“OUR SCHOLARLY HEARTBEAT”
The Rhodes University Library is committed to the pursuit of knowledge by connecting people to resources that contribute to the intellectual development of future responsible citizens.

To develop and maintain efficient, reliable and responsive library and scholarly communication services that promote, support and enhance the research, teaching and learning endeavours of Rhodes University.

Rhodes University Library aspires to a shared culture, ‘A way of being both in mind and in action’ in support of a positive academic outcome for the Rhodes University community, while also creating a positive work environment for all.

The library thus strives to promote human dignity, equality, non-racialism, and non-sexism in the library workplace and when providing information and research services to its users. It is committed to quality user-focused service, fairness, innovation, professional integrity and social responsibility.
2014 was indeed a momentous year for South Africans who embraced the opportunity to assess, evaluate and celebrate what has come to pass during these two decades of democracy. The library and information services (LIS) sector adopted the theme “Celebrating libraries in 20 years of democracy” which enabled several conversations to be held around three simple questions posed by Michael K Buckland:

1. What kind of work we do?
2. How can we do our work?
3. Why do we do our work?

Buckland further asserts that modern society exists on a foundation of documents of all genres and forms, which are not just objectified knowledge but that they affect us aesthetically and emotionally. The use of documents is a cultural activity, be it through discussion or the exchange of documents. Vesa Souminen, in his book, Filling Empty Spaces, identifies that the crux of a good librarian’s role is to create arrangements of documents that are meaningful for users.

In the face of technological advances, the relevance of libraries and librarians is raised and the need to create an awareness of what we do has never been as important as it is today.

There are four accepted practices that define how we do our work:

- Organization of information – selecting, collecting, organizing, categorizing, indexing, filtering and retrieval
- Information in society and information policy – complementing and balancing the effects of the influence of the distribution and use of information in society
- Technology for information which enables existing services to be performed differently as well as to develop different and better services
- Management of information services – the art of achieving results through well-skilled competent people and how to survive and thrive in a political and economic environment

So why do we do what we do? Because it matters what people know! What people know is important to the individual, to an institution and to society. We do not only support technical knowledge but also cultural understanding, aesthetic insight and human behavior. Our role is to facilitate understanding of our shared identity that are collected and preserved in the records, documents, texts, etc that are our specialty. So when we say our purpose is to serve a community, we must be able to relate to the priorities and values of our role in that community.

Given the above, the Rhodes University Library (RUL) embraced the 2nd year of its strategic plan (2013-2015) wholeheartedly with the express aim of consolidating practice, technology, providing universal access and ensuring an enabling environment and services for the broader Rhodes community.

It therefore gives me great pleasure to present the 2014 annual report of the Rhodes University Library (RUL) which details how collectively the staff ensured that the defined practices were translated into reality.

UJALA SATGOOR
GOVERNANCE

Ms Ujala Satgoor, Director
Mr Larshan Naicker, Head: User Services
Mr Wynand van der Walt, Head: Technical Services

The Library Management Committee (LMC) includes the above and the following Principal Librarians:

User & Faculty Library Services
- Ms Ndileka Mtshizana (resigned) – User & Access Services
- Ms Linda Cartwright – Humanities
- Ms Jill Otto – Commerce & Law
- Ms Eileen Shepherd – Science & Pharmacy
- Ms Fiona Still-Drewett – Education & Humanities

Technical Services
- Ms Michelle Booyens – Acquisitions (Monographs & Print Subscriptions)
- Ms Roelien Clarke – Digital Library Services; Systems and Web Support
- Ms Carol Perold – Cataloguing & Metadata

The Library Advisory Committee
The Library Advisory Committee is a Senate approved Committee and serves to ensure that the Library is aligned to the University’s goals of teaching & learning, research and community engagement.

The Committee has no line responsibilities and meets at least thrice a year. In fulfilment of its responsibilities, the Committee met on 31 March, 04 June, 13 August and 27 October 2014.

Members:
- Dr P Clayton (Chair)
  DVC: Research & Development
- Ms U Satgoor Director: Library Services
  (ex officio)
- Mr F Jacot-Guillarmod
  Director: IT (ex officio or nominee)
- Dr C Thomas Head: Cory Library (ex officio or nominee)
- Dr C Peter Senate
- Ms PA Boshoff Senate
- Dr D Seddon Humanities (2015)
- Professor B Irwin Science (2015)
- Dr C Grant Education (2015)
- Professor M Bunting Commerce (2015)
- Dr R Tandlich Pharmacy (2015)
- Mr T Seshoka SRC: Community Engagement
- Ms M Awu NTEU
- Ms M Taka PGLSC
- Dr J-A Vorster CHERTL representative

We thank the Committee for its inputs and support for the strategies and activities of the RUL.

LIBRARY BUDGET

The RU Council approved the 2014 Library Budget of R34 755 000:00 on 05 December 2013:
Staff Costs  R 16 295 000
Running Expenses/Grants R 18 460 000

FISHER GRANT
In addition to the above, the amount of R300 000.00 was made available from the Fisher Grant to the various Faculties for the acquisition of additional 280 items material that would not usually be covered by the annual allocation.
The Library at-a-Glance: 2014

Physical Library & Usage
• 3 Libraries – Main, Law & Music
  • Supports SAIAB, Cory Library
• 1 200 Study spaces
• 172 computers for students
• 39 computers for staff
• 10 000 sq.m space
• Library visits:
  9 967 Academic staff
  85 747 Students
  2 522 External Users
• Occupancy (headcount at specific times): 137
  616

Information Resources & Usage
Budget: Information Resources – R15 891 845, 58
Books & Monographs: R2 226 000,00
Journals: R2 901 209, 66
Databases: R10 764 635, 92
• Monographs: 211 745
• New books: 4346 (including gifts)
• e-Books: 9978
• Journals – Individual: 525
• Journals via Databases: 36 000
• 8304 items in the Repository (including ILAM & Cory digital collections)
• 98 236 Loans (books & other materials)
• 7 635 in-house usage
• 62 328 Reserved Collections
• Inter-library loans:
  o 1446 lent to other institutions
  o 725 items received
• 574 570 full-text articles downloads

Teaching & Learning Contribution
• 1422 first year undergraduate students attended the Library orientation during O-Week.
• 11 571 Reference transactions
• Information Literacy/User Education
  189 Group presentations
  5 101 participants
• 79 LibGuides

Social Media/Web 2.0
• https://www.facebook.com/RhodesUniversityLibrary
• https://twitter.com/RhodesResearch
• https://twitter.com/RhodesLibrary
• http://rulscipharm.blogspot.com/
• http://rulcommerce.blogspot.com/
• http://rulhumed.blogspot.com/

Human Resources
• Appointments - L Naicker (Head: User & Research Support Services); R Clarke (Principal Librarian: Systems and Web Support); T Menze (Principal Librarian: Science & Pharmacy); L Ntaka (Librarian: Humanities & Education); Z Chansa (Assistant Librarian: Commerce & Law); T Mamani (Admin Assistant); A Leslie (PA to the Director)
• Retirements - E Shepherd (Principal Librarian: Science & Pharmacy), P Clarke (Librarian: Cataloguing & Metadata), J Cornwall (Contract Librarian: Cataloguing & Metadata), A Waring (Assistant Librarian: Commerce);
• Resignations – N Mtshizana (Principal Librarian: User access Services); L Mosia-Xaba (Librarian: Law); Z Chansa (Assistant Librarian: Commerce); N Pillay (PA to the Director); S Simango and C Gambiza (contracts)
• Long Service Awards: L Cartwright, F Charlton, E Kleinhaus, D Martindale, E Shepherd
• Merit Awards: F Charlton, C Clack, V Gontshi, R Goosen, S Rionda and E Shepherd were recipients of 2014 Merit Awards

National Leadership
• U Satgoor: LIASA President (2012-2014)
• U Satgoor: Chair, 2015 IFLA National Committee
• E Shepherd: Sabinet Board member

Sector Engagement & Professional Involvement
CHELSA; IUG-SA; SANLiC; SEALS

Donor Visit
Ms Dimitra David and family visited the Library on 30 December 2014. The Odysseus Philactou Reading Room was created with a generous gift from the David family.
ANNUAL STRATEGIC REVIEW

The RUL embraced a 3-year strategic plan for the period 2013-2015. To ensure that the RUL is “working on the right stuff” a review of the strategic plan was held on 24 January 2014 at the CEC, which was attended by all staff. A review is acknowledged as the “heartbeat of any strategic process” that determines the status of goals and objectives of an institution. To this end, the day was defined by openness, acceptance of different opinions and full participation. Staff engaged in plenary and group sessions, which enabled all to share their opinions, observations and suggestions in response to the questions:

- What are we doing right?
- What are we not doing right?
- What are the priorities for 2014?

A SWOT analysis further identified the following, which is indicative of a greater awareness of the evolving organizational culture. There is growing confidence at the levels of practice and staff professional development opportunities. There is also cognition of the need to reimagine the current structures and to redefine professional roles. The decision was taken to entrench the organizational culture, consolidate operations, practice, services, technologies and staff development so that the RUL is better positioned to support the academic project of the University.

<table>
<thead>
<tr>
<th>STRENGTHS</th>
<th>OPPORTUNITIES</th>
<th>THREATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expertise, skills and experience</td>
<td>Study opportunities and CPD</td>
<td>Succession Planning</td>
</tr>
<tr>
<td>Cultural diversity</td>
<td>Collaboration and networking</td>
<td>Staff recruitment and retention</td>
</tr>
<tr>
<td>Enabling environment – freedom to take initiative, ownership and responsibility</td>
<td>Translate new ideas into action</td>
<td>Communication</td>
</tr>
<tr>
<td>Staff development</td>
<td>Emerging technologies</td>
<td>Keeping up with technology</td>
</tr>
<tr>
<td>Small staff complement</td>
<td>Create meaning and job satisfaction</td>
<td>Budget constraints</td>
</tr>
<tr>
<td>Keeping up with trends</td>
<td>Marketing</td>
<td>Current organogram</td>
</tr>
<tr>
<td>Beautiful environment and infrastructure</td>
<td>Change</td>
<td>Resistance to change</td>
</tr>
<tr>
<td>Extensive p &amp; e-resources</td>
<td>Participation in professional bodies</td>
<td></td>
</tr>
<tr>
<td>Team mindset</td>
<td>Demonstrate our value</td>
<td></td>
</tr>
<tr>
<td>Support of University management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DYNAMIC USER & RESEARCH SUPPORT SERVICES

Understanding and addressing user needs are central to the work of the Library. It supports a diverse community with a variety of learning and research styles in an information environment that is highly complex and constantly changing for the provision of “the right information at the right time in the right format”. We aim to enable users to function self-sufficiently on their own terms while also providing personalized expert guidance as needed so that lifelong learning is actively promoted.

1. UNDERGRADUATE SUPPORT

“The Amazing Place” O-Week competition (first held in 2013) was repeated for this 2014 Library Orientation programme. A total number of 1424 new first year students participated, compared to 1148 students in 2013. The competition design requires students to explore and discover various aspects, services and facilities within the Library. Every leg of the journey of discovery is completed with a stamp. Once all the stamps are collected, the student is eligible for the prize draw. A crossword and a game “Where in the Library is the bear?” generated lots of fun, laughter and enjoyment amongst the 1st year students and staff. The 1st prize was a 7" Lenovo tablet, sponsored by the Library and a range of funky prizes (mostly donations from Library vendors) were handed out during this week.

A total of 569 students attended eighteen workshops during O-Week.

The Personal Librarian programme was also introduced to students and every effort is made to ensure that these students are introduced to the Library as their study partner. All of these efforts have gone a long way to enhancing the Library as an enabling, comfortable and supportive place!

Figure 1: First impressions were captured on colourful Post-its and affixed to the level 1 glass panel

✔ Extended Studies Programme (ESP)

The ESP offers an alternative entry point for students who, otherwise, may have been denied entry to study at Rhodes University. As a requirement, students in the ESP participate in information literacy (IL) sessions delivered over a period of six weeks in the year. Faculty Liaison Services Librarians work in collaboration with the lecturers responsible for the ESP to integrate IL into the respective curricula for the Commerce, Humanities and Science extended studies groups. The success of these interventions are reflected in the positive results and feedback from lecturers.
PERSONAL LIBRARIAN (PL) PROGRAMME

Initiated as a pilot in 2013, the Personal Librarian (PL) Programme continued into 2014. The librarians involved in the implementation of the PL programme include staff from circulation, faculty liaison and bibliographic/technical services. RUL staff was trained in the areas depicted in figure 3.

Two informal surveys on the PL programme that were conducted before and after the mid-year examinations revealed that the Personal Librarian programme was beneficial to both staff and users:

- it provided an opportunity for growth for Librarians
- increased their understanding of 1st year students
- an increased awareness of the Library and the role of the staff.

The Personal Librarians anticipate to avail the programme to the entire undergraduate student population in 2015.

FACULTY LIAISON AND TRAINING

Staff was active throughout the year, presenting workshops to undergraduate and postgraduate students, liaising with their academic departments by attending staff meetings and visiting departments; and marketing their services by attending departmental and university functions.

Figure 3: Workshops facilitated by RUL’s faculty teams
INFORMATION LITERACY (IL)

A task team was established to develop an IL policy. The first draft was submitted to the Library Management on 31 October 2014, which incorporates the new IL Framework for Information Literacy for Higher Education, designed by the Association of College and Research Libraries (http://www.ala.org/acrl/standards/ilframework).

This Framework proposes that “students have a greater role and responsibility in creating new knowledge, in understanding the contours and the changing dynamics of the world of information, and in using information, data and scholarship ethically.”

It further envisions information literacy as extending the arc of learning throughout students’ academic careers and as converging with other academic and social learning goals, an expanded definition of information literacy is offered here to emphasize dynamism, flexibility, individual growth, and community learning:

“Information literacy is the set of integrated abilities encompassing the reflective discovery of information, the understanding of how information is produced and valued, and the use of information in creating new knowledge and participating ethically in communities of learning.”

The Framework opens the way for librarians, faculty, and other institutional partners to redesign instruction sessions, assignments, courses, and even curricula; to connect information literacy with student success initiatives; to collaborate on pedagogical research and involve students themselves in that research; and to create wider conversations about student learning, the scholarship of teaching and learning, and the assessment of learning on local campuses and beyond.

The SEALS Information Literacy meeting, including Central University of Technology (CUT), was held on 25 November 2014. Rhodes University Library hosted this meeting where different institutions shared their IL programmes.

2. ✔RESEARCH SUPPORT

FUTURE COLLABORATION

Prof Hella Lotz-Sisitka, newly appointed Director: Centre for Post-Graduate Studies was invited to share her vision and plans for this new post and facility with the Library Management Forum on Oct 08.

This was an opportunity to also identify areas of common purpose and the role of the Library in supporting the mandate of the PGSC. We look forward to further discussions with Prof. Lotz-Sisitka

“If we knew what it was we were doing, it would not be called research, would it?” Albert Einstein
RESEARCH COMMONS (RC) SURVEY

Since its inception in 2010, the Research Commons has proven to be an extremely popular space with Masters and PhD students. The aim of the survey is to identify why PG students use the RC; how did they know about the space; why they use the space; what do they like about the space; what are their expectations of the space; how they perceive the librarian on duty and what their role should be (actual, perceived and desired)? The survey is intended to be conducted in three parts amongst a group of 2014 users, 2015 new users at the beginning of the year and the same users in mid-2015.

The first part of the survey was conducted from 24-28 November 2014, and 38 of the 50 completed responses were received. I wish to acknowledge the task team members (V Gontshi, D Martindale, N Mkhathali, M Mpokela, S Rionda, L Ntaka, P Clarke, and R Clarke) for this initiative, which was planned in consultation with Library Management and Principal Librarians.

Here below are responses to some of the questions posed:

**Frequency of Use**

- Daily: 20
- Once a Week: 7
- Twice a Week: 3
- Once a Month: 19
- Other: 2

**Length of time spent in Research Commons sessions**

- 1 to 2 hours: 13
- 2 to 3 hours: 19
- More than 5 hours: 2

**How did you find out about the RC?**

- Library tour: 14
- Rhodes University website: 31
- Word of Mouth: 15
- Supervisor: 2

**Why do you use the Research Commons?**

- High Importance: 21
- Low Importance: 6
- Not Applicable: 4
One can conclude that the Research Commons has succeeded in meeting the immediate needs of the post-graduate students, namely a quiet and comfortable space with access to computers. However, more academics need to be made aware of the facility; librarians need to provide greater research support and more training needs to be given in the use of electronic resources. These outcomes will inform the research support priorities for 2015.
PROMOTING OPEN ACCESS (OA)

T Menze presented on Open Access at the RU IPGC Conference held 09-10 October. The RUL staff also set up a display table at the Conference to promote Open Access where staff and students had the opportunity to learn about and register their Researcher ID’s and ORCid.

OA Symposium

The Rhodes University Library in collaboration with the Rhodes Research Office hosted an Open Access symposium on 21 October 2014, in observance of the International Open Access Week initiative (http://www.openaccessweek.org/).

Colleagues from the SEALS Consortium were also in attendance. The symposium was an opportunity to engage with key elements of the Open Access movement in relation to Rhodes University as well as the national research environment. Speakers included Dr Peter Clayton (DVC Research), Ms Susan Veldsman (Director: Scholarly Publishing Unit with the Academy of Sciences South Africa (ASSAf) and Dr Reggie Raju (Deputy Director: UCT Libraries).

INCREASING RESEARCH VISIBILITY – COMPLETE COLLECTION OF E-THESSES & DISSERTATIONS

The retrospective theses digitisation project was completed in 2014. This collection includes theses predating the Rhodes University inauguration in 1951, with the oldest thesis dating back to 1928 entitled “Clays derived from the Lower Dwyka Shales, occurring in the vicinity of Grahamstown” by J.J.G. Blignaut (http://contentpro.seals.ac.za/iii/cpro/DigitalItemViewPage.external?sp=1005547).

The repository furthermore holds in excess of 5000 Rhodes theses and all new theses and dissertations submitted for degree purposes are continually added to the collection. The 2014 theses (252) have all been uploaded.

- The online availability of the theses and dissertations make the requirement for housing a print copy in the library obsolete.
- Theses and dissertations can now be accessed under the respective faculties listed under the Rhodes University Digital Commons collections (http://contentpro.seals.ac.za/iii/cpro/CommunityViewPage.external?jsessionid=18813A217AFCA9F4A4225F41B1FC3165?lang=eng&sp=1000011&suite=def)
- RU is now the 1st institution to have all its theses and dissertations on an institutional repository
- I wish to acknowledge the team under the leadership of Ms Irene Vermaak (retd) and Ms Roelien Clarke who were instrumental in setting up the first IR on ePrints, its subsequent migration to ContentPRO and ensuring that the RU T&Ds are now available to all in digital format.
LIBRARY AS PLACE

The Library has proven repeatedly to be “a desirable space” for students who are very comfortable using the different spaces and facilities throughout the Library. Newly acquired whiteboards for every Faculty Library have proven to be very popular with students for group or collaborative study throughout the year. They are also used as discussion boards at the various Hubs in an attempt to engender dialogue on topical issues.

REPLACEMENTS: In order to maintain the security in the building and the quality of the physical environment, the following were replaced:

- 50 damaged wooden chairs with sturdier typist chairs for use in the Information Commons
- The turnstiles and access control system at the main entrance
- A new CCTV system has replaced the old system which became obsolete

Four plasma screens were purchased for the Library, which are used for notices, exhibitions and training. They are widely used by staff and the RU community is encouraged to use them to convey important messages and notices. Increasingly academics are collaborating with staff to design complementary presentations for their course content.

COLLABORATIVE USE OF PHYSICAL AND DIGITAL SPACE: Discussions were initiated by the RU-I&TS regarding the closure of the Braae Lab and the transfer of the computers to the Library. The Reading Room on Level 3 was identified for conversion into another Post-Graduate Commons. To maintain the 24/7 access provided by the Braae Lab, the Library offered to convert half of the News Lounge into a 24hr Research Commons. However the cost of redesign and refurbishment at approx. R1m proved to be prohibitive.

Further to discussions with RU-I&TS, it was decided to locate the IT Help Desk in the RUL from 2015. This Help Desk will form part of the Circulation Desk and will have two student assistants in attendance to assist with PC & IT-related and connectivity issues. The IT Help Desk will function in accordance with the RUL hours.

The Education Department Writing Group regularly used the L4 Meeting Room for writing days. Dr Carolyn Grant, who requested this arrangement, said “we had many productive writing days this year and were able to be productive due to the space we worked in. The Library is truly a remarkable space in which to work...” (09 December 2014).

The RUL is represented on the RU Disability Task Team and requirements for the establishment of a special needs facility in the Library have been identified after a visit by staff to NMMU Library Services. This will ensure the Library becomes fully compliant for meeting the needs of physically challenged users in the future.

Every attempt is made to engage with and welcome the RU community into environments that are supportive, accessible, healthy, safe, comfortable and conducive to their needs.
3. USER ACCESS SERVICES

Figure 5: Number of users visiting RUL in 2013-2014

Over the past two years, the busiest times of the year have been the end of term (March, May, August and October) when students are busy completing assignments and during the run-up to the final examinations (November). The number of users visiting the library has declined over the previous year, from 447 972 in 2013 to 367 388 in 2014. This could be attributed to the increased use of electronic resources amongst RUL users, as well as an average taken during August -September due to the malfunction of the access control system.

Figure 6: Use of different spaces within the library

Occupancy statistics\(^1\) suggest that the most used space in the library in 2014 was the Information Commons (IC) (Figure 6). Students are under greater pressure to use the IC before exams, to submit their assignments on RUConnected and to print class notes, etc.

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1. The occupancy statistics are a head count of library users taken at the following times: 11h30; 15h30; 20h30; and 23h30. These figures only represent users at these specific times and do not capture the full use of the spaces throughout the day.
There has been a decrease in the number of items checked out of the library in the past four years. This could be attributed to the acquisition of e-resources over the years, which are used extensively by the University community, as well as the use of material on-site. The number of materials used in-house was approximately 7635\(^2\) in 2014. The Library has moved most periodicals from print to online subscriptions and has also been purchasing e-books, thereby creating access to more online information resources than ever before. This has a significant effect on the Library’s circulation statistics including the number of users that visit the library at any given time.

### INTER-LIBRARY LOANS

Requests from other libraries and items requested by our RUL user have fluctuated over the period depicted in figure 12. In February 2014, RUL acquired WorldShare, an integrated interlibrary loan system. This tool reduces the time spent on manual processes such as selecting lenders, linking to library OPACs and managing lending fees. WorldShare Interlibrary Loan network provides the RUL with a single integrated service for all types of materials, including physical, electronic and digital items. Article Exchange provides a single, secure location where lending libraries worldwide can place scanned articles or book chapters obtained through ILL for easy retrieval by request.

\(^2\) On a daily basis, books are collected from the various workstations and scanned into the SIERRA system, which serves as a record of materials used on-site without being checked out.
TECHNICAL SERVICES (TS)

1. RUL eSTRATEGY

As part of its Strategic Plan for 2013-2015, the RUL has adopted an eStrategy that takes into consideration the fast changing context of academic libraries. This includes the:

- Technologically enabled library environment
- Need to provide access to information in various formats
- Changing role & responsibilities of library staff
- Collection development (e- and print)
- Evolving user needs and expectations
- Library as space
- Electronic learning environment

To this end the eStrategy focuses on:

- Enhancing and enabling the user experience through new services, products and tools
- Enhancing the visibility of RU research
- Systems & search interoperability
- Providing access
- Sustainability

RUL-IT COMMITTEE

To ensure the correct implementation of this strategy the RUL-IT Committee was convened. Members include U Satgoor (Chair), W van der Walt (Head: Technical Services); L Naicker (Head: User & Research Support Services), N Mtshizana (Principal Librarian: User Access Services), R Clarke (Principal Librarian: Systems & Web Management); E Kleinhans (Principal Technical Officer: Library Building & Systems) and G Dampies (Senior ICT Specialist). The reports of this Committee inform the Library’s submission to the RU IT Steering Committee (ITSC).

COLLECTION DEVELOPMENT AND MANAGEMENT

The annual Information Resources Grant serves as the core means to build on the collections managed by the Library Services:

<table>
<thead>
<tr>
<th></th>
<th>Original Allocation</th>
<th>Expenditure</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books &amp; Monographs</td>
<td>R 2,226,000.00</td>
<td>R 2,084,456.92</td>
<td>1</td>
</tr>
<tr>
<td>Journals</td>
<td>R 2,901,209.66</td>
<td>R 3,003,177.77</td>
<td>2</td>
</tr>
<tr>
<td>E-resources</td>
<td>R 10,764,635.92</td>
<td>R 10,559,342.32</td>
<td>2</td>
</tr>
<tr>
<td>Sub-total</td>
<td><strong>R 15,891,845.58</strong></td>
<td><strong>R 15,646,977.01</strong></td>
<td></td>
</tr>
<tr>
<td>Grants (Approved)</td>
<td><strong>R 15,891,845.58</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expected balance</td>
<td><strong>R 244,868.57</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1) In 2014 the Library Committee approved a proposal to apply a 70%/30% split of the Books & Monograph grant towards departmental allocation with 70% being allocated to the departments and
30% being retained within the Library General Fund. This was an attempt to revise the historical allocation model towards a more hybrid environment where both departments and the Library/faculty librarians take responsibility for developing the library collections. This process allowed for funds to be redirected towards other priority areas especially if all the available funds per department was not utilised in the current financial year. Where the need arose to make use of additional funds, departments consulted with the relevant Principal Faculty Librarian and material was acquired.

2) The affordability of subscriptions to individual journal titles as well as databases, are being significantly impacted on by the volatile exchange rate between the ZARand and foreign currencies and annual increases. Furthermore the South African Revenue Services (SARS) has informed the academic library sector of the proposed levying of 14% VAT on electronic resources and tools from 2015. The national licensing initiative SANLiC plays a pivotal role in ensuring that Rhodes Library is able to provide access to resources that would otherwise have been prohibitive or unaffordable.

**SAPnet**
Acquired early in 2014 SAPnet, an online procurement asset management system is designed to streamline the acquisitions of books and monographs. The RUL has together with the service provider, Textbook.net, adapted the SAPnet system to accommodate localised workflow processes. Complete campus-wide roll-out is anticipated in early 2015. The benefits of the system include:
- Broader indication of availability of items published
- Advanced support for the Patron Driven Acquisitions processes, but with additional control mechanisms to ensure that items recommended for purchase are not duplicated
- Comprehensive reports on orders and budget status information and authentication
- DALRO application management
- Approval levels to ensure equitable use of available funds.

✔ **DISCOVERABILITY**

**RESOURCE DISCOVERY PLATFORM**
During 2014, the SEALS consortium members implemented Encore Duet as an upgrade to the then recently implemented Encore ES. The discovery tool is intended to provide scholars at the respective institutions with a search interface that employs technologies aimed at increased relevant search results across an array of both subscribed to and additional resources. The result sets are displayed in a cohesive list, ensuring that sources from the various resource platforms (e.g. the Library catalogue, information vendors etc.) are presented to the end-user, without requiring that the end-user have to replicate the search in the various individual databases or interfaces. The discovery tool's design is based on a Google-like approach to resource discovery, with additional functionality tailored to institutional needs.

The response from those academics that accessed this platform has been positive.

“I didn’t know about RUoogle and having spent some time exploring it have found it exceptionally helpful, especially since my research tends to be inter-disciplinary.” Prof Jen Snowball
1. Cataloguing and Metadata Creation

The core responsibility of the cataloguing and metadata services unit is to ensure that resources are discoverable. The scope of this activity is expanding from records for newly acquired items to include the creation of metadata for theses, the upgrading of records in the system in collaboration with the SEALS Library Systems Manager, the creation of high quality records for e-books and the linking of unlinked books detected during the stock-take project.

<table>
<thead>
<tr>
<th>New books</th>
<th>4346</th>
<th>Including gifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recon and linking</td>
<td>1501</td>
<td>Including books identified as a result of the stocktaking project</td>
</tr>
<tr>
<td>Reclassification</td>
<td>318</td>
<td>Records created on OCLC and exported to SIERRA</td>
</tr>
<tr>
<td>Electronic theses records created</td>
<td>1343</td>
<td>Includes metadata attached to each record</td>
</tr>
<tr>
<td>Deaccessioning</td>
<td>894</td>
<td>Items removed from the collections</td>
</tr>
</tbody>
</table>

Table 3: Library Cataloguing & metadata creation in 2014

1.1 Migration of Cory Library and ILAM records:

The use of the Millennium reference database by Cory and International Library for African Music (ILAM) inhibited effective data discoverability and retrieval, and was unsuitable in supporting specific types of media requirements, e.g. housing of actual media objects. The need to migrate the records based on format representation was identified e.g. migrating metadata records pertaining to books and journal holdings to a scoped SIERRA environment, and migrating digital objects and discovery aids to Content PRO, the web-based content management system. A project team was established to facilitate the migration of the 34 452 Cory Library records and 1552 ILAM records to the SIERRA catalogue.

1.2 Stocktaking Project:

A library stock-take helps to determine the size and scope of a physical book collection; assess and evaluate the age, relevance and condition of the collection; identify the extent of loss and match items on the shelves with the catalogue. Midway the decision was taken to use the Sierra CIRCA Inventory Control module for greater efficiency. I would like to acknowledge all library staff, led by Ms Chantel Clack, who was involved in this project.

Approximately 3 071 problems were encountered and resolved. These included unlinked books, reclassification and/or new spine labels as the call numbers on the system and the items did not match. A total of 3 565 items have been declared missing during the inventory process. All new items, which are either placed on the New Book Display, or sent directly to departments, are inventoried before being sent out.

The bound periodicals did not form part of this stocktaking project, as they can only be inventoried once the Periodical Stores (RAPS) project has been completed. There are approximately 7 829 linked periodicals on Levels 2 to 4.

1.3 Rhodes Periodicals project (RAPS-project):

In addition to the stocktaking project, Technical Services continued the RAPS-project, started in 2013, aimed at correcting the item information (bibliographic, item and check-in records) of periodicals held in the Rhodes Periodical Store on Level 1. Since the move into the new building in 2010, the Library has received complaints of items listed as being held on level 1 but seem to be missing, incorrectly shelved journals, and the items being difficult to find on the stacks. During 2014, however, the RAPS-project was put on hold due
to other pressing and urgent issues that needed attention. Any queries involving any of the titles that needed resolution did receive immediate attention and the data corrected accordingly.

### 1.4 Botany Store Project

In 2014 during the June/July vacation period, an estimated 27 000 lesser used library items (books) held in the Botany Store were transferred to available shelves in the Main Library. The project was led by Ms Rina Goosen who supervised a team of contract staff.

The agreement with the Botany Department to store library books was made in the 1990’s with both floors being used until 2011. The upper floor was cleared of library materials once additional space in the new library building was made available. Items held in this collection span subject areas within specific larger collections of materials, e.g. language and linguistics.

Several reasons were identified that necessitated the removal of the materials from the Botany Store:

- The books were getting damaged as the collection was held below ground level without sufficient airflow. A section of the collection had to be discarded in December 2007 after water leaked onto these items;
- The store lacked sufficient environmental control to minimize mould and other natural threats;
- Access control was compromised, as the building is used by other parties including the Botany Department itself, Library and Minolta staff;
- The collection was more vulnerable to theft as the access points were insufficiently secured (e.g. flimsy wooden door on the outside without a security gate);
- An estimated 12 000 items were not on the library catalogue and as such were not discoverable. This implied that valuable information was not accessible, duplicate procurement of titles actually held, and a gap analysis within collections will be incorrect. Integrating these items into the various subject collections will be investigated as a separate project in 2015.

### 1.5 Digitisation and digital collections:

#### ContentPro IRX

The SEALS Consortium continues as a development partner with III on Content Pro IRX. The development partnership provided RUL with the opportunity to assess the strategic and operational fit of ContentPro IRX in view of the institutional as well as consortial needs and processes. The next phase for the SEALS consortium would be to reflect on the return on investment pertaining to an array of systems that support the services rendered at local and consortial level.

#### 1.5.1 ePrints migration

All theses, articles and other material have been transferred to Content Pro. The ePrints server has been decommissioned, and the Rhodes ePrints instance has been de-registered on all the various aggregator platforms.

#### 1.5.2 Rhodes Theses and Dissertations

The retrospective theses digitisation project was completed at the end of 2014, and all the print theses from Level 1 have been removed from the shelves and the catalogue. This collection includes theses predating the Rhodes University inauguration in 1951 and the oldest thesis held within the repository is dated 1928. This project is significant in that Rhodes University is the first university in South Africa to have a complete set of theses and dissertations available online.
The repository furthermore holds in excess of 4880 Rhodes theses and all new theses and dissertations submitted for degree purposes are continually added to the collection. RUL received and made available a total of 279 theses for 2014 on the RU Digital Commons. 52 embargoed theses have also been received, with 26 2014 theses still outstanding.

1.5.3 ILAM data migration
Files are exported per collection and data re-configured by using Marc Edit before downloaded into Content Pro and also edited afterwards by ILAM staff. ILAM has approximately 30,000 items to be migrated from Greenstone to Content Pro, which already has almost 700 ILAM items.

Other Collections
• Saleem Badat Collection:
  268 items were uploaded and metadata created on Content Pro.
• Jack Skead Collection:
  Cory Library received a donation of 1,186 photographs collected by Dr Jack Skead (1912 - 2006), a well-known ornithologist and historian from the Eastern Cape. The majority of photographs detail the vegetation and landscapes of the Port Elizabeth area and environs from 1994 - 2006. An index with relatively detailed notes of the photographs accompanied the collection.
• Rhodes University Archive:
  K van Zyl, who is working on the RU Archives project, will add digital archival collections of Rhodes University to the Digital Commons.
• Cory – Miscellaneous:
  Cory library staff and students are busy with digitisation projects and content will be loaded when the metadata is created and ready.

Table 4: Rhodes Digital Commons – items available as at end 2014

<table>
<thead>
<tr>
<th>RU Collections</th>
<th>Number of items</th>
</tr>
</thead>
<tbody>
<tr>
<td>RU Theses</td>
<td>4878</td>
</tr>
<tr>
<td>RU Research Articles</td>
<td>1004</td>
</tr>
<tr>
<td>RU Books</td>
<td>21</td>
</tr>
<tr>
<td>RU Inaugural Lectures</td>
<td>22</td>
</tr>
<tr>
<td>RU Conference Papers</td>
<td>58</td>
</tr>
<tr>
<td>RU Journals</td>
<td>19</td>
</tr>
<tr>
<td>RU Archives</td>
<td>6</td>
</tr>
<tr>
<td>RU Cory Library:</td>
<td></td>
</tr>
<tr>
<td>• Skead Collection</td>
<td>700</td>
</tr>
<tr>
<td>• Chris McGregor Collection</td>
<td>482</td>
</tr>
<tr>
<td>RU ILAM:</td>
<td></td>
</tr>
<tr>
<td>• Hugh Tracey Audio Collection</td>
<td>69</td>
</tr>
<tr>
<td>• Jaco Kruger Cassettes</td>
<td>599</td>
</tr>
<tr>
<td>RU Saleem Badat Collection</td>
<td>268</td>
</tr>
<tr>
<td>RU Graduation Ceremonies</td>
<td>67</td>
</tr>
<tr>
<td>RU Tebello Nyokong Collection</td>
<td>71</td>
</tr>
<tr>
<td>RU Miscellaneous</td>
<td>40</td>
</tr>
<tr>
<td>RU Total number of items on Digital Commons</td>
<td>8304</td>
</tr>
</tbody>
</table>
E-RESOURCES USE IN 2014

e-Resources accounted for 83% of the 2014 Information Resources Grant. Collections are constantly evaluated in terms of the extent to which these collections support the academic and scholarly requirements of the Rhodes community. A key metric informing development decisions is usage:

Table 5: e-Resources usage in 2014:

<table>
<thead>
<tr>
<th>Resource</th>
<th>2014 Subscription Cost</th>
<th>2014 Usage</th>
<th>2014 Cost/Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drugdex</td>
<td>R 101 607.78</td>
<td>No stats supplied for 2014</td>
<td></td>
</tr>
<tr>
<td>IR Network</td>
<td>R 12 691.23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LegalBrief</td>
<td>R 23 171.05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>McGregor BFA</td>
<td>R 38 810.84</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Law Library</td>
<td>R 7 477.18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SwetsWise</td>
<td>R 6 401.42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Westlaw</td>
<td>R 97 511.61</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resource</th>
<th>2014 Subscription Cost</th>
<th>2014 Usage</th>
<th>2014 Cost/Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oxford Dict. of Nat. Biog.</td>
<td>R 18 619.52</td>
<td>32</td>
<td>R 581.86</td>
</tr>
<tr>
<td>New Palgrave Dict. of econ.</td>
<td>R 13 814.45</td>
<td>167</td>
<td>R 82.72</td>
</tr>
<tr>
<td>Oxford Grove music online</td>
<td>R 26 287.68</td>
<td>196</td>
<td>R 134.12</td>
</tr>
<tr>
<td>THIEME: Chemistry Package</td>
<td>R 89 147.19</td>
<td>412</td>
<td>R 216.38</td>
</tr>
<tr>
<td>LRC with Litfinder (Gale)</td>
<td>R 75 725.96</td>
<td>779</td>
<td>R 97.21</td>
</tr>
<tr>
<td>OCLC FirstSearch</td>
<td>R 52 481.23</td>
<td>849</td>
<td>R 61.82</td>
</tr>
<tr>
<td>Annual Reviews (Biomedical)</td>
<td>R 52 524.00</td>
<td>1177</td>
<td>R 44.63</td>
</tr>
<tr>
<td>RefWorks</td>
<td>R 53 268.86</td>
<td>1366</td>
<td>R 39.00</td>
</tr>
<tr>
<td>AnthroSource</td>
<td>R 19 891.30</td>
<td>1806</td>
<td>R 11.01</td>
</tr>
<tr>
<td>ACM digital library</td>
<td>R 103 194.77</td>
<td>1819</td>
<td>R 56.73</td>
</tr>
<tr>
<td>Oxford Reference Online</td>
<td>R 8 194.58</td>
<td>1835</td>
<td>R 4.47</td>
</tr>
<tr>
<td>Ebsco SocIndex</td>
<td>R 68 278.74</td>
<td>1946</td>
<td>R 35.09</td>
</tr>
<tr>
<td>SA Gazettes</td>
<td>R 18 052.65</td>
<td>1947</td>
<td>R 9.27</td>
</tr>
<tr>
<td>Oxford English Dictionary</td>
<td>R 17 618.47</td>
<td>2521</td>
<td>R 6.99</td>
</tr>
<tr>
<td>Global Books in Print</td>
<td>R 28 959.10</td>
<td>3364</td>
<td>R 8.61</td>
</tr>
<tr>
<td>Alexander Street</td>
<td>R 29 135.76</td>
<td>3439</td>
<td>R 8.47</td>
</tr>
<tr>
<td>Cambridge UP</td>
<td>R 154 138.49</td>
<td>3496</td>
<td>R 44.09</td>
</tr>
<tr>
<td>Oxford Scholarship Online</td>
<td>R 97 687.03</td>
<td>4233</td>
<td>R 23.08</td>
</tr>
<tr>
<td>SA Criminal law reports</td>
<td>R 3 051.00</td>
<td>4237</td>
<td>R 0.72</td>
</tr>
<tr>
<td>Database</td>
<td>Price (R)</td>
<td>Discount (R)</td>
<td>Total (R)</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-----------</td>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Ebsco RILM</td>
<td>24 190.78</td>
<td>537</td>
<td>24 727.84</td>
</tr>
<tr>
<td>Ebsco Philosopher’s Index</td>
<td>22 064.93</td>
<td>450</td>
<td>22 514.93</td>
</tr>
<tr>
<td>Ebsco PsycArticles</td>
<td>128 460.23</td>
<td>2552</td>
<td>130 712.45</td>
</tr>
<tr>
<td>Waters and Oceans Worldwide</td>
<td>38 223.53</td>
<td>730</td>
<td>38 953.53</td>
</tr>
<tr>
<td>Ebsco Fish, Fisheries &amp; Aquatic Bio</td>
<td>34 704.87</td>
<td>623</td>
<td>35 328.67</td>
</tr>
<tr>
<td>Naxos Music online</td>
<td>11 506.45</td>
<td>168</td>
<td>11 674.53</td>
</tr>
<tr>
<td>SA Media</td>
<td>22 760.10</td>
<td>321</td>
<td>23 081.10</td>
</tr>
<tr>
<td>Access Pharmacy</td>
<td>236 158.00</td>
<td>2992</td>
<td>238 449.00</td>
</tr>
<tr>
<td>Emerald</td>
<td>252 626.86</td>
<td>3196</td>
<td>255 823.72</td>
</tr>
<tr>
<td>Ebsco PsycInfo</td>
<td>120 270.97</td>
<td>1171</td>
<td>121 442.87</td>
</tr>
<tr>
<td>ISI Web of Science</td>
<td>636 012.00</td>
<td>4806</td>
<td>636 498.00</td>
</tr>
<tr>
<td>Royal Soc. of Chemistry and Archive</td>
<td>253 576.67</td>
<td>1915</td>
<td>254 792.32</td>
</tr>
<tr>
<td>SA Legal</td>
<td>18 247.09</td>
<td>1353</td>
<td>19 400.02</td>
</tr>
<tr>
<td>American Chemical Soc.</td>
<td>312 135.07</td>
<td>2140</td>
<td>314 275.07</td>
</tr>
<tr>
<td>Ebsco Com.&amp; Mass Media Complete</td>
<td>48 203.54</td>
<td>325</td>
<td>48 528.04</td>
</tr>
<tr>
<td>Oxford UP Journals online</td>
<td>243 254.77</td>
<td>1526</td>
<td>244 401.53</td>
</tr>
<tr>
<td>Sage journals online</td>
<td>439 346.00</td>
<td>2673</td>
<td>441 619.00</td>
</tr>
<tr>
<td>SA Law reports</td>
<td>41 647.50</td>
<td>251</td>
<td>41 900.00</td>
</tr>
<tr>
<td>SciFinder Scholar</td>
<td>884 740.80</td>
<td>5292</td>
<td>885 263.60</td>
</tr>
<tr>
<td>SA Citations</td>
<td>24 169.11</td>
<td>127</td>
<td>24 296.21</td>
</tr>
<tr>
<td>Martindale</td>
<td>167 949.97</td>
<td>866</td>
<td>168 816.93</td>
</tr>
<tr>
<td>SCOPUS</td>
<td>187 445.21</td>
<td>789</td>
<td>191 234.41</td>
</tr>
<tr>
<td>Ebsco MLA International Bibl.</td>
<td>33 971.82</td>
<td>134</td>
<td>34 106.66</td>
</tr>
<tr>
<td>Taylor and Francis Online</td>
<td>907 535.00</td>
<td>2140</td>
<td>908 069.00</td>
</tr>
<tr>
<td>Springerlink/ Kluwer</td>
<td>883 587.52</td>
<td>2050</td>
<td>885 187.02</td>
</tr>
<tr>
<td>SA e-Publications</td>
<td>244 720.38</td>
<td>479</td>
<td>245 199.37</td>
</tr>
<tr>
<td>Wiley</td>
<td>252 741.86</td>
<td>475</td>
<td>253 217.31</td>
</tr>
<tr>
<td>Thomson Datastream</td>
<td>482 047.02</td>
<td>734</td>
<td>482 781.02</td>
</tr>
<tr>
<td>My Lexis Nexis</td>
<td>42 584.01</td>
<td>51</td>
<td>42 635.02</td>
</tr>
<tr>
<td>EBSCOHost (ASP+BSP)</td>
<td>407 952.78</td>
<td>428</td>
<td>408 381.56</td>
</tr>
<tr>
<td>JSTOR</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>ScienceDirect</td>
<td>1 846 374.65</td>
<td>965</td>
<td>1 856 339.25</td>
</tr>
<tr>
<td>Hein online</td>
<td>61 329.68</td>
<td>19</td>
<td>61 519.28</td>
</tr>
</tbody>
</table>
It has been observed that lecturers are uploading the recommended readings as full text articles onto RUConnected. This has resulted in the reduced number of downloads from subscribed databases as well as disallowing students from having access to additional recommended articles that are generated during an article search or connecting to a link. It is recommended that lecturers post a list of article links instead of the full text articles.

Figure 9: e-Resources comparative usage in 2012-2014:

Table 6: Top 10 most used journals in 2014 (with a 2012 and 2013 comparative figure):

<table>
<thead>
<tr>
<th>Title</th>
<th>Total</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Science</td>
<td>24150</td>
<td>13495</td>
<td>5028</td>
<td>5627</td>
</tr>
<tr>
<td>2 Proceedings: National Academy of Sciences</td>
<td>10631</td>
<td>3327</td>
<td>3517</td>
<td>3787</td>
</tr>
<tr>
<td>3 Journal of Southern African Studies</td>
<td>9445</td>
<td>3637</td>
<td>3011</td>
<td>2797</td>
</tr>
<tr>
<td>4 Library Journal</td>
<td>9443</td>
<td>4537</td>
<td>4873</td>
<td>33</td>
</tr>
<tr>
<td>5 American Journal of Sociology</td>
<td>9311</td>
<td>5453</td>
<td>2986</td>
<td>872</td>
</tr>
<tr>
<td>6 Advertising Age</td>
<td>8492</td>
<td>4142</td>
<td>4337</td>
<td>13</td>
</tr>
<tr>
<td>7 Journal of Biological Chemistry</td>
<td>8447</td>
<td>2716</td>
<td>3075</td>
<td>2656</td>
</tr>
<tr>
<td>8 Bioorganic &amp; Medicinal Chemistry</td>
<td>8232</td>
<td>535</td>
<td>821</td>
<td>6876</td>
</tr>
<tr>
<td>9 USA Today</td>
<td>7491</td>
<td>4121</td>
<td>3370</td>
<td>0</td>
</tr>
<tr>
<td>10 Nature</td>
<td>7407</td>
<td>2853</td>
<td>2436</td>
<td>2118</td>
</tr>
</tbody>
</table>
KNOWLEDGE EXCHANGE
The Library hosted and contributed to several displays during the year. These included product displays, subject-related exhibitions and Powerpoint presentations in collaboration with departments and/or academics as well as displays of national and international significance, namely:

- **The Apartheid and Democracy Timelines** were created as part of the campaign to celebrate 20 years of democracy in South Africa. It was important to put this milestone in its historical context to assist students to understand the background to achieving democracy in 1994. Two separate Timelines were created, namely
  - 1948 – 1994: This segment focused on the laws, acts and ways in which the National Party institutionalized Apartheid in South Africa and how the ANC, in opposition to this, developed an armed struggle to bring about change in a deeply divided South Africa. At the same time the development of the internal resistance to apartheid during the 1970s with the Black Consciousness Movement and later in the 1980s with organizations like UDF, COSATU, the MDM and various “civic” organizations were also highlighted. This is an attempt to record, in commemoration, the many people who lost their lives during this struggle. The timeline was colourful, informative and extremely well received
  - 1994-2014: this timeline shows how South Africa has developed and grown in the last 20 years. Examples from the treatment of AIDS/HIV, politics, sport, scientific achievements, economy, elections etc. were used to highlight the successes and achievements during this time.

- 2014 Soccer World Cup
- 2013 Rhodes Authors
- A Tribute to Nadine Gordimer
- 40 Years of the National Arts Festival
- National Book Week: The Evolution of Printing
- WWI Centenary Commemoration
COMMUNITY ENGAGEMENT

**Book Sale** - Rhodes Library in collaboration with Upstart Youth Development project hosted a book sale at the Library from the 06-09 May 2014 as part of Rhodes Community Engagement Week. Proceeds from this collaboration went towards the Upstart Youth Development Project, a community based organisation founded in 2008 in response to the low literacy levels amongst school learners from Grades 8 to 10. Approximately R2000.00 was raised from this book sale.

Figure 10: Community Engagement- Upstart and Cuppa for Cansa

**Cuppa for Cansa** – Rhodes Library in collaboration with CANSA hosted a “Cuppa for Cansa” on 30 October 2014. Tea and coffee was sold at the library quad. All proceeds from this event went to the CANSA Association, Eastern Cape. Prof. Naidoo, a cancer survivor and former academic from NMMU spoke on the issue of breast cancer to a group of interested and receptive students and staff.

**HERITAGE DAY CELEBRATIONS**
Food, traditional dress and sharing of cultural information were the highlights of Heritage Day 2014! All members of the RUL took great pride in sharing and showcasing their traditional and chosen food, utensils, décor and dress. These included elements and meaning from Zulu, Xhosa, Indian, Malay, Afrikaans and English traditions.

Figure 11: RUL Staff in full regalia during Heritage Day celebrations
The RUL has a full-time staff complement of 39, comprising of 24 professional staff, 15 support staff and 67 hourly staff members. Staff Development, or continuing professional development (CPD) as it is popularly known, is important for staff to keep abreast of developments in academic librarianship or improve their skills sets so that the quality and standard of service is influenced by best practices. To this end several staff are identified and encouraged to attend conferences, workshops, seminars, etc. The Department of Human Resources has been extremely supportive of these opportunities.

CPD also includes involvement in the broader local, regional, national and international LIS structures. This enables professionals to engage herein as representatives of the University thereby influencing thought leadership within and beyond the institution.

REPRESENTATION ON RU STRUCTURES

- U Satgoor represents the RUL on Council, Senate, IPC, ITSC, Research Committee, SAM, ILAM and Cory Advisory Boards
- L Naicker - Academic Technologies Roundtable and the Disability Forum
- G Dampies – Computer Lab Sub-Committee

NATIONAL AND PROFESSIONAL INVOLVEMENT

Several staff members are involved in national professional activities:

- E Shepherd: Member, Sabinet Advisory Board
- L Ntaka: PRO, LIASA Eastern Cape (EC)
- M P Vanda: Convener, LIASA EC Higher Education Libraries Interest Group (HELIG)
- W van der Walt: Chair, SEALS Standards Committee
- U Satgoor: Member of
  - The Committee for Higher Education Libraries in South Africa (CHELSA)
  - L Naicker attended the CHELSA AGM on 14-15 May 2014
  - South Africa National Licensing Consortium (SANLiC)
  - IFLA Africa Standing Committee and attended its meeting in Kumasi, Ghana, 08-09 February 2014
  - Advisory and Academic Boards, Enhancing Librarians’ ICT skills for Research Enablement in African Universities: A Carnegie-funded CPD Programme, University of Pretoria
- V Gontshi, D Martindale and U Satgoor participated in and facilitated a workshop on “Effective User Services: A Strategic Imperative” at the invitation of the Director: Library Services, Central University of Technology, 23 May 2014. A strategic framework was presented and the Rhodes Faculty Liaison Services and Personal Librarian Programme were used as examples
- U Satgoor completed her 2-year term (2012-2014) as President, Library and Information Association of South Africa (LIASA) and officially handed over the baton at the 16th LIASA Annual
Conference, Celebrating Libraries in 20 years of Democracy: Continuing the Dialogue..., Birchwood Conference Centre, Ekurhuleni, 22-26 September. Activities for 2014 included

- **IFLA Building Strong Library Associations (BSLA) Convening**, Kumasi, Ghana, 10-15 February 2014
- **OCLC EMEA Regional Council meeting**, Cape Town, 23-25 February 2014
- LIASA Leadership Weekend, 25-27 April
- Representation on the National Council for Library and Information Services (NCLIS), an advisory body to the Ministers of Arts & Culture, Basic Education; and Higher Education & Training, whose portfolios include public & community, school and academic libraries respectively, 06-07 February and 05-06 May
- Facilitation of the strategic plan development of the Zimbabwe Library Association, Victoria Falls, June 27-28 2014
- Various presentations at different stakeholder meetings throughout the country on the theme **LIASA-in-Discourse** and **Librarians as agents for social change, community development and democracy**, February-August
- Participation in the XXI Standing Conference of Eastern, Central and Southern African Librarians and Institutions (SCECSAL), hosted by the Malawian Library Association, Lilongwe, Malawi, 28 July-01 August 2014 on the theme “Information and knowledge management as a driving force for socio-economic development in Africa”
- Continuation as the Co-Chair: IFLA 2015 National Committee responsible for the hosting of the World Library and Information Congress to be held in Cape Town, 15-21 August 2015 with the theme “Dynamic Libraries: Access, Development and Transformation

**MANAGEMENT DEVELOPMENT PROGRAMME (MDP)**

The RUL was invited to pilot the MDP in collaboration with RU-HR. Fourteen members of staff from Grade 14 upwards participated in two Learning Paths. The curriculum comprised of:

- Learning path 1 (28 and 29 January 2014) – Understanding development needs and facilitating development
- Learning paths 2 and 3 (03-05 February 2014) – Building positive relationships, delegating monitoring and mentoring

This programme addressed the staff development cycle, its alignment to organizational goals and how line managers should engage with their direct reports regarding their development needs in an enabling manner. The immediate activities to be implemented are a succession plan and personal development plans for all participants.

Following on the pilot of the MDP, those responsible for supervising staff engaged in the development conversation with their staff and compiled their personal development plans (PDPs), which were shared with HR. This helped in identifying the individual and collective development needs of the Library. A second group of librarians participated in the MDP, together with staff from other RU divisions. The Library Director was also invited to facilitate an MDP session involving RU senior managers.

✔ **Succession Planning**: A critical aspect highlighted during the MDP was the lack of a succession-planning programme. In order to address the gap in understanding key positions and the related responsibilities, E Shepherd (Principal Faculty Librarian: Science & Pharmacy) who retired at the end of 2014 initiated and shared a series of presentations that highlighted the KRAs of her post. It was an excellent opportunity for librarians to gain an understanding of this position and to reflect on their readiness for this post.
LEADERSHIP DEVELOPMENT PROGRAMME (LDP)
RU-HR identified a Leadership Development Programme, which was aimed at RU senior management. U Satgoor participated in the 2nd group, which met on 12-13, 15 May and 10-13 September.

INTERNATIONAL CONFERENCE ATTENDANCE
In her capacity as the LIASA President, U Satgoor attended the 80th IFLA General Conference and Assembly in Lyons, France from 17-23 August 2013.

MEMBERSHIP TO LIASA
HR approved the payment of membership fees to the Library and Information Association of South Africa (LIASA) for the 24 professional staff members. As a professional association, LIASA includes continuing professional development and workplace learning (CPDWL) as a strategy and provides opportunities for librarians to learn and share their expertise and skills through hosting workshops, symposia and an annual conference.

FORMAL STUDIES
✓ T Menze, N Mkhathali and W van der Walt completed the coursework and a study tour to Makerere University, Uganda as part of the Carnegie funded M.IT programme, University of Pretoria. W van der Walt also presented on The new age of discovery: Discovery-to-delivery tools
✓ Ms Debbie Martindale and Ms Brenda Stolz: BLIS (Hons), UKZN, June

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) - Conference Participation/Workshop/Presentations
✓ F Still-Drewett: Research Evaluation and Performance Measurement (REPM) Conference, UCT, 05-07 May
✓ L Adrian, M Booysen, G Dampies, D Martindale, T Menze, L Naicker, L Ntaka, B Stolz and P Vanda: Cloud Computing, NMMU, 16 May
They joined 30 colleagues from Nigeria, Ghana, Uganda and South Africa in this first 4-week residential programme. Seven additional programmes will be hosted and RU librarians will be encouraged to attend. The aims of the programme are to:
• Empower the next generation of library and information professionals within Sub-Saharan African countries with hands-on skills to apply current and emerging information and communication technologies (ICTs);
• Build capacity amongst library and information services (LIS) professionals to support and enable researchers.
• While the emphasis is on practical hands-on ICT skills for research, this will be supported by three sub-themes:
  o Contextualisation of ICT skills in academic and international librarianship
  o Understanding the research process
  o Library ICT leadership and innovation skills

An extensive survey of academic libraries informed the design of a programme that is contemporary and relevant to academic libraries, ICTs and the research process. It is evident that institutions are engaged in a wide range of ICT training interventions to build capacity, enhance existing skills and/or introduce new skills amongst their staff. However, this appears to be ad hoc and uncoordinated resulting in an imbalance of skills and competencies in institutions. It is believed

27 | P a g e
this Carnegie CPD programme has the potential to reduce this imbalance by expanding the awareness and understanding of ICTs as an enabler to the academic librarian’s role in the research process and domain. U Satgoor sits on the Academic and Advisory Boards of this Programme.

✓ J Otto: 12th South African Online Information Meeting (SAOIM), 03-06 June 2014, CSIR, Pretoria
✓ L Naicker: Sabinet Client Conference Exploring the trends that shape our future, Mount Grace Spa, Magaliesberg, 03-05 September 2014
✓ L Ntaka: Poster presentation entitled Investigating differences and similarities between public and academic librarianship – a necessary debunking of myths, 16th LIASA Annual Conference, Celebrating Libraries in 20 years of Democracy: Continuing the Dialogue..., Birchwood Conference Centre, Ekurhuleni, 22-26 September.
✓ A Kuster, L Naicker and W van der Walt: CHELSA Statistical Database Workshop, NMMU, 09-10 October 2014.
✓ Webinars are proving to be an excellent way of keeping in touch with global trends. The RUL is well equipped to ensure staff participation and will be exploring ways of broadening the professional engagement within the SEALS and Eastern Cape region.

- Information Literacy, 04 September 2014 in collaboration with Cape Peninsula University of Technology. This webinar has enabled Rhodes staff to chart a way forward regarding Information Literacy and how it may be embedded in the academic programme. An Information Literacy proposal is being drafted for wider discussions. This benchmarking exercise was hugely beneficial and served to establish contact with the colleagues of CPUT Libraries.
- ORCid Webinar – 17 September 2014
- User Experience Webinar (HELIG) – 19 September 2014
- LIASA Open Access Virtual Roadshow – 17 October 2014

✓ G Dampies, S Gule, L Naicker, B Stolz, P Vanda, W van der Walt: Southern African Innovative User Group Conference (IUG-SA), 19-21 November 2014. RUL staff made the following presentations:
  - Strategic IS management – Wynand van der Walt
  - Content PRO development & standardization within SEALS – W van der Walt and S Tshebi (University of Fort Hare)
  - Digitization workshop including project management, data manipulation, and data mapping – W van der Walt and D Minnaar (Nelson Mandela Metropolitan University)
  - Program Management: Rhodes experience – P Vanda
  - Invited Guest Lecture to IS201 BusSys (Rhodes IS Department), 14 March 2014 – Wynand van der Walt. The intention was to provide a basic elementary approach to strategy design in a non-profit environment. As these are IS students, attention was given to most of the current IS systems used at Rhodes University Library.
  - Project management: An Introduction, SEALS Standards Committee, 29 May 2014, Grahamstown – Wynand van der Walt
✓ U Satgoor: Paper presentation entitled “It’s not business as usual! CPD as a change imperative for LIS Professionals”. LISC75, University of Cape Town, 27 November