science staff publications in 2014, and a list of publications for 2014 and 2015 for the School of Animal, Plant and Environmental Sciences.

Figure 6 is an overview of the bibliometrics support rendered during the course of 2015.

Figure 6: **Bibliometrics support**
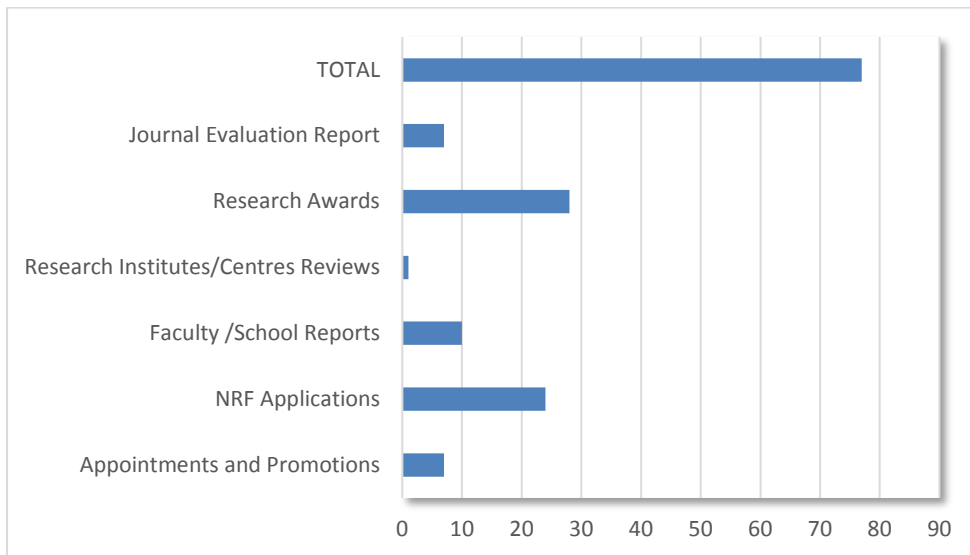
In related developments, the School of Education routinely helped researchers with the American Psychological Association (APA) referencing, literature reviews, finding an editor, finding a transcriber, thesis layout, and routinely showcasing the school's research publications; and, Emerald, Springer and Elsevier conducted "Guide to getting Published"/ Scientific Publishing/ "Publishing in International Journals" workshops for postgraduates/researchers and academics. Research data management support remained an area of further grow and development. Figure 7 shows the areas where researchers requested and received support while Figure 8 compares the training/consultation statistics from different categories of researchers.
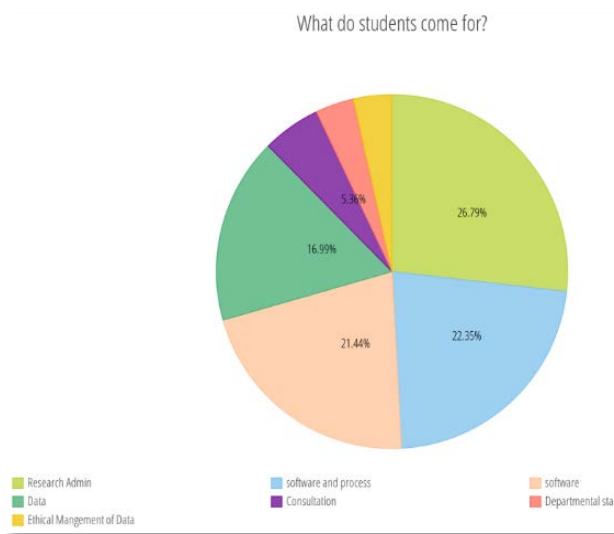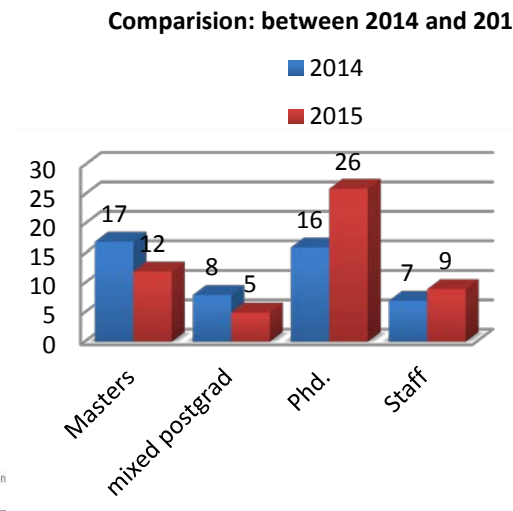
Figure 7: Research data support focus areas   **Figure 8: Research data management training attendances**

Figure 7: Research data support focus areas

Figure 8: Research data management training attendances

Scholarly communications and copyright services

The Library co-organised an Open Access Seminar on 2 October 2015 with the Research Office, eLearning and Centre for Learning and Teaching Development (CLTD). There were 90 attendees including those from other libraries, National Health Laboratory Service (NHLS), the Council for Scientific and Industrial Research (CSIR) and the Human Sciences Research Council (HSRC).

With increasing journal costs and limited budgets, the Library continued to scan the scholarly publishing landscape for beneficial open access developments. De Gruyter bought eight journal titles from Springer in the Central European Journals Series and turned these into Open Access titles. These titles were activated on the Wits e-journal portal. In September 2015 a new Open Access database called *Open Library of Humanities* was launched which contained seven Open Access journals. Authors were not charged article processing charges (APCs) and funding came from an international consortium of libraries. A record was created for this database on the Wits catalogue.

The copyright blanket licence fee for the Dramatic, Artistic and Literary Rights Organisation (DALRO) went up from R2,648,601.90 in 2014 to R2,860,490.05 in 2015. A total of 1,420 applications for copyright clearance and 39 applications for transactional licences on short

courses were submitted to DALRO, an increase from the 1,230 applications and nine transactional requests submitted in 2014.

A total of 46 talks were given to 744 postgraduates, 1,267 undergraduates, and 93 staff on copyright, plagiarism, author's rights, open access/open educational resources, referencing, and library resources. 11 hands on training sessions on the online copyright application system were given to 12 staff members, 90 users were assisted with using the Turnitin plagiarism detection software, and 1,100 brochures on copyright and 80 on open access were distributed.

Library research workshops for postgraduates, 2015

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 and 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 3,174 (an increase of 31 percent compared to 2014). This was attributed to the extensive marketing especially in the Faculties of Engineering and the Built Environment and Science and the fact that the Witwatersrand Health Sciences Library (WHSL) is embedded into the Health Sciences academic programme to a large degree.

Information literacy

The integration of information literacy into the academic programme remained a priority activity. The pilot compulsory information literacy programmes started in 2014 continued with a few more courses coming on board. In the Faculty of Humanities 696 first year students enrolled in English, South African Sign Language and Film, Visual, and Performing Arts (FVPA) courses attended the pilot course. In the Faculty of Commerce, Law and Management, the first year orientation programme was integrated into the first year commerce course, with the Library getting formal slots allocated at the beginning of the semester; attendance in 2015 was down on 2014 with 656 students attending as compared to 997 in 2014. The reason was that many of the students especially those enrolled in the Road to Success programme were involved with additional tutorials and tests. In the Faculty of Engineering and the Built

Environment, 185 students enrolled in the Electrical and Information Engineering (ELEN1004) and 109 students in Mining engineering (MINN3000) attended the compulsory course. The library would be expanding on these offerings in 2016.

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. 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 continued to educate and train students on the contents and usage of those LibGuides relevant to their learning and research.

The usage of LibGuides as indicated by the number of page views continued to increase. The total number of page views across all Faculties increased from 390,929 in 2014 to 459,740 in 2015. The increase was attributed to the popularity of the Research Support and Plagiarism LibGuides and the fact that the WHSL eResouces in Health Care and Zotero LibGuides were used as training platforms. In the compulsory information literacy pilot course for the Faculty of Engineering and the Built Environment, relevant LibGuides links were embedded in the Wits-e tutorial and course specific tabs were created on the LibGuides. Figure 9 shows the usage trend for the years 2012-2015.

Figure 9: **LibGuides usage, 2012-2015**

Inter Library Loans (ILL)

Since 2013, the Library had been using the Online Computer Library Center (OCLC) Article Exchange service which allows lending libraries to upload electronic articles, book chapters and other electronic format materials for pick-up by library users anywhere in the world. 224 international transactions in 2015 were handled through this service.

There was an increase of 23 percent in the number of items supplied to Wits users from international libraries. An increase of 20 percent in the number of items supplied to other libraries outside the country was experienced. Regarding local inter-lending, there was a decrease of -6 percent in the requests processed and items delivered to Wits staff and students across all Faculties and a decrease of -13 percent in the number of items supplied to other libraries in the country.

Awareness Raising and Exhibitions

As part of the celebrations marking National Library Week, 14-20 March 2015 with the theme *Connect @ Your Library*, WHSL organised an exhibition and ran drop-in demonstrations which gave users an insight to the old and new technologies as well as better methods of accessing resources and finding the information they required electronically. The Engineering Library partnered with the School of Civil Engineering in displaying a wooden model bridge and a collection of book titles on Bridge Engineering. Figure 10 is a copy of the photograph

posted on the library Facebook page on 13 March 2015 at: https://www.facebook.com/240440919301672/photos/a.241470625865368.70342.240440919 301672/956125914399832/?type=3&theater . As part of orientation for newly enrolled students, the Commerce Library partnered with the "Road to Success" programme to highlight the importance of learning sound library skills by mounting an exhibition, "Follow the Road to Success", showcasing books on learning, reading, writing and thinking skills as well as research skills and thesis/report writing.

Figure 10: **National Library Week: Engineering Library Exhibition**

LIBRARY WEEK: Connect and Building Bridges @ your Engineering Library. Visit us in the Chamber of Mines Building during Library Week 14-20 March.

The Library Facebook page < https://www.facebook.com/University-of-the-Witwatersrand-Library-240440919301672> continued to be an alternative channel for promoting library resources and services. Through this channel the library reached many more users in 2015 compared to 2014.The number of Wits Library Facebook followers increased from 1,722 in 2014 to 2,221 in 2015. Figure 11 shows the growth in Facebook interaction from the time the channel was launched in June 2011.

Figure 11: **Wits Library Facebook followers**
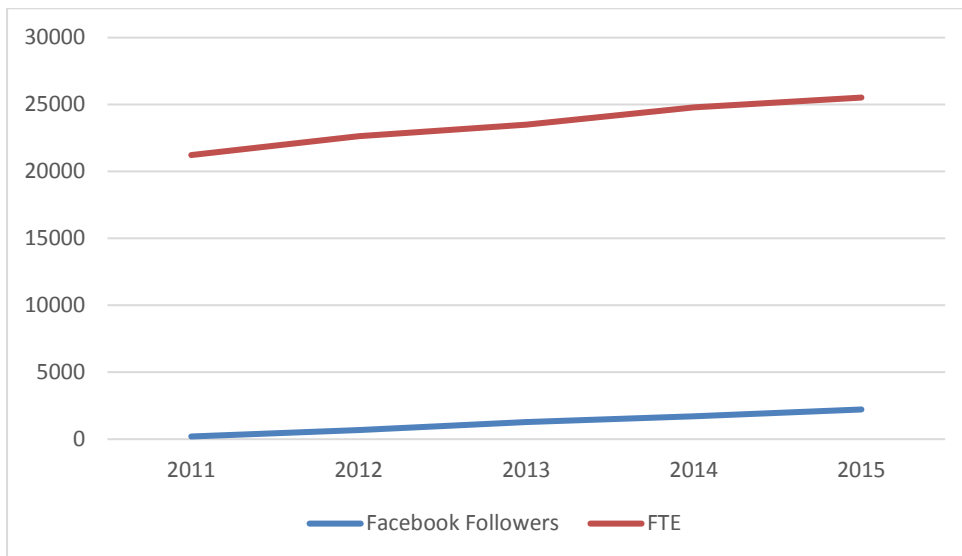
Access services

In the Commerce Library, the discussion rooms were extensively used by students. The total usage for 2015 was 6,984 with the highest use being in March, April, May, August and September. The rooms were opened in August 2014 and up to November that year, 1,642 users were recorded. In the William Cullen Library, a disability unit was installed in the Research Commons.

The number of walk-ins to Wartenweiler Library Knowledge Commons was 86,489 in 2015 compared to 68,140 in 2014, an increase of 21 percent. The walk-ins to the Research Commons increased from 3,578 in 2014 to 3,814 in 2015, an increase of six percent. The increases reaffirmed the continued need for discussion rooms and undergraduate and postgraduate computing facilities in the Libraries. Figure 12 shows the trend in usage of these facilities for the period 2012-2015.

Figure 12: **Knowledge and Research Commons usage**
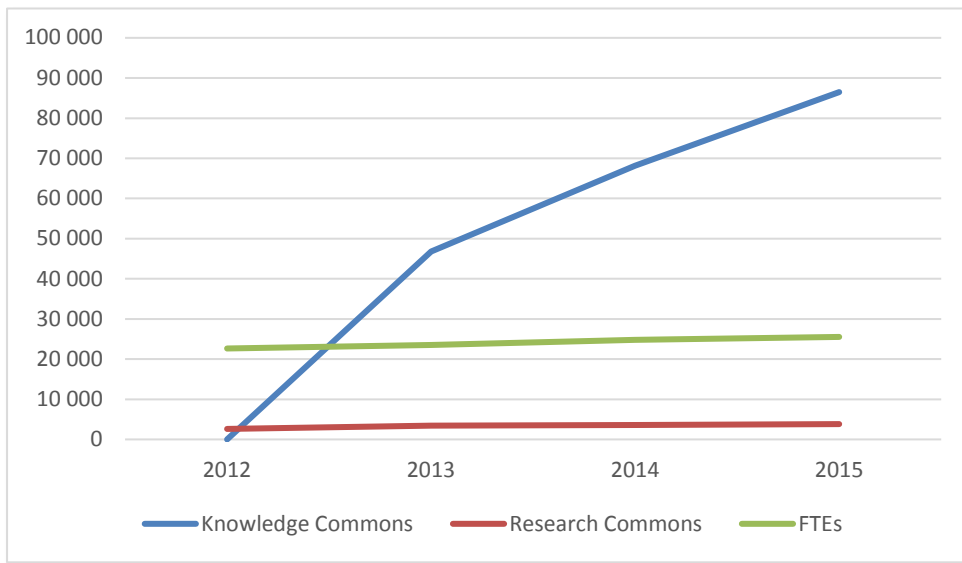
Corporate, alumni and individual membership services

Situated in the industrial and commercial hub of the country, the Library continued to attract users from all walks of life including corporations, alumni and private researchers. The Library responded to their needs through the corporate, alumni and individual membership schemes.

A total of 75 students and 14 staff members from universities across the country registered to use the Wits Library facilities. About 69 visiting scholars and researches attached to various schools and departments registered with the library. Only five researchers from overseas universities visited the University in their personal capacity and registered with the library. 41 staff members from the South African Institute of International Relations registered with the library. The Construction Industry, Architecture and Planning professions in Johannesburg made use of collections and services in the Architecture Library. The total number of newly registered Historical Papers researchers (local and international) in 2015 was 280. Of these, 60 were from outside of South Africa.

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: The renovation of the basement in the John Moffat building was completed in December 2015. 50 percent of the Architecture Library storeroom was cleared and was awaiting cleaning, painting and the fitting of compact shelving before occupation in 2016.

BioPhy Library: The Library continued to experience challenges regarding space for print resources (new journals, books and bound journals), a leaking roof, damaged carpeting and chairs. Old damaged shelves were removed from the books area. Broken and irreparable chairs were disposed of .Waterproofing of the leaking roof was completed in April 2015. Duplicate copies of journal issues, water damaged material and old files were cleared from storerooms and workrooms.

Commerce Library: A security gate at the bottom of the stairs to the 24 hour computer laboratory was fitted to improve the security of the facility. Following the discovery of a major fault in the fire detection system in the Library, the system was completely rewired.

Education Library: Following a flooding incident, the vinyl floor tiles in the students' toilet had lifted. This was re-floored with handsome ceramic tiles. The Property and Infrastructure Management Division (PIMD) also serviced the Library's drains, ending years to gurgling, sluggish drainage. The geyser at the washrooms was disconnected to save electricity.

Engineering Library: A fire drill in the Chamber of Mines Building was held on 11 March 2015. This resulted in the identification of faults and fixing of the fire alarm system and the emergency doors.

Law Library: There was flooding in the Library during the December - January vacation. Books and carpets were damaged. The rusted aluminum window frame which partly contributed to the flooding was fixed. The air-conditioning in the Library was unreliable. A long term solution was being explored with PIMD.

WHSL: The Foyer Refurbishment project whose planning began in 2013 was finally completed at the end of October 2015. The reception /information desk was made more compact with brighter lighting. Modern state of the art display islands were built around the area to show case donated sculptors. Shelves were mounted, housing the donated collections by Professors Raymond Dart, Philip Tobias and Asher Dubb. Figure 13 below shows the new look reception area.

Figure 13: **WHSL foyer**
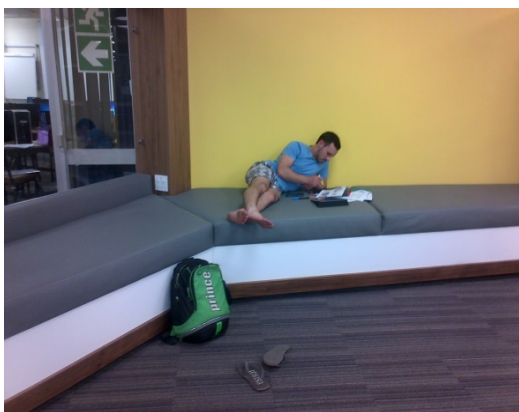
William Cullen Library: The William Cullen Library is in an old building and continued to present structural and safety challenges. An electrical problem caused damage to equipment on the ground floor and on the first basement. One of the main switches on the distribution board on the second basement tripped. Some lights and power plugs were affected by this. In addition, the first basement experienced a recurrent power outage over a period of two weeks. The problem was essentially 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; and the cabling

and wiring was old. During 2015, some 80 meters of obsolete RG 59 cabling and over 20 meters of RG62 cables used for old mainframe computers was removed. A new cable tray was installed on the ground floor, covering the modern Africana reading room and parts of the government publications section.

All the bulbs of the foyer chandelier were replaced with newer energy saving ones. Britfire tested the smoke detectors on the three basements. Emergency signage boards were also mounted on the walls of the first basement.

Space was increasingly becoming insufficient. In particular, the Historical Papers space for storing processed collections was almost full. This underscored the importance of a new purpose built Archives facility and the need to raise funding for the proposed Archives project which was under discussion between the Library and the Development Office.

4. Sustaining and developing an innovative and engaged Library team

Staff Training and Development

A Library training needs survey was conducted in 2014. The survey results showed that the priority training needs were: human resources (HR) policies and procedures, research support, emerging technologies and digitization. These needs together with other gaps identified on a day to day basis informed the implementation of the 2015 staff development programme. The training that staff attended ranged from supervisory development, Access to Memory (ATOM) software and uploading content, use and support of the Zeutchel scanner in the digitization centre, and the 5th Consortium for Advanced Research and Training in Africa (CARTA) Faculty and Administrators research support Workshop in Nairobi, Kenya to the Resource Description and Access (RDA) Workshop in Pretoria, SharePoint, Health and Safety Risk Assessment, First Aid, and the International Federation of Library Associations and Institutions (IFLA) Conference and satellite meeting in Cape Town, August 2015. A detailed listing is given in the Appendix.

Under the Library staff rotation programme, Rachel Louis was temporarily deployed to the Geo-Maths library for her to gain new skills. She started on the 1st of February and was in the Geo-Maths library for a period of six months.

Professional activity: external workshops and conferences 2015

Through its 2015 conference budget allocation 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 gave a presentation, *Open Access and Predatory Publishers,* at the SANRIC Conference at CSIR, 20 October, 2015 and at Vaal University of Technology, 23 October 2015.
2. Denise Nicholson gave a presentation, *Where do you Publish and Open Access Publishing*, at the 7th African Population Conference, Pretoria on 2nd December 2015.
3. Gabriele Mohale attended and presented a paper at the Validating Visual Heritage in Africa: Historical Photographs and the Role of the "Archive", at the Pan African Institute for Development-West Africa (PAID-WA) in Buea, Cameroon from 27 – 29 January 2015.
4. Maryna Van Den Heever gave a presentation on Wits Library research support projects at the Central University of Technology, Bloemfontein during National Library Week, 14-20 March 2015
5. Maryna Van Den Heever and Clare Walker attended planning meetings of the Sol Plaatje University Library and the University of Mpumalanga Library on 24 July and 4 September, 2015 respectively to give advice.
6. Michele Pickover attended the South African Historical Society Conference in Stellenbosch, 1 – 3 July: 25th Biennial Conference - "Unsettling Stories and Unstable Subjects".
7. Paiki Muswazi presented two online audio lectures on library strategic planning to MLIS students taking a course in Library Management at San Jose State University School of Information (SJSU iSchool) in March and August 2015.
8. Peter Duncan attended the Association of Southern African Indexers and Bibliographers (ASAIB) Conference, chaired a session on indexing in South Africa for black Africans and gave a presentation on the indexing of indigenous heritage.

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 (Wartenweiler Main Desk)	Senior Librarian (Wartenweiler Main Desk)
Librarian (Reference and Information Services)	Senior Librarian (Reference and Information Services)
Librarian: Interlibrary Loans	Senior Librarian: Interlibrary Loans
Librarian: BioPhy Library	Senior Librarian: BioPhy Library
Assistant Librarian: Teaching and Learning Support	Librarian: Teaching and Learning Support

Staff Movements

The Library made considerable progress in meeting its employment equity targets. Six African males, one coloured male, one white female and one coloured female were appointed.

Appointments

Among the key appointments (including internal movements) made in 2015 were:

Name	Post	Library/Department
Enoch Masole	Clerical Assistant	BioPhy Library
Eric Skosana	Library Systems Coordinator	Library Computer Services
Gugu Sibisi	Senior Library Assistant	Information Resources
Kedibone Moagi	Assistant Librarian	WHSL
Lehlogonolo Ngema	Senior Support Consultant	Library Computer Services
Mabore Seshibe	Senior Library Assistant	Architecture Library
Nabisa Mbali	Senior Librarian	Library of Management
Nondumiso Sinyenyeko-Sayo	i-Repository and e-Resources Librarian	Education and Training
Pitso Marema	Library Assistant	Architecture Library
Rachel Louis	Senior Librarian: GeoMaths Library	GeoMaths Library
Rosemary Baloyi	Library Assistant	Commerce Library
Salome Potgieter	Principal Librarian: Sciences	BioPhy Library
Sheraldo Gosani	Clerical Assistant	WHSL
Sipho Dache	Web and Online Resource Assistant	Library Computer Services
Tobias Singleton	Assistant Librarian	WHSL
Vongani Mlambo	Clerical Assistant	GeoMaths Library

Transfers, resignations, retirements and rationalizations

There were four resignations during 2015. The retirees for 2015 were: Mrs Moira Moore (Information Resources); and Ms Masana Masite (WHSL). Regrettably, the Library, the University and the profession at large saw the passing of the University Librarian, Mr Felix Ubogu after a long illness.

Staff Recognition

Ms Denise Nicholson, Scholarly Communications Librarian, received the Vice-Chancellor's Academic Citizenship Individual Award on 15 December 2015 in acknowledgement of her work locally and internationally. For the year 2015, Mr Maila Kalushi from the Library of Management was awarded the Rock Solid Award. Mr Christopher Mafika was awarded the Staff Achievement and Recognition programme (STAR) Achiever Award. The Library Employee of the Year was Mr Paiki Muswazi, Deputy University Librarian.

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
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
Denise Nicholson	Scholarly Communications Librarian	National Council for Library and Information Services (NCLIS), 2015-2017	Committee Member and Vice-Chairperson
Devind Peter	Deputy Health Sciences Librarian	Southern African Online User Group (SAOUG).	Executive Committee Member

Name	University Post	External Committee	Position Held in External Committee
Jo-Anne King	e-Resources Librarian	South African National Library and Information Consortium (SANLiC) e-Resources Advisory Group (SEA)	Member
Michele Pickover	Historical Papers Curator	South African Digitisation Initiative (SADI)	Chairperson of the SADI Gauteng Working Group
Nomasonto Mahlangu	Senior 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
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 120 letters of introduction to other South African university libraries were issued compared to 64 in 2014. Under the agreement, the Library also hosted 95 users from other South African universities compared to 64 in 2014.

**Wits Student Equity – Targeting Talent Program 2015**

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 27 June to 11 July 2015, 920 Grade 10, 11 and 12 learners attended the Library programme. Of these, 520 were Grade 12 leaners who were in their third and final year of

TTP and looking forward to university enrolment in 2016. 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.

Concluding observation

Increasingly Library users were making use of electronic resources and services as shown in Figure 14. The implication was that library spaces and support skills would have to continuously adapt to accommodate these shifts. It was anticipated that these shifts would be explored further in 2016 as part of the "Re-imagining the Wits Libraries for the 21st Century" initiative.

Figure 14: **Uptake of e-Resources and Services**
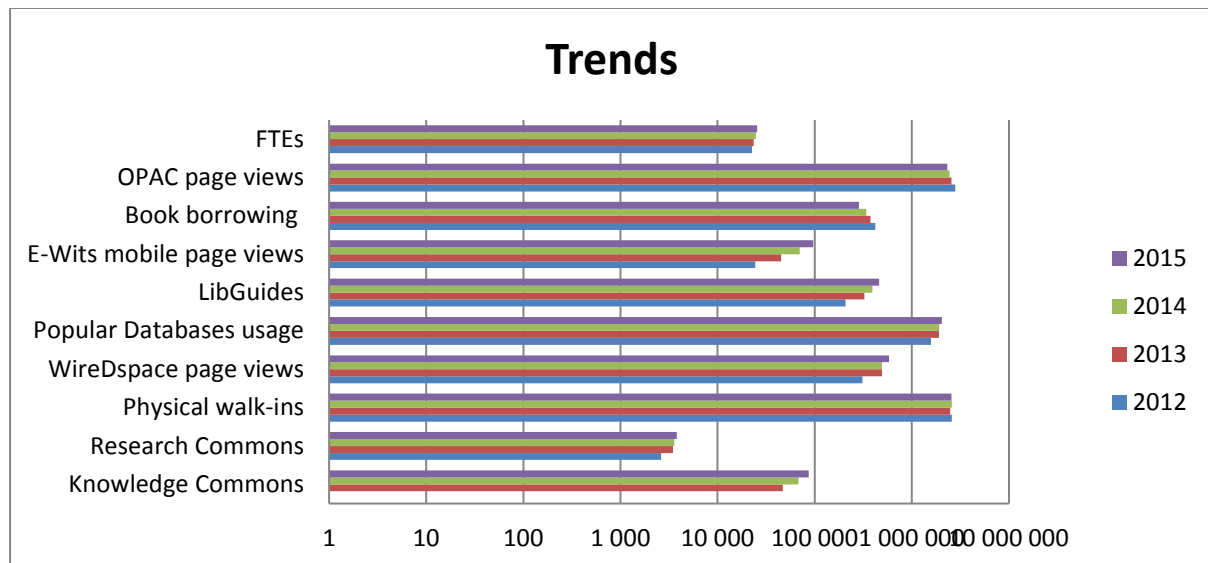
Acknowledgements

The Library and the Wits Community not only mourned the passing on of the University Librarian, Mr Felix Ubogu but also paid tribute to his enormous contribution to the development of library services. In his memory one of the Wits Library staff members said "He took our library, often kicking and screaming, along an innovative path and put us in a position of leadership…" It is against this background that staff continued to provide

uninterrupted services throughout the year, with users expressing satisfaction with the support they got. Some of the comments received were:

- After a very long wait …, I have eventually learned that I have been re rated as an A scientist with the NRF! This would not have been possible without your dedicated help and advice through the tedious application process and I am deeply grateful. Thank you so much.

- Thank you very much for obtaining this article through Interlibrary Loan. It was quite an achievement because it was quite an old paper.

- Thank you very much again for talking to our students. As usual, I also enjoyed your presentation a lot. It is true that plagiarism has become a 'boring' topic because everybody cautions their students about it all the time. However, it is also true that you made this a very attractive presentation. Apart from that, I enjoyed seeing my students paying attention".

- I needed my Library pin set up to log into the library website at home. She was so efficient and helpful. She helped me set it up and also taught me how to use the online check out. She also gave me tips to help me get around the library with ease. It is so great to have such great people who are there to help!!!

- I found this very interesting, especially all of those "libguides". Sometimes new users really struggle with these electronic online systems. I think I will use the library services more than I thought before.

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 2015 and their continued contribution to the Library's high levels of innovative services.

Appendix

Function	Skills & Knowledge	Actions
HR policies and procedures	Interview skills; supervisory skills; the Library and University working environment	An induction session for new library staff was held on 7th August 2015 and attended by nine staff members; supervisory development course attended by Ms M Seshibe (Architecture library) to assist the staff member in her role as supervisor; and the HR Officer trained 16 staff members on how to present themselves when they are attending interviews, on 20 May 2015.
Digitization	Digitization equipment; OMEKA & AtoM software; PDF spliter; uploading of content	Sherperd Dube was trained on digitization equipment in the centre. Three staff members attended the OMEKA training for digital repositories on 3 Sept 2015. Three Library Computer Services (LCS) staff members received training on how to use and support the Zeutchel scanner in the digitization centre. All the staff of the Digitisation Centre received hands-on training on PDF Spliter and uploading content into the AtoM content management system; digitization and metadata creation workshop on 20 November 2015 attended by 21 librarians. At WHSL staff were also trained on digitization
Research support	Changes and enhancements to InCites & Journal Citation Reports (JCR) ; what researchers expect from the Library	Two staff members attended the 5th CARTA Faculty & Administrators research support Workshop in Nairobi, Kenya; Staff attended the "Getting to Know your Research Community" workshop ; InCites training session presented by Thomson Reuters (attended by 16 staff members); Journal Citation Reports training attended by 10 staff members; training on Zotero features
Information resources management & Library Management System.	Cataloguing; online ordering; ordering process workflow; finding and using ebooks; handling Interlibrary Loans	At WHSL, new staff, Kedibone Moagi, Sheraldo Gosani and Tobias Singleton had in house training on the use and functioning of the Circulation and Catalogue System and on how to use electronic resources available at the WHSL. Four staff members attended a Resource Description and Access (RDA) Workshop in Pretoria; Training of Science librarians on the Millennium Online ordering module; Acquisitions & eBooks workshop for Library staff, 14 May 2015 & 6 August 2015; Isaac Tshabalala and Patience Kamagate attended Interlibrary Loans training at the Sabinet Offices
Emerging technologies	Installing computer images across libraries; interacting with Student Information Management System (SIMS) & Content Management System (CMS).	Simon Mofokeng, Sherperd Dube, Senzo Nkosi and Lehlohonolo Ngema attended training on the PUSHA Imaging server; Eric Skosana & Khulisa Sithole completed advanced SIMS training. Khulisa Sithole, Sipho Dache & Lewatle Phaladi completed SharePoint training for the Intranet support. LCS staff have also attended the CMS T4 training for user access, with Dache completing the intermediate and advanced training for CMS.
Health, Safety & Environment	Managing Occupational Health, Safety and Environment (OHS&E)	Staff attended various courses, e.g.: Yurisha Pillay attended a course on Health and Safety Risk Assessment; Gosiame Letlape attended First Aid – Level 1, a 2-day course; Gugu Sibisi attended training on how to identify heath risk issues and manage crisis events within the library; Catherine Dryden attended the Evacuation officers training on 28th April
Database searching	Understanding the different Search interfaces	Staff attended training on databases that include:

Function	Skills & Knowledge	Actions
		Science Direct/Scopus, ClinicalKey, Elsevier, EBSCO, Springer, Emerald, GALE, INCITES (this training included managers, branch and Senior Library assistants).
Study programmes	Library & Information Science and other skills	Margaret Atsango was completing her Masters in Information Technology through University of Pretoria; Lihle Gumbi was completing her Honours in Library Information Science degree with UNISA, Buyisiwe Mncube was registered for a degree in Library & Information Science with UNISA; Maggie Lediga was registered for Honours in Library Information Science with UNISA; Mashidila Ramaala was registered for a degree in Public Management with UNISA.
Conferences	Trends in librarianship	Mashidila Ramaala, Nomasontho Mahlangu, Denise Nicholson, Mark Sandham, Nkemeleng Lesejane and Lihle Gumbi attended the IFLA Conference and satellite meeting in Cape Town, August 2015.

Senate Library Committee Members:

Professor B Lacquet	(Chairperson)
Professor V Bronstein	(Senate member from Faculty of CLM)
Ms S Benvenuti	(Dean's Representative/ CLM Faculty Library Chair)
	(Senate Member from EBE Faculty)
Professor F Cawood	(DVC: Academic)
Professor A Crouch	
Mr X Hadebe	(Director of CNS – ex officio)
Ms F Hassan	(SRC Representative)
Dr M Kadenge	(Dean's Representative/Humanities Faculty Library Chair)
Professor R Moitsheki	(Dean's Representative/ Science Faculty Library Chair)
	(SRC Representative)
Mr J Mithi	
Mr P Muswazi	(Deputy University Librarian – ex officio)
Dr C Nyamupangedengu	(Dean's Representative/ EBE Faculty Library Chair)
Professor C Penn	(Senate member from Faculty of Humanities)
Professor C Rey	(Senate member from Faculty of Science)
Ms N Sithole	(Chief Financial Officer or Representative - ex officio)
Mr W Wright	(PGA Representative)
Professor Z Vilakazi	(Deputy Vice-Chancellor: Research and Postgraduate Affairs)
	(Dean's Representative/Health Sciences
Professor J Vellema	
	Faculty Library Chair)