Annual Report of the Rhodes University Library for 2011

Acting Library Director’s Review

2011 saw the consolidation of a number of changes to Library services implemented in 2010 as a result of the 2009 Review of the Library Services Division. These include:

- Collection development operating as a collaborative effort between Library staff and the academic community. The Collection Development Policy also underwent a major revision and was approved by Senate in October as the “Collection Development and Management Policy and Guidelines”.

- The Faculty Liaison Service – the librarians in these teams are now proactively liaising with academics, for example, playing a crucial role in collection development for the departments, ensuring that they spend their information resources grants, creating awareness of appropriate online information resources and offering information literacy workshops.

The Carnegie Research Libraries Consortium Project continued to provide valuable staff development opportunities with two staff experiencing a three month internship in academic libraries in the USA and five staff attending the two week Library Academy in Stellenbosch. The other two aspects of the Project, the Research Commons and the research portal, continue to enhance the Library’s support for Rhodes’ researchers.

The Library Director, Ms Gwenda Thomas, resigned at the end of October to take up the position of Executive Director in the University of Cape Town Library Services. Ms Thomas’ dedication to the Rhodes Library Services Division and her remarkable achievements since joining Rhodes University in June 2005, were noted by the Vice Chancellor and the Deputy Vice-Chancellor: Research & Development at a number of University Committee meetings and at her farewell function.

Jeanne Berger
Acting Library Director (November 2011-January 2012)
Improving the Physical Infrastructure

2011 was the first year that students were able to have access to the fully extended and refurbished Library building from the beginning of the academic year. Library staff continue to receive many compliments about the building and its facilities, from visitors, academics and students, and staff still take great pride in it and pleasure from seeing the facility so well used.

A number of building snags and latent defects were attended to during the course of the year. The main snag that needed attention was the leak into the level 1 store room from the pond. This was extremely frustrating for Library staff, the Project Manager, consultants and the contractor, but a solution was finally found and the pond was finally completed by the end of the year. The building systems also gave a number of problems during the course of the year and kept the Library’s Principal Technical Officer and supporting Estates staff extremely busy. The systems had for the most part settled down by the end of the year.

In September the University Council approved the budget for the completion of the level 0 section of the new side of the building as a Postgraduate Commons (PG Commons). This reversed the late 2011 decision, and partial, basic completion of the area as another undergraduate facility, a Learning Zone or Café. It was also agreed that the PG Commons would be run by the Library, as a facility for all postgraduate students but with an emphasis on Honours students who have indicated that the felt that there should be a special space for them in the Library. The facility will offer similar facilities to the Research Commons on level 2, but will in addition offer nine individual study carrels and accommodate up to 80 students. Building work began in October but had to come to a halt over the exam period to avoid disruption to students’ studies. The PG Commons will open in March 2012.

Collection Development and Management

The Library Committee’s Collection Development Sub-committee gave valuable input on a number of collection development issues, including the Information Resources budget and Departmental Grant allocation, a revised policy on collection development and periodical cancellations and new subscriptions.

The Library was granted an Information Resources Budget of R11 360 000 (with R2,129,000 to be used from retained income).
Approximately R953,000 remained unspent at the end of the year. Almost R700,000 of this represents savings on subscriptions to individual journal titles (print and electronic) and databases. This is largely due to a favourable exchange rate for most of the year as well as cancellation of individual titles as they are incorporated into larger databases. In addition, the Library cancelled all outstanding monograph orders to the value of approximately R257,000 at the end of 2011, in order to avoid having to carry over funds into the 2012 financial year. These orders will be filled using the 2012 grant allocation.

Library Services implemented various strategies in 2011, including enhancing data integrity pertaining to accessing resources, which led to an increase of over 17% in usage of electronic resources compared to 2010. Usage measured in terms of full-text downloads exceeded 600,000 in 2011. (E-resources usage statistics – see Appendix A)

The Library undertook a major revision of the Collection Development Policy to update the policy with changes that had been implemented as a result of the Library’s 2009 review. This was renamed the “Collection Development and Management Policy and Guidelines”. It was approved by Library Committee in May but was only submitted and approved by Senate in October.

The liaison function of the new Faculty Services teams came into effect during 2011 with these Library staff devoting a great deal of their time to encouraging the purchase of library material by the departments under their responsibility. As a result, most departments reached the deadline of the end of September with budgets fully spent and committed.

A review of journal subscriptions was undertaken by the Faculty Services teams together with staff from Library Technical Services, and where possible print subscriptions were cancelled in favour of electronic access.

The videocassette collection was reviewed by Faculty Services staff and, where relevant and possible, DVD versions were ordered to replace the video cassettes. Many of the videos are not available in DVD format, including a large number produced in South Africa. Recent research in the USA has argued that conversion of such material to digital format, where it is not available for purchase in digital files, does not infringe copyright and falls into the category of fair dealing. The
Rhodes University Library will investigate whether it will be possible to follow this route with such material.

**Support for Learning, Teaching and Research**

Rhodes University Library’s participation in the prestigious Research Libraries Consortium (RLC) Project (2009-2012, funded by the Carnegie Corporation of New York) afforded two of our Principal Faculty Services Librarians, Linda Cartwright and Fiona Still-Drewett the career-enhancing opportunity to spend three months (10 February – 3 May) in the United States on a study visit programme. Both spent the first two weeks of their visit at the Mortenson Center (University of Illinois at Urbana-Champaign) which promotes international librarianship. The rest of their programme was hosted by Duke University (Linda) and the University of Arizona (Fiona). They also attended the Association of Research Libraries international conference in Philadelphia and met with their mentors, Carnegie staff and the RLC Project Director and Manager in New York.

Both Linda and Fiona have brought back to the Rhodes University Library their insights, observations and experience of international best practice in library services which has enabled great progress with the implementation of the Faculty Services model in the Library. Both Principal Librarians have reported back on their experiences and insights with presentations to their colleagues in the Library, the Grahamstown Librarians’ Forum and to the Humanities Faculty Board.

Another three Rhodes University Librarians will participate in an RLC study visit to the United States from 20 February to 30 April 2012 and two senior Library staff members will attend the RLC’s Executive Management Academy at Mont Fleur in March 2012.

Five of our Librarians attended the RLC Academy which was held at Mont Fleur, near Stellenbosch from 9-22 October, 2011: Vuyo Gontshi, Nobathembu Letsoenyo, Nabisa Mbali, Nicolene Mkhathali and Lucky Mosia-Xaba.

The entire RLC Project has provided and is still providing Rhodes University Librarians with inestimable opportunities to improve their understanding of the research process, to become involved in research themselves (all Academy participants have submitted research reports) and to learn about Libraries’ research support services.
The Faculty Services Librarian teams have been in place for just over a year, and their efforts have been noticed and appreciated by academic staff. For example, Principal Faculty Services Librarian for Science & Pharmacy, Eileen Shepherd, was named at the Environmental Science Department’s Indaba as one of six Rhodes University staff members who it was felt had done that extra bit for the Environmental Science department, over and above what she normally would be required to do. She was thanked for her efforts in keeping the department’s staff connected and up to date with relevant information and literature, and for her ready willingness to engage with staff and to meet their needs in 2011.

Serving our Users

One of the Divisional Priorities set for the Library in 2011 was to review all current procedures and processes that affect users. To this end new procedures were put in place for the re-shelving of material and the shelving backlog of the first semester has not recurred. Student Assistants supervised by Faculty Services staff are now in charge of Library re-shelving and shelf-checking.

Responsibility for dealing with items for the Short-Loan collection was also reassigned to the Faculty Services teams, and this has helped to expedite this process.

Faculty Services staff presented 92 training sessions attended by 2125 undergraduate students. 55 training sessions were attended by 774 postgraduate students. 117 academic staff attended the 11 training sessions organised for them and 22 College of the Transfiguration students, 14 USA visitors, 135 high school learners and 6 alumni were introduced to and given a tour of the Library.

Inter-Library Loan transactions were lower both for items sent to other Libraries and for items requested for Rhodes University staff and postgraduate students from other Libraries. Staff in the ILL unit report that requests from other Libraries do fluctuate from time to time. The downward trend in requests from RU staff and postgraduates can be attributed to improved electronic access to research material at Rhodes University. (ILL statistics – see Appendix A)

It is a worldwide trend that the loan of academic libraries' physical collections, especially of print periodicals and books,
is dropping. The Library has moved many periodicals from print to online subscriptions and has also started purchasing e-books, creating access to more online information resources than ever before. This has a significant effect on the Library’s circulation statistics, which are decreasing annually (with a slight increase in staff loans). Many books are used in the Library, and not necessarily checked out. (*Loans statistics – see Appendix A*)

Knowledge Exchange:

Local
At the initiation of the Vice-Chancellor, the Library arranged exhibitions of new book publications by Rhodes University academics and alumni, in collaboration with the Marketing and Communications Division. The first exhibition, with a series of posters and books, was held in July and the next one was set up in October 2011.

Fiona Still-Drewett and Linda Cartwright addressed the Grahamstown Librarians’ Forum on 28 September on the topic of their 3 month study visit to the USA.

The International Office, with the help of Library staff, mounted a display in the exhibition area on Level 1 of the Library to mark African Universities Day on 10th November. The theme was “Harmonisation of curricula and qualifications in higher education in Africa: challenges and prospects”.

Faculty Services staff prepared several other Library displays:
- World Refugee day
- Silent Protest day in collaboration with students
- Library week – Read in your own language
- World book day
- Animal Rights day in collaboration with students from ROAR (Rhodes Organisation for Animal Rights)

Regional
Rhodes University:
- The Library Director acted as member of the panel for the ILAM Review. Jeanne Berger and Gwenda Thomas acted as members of the ILAM Advisory Board.
- Gwenda Thomas was a member of the Cory Library Advisory Board.
• The Library Director attended the Institutional Imbizo from 27-28 June
• The Library Middle Management Team attended the Institutional Imbizo on 12 September 2011

Regional Consortium activities:
• SEALS Module Owners strategic planning workshop – 19 January
• SEALS OCLC Reclamation Project – cataloguers from 4 institutions met at Rhodes University Library from 24-28 January to work on cleanup of catalogue records
• SEALS Trust AGM & Meeting with IT Directors took place on 22 February and was hosted by RU
• SEALS Workshop on Statistics on 16 March was attended by RUL module owners
• A meeting of Library Directors and Technical staff was held on 15 June to consider the feedback from the 4 open day workshops held in May to evaluate discovery tool platforms, digital content management software and integrated library system developments
• SEALS Trust Meetings – 23 June and 29 August
• SEALS Library Directors’ teleconferences – 11 August and 22 September
• The Service Level Agreement between the RU IT Division and SEALS was reviewed and updated.
• The planning and preparation to migrate from the current Millennium to the advanced Sierra platform is underway and will be implemented in the second half of 2012.

National:
• SANLiC Board Meetings, attended by G Thomas, were held on 25 January, 15 March, 14 June and 26 July (teleconference). The focus area was the organisational restructuring which continues at a slow pace. The SANLiC Board Meeting, attended by Gwenda Thomas, held on 12 October was followed by a Special General Meeting to adopt a resolution to restructure the membership, Board of Directors and voting rights.
• The CHELSA forum representing University Library Directors met on 20 June in Johannesburg – the continued relevance or
usefulness of this body to contribute to the HE sector remained of major concern to the Library Director.

- University of Pretoria Library Services Advisory Committee, attended by the Library Director as an external member, held a meeting on 1 April. During its recent Library self-evaluation process, the Library Director was invited to be interviewed by the external review panel on 23 February. Another meeting was held on 27 June to consider the outcomes of its Library self-review. The Library Director was not able to attend this because of the RU Imbizo.

- ASSAF – Committee for Scholarly Publications in South Africa, attended by the Library director, held a teleconference on 5 April and a meeting on 27 July followed by the annual session of National Scholarly Editors’ Forum on 28 July at which the Library Director was the programme director.

- Gwenda Thomas and Jeanne Berger attended the Sabinet AGM and Client Conference from 7-9 September in Port Elizabeth.

- A report-back session presented by the joint NRF/CHELSA National ETD Project (12 September) was attended by Wynand van der Walt on behalf of the Rhodes University Library.

Other Library Services staff also took part in a number of national activities:

Roelien Clarke attended a 5 day workshop dealing with “Digitisation Preservation and Management” presented by the NRF and sponsored by the Carnegie Corporation of New York from 21-25 February in Pretoria. The course content was intended to increase understanding and skills levels with respect to developing and building local digital content.

Three Technical Services staff members, Wynand van der Walt, Roelien Clarke and Brenda Stoltz, attended the SANLiC Workshop on Electronic Resource Management held in Durban from 3-5 May 2011. Wynand van der Walt, who has spent time investigating e-metric reporting using UStat configuration, presented a paper outlining progress made by the Rhodes University Library.

The LIASA National Conference Interest Group Day on the 5 October in East London was attended by Linda Cartwright and Fiona Still-Drewett who reported on their 3 month study visit to the USA & by Wynand van der Walt who presented a report on discovery tools.
Eileen Shepherd attended the Sabinet Product Advisory Board meeting from 18-20 October

IUG-SA (Innovative User Group – SA) - This meeting took place from 14-16 November in Potchefstroom and was attended by Wynand van der Walt who presented a paper on statistics in the Electronic Resources Management module, Noni Makhatini, Jabu Nene and by Irene Vermaak who presented a paper on Rhodes University Library's use of Circa, Millennium's collection management tool.

The Stellenbosch 2011 Annual Library Symposium from 16-18 November was attended by Jeanne Berger and by Fiona Still-Drewett who presented a paper on her three month study visit to the USA: The value of participation in the Carnegie African Libraries project.

The Springer Southern Africa Library Event was held in Cape Town from 21-22 November and was attended by Jeanne Berger.

Global

Eileen Shepherd received an accolade from Emerald Publishing for a published article “In-service training for academic librarians: a pilot programme for staff” in The Electronic Library (2010). This article was selected in 2011 for inclusion in the “Emerald Reading ListAssist” which is a subject-specific reading list compiled by faculty experts and facilitates both teaching and learning.

OCLC EMEA (Europe Middle East and Africa) & Global Council:
Gwenda Thomas, as the Chair of the EMEA region, participated in regular teleconference meetings for both the EMEA Regional Council Exco and the Global Council Exco. An EMEA Roadshow was held in 4 centres across South Africa from 14-18 February (Grahamstown, Durban, Cape Town & Midrand), followed by the annual EMEA Regional Council Conference in Frankfurt from 1-3 March and the Global Council meeting in Dublin, Ohio from 9-14 April. Gwenda Thomas concluded her term as the OCLC Global Council member and Chair of the Regional Council & Exco on 30 June 2011.
The International Electronic Theses and Dissertations (ETD) Conference was attended by Wynand van der Walt, Roelien Clarke and Maretha Allwright of the SEALS Trust Office from 12-16 September in Cape Town.

**Staff Development**
Professor Chrissie Boughey gave a very informative and useful training session on presentation skills for professional staff on 23 June 2011.

A “Disability Awareness for Librarians” workshop was presented by FOTIM in collaboration with the Library Services and Dean of Students’ Office from 3-4 August to start the conversation about provision of support and service delivery for students challenged by disability, not only in the Library but across the campus.

In line with the Library’s Divisional Priorities set out for 2011-2012, to continue implementation of the Library’s transformation & capacity building strategy, a Continuing Professional Development Programme (CPD) (in-service training) has been developed by two Principal Librarians – the programme started in October 2011 and will continue throughout 2012.

CPD sessions which took place in 2011 were:
- 26 October - DISC: Personal assessment tool and personal behavioural preferences in the workplace.
- 4 November - Meetings & communications protocols: Agenda-setting, minute-taking
- 24 November – 1 December - Microsoft Outlook Training sessions (2 morning sessions)

Many staff members were involved in further studies this year:
- Brenda Stoltz completed and passed the final modules of the BInf degree through UNISA
- Mbuleli Mpokela passed five modules of the BInf degree though UNISA
- Nicolene Mkhathali, Thandiwe Menze, Sindi Gule and Wynand van der Walt continued with their Honours degree studies through UNISA & Vuyo Gontshi with her Honours degree studies through UCT.
- Siya Kleinbooi continued with her studies towards the Local Government Finance Diploma through UNISA
• G. Dampies passed two courses of the National Diploma in Information Technology through UNISA

New Appointments
Ms Lucky Mosia-Xaba - Librarian: Faculty Services (Law Branch Library) - 1 January
Ms Rosina Rachidi - Assistant Librarian: Faculty Services (Science & Pharmacy) - 1 January
Siyasanda Kleinbooi - Senior Administrative Assistant, Technical Services - 1 June

Retirements
Mr Gibson Nombewu - 31 January

Farewells
Rosina Rachidi - 31 August 2011
Gwenda Thomas - 31 October 2011
Madireng Monyela - 31 December 2011

Appendix A: Statistics

E-resources usage statistics 2011

Loans Statistics
Item use by check-out on the Millennium system

<table>
<thead>
<tr>
<th>Library Services</th>
<th>2010</th>
<th>2011</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>135620</td>
<td>131507</td>
<td>-4113</td>
</tr>
<tr>
<td>Staff</td>
<td>11488</td>
<td>11925</td>
<td>+437</td>
</tr>
<tr>
<td>Alumni</td>
<td>1405</td>
<td>1142</td>
<td>-263</td>
</tr>
<tr>
<td>Others</td>
<td>1683</td>
<td>1344</td>
<td>-339</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>150196</strong></td>
<td><strong>145918</strong></td>
<td><strong>-4278</strong></td>
</tr>
</tbody>
</table>

Inter-Library Loan Transactions with Other Libraries

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Sent</td>
<td>1391</td>
<td>1322</td>
<td>-69</td>
</tr>
<tr>
<td>Items Requested</td>
<td>988</td>
<td>833</td>
<td>-155</td>
</tr>
</tbody>
</table>