The vision of CPUT Libraries is:

*to be the innovative leading information partner enabling the institution to be at the heart of technology education in Africa*
Table of contents

Introduction 1

1. Facilities 2
1.1 Branches 2
1.2 Support Units 3
1.3 Changes during 2011 4
1.4 Security measures 4

2. Staffing 4
2.1 Staff numbers 4
2.2 Staff structure 6
2.3 Awards and achievements 7
2.4 Staff training 7

3 Faculty support services 8
3.1 Collection development and management 8
3.2 Support for teaching and learning 10
3.3 Curriculum 11
3.4 Faculty liaison 12
3.5 Initiatives to promote research output, quality 12
3.6 Research outputs 13

4. Community Engagement and Partnerships 14
4.1 Local and internal 14
4.2 Regional, National and international 15

5 Library Quality Assurance programmes 16
5.1 Internal Quality Audit 16
5.2 Collection of statistics 16
5.3 Surveys 16
5.4 Institutional quality measures 17
5.5 Data Quality 17

6. Finances 17
6.1 Budget 17
6.2 Income 19

7. Plans for 2011 20

CPUT Libraries at a glance 2011 21
Introduction

The efforts by the university library to work more closely with faculties, departments and other academic service providers within CPUT are beginning to bear fruit. More work still needs to be done to sustain these developing relationships. Research and Information Services Managers within the libraries are reporting close working relationships with all the faculties. More collaborative work has been undertaken with E-learning, Fundani and Students Services and this places the library at the centre of the CPUT academic project. The aim of the library is to continue playing its role in the contribution towards students’ success, better retention rates and enablement of academic excellence of the university.

The library’s collection development budget grew from R12 400 000 in 2011 to R12 800 000 in 2012. This marginal 2.95% increase has limited the growth of information resources both in print and electronic form. The library continues to engage in various activities to encourage both students and staff to utilize the information resources so that there is a better realization on the huge investment the university is making into the library.

The Library, like all other departments in the university, continued to experience major difficulties with the IT infrastructure. The IT problems still pose a major challenge to the delivery of library and information services across the campuses networks and we hope the situation will improve in the coming year.

There continues to be a steady growth in research output by library staff in areas related to library and information services provision in the university. The Library’s Research Agenda has played an important role as a guide for research topics for active library researchers. More library staff members were also registered for both lower and higher degrees at various institutions in the province and the country.

The Library's outreach programme in support of the university community outreach initiatives continues to play a critical role in assisting selected schools to access resources. The library in 2011 continued to participate in various national, regional and international activities. The Library Director participated in the Committee of Library Directors (CALICO), CHELSA (as an executive board member), SANLIC, and SABINET. The Director of Libraries officially assumed his duties as the Secretary of the International Association of Scientific and Technological University Libraries (IATUL).

The library continues to benchmark its work with other libraries in the country and beyond. Several South African academic libraries have also sent their staff on attachment to CPUT Libraries to learn more about our systems and services. In 2011 the Library’s Quality Assurance team visited Tshwane University of Technology to engage on how library services are monitored and evaluated.

In 2012 the Library will continue to work closely with faculties to support their academic programmes and the pilot project on revamping library spaces will also be realized. It is hoped that the pilot space project will provide a platform to revamp of branch libraries.

Dr. Elisha R.T. Chiware
Director: CPUT Libraries
August 2012
1 Facilities

1.1 Branches

Libraries are situated at ten different sites, with 60 staff members serving users directly. The branches range in size from the smallest at Groote Schuur (28 sq m) to the largest in Cape Town (5204 sq m). The number of students served by each branch also differs widely with the smallest being Worcester (88 students) and the largest Cape Town (13489).

The library at Athlone forms part of the Western Cape College of Nursing, which also has three staff members in the library. CPUT Libraries has supplied two staff a member, reading materials and other resources and it is run as a full CPUT Library branch. A similar pattern is followed in Worcester, but the single staff member was supplied by CPUT Libraries and there is no WCCN staff in the library. However, at Worcester the CPUT library is housed within the library of the Boland College, from whom WCCN rent premises, and the Boland College has a staff member within the building.

The large growth in numbers of students over the past few years has resulted in the space per student available in the branches being below the 1.10 sq m as stipulated by the Department of Higher Education and only Tygerberg being more than 50% of the norm.
An important feature is the library’s ongoing reconfiguration in response to consolidation of courses. As courses move from one campus to another, CPUT Libraries determines which part of the collection has to be moved in consultation with the relevant academic departments. The number of items in the collections is large, and thus this is a major operation. This operation requires not only physical moving and re-cataloguing of all material, change of spine label and date sheet card, but also a reconfiguration of shelving to accommodate the new moves. During 2011 consolidation required the following moves:

- Parts of the Engineering and Applied Sciences collection from Cape Town to Bellville
- Parts of the Informatics and Design and Business collections from Bellville to Cape Town
- Part of the Education collection from Bellville to Mowbray, and
- Part of the Business collection from Mowbray to Cape Town.

These consolidation moves have led to the libraries mainly affected, Bellville, Cape Town and Mowbray, continually reconfiguring their shelves, but also the division of work between the different librarians. During 2011 there were several cases of librarians having to support faculties in both Bellville and Cape Town, and it is anticipated that that this situation will continue to at least the end of 2014.

1.2 Support Units

At the Cape Town and Bellville branches there are also structures supporting work across all campuses:

- Cape Town: RISC (Research Information Support Centre) is aimed at postgraduate students and researchers, ILL (Inter-Library Lending); Promotions, Staff development and Student training; Digitization; Outreach.
- Bellville: RISC (Research Information Support Centre) is aimed at postgraduate students, ILL (Inter-Library Lending), Quality Assurance; Technical Services; Library Information Technology; Library Finance and Administration; Marketing.
- The Library management offices including the Library Directorate are based at the Bellville campus and have another presence at the Cape Town campus.
1.3 Changes during 2011

Although there were no major physical changes to the different libraries in 2010, many smaller projects were undertaken to improve services.

- At Thomas Patullo a small computer room with 4 PC’s and laptop space was made available,
- At Wellington the study spaces were reorganized to increase efficiency.
- Cape Town made several significant changes with the relocation of the Engineering Collection, and the movement of all journals to the area previously occupied by Engineering and Applied Sciences. The librarian’s offices were also consolidated closer to the Information Point.

In 2010 two compactuses were installed in Cape Town to enable the compact storage of journals and other lesser used material so as to free up more floor space for student use. During 2011 this was extended with the purchase of two units each for Bellville, Cape Town, Mowbray and Wellington.

1.4 Security measures

During 2010 in Cape Town and Bellville work was also done to secure access to the libraries with the installation of turnstiles and, in Cape Town, fingerprint readers. This project was continued in 2011 with more work being done on the bio-metric access in Cape Town. In addition to the changes in the access outlined above and the continued use of fingerprint systems at both RISC facilities in Bellville and Cape Town, security cameras in Cape Town were further upgraded. The planning for similar upgrades to Bellville, Mowbray and Wellington in conjunction with Campus Security became part of an overall security plan for all CPUT campuses which should be rolled out during 2013/4.

2 Staffing

During 2011 CPUT Libraries was saddened by the passing away of one of our staff members, Ms Phatsi Kodisang, a Library Assistant at the Bellville Campus. Ms Kodisang was also in her final year as a B Bibl student at UWC. The staff and family held a memorial service at the Bellville Library, and several staff members also attended her funeral in Gauteng.

2.1 Staff numbers

The branches range in size from Worcester with 1 staff member to Cape Town with 19. In addition, special sections of the library employ 31 people in roles including research support, library IT systems, training, marketing and promotions and quality assurance. The Library Directorate (Director and Deputy Director) including library finance and the director’s secretary has 6 members of staff giving an overall number of 97 staff in CPUT Libraries. During 2011
these numbers were increased with the appointment of after-hours supervisors on a part-time basis.

The following shows the number of full-time staff per branch and per unit:

- Research and Inter-Library Lending: 1 staff at Bellville, 4 at Cape Town
- Marketing: 1 staff at Bellville, 1 at Cape Town
- Technical Services: 17 staff at Bellville
- Library Information Technology: 3 staff at Bellville, 2 at Cape Town
- QA and Training: 1 staff at Bellville, 1 at Cape Town
- Library Administration Unit: 3 staff members in Bellville
- Library Directorate Unit: 1 secretary at Bellville, the Library Director and Deputy-Director

During 2011 the closing times of the different branches were extended to 22:00 in response to a request by Council. This led to a change in the system of manning evening hours, with after-hours supervisors being appointed to all sites except Worcester. These extended hours were implemented from the start of the third term, and ran until the end of November.

In addition to the evening supervisors, student assistants were also appointed to further assist with evening duties. These assistants complemented those already helping in the Promotions section, and providing information assistance at the larger sites.

**Full-time staff per Department**

![Bar chart showing full-time staff per department](chart.png)
2.2 Staff structure

The staff structure shown here excludes the after-hours supervisors and reflects the situation at the end of 2011.
2.3 Awards and achievements

Library staff is also actively engaged in their own studies. During 2010 the following qualifications were obtained:

- Bachelor of Information Science (Hons) (UNISA): Minah Kedirileng
- B Bibl (UWC): Adiel Abrahams
- B Bibl (UWC): Nolwando Vananda
- M Bibl (UWC): Nyameka Mila
- Regional Middle Management Development Programme (CHEC), Audrey Patrick

Staff members were also actively and professionally involved with the following being on the respective committees:

- LIASA WCHELIG: Lynn Klein veldt: Committee Treasurer
- SA Society for Cultural History: Petro Coreejes-Brink: membership secretary
- Genealogical Society of South Africa: Petro Coreejes-Brink: Vice-President.

Petro Coreejes-Brink was also elected to the Editorial Board of the SA Journal of Cultural History. Rolf Proske was again selected as a reviewer for the ZAWWW: Annual Conference on World Wide Web Applications, this time held at the University of the Witwatersrand.

Sulaiman Majal was selected by the Carnegie Foundation to be part of their Train-the-Trainer programme.

The Director, Dr. Elisha Chiware, attended the IATUL Annual Conference in Warsaw, Poland and was elected to take over as Secretary of the organization from 2012.

2.4 Staff training

As part of ongoing efforts to improve the quality of services, the library offered intensive staff training opportunities. These include

- training in the library itself
- training done through CPUT and elsewhere
- as well as attendance of workshops and conferences.
3 Faculty support services

3.1 Collection development and management

The constant upgrading of the collection is designed to improve the quality of the student’s study experience. During the past two years the following items have been purchased for the collection per faculty:

<table>
<thead>
<tr>
<th>Faculty</th>
<th>2010 Items</th>
<th>2010 Cost</th>
<th>2010 Average cost per item</th>
<th>2011 Items</th>
<th>2011 Cost</th>
<th>2011 Average cost per item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Sciences</td>
<td>365</td>
<td>R 337 241.09</td>
<td>R 923.95</td>
<td>379</td>
<td>R 280959.06</td>
<td>R 741.32</td>
</tr>
<tr>
<td>Business</td>
<td>1223</td>
<td>R 804 205.38</td>
<td>R 657.57</td>
<td>1309</td>
<td>R 810473.94</td>
<td>R 619.16</td>
</tr>
<tr>
<td>Education &amp; Social sciences</td>
<td>891</td>
<td>R 208 054.80</td>
<td>R 233.51</td>
<td>890</td>
<td>R 242885.38</td>
<td>R 272.91</td>
</tr>
<tr>
<td>Engineering</td>
<td>560</td>
<td>R 511 297.68</td>
<td>R 913.04</td>
<td>695</td>
<td>R 605409.57</td>
<td>R 871.10</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>470</td>
<td>R 304689.22</td>
<td>R 648.28</td>
<td>560</td>
<td>R 441933.59</td>
<td>R 789.17</td>
</tr>
</tbody>
</table>
Further initiatives are around the development of electronic resources. Off-campus access was improved through the installation of a new EZproxy server which came online in 2011, with a resultant greater stability. The Primo discovery system was rolled out in a beta version, allowing users to experience it, and also to give feedback to the library. Full implementation is planned for 2012.

New information resources added include:

- The Berg Fashion Library provides access to interdisciplinary and integrated text and image content on world dress and fashion. It covers all regions of the world, with in-depth content from pre-history to the present day contributed by internationally-renowned scholars.
• SPORTDiscus with Full text is the most comprehensive, bibliographic database covering sport, physical fitness, exercise, sports medicine, sports science, physical education, kinesiology, coaching, training, sport administration, officiating, sport law & legislation etc.

3.2 Support for teaching and learning

As a support structure, the library has at its core the assistance of students, including staff in providing adequate help to the user. This assistance is offered in the following ways;

• Direct user assistance by answering questions posed to staff: 77465 questions were answered during the year: 2, 3 questions per student.

• Lending material to users so that they can obtain the necessary information: 187106 loans were made and in addition to this, 120 283 items used in the library: 9, 1 for each user.

• Electronic material is made available, mainly through the databases. These provide a quality resource of academic merit: 283368 articles and 55694 chapters from E books were downloaded: a total of 339062 (down from 359037): 10 articles per user (down from 11.1).

• Training in aspects of information literacy that are essential to a student becoming an independent and life-long learner is offered by library staff at all campuses: 10876 students were part of this training.

• A range of value adding services such as printing, binding, lamination, photocopying and even recording facilities.

To achieve these students visited the library 1,887,306 times, or an average of 55, 8 times per student.
3.3 Curriculum

The library also has an important role to play in curriculum development with its Information Literacy initiatives. During 2008 a draft policy was developed by the Information Literacy Task Group that was set-up via the Senate Teaching & Learning Committee. This policy was accepted by the T & L Committee, by Senate and also by Council and implemented during 2009. In terms of this policy an Information Literacy Subcommittee was set up with faculty librarians and the training librarian having sitting on the committee, together with representatives of faculties. The task of this sub-committee was to monitor, evaluate and validate the Information literacy components within each course’s curriculum. The Training Librarian was elected chair of this sub-committee and also given seating on the Senate teaching and Learning Committee.

During 2010 this committee started a process to audit the courses offered at CPUT to determine the integration of Information Literacy within each course. This audit process has led to a greater awareness of information literacy issues within faculties, and also increased library intervention in specific departments. This has occurred at various sites with the Groote Schuur Hospital site having the distinction in 2011 that all classes had information literacy training with the assistance of library staff members from various branches and units.

The library also embarked on a project to explore the collaboration between Faculty Librarians and lecturers on the e-learning platform, Blackboard. Discussions with the Centre for e-Learning led to the formation of a core group which drove the trial of this project during 2011. Strong cooperation with individual lecturers in particular subjects led to an enhanced presence by the
library within the subject offering, both virtually (on Blackboard) and physically (in the classroom itself).

Librarians were also able to implement better training based on the lessons learnt during the Train the Trainer courses done in 2010, thus enhancing the quality of the training offered.

### 3.4 Faculty liaison

In order to better facilitate the partnership with faculties, several initiatives were undertaken during 2011 to improve liaison. The first of these was a drive for Senior Librarians and faculty librarians to attend faculty Boards and other important meetings and forums within the Faculties. Several successes were achieved with these and the outlook in this regard for 2012 is very positive.

Secondly, with the assistance of Fundani it was arranged that from 2012 the library would have seating on the Curriculum Officers’ Forum, thus giving impetus within the re-curriculum process to both the information literacy needs of the students, as well as the role that the library plays within the teaching and learning within faculties.

### 3.5 Initiatives to promote research output

CPUT Libraries has undertaken several initiatives to improve research at the institution. These include the expansion of the RISC facility, the establishment of a repository and the increased functionality in Inter-Library Loans:

RISC (Research Information Support Centre) is an innovative centre providing dedicated information support for research, the first of its kind in the Western Cape and possibly South Africa. During 2010 the workstation capacity was increased in the RISC facilities, as well better access control.

Planning for a new RISC centre in Cape Town was undertaken as part of the consolidation process, but the implementation has been held over due to shortages of funds. In Mowbray, due to the increase in the number of Post-Graduate students the training room was converted into a RISC facility.

In April a special E-resources fair was held on the Bellville Campus to promote the use of e-resources by all students, including researchers. Further exposure was through the poster the staff in Cape Town developed for the CPUT Research day in November.

The Digital Knowledge repository which was launched in 2009 grew to such an extent that 134149 full-text downloads were done from it during 2011. The platform not only hosts theses and dissertations but also links to or hosts all published articles by CPUT staff; hosts unpublished material, including presentations and hosts digitized material, such as X-rays, plans, photographs and archival material of the institutions that made up CPUT. By the end of 2011 there were 1789 items on the repository, 571 of which had been added during 2011.
The Inter-Library Lending (ILL) service enables researchers to obtain books and articles from other institutions. Over the past four years this service has shown strong growth in the provision of books, and despite our increased access to electronic databases, still strong demand for journal articles exists. Overall the ILL service has shown an increase of 58% in document supply in four years.

3.6 Research outputs

Part of the initiatives involves the library’s own contribution to research, through its own staff. In 2010 the library had the following research outputs:

International conference presentations done:


- *The impact of information literacy on the pass rate of first year students: a project at the Cape Peninsula University of Technology*. Mike Moll. Presented at 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, University of York, United Kingdom, 22-26 August 2011

- *Determining the value of individual librarians' work: a case study of the Cape Peninsula University of Technology*. Mike Moll. Presented at 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, University of York, United Kingdom, 22-26 August 2011

Local conference presentations done

- *The integration of information literacy into the curriculum: a case study at the Cape Peninsula University of Technology*. Janine Lockhart. Presented at LIASA Conference, East London, South Africa 3 - 7 October 2011 and also at the WCHELIG Symposium, Cape Town, South Africa 3 November 2011

- *Genealogy a study for you and me*. Petro Coreejes-Brink. A keynote presentation at the Basson Familiebond meeting, Wellington 30 April

Publications:


4 Community Engagement and Partnerships

4.1 Local and internal

CPUT Libraries with ten branches has the advantage to be involved in many different communities and projects throughout the Western Cape. Visitors from the community use the Libraries not only to study, but to find information even if they are not allowed to borrow material.

In 2010 the Libraries started focusing on building partnerships with communities that can be of benefit to researchers we need to support and in 2011 this led to the approval of two projects with schools in the community. On Africa Day learners from Perseverance Secondary School visited Bellville Library, and 10 prefects from Cedar High visited the Cape Town Library.

At Wellington library staff visited Berg River Primary. This was followed up in October where learners were presented with gift packs (photo, right), book blocks were adapted to become teaching aids, and each grade 2 and 3 learner was given a dictionary.

In May 2010 an agreement had been signed between the Afrikaans Language Museum and CPUT: Libraries. According to this agreement; researchers that need support in doing research about the Afrikaans Language can be referred to any of the two partners. CPUT Library staff was invited to the opening of the reading room, which also housed many CPUT donations, at the Museum at the end of May.
In October CPUT Libraries started work together with the school and NGO’s to help set up a library at Dagbreek Primary. Staff physically assisted in the setup, including cleaning and painting. Donations of appropriate books were also made and the library was able to take shape.

The second program involves CPUT Libraries supporting the in-service learning of CPUT students by employing two PR Interns during the Workplace-Learning component of their final diploma year in 2011. Similarly, CPUT Libraries employed 78 students, some for part of the year and others for the whole year and several on a Master’s level, thus ensuring that CPUT Libraries was effectively present in the CPUT student community as well as providing valuable skills and experience to the students.

A special partnership exists with the Western Cape College of Nursing. CPUT Libraries has undertaken to assist the College in provision of library services, not only through placement of staff (there is a CPUT library staff member at Athlone and one at Worcester) but also through support of the library functions and purchase of materials. This partnership was expanded to Worcester which became a new site of delivery for both WCCN and CPUT Libraries in 2010.

4.2 Regional, National and international

Strong partnerships exist on the regional level with the other three Western Cape Universities in the form of CALICO, the Cape Library Cooperative. In turn, CALICO is an organ of CHEC, the Cape Higher Education Cooperative with which the library works particularly closely on the subject of copyright. Nationally, the Director of CPUT Libraries has a sitting on CHELSA (Committee of Higher Education Librarians of South Africa)

Through LIASA and the Director CPUT Libraries has also formed international links, with the Director being invited to participate in an IFLA international planning group in the Netherlands in December 2009.

CPUT Libraries is also a member of IATUL (International Association of Scientific and Technological University Libraries) and in 2010 the Director was invited to join the board of IATUL. CPUT has also been awarded the hosting of the 34th IATUL conference in 2013, and planning for this started already in 2011 with the formation of several
sub-committees and a central committee. This will lead to stronger international exposure and partnerships for CPUT Libraries, as well as reflect well on CPUT itself.

5 Library Quality Assurance programmes

5.1 Internal Quality Audit

After the Institutional Audit undertaken during 2010, the HEQC feedback report made recommendations with regard to all faculties and departments at CPUT. CPUT Libraries had already drawn up a Quality Improvement Plan (QIP) to address concerns from the previous audit and this plan had been incorporated into the different library departments’ work plans for 2010. Successful implementation of these plans had led to a review of the QIP at the end of 2010 and the adoption of an updated version called the Library Continuous Improvement Plan. At the request of the CPUT Quality Management Directorate (QMD) this was again called a Quality Improvement Plan, and an updated version incorporating the library’s response to the 2010 audit was submitted to the QMD to become part of the overall CPUT Institutional Quality Improvement Plan.

The elements identified in this plan, such as increased access to resources and better process planning, and then became key drivers in the library’s overall strategic plan, and the work plans for 2011 of the different library departments.

5.2 Collection of statistics

Following the development of data gathering forms in 2009 and the start of the development of an online statistical database in 2010, in 2011 the emphasis was on the completion and roll-out of the on-line statistical database. A programmer was hired to write the programme and developed in line with the previous statistical gathering which, in turn, was based on the Measures for Quality in SA HEI Libraries developed by CHELSA, the CHELSA guide to self-review of University Libraries, and statistics collected by ARL, SCONUL and CAUL.

An internal roll-out of the database in the second half of 2011 helped identify problem areas, and also aided in the development of the necessary reports. This database is now functioning well and forms a core part of CPUT Libraries statistical gathering.

5.3 Surveys

During 2011 a user satisfaction survey was run by CPUT Libraries at all branches. Analysis of the results of the survey will be incorporated into the work plans for 2012/3, together with an analysis of results of the institution-wide first-year survey run by Institutional planning during 2011.
5.4 Institutional quality measures

As different courses prepare course audits, one of the facets they are required to look at is the library use. During 2010 a programme review manual was generated which will guide all faculty librarians on writing the programme review reports that should be sent to faculties/programmes under review. This manual was one of the lessons learnt from a benchmarking exercise with the University of Pretoria (UP) and University of South Africa (UNISA). This manual was presented to the Deans Forum in January 2011 and accepted by them for general use within CPUT. The manual was also endorsed by CPUT QMD.

University bodies on which the library has sitting include:


- **Deputy Director**: Data Quality Committee, Senate Research Committee, Student Services Council

- **Senior Librarian**: Library IT: ICT Committee:

- **Senior Librarian**: Branches and Outreach: Disability Forum

- **Training Librarian**: Teaching and Learning Committee:

On an individual campus level the library is also represented in campus structures and is a key player in campus committees.

5.5 Data Quality

During 2010 the library undertook a major project to upgrade the quality of data in the library’s catalogue. This will lead to better access to material by users, and will also enable the library to analyse the collection using the WorldCat collection tool. Part of the project involved updating our holdings on OCLC – thus making our international exposure more accurate.

In 2011 this process was continued and resulted in us being able to use the World Cat analysis tool to do collection analysis for the first time. Results of this ongoing analysis will be used when looking at the 2013 collection development budget, and to motivate for specific funding for identified collection gaps.
6 Finances

6.1 Budget

The overall budget for CPUT Libraries in 2011 was R47 789 628. This can be divided into four main segments:

- Human Resources R30 591 357
- Operational R 1 873 471
- Capital R 599 800
- Library Information Material purchase R14 725 000

The expenditure on Library Information Materials is particularly problematic as there are several factors causing great pressure on the budget:

- the growth in student numbers
- the growing postgraduate component and raising of the academic standard of many of the courses have necessitated an increase in the sophistication and level of material made available.
- the increase in the number of campuses served by libraries
- the exchange rate at which we have to pay for most of our electronic resources and many of our books and journals has deteriorated.

Nonetheless, the line chart (right) shows that there is a general upward trend in expenditure, despite the cut in 2010.
6.2 Income

CPUT Libraries generates income in two ways:

- Direct income generation
- Donations and external sponsorships

Direct income generation is from services that the library offers including
- Binding
- Photocopying
- Laminating.

Further income is generated by fines for lost material as well as payment for lost materials which includes a handling fee. In addition certain smaller items, such as writable CD’s, are sold to students. Finally, vendors exhibiting material in the libraries during book exhibitions pay a fee to the library.

An exceptional source of income for CPUT Libraries is donations. For CPUT Libraries many of these are from other units within CPUT, but there are also external donations. These external donations fall into two distinct groupings:

1. Donations of books. During 2011 624 books were received as donations and taken up into the collection. These donations were received from individuals, institutions as well as from publishers. As some items were older, the value can be calculated at half the average cost of books (R662): this represents a total donation income of R206544.

2. Part donation as discount. In addition to the donation of books, CPUT Libraries received R390 000 as discounts on book purchases. This discount is negotiated directly with the suppliers.

When calculating the library’s overall financial contribution to CPUT, then, these figures need to be added together to get a better picture of what the library has actually managed to generate to the benefit of the institution in monetary terms.

Direct income generated per branch

<table>
<thead>
<tr>
<th>BRANCHES</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATHLONE</td>
<td>R 18,849.14</td>
</tr>
<tr>
<td>BELVILLE</td>
<td>R 131,333.15</td>
</tr>
<tr>
<td>CAPE TOWN</td>
<td>R 127,427.22</td>
</tr>
<tr>
<td>GRANGER BAY</td>
<td>R 9,658.30</td>
</tr>
<tr>
<td>GROOTE SCHUUR</td>
<td>R 3,375.10</td>
</tr>
<tr>
<td>LIBRARY COLLECTION DEVELOPMENT</td>
<td>R 3,164.00</td>
</tr>
<tr>
<td>LIBRARY INFORMATION SERVICES</td>
<td>R 492.00</td>
</tr>
<tr>
<td>MOWBRAY</td>
<td>R 51,390.00</td>
</tr>
<tr>
<td>THOMAS PATTULLO</td>
<td>R 8,191.23</td>
</tr>
<tr>
<td>TYGERBERG</td>
<td>R 575.00</td>
</tr>
<tr>
<td>WELLINGTON</td>
<td>R 41,647.85</td>
</tr>
<tr>
<td>WORCESTER</td>
<td>R 0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>R 396,103.99</strong></td>
</tr>
</tbody>
</table>
The total income for the CPUT Libraries for 2011 was therefore R 992 647.99.

7 Plans for 2012

The year 2012 promises to be yet another productive year for CPUT Libraries with various projects planned. Each library department and unit has specific work plans for the year and these were presented in December 2011 so as to enable the entire Exco to be aware of what is happening. The library in 2011 will continue to grow and improve services which will better serve the CPUT community in order to fulfill its strategic goal of supporting teaching, learning and research. Some of the main activities that will be embarked on during 2012 are:

- Assessment of processes, roles (role clarifications), rationale and task lists for all posts in the library
- Assessment of space usage and projects to revitalize the spaces, starting with a pilot project in Cape Town
- Empowering library staff through the rollout of a special training needs programme
- Analyzing library holdings database in order to benchmark it with international holdings
- Continued rollout of the statistical database to improve the storage and flow of information for overall library management
- Preparation for the hosting of the 34th IATUL conference in 2013
- Support for library research to showcase CPUT Libraries and assist in management decisions.

With the library’s new vision, mission and strategic plan in place, the library is able to move forward secure in the knowledge that its actions are rooted in the University’s own Vision 2020... In this way CPUT Libraries will once again be able to show its value to the university community and how best to support the changing needs of all library users.
CPUT LIBRARIES @ A GLANCE 2011

GENERAL SERVICE

10 Libraries
96 Staff
1 882 050 Visits
526 Service hours per week
2073 Seats
382 Computers for students
246 342 Visits to BV & CT Learning/Knowledge Commons
77 465 Queries answered
22 310 reservations for seminar rooms and study cubicles

PRINT COLLECTION

281 210 Books
18 081 Print journal volumes
471 Print journal subscriptions
19 361 Active library users
187 106 Loan transactions
120 283 Items used in the library
13 484 Short loan transactions
7 277 Books added to the collection
8 012 Journal issues added to the collection

ONLINE COLLECTION

46 Database package subscriptions
1 New database
13 E-book package subscriptions
834 227 Database searches
283 368 E-journal article downloads
8 765 E-book searches
55 694 E-book section downloads
1 715 Items on digital library - Digital Knowledge (DK)
188 520 Full-text downloads from DK

RESEARCH

654 Theses online
160 429 Theses full-text downloads
1 136 ILL items supplied
1 465 ILL items received
1 809 Queries answered
4 718 Visits to the RISC facilities
7 Papers delivered at conferences
1 Article published

TEACHING AND LEARNING

436 Group training sessions reaching
9577 Students
3 676 Individual training sessions