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.
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CPUT Libraries continue to consolidate relations and align services with faculties and the broader university community in the provision of information resources as well as the provision of instruction services in accessing information. In an effort to contribute to student experiences, the library embarked on a space reconfiguration project on the Cape Town campus. This project will include the purchase of new furniture and the extension and revamping of collaborative working spaces for students. The goal is create vibrant working spaces for students and all other library users.

The library’s collection development budget grew from R12 800 000 in 20121 to R14 000 000 in 2013. The increase of about 5% increase ensured that most of the library’s collection needs were met as well as the addition of new electronic databases. The library continues to engage in various marketing and promotional activities to encourage both students and staff to utilize information resources so that there is a better realization on the huge investment the university is making into the library.

CPUT Libraries research activities 2012 covered a broad range of activities ranging from presentations at national and international conferences; developing the scientific writing and publication skills of postgraduates as upcoming authors; to enhancing the skills of specialist librarians in supporting researchers.

The further development of research skills of librarians received special attention in 2012. Librarians attended research skills workshop to facilitate the development of an appropriately future-oriented skill-set of their research capabilities to more ably support researchers. In doing so, CPUT Libraries were moving to achieving alignment in supporting the research objectives of the institution and add value to the Libraries’ organizational performance.

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 2012 continued to participate in various national, regional and international activities. The library continues to benchmark its work with other libraries in the country and beyond. Several South African and SADC academic libraries have also sent their staff on attachment to CPUT Libraries to learn more about our systems and services.

In 2013 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 all other branch libraries.

On the international scene the library continues to play a leading role in IATUL (The International Association of Scientific and Technological University Libraries). In 2013 the Library will be hosting the 34th IATUL Conference and seven staff members attended the 33rd IATUL Conference in Singapore to gain more insight into the organization of IATUL Conferences.

**Dr. Elisha R.T. Chiware**  
**Director: CPUT Libraries**  
**September, 2013**
1 Facilities

1.1 Branches

Libraries serving CPUT students 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 (5 204 sq m). The number of students served by each branch also differs widely with the smallest still being Worcester with 133 students, and the largest Cape Town with 13956. At four sites (Groote Schuur, Athlone, Granger Bay and Bellville), student numbers dropped by more than 10%, with only Worcester (at 51%) showing more than 5% growth.). This graph shows the 2011 numbers in blue, and the 2012 numbers in red.

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 a staff 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 two staff members were 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. WCCN is also opening a campus in George and we will be opening a library to support them in 2013. Preparation work in the library was done during 2012, and a single staff member will be responsible for the library and also assist with the IT Lab.

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, as shown on the graph on the right which shows the percentage of the norm that each branch has.

Collection growth has been greatest at Worcester, but Tygerberg (with 59%) and Cape Town (with
10%) also showed good growth. However both Thomas Patullo and Groote Schuur dropped by more than 10%. The number of items per student (shown in the graph), indicate that there are still low numbers at our two biggest branches, Cape Town and Bellville and that these actually show a decline from 2008. Declines are also shown at Wellington and Athlone, with all others increasing, even Mowbray.

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 2012 consolidation required the following moves:

- Civil Engineering and Survey maps were moved from Cape Town to Bellville, as were parts of the Engineering Reference collection
- A children’s book collection was moved from Cape Town to Mowbray
- Part of the Education collection were moved from Bellville to Mowbray,
- Part of the Informatics and Design collection was moved from Bellville to Cape Town and
- Part of the Business collection was moved from Bellville to Cape Town

These consolidation moves have led to the libraries mainly affected, Bellville, Cape Town and Mowbray, continually reconfiguring their shelves, and also the division of work between the different librarians. During 2012 there were several cases of librarians having to support faculties in both Bellville and Cape Town. This led to them travelling frequently between these sites, both for information support as well as training of users, 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.
These units are often stationed at one branch, but also in some cases (such as RISC and ILL) have presences at both of the bigger branches:

- **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) with ILL (Inter-Library Lending) integrated, Quality Assurance; Technical Services; Library Information Technology; Library Finance and Administration; Marketing.

- The Library management offices including the Library Directorate as well as the Secretary to the Director of CPUT Libraries, are based at the Bellville campus and have another presence at the Cape Town campus.

### 1.3 Changes during 2012

Although there were no major physical changes to the different libraries in 2012, many smaller projects were undertaken to improve services.

- At Athlone the meeting room was partitioned to create two rooms for seminar and meeting use, and two smaller projects were also carried out

- At Mowbray shelves were moved to create study areas between the shelves

- At Wellington Wi-Fi hot spots were installed, shelves emptied and space created for additional study space; the Media Coordinator moved to a smaller office and a quiet study area was created

- At Bellville in the old library ground floor an Executive Boardroom was set up and more study carrels added
During 2012 the focus was on the pilot re-design project which was undertaken at the Cape Town Campus. A process of design, including consultation with staff and students, and the use of designers in the choice of items and layout, led to a comprehensive plan. This involved new furniture, some building, painting and a reconfiguration of the use of certain spaces.

The new furniture was paid from the CPUT Libraries budget but other units also contributed.

CPUT Facilities did structural and building changes and CTS provided computers for new workstations in the expanded Learning Commons. A start was made on this in 2012, but the full project is scheduled only for completion in 2013. On completion this will radically alter the library look, and hopefully give impetus to similar re-designs at other sites.

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 continued use of fingerprint systems at both RISC facilities in Bellville and Cape Town (with a new upgraded system in 2012 due to problems with the initial system), security cameras in Cape Town were further upgraded and linked to the central security monitoring system. 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 was planned to be rolled out during 2013/4.

2 Staffing

During 2012 Martine Bester (Wellington), Regina Damons (Technical Services) and Margaret Katts (Management) all retired. Martine had worked previously at the Boland College of Education when it was taken over by the Cape Technikon, Regina (or Tannie Lena as she was known to all) at the Cape Technikon itself and Margaret (or Margie) at the Peninsula Technikon.
2.1 Staff structure

The staff structure shown here excludes the after-hours supervisors and reflects the situation at the start of 2013.

CPUT Libraries
21 January 2013

Full-time Staff complement
1 Director
1 Deputy Director
1 Secretary
7 Senior Librarians
32 Librarians
1 Junior Librarian
11 Senior Library Assistants
32 Library Assistants
14 Library Attendants
Total: 100
2.2 Staff numbers

Branch staffing ranges from Worcester with 2 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. During 2012 the extended closing hours continued, with after-hours supervisors being appointed to all sites except Worcester. 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.

2.3 Awards and achievements

Library staff members are also actively engaged in their own studies. During 2012 the following qualifications were obtained:

- National Diploma in Library and Information Science (Unisa): Naomi Williams
- Postgraduate Diploma in Library and Information Science (UCT): Nathan Kalam; Mbali Zulu
- M A (Information Studies) (Universiteit van Amsterdam, Netherlands: Adhil
- Regional Middle Management Development Programme (CHEC): Yunus Omar Dikeledi Kedirileng
- D.Ed (CPUT): Michiel Moll

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

- The Director, dr Chiware serves as Secretary of the IATUL Board, as well as being on the Executive of CHELSA and on the IFLA Statistics and Evaluation Section Standing committee.
• Debbie Becker was appointed co-ordinator for The IATUL Quality Assurance Interest Group

• Petro Coreejes-Brink was on the management board of the GISA, the SA Society for Cultural History and Vice-President of the Genealogical Society of South Africa, as well as on 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.

Other achievements included selection for training, with

• Joanne Arendse attended the Carnegie Library leadership Academy and did not only gain a distinction, but was also awarded as Best presenter and facilitator at the follow up Train the Trainer session. She was also appointed to the SABINET advisory panel.

• Cavall Barends was awarded an Erasmus Mundus bursary and spent a month at the University of Granada Library in Spain.

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

2.4 Staff training

As part of ongoing efforts to improve the quality of services, the library offered intensive staff training opportunities. Training was aimed at filling the needs identified in the CPUT Library’s own Speciall Skills programme, as well as more general training needs. Many staff members attend these, and so improve the levels of service that CPUT Libraries offers.

<table>
<thead>
<tr>
<th>Description</th>
<th>No. of staff members</th>
<th>% of staff trained</th>
</tr>
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<tbody>
<tr>
<td>Library specific training done in the library</td>
<td>57</td>
<td>58%</td>
</tr>
<tr>
<td>External training</td>
<td>66</td>
<td>68%</td>
</tr>
<tr>
<td>Conferences/workshops</td>
<td>12</td>
<td>13%</td>
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At the end of 2012 the student assistants who play a valuable role in the libraries were given recognition by CPUT Libraries. Shown here are the Mowbray staff with their assistants proudly showing their certificates.
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 students' 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>2011 Items</th>
<th>2011 Cost</th>
<th>2011 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>379</td>
<td>R 280959.06</td>
<td>R 741.32</td>
<td>600</td>
<td>R 448354.56</td>
<td>R 747.25</td>
</tr>
<tr>
<td>Business</td>
<td>1309</td>
<td>R 810473.94</td>
<td>R 619.16</td>
<td>1179</td>
<td>R 727767.85</td>
<td>R 617.27</td>
</tr>
<tr>
<td>Education &amp; Social sciences</td>
<td>890</td>
<td>R 242885.38</td>
<td>R 272.91</td>
<td>898</td>
<td>R 275283.57</td>
<td>R 306.55</td>
</tr>
<tr>
<td>Engineering</td>
<td>695</td>
<td>R 605409.57</td>
<td>R 871.10</td>
<td>557</td>
<td>R 547204.94</td>
<td>R 982.41</td>
</tr>
<tr>
<td>Health &amp; Wellness sciences</td>
<td>560</td>
<td>R 441933.59</td>
<td>R 789.17</td>
<td>551</td>
<td>R 346599.16</td>
<td>R 629.03</td>
</tr>
<tr>
<td>Informatics &amp; Design</td>
<td>989</td>
<td>R 447556.34</td>
<td>R 452.54</td>
<td>1006</td>
<td>R 427020.29</td>
<td>R 424.47</td>
</tr>
<tr>
<td>Library &amp; Office / Special projects &amp; E-books</td>
<td>757</td>
<td>R 868372.10</td>
<td>R 1147.13</td>
<td>641</td>
<td>R 480382.43</td>
<td>R 749.42</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5579</td>
<td>R 3 697589.98</td>
<td>R 662.77</td>
<td>5432</td>
<td>R 3 252612.80</td>
<td>R 598.78</td>
</tr>
</tbody>
</table>
The collection is also constantly being assessed for the value of the materials held, and items withdrawn for reasons such as dated contents, physical unserviceability and availability of periodicals in electronic format. In 2012, 8856 items were withdrawn in this way.

Further initiatives are around the development of electronic resources. During 2012 the library embarked on the development of LibGuides as a means of improving access to all resources. Various Libguides were developed for the different faculties, covering different fields of study: Applied Science 5, Business 9, Education 1, Engineering 9, Health and Wellness 2, Informatics and Design 10, Postgraduate research support 1.

The Library Management System (LMS), Aleph, was upgraded during 2012, and a review process of the LMS started, looking at new and cost-effective ways of managing the library. The new setup of EZproxy, WorldCat Local (as a Discovery system), LibGuides and continued implementation of Primo were also steps forward in providing web-based services for users.

New information resources added include:

- ACM Digital Library is the most comprehensive collection of full-text articles and bibliographic records in existence today covering the fields of computing and information technology. The full-text database includes the complete collection of ACM's publications, including journals, conference proceedings, magazines, newsletters, and multimedia titles.

- Credo Reference Premium Collection offers 550 highly-regarded reference titles. Credo General Reference Premium covers every major subject from the world’s best publishers of reference works.

- IEEE/IEL provides full-text access to the world’s highest quality technical literature in engineering and technology. You will find peer-reviewed articles from the top-cited journals in the field,
cutting-edge conference papers, all IEEE published and approved standards plus over 20,000 new documents are added each month, updated weekly.

- Image Quest (Britannica) allows access to two million rights-cleared images from over 50 of the best collections in the world including Dorling Kindersley Images, Getty Images, the National Portrait Gallery of London, the National Geographic Society, Oxford Scientific, and other leading names. All images in Image Quest are rights-cleared for non-commercial, educational use.

- Jaypee Digital covers the health sciences: Medicine, Dentistry and Nursing. Subjects covered include: Anatomy, Biochemistry, Biotechnology, Dentistry, Forensic Medicine, Hematology, Nutrition, Obstetrics and Gynecology, Orthopedics, Ophthalmology, Pediatrics, Physiology, Physiotherapy, Medical Laboratory Technology, Microbiology and Immunology, Nursing, Preventive and Social Medicine, Radiology and Ultrasound, Surgery.

- Klimt02 offers knowledge, information, debates and exchanges within the context of contemporary jewellery.

- Material ConneXion is made up of an international team of multidisciplinary experts that are widely regarded as an authority on materials, materials innovation, strategic value of materials, and sustainable material solutions. Access the world’s largest resource library for advanced, innovative and sustainable materials and processes. Useful for: aerospace, apparel, athletic shoes, architectural interiors, automotive, branding, building and construction, chemical engineering, consumer products, fibre optic, furniture, industrial design, interior fittings and hardware, materials science, military, packaging, personal care, retail, sporting goods, textiles and toys.

- Royal Society of Chemistry (RSC) General Chemistry Collection offers access to the following RSC journal titles: Chemistry Communications; Chemical Science; Chemical Society Reviews; Chemistry World; CrystEngComm; New Journal of Chemistry; Organic & Biomolecular Chemistry.

- Palgrave Connect – Business/management 2011 and 2012 e-book collection of 214 ebooks brings together analyses from business experts, leading scholars and thought-leaders in the business world.

Individual sectors covered include functional foods, chilled/frozen and dairy foods; meat and fish; fruit and vegetables; cereal products and beverages. The Textile Technology Collection of 154 ebooks includes research in natural and synthetic fibres as well as fibre and fabric properties. There is broad coverage of processing technologies, including design and product development, yarn and fabric processing, colouration and finishing as well as environmental technology. It also covers high performance/technical textiles, intelligent textiles, medical textiles and clothing.

3.2 Support for teaching and learning

The library has at its core the assistance of students, including staff to provide adequate help to the user. This assistance is offered in the following ways:

- Direct user assistance by answering questions posed to staff: 76234 questions were answered during the year: 2.4 questions per student.
- Lending material to users so that they can obtain the necessary information: 178925 loans were made and in addition to this, 91385 items used in the library: 8.4 for each user.
- Electronic material is made available, mainly through the databases. These provide a quality resource of academic merit: 419832 (dramatically up from 283368) articles and 73690 (up from 55694) chapters from Ebooks were downloaded: a total of 493522: 15 items per user – a dramatic increase over the 10 per user in 2011 and now just short of double the usage of print.
- 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: 15083 students were part of this training. This is again a dramatic increase and with the introduction of the Certificate in information Literacy, we anticipate an even greater increase in 2013.
• A standard range of value adding services such as printing, binding, lamination, photocopying and, where needed, special services such as recording facilities at Wellington and X-Ray viewing at Tygerberg.

In response to this wide range of services and support, students visited the library 1,828,251 times, or an average of 56.9 times per student during 2012. However the growth in remote use of the library’s resources, aided largely by the improved connectivity and the upgraded EZProxy which allowed users to access the resources irrespective of where they were, was a major feature of 2012. The increased training of students has also aided in this increased use as more users are made aware of what is available, and enskilled in finding and using the information they need to complete their tasks. The improved relationship with faculties and concerted efforts by librarians at exposing staff to the available resources, the marketing of electronic resources by the library, particularly through LibGuides and the improved range of resources, as shown by the purchase of additional e-books and databases have all aided this trend.

This graph shows the tremendous growth in Information Literacy training during 2012. We anticipate this to be much higher in 2013, due to the rollout of the Certificate

We anticipate that this trend, of increased electronic resource usage, coupled with very small declines in physical visits and a slightly larger decline in actual borrowing of print material (other than prescribed books), will continue during 2013 and, with the increased training of users, even show a sharper rise in the use of electronic resources.
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.

During 2012 a further step was taken by CPUT Libraries. A course was developed and registered with the University’s Central Coordinating Unit of the Centre for Continuing Education which provided for the award of a Certificate in Information Literacy. This 5 module course, offered on-line as well as in class, was presented to the Curriculum Officers Forum, together with a model of support for Information literacy training. This presentation was repeated at several Departmental and faculty meetings. By the end of the year there were already many departments that had shown interest in this training, and in enrolling their students for the Certificate during 2013.

Blackboard cooperation also continued on an individual basis with specific lecturers during 2012. This strong cooperation with individual lecturers in particular subjects has led to an enhanced presence by the library within the subject offering, both virtually (on Blackboard) and physically (in the classroom itself). The placing of electronic resources directly on the student’s course assignments is also a factor in the increased usage of e-resources. It is hoped that these partnerships will be expanded to include more subjects at more sites during 2013 and 2014.
3.4 Faculty liaison

During 2012 the attendance of meetings within faculties improved dramatically with re-curriculation meetings, departmental meetings, Faculty teaching and Learning Committees, and Faculty Boards all being attended. There were many faculties who have embraced the idea of partnership by CPUT Libraries, and this has also been reflected in the Senate Library Committee’s positive support for these initiatives.

Attendance at the Curriculum Officers’ Forum has given further impetus within the re-curriculation 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. This was reinforced by a whole meeting of the COF dedicated to Information literacy. During this meeting best practices in Information Literacy support by the library in different faculties was presented. The meeting was concluded with the presentation of models of Information Literacy support that CPUT Libraries was suggesting for implementation in 2013.

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, and the one in Cape Town was the first of its kind in the Western Cape and possibly South Africa. During 2012 the centre in Cape Town was equipped with improved Wireless capacity.

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 and in Wellington the training room was also used as a RISC facility, with additional use for a reading programme offered at that campus.

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, and by the end of April 2012 a total of 387 599 downloads had been done. 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 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. During 2012 this repository was migrated to a new platform set up using DSpace and now hosted on the campus. Problems with the migration led to all items needing to be uploaded individually from the original records, and this process was still underway at the end of 2012. The repository was therefore not available for downloads from the 1st of May until the end of October, but was again available from the beginning of November.

The Inter-Library Lending (ILL) service enables researchers to obtain books and articles from other institutions. During 2012 there was a sharp rise in demand for this service, particularly for books, which increased by over 200%.

3.6 Research outputs

Part of the initiatives involves the library's own contribution to research, through its own staff. In 2012 the library had the following research outputs:

International conference presentations done:

- **Using library statistics: to inform, promote and advocate library services for new generation users.** Debbie Becker and Hillary Hartle.

- **The need to read – an unexpected demand of the new generation users at the Cape Peninsula University of Technology.** Audrey Patrick, Petro Coreejes-Brink and Mike Moll. Presented at IATUL 2012, Singapore 4 - 7 June 2012

- **The effect of library staff training and development on the user experience: a case study at the Cape Peninsula University of Technology (CPUT).** Janine Lockhart and Sulaiman Majal. Presented at IATUL 2012, Singapore 4 - 7 June 2012
Local conference presentations done

- *Library partnering with Faculty in promoting reading development at the Cape Peninsula University of technology Wellington Campus.* Naomi Williams and Joanne Arendse. Presented at LIASA Conference, Durban, 1 - 5 October 2012

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. In 2012 the main involvement was with Berg River Primary School in Wellington where the 2011 donations were followed up by visits giving advice on the collection. This partnership also led to the holding of a symposium on reading, which was facilitated by the staff at the library.

Other sites supported included Dagbreek Primary where the 2011 work was followed up by staff members assisting with the administration and further set-up of the collection, and a donation to the Dal Josaphat school.

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 2012. Similarly, CPUT Libraries employed 56 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 two at Worcester) but also through support of the library functions and purchase of materials. This partnership was expanded to include the new site at George, which started enrolling students as from 2013. CPUT Library staff went to George to set-up the library in preparation of the accreditation team visit, and also initiated the purchase of a starter collection.

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) and during 2012 was elected to the Executive Committee of CHELSA.

Through LIASA and the Director CPUT Libraries has also formed international links, with the Director serving on the IFLA Statistics and Evaluation Section.

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 planning continued during 2012, with the participation of many members of the library staff. This will lead to stronger international exposure and partnerships for CPUT Libraries, as well as reflect well on CPUT itself.

An important feature of the association with IATUL and the prospective hosting of the IATUL conference was a visit to the 33rd Conference in Singapore by a group of seven staff. In addition
to their exposure to all facets of the organization required to present the conference, a stall marketing the 34th conference was set up and manned, and three papers were delivered, as well as the formal invitation to the 34th conference, which was presented by the Director of CPUT Libraries who was also the Chair of the 34th Conference Local Organizing Committee.

International visitors to CPUT Libraries included Mrs Gloria Kadyamatimba, University Librarian of the Chinhoyi University of Technology, Zimbabwe, who visited different sites from 1 to 18 October and Claire Brauteseth, Education Department Rhodes University, who visited the Wellington branch to benchmark services to Education.

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. Again during 2012 the key aspects outlined in this IQIP were the focus of the library’s workplans, and by the end of 2012 the library could report successful engagement and improvement in all aspects of the IQIP that affected the library.

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. During 2012 the now functioning database was fully implemented within CPUT Libraries, and also presented nationally to the CHELSA meeting in May. In July it was further demonstrated at the CALICO Development Day, and both locally and
nationally support has been given to the extension of the use of this database to other institutions.

In parallel, librarians at CPUT have been trained on qualitative reporting, and a web-based statistical training programme developed for all library staff.

### 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. Presentations on the results of the User satisfaction survey were given to staff in four feedback sessions. A staff survey was conducted towards the end of the year by the Department of Institutional research and Planning and the results presented to the Library Director. Attention to these will be given in the 2013 workplans.

In order to preserve knowledge of staff, an exit survey was developed for all staff, enabling CPUT Libraries to capture essential information. This was already in use at the end of 2012, and will be implemented throughout CPUT Libraries from 2013.

### 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 to 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. During 2012 this manual was updated and subsequently used for the reviews of 8 different departments.

At the end of 2012 the use of the manual was extended to having al draft review already developed for each Faculty, which would enable a quicker response to audits during 2013.
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. In Faculties the representation at Faculty Boards became more established, and representation at other faculty structures also began to feature. These included Faculty Teaching and learning Committees. CPUT Libraries plans to extend this representation during 2013, with Faculty research Committees also seen as a key forum.

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 WorldCat analysis tool to do collection analysis for the first time. Results of this ongoing analysis were used when looking at the 2013 collection development budget, and to motivate for specific funding for identified collection gaps. In 2012 this level of analysis was extended to the different faculties, as well as each specific area of the collection, thus assisting the librarians in improving the quality of their collection. The results of this analysis for each department were also now included in the programme reviews.
6 Finances

6.1 Budget

The overall budget for CPUT Libraries in 2012 was R51 838 487.00. This can be divided into four main segments:

- Human Resources R 34 164 007.00 (11% increase)
- Operational R 2 045 122 (9% increase)
- Capital R 296 806.00 (49% decrease)
- Library Information Material purchase R15 032 552.00 (3% increase)

The expenditure on Library Information Materials was better, but still 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.

Despite the cut in 2010, the line chart shows that there is a general upward trend in expenditure on Library Information materials, with 2012 showing a slight increase over 2011. Despite this overall increase the expenditure per student remained the same in 2012 as in 2011.
During 2012 the majority of the capital budget was dedicated to the Cape Town project, with money even being transferred from other accounts to strengthen this. However, due to the tender process extending into 2013, it was not possible to use the capital budget of 2012 for this purpose.

### 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 and laminating. Further income is generated by fines for lost material as well as payment for lost materials which includes a handling fee. 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 2012 599 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 (R598.78): this represents a total donation income of R358 669.22.

2. Part donation as discount. In addition to the donation of books, CPUT Libraries received R325 261.28 as discounts on book purchases. This discount is negotiated directly with the suppliers.

The chart left shows the overall contribution of CPUT Libraries to the institution’s finances. This amounted to R1 020 927 – just over one million rand!

<table>
<thead>
<tr>
<th>Branch</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athlone</td>
<td>R 16 584.28</td>
</tr>
<tr>
<td>Bellville</td>
<td>R 118 430.50</td>
</tr>
<tr>
<td>Cape Town</td>
<td>R 79 118.37</td>
</tr>
<tr>
<td>Groote Schuur</td>
<td>R 3 675.00</td>
</tr>
<tr>
<td>Granger Bay</td>
<td>R 9 728.40</td>
</tr>
<tr>
<td>Mowbray</td>
<td>R 44 200.60</td>
</tr>
<tr>
<td>Thomas Pattullo</td>
<td>R 11 182.60</td>
</tr>
<tr>
<td>Tygerberg</td>
<td>R 10 085.00</td>
</tr>
<tr>
<td>Wellington</td>
<td>R 43 757.75</td>
</tr>
<tr>
<td>Worcester</td>
<td>R 235.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>R 336 997.50</strong></td>
</tr>
</tbody>
</table>
Plans for 2013
The year 2013 is expected to be a highlight for CPUT Libraries, with the results of several long-term projects finally being seen. Each library department and unit has specific work plans for the year and these were presented in December 2012 so as to enable the entire Exco to be aware of what is happening. The library in 2013 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 2013 are:

- The hosting of the IATUL international conference
- The roll-out of the Certificate of Information Literacy which will be offered to all students, at all sites and in all faculties and departments.
- The completion of the pilot space project in Cape Town, which will see a new image of the library being created.
- Continued rollout of the statistical database nationally
- The start of a focused look at research support, including the revitalization of the Digital Knowledge repository, the start of a data curation project, and an open access project
- International linkages strengthened with the creation of bilateral partnerships with different overseas universities.
- Benchmarking exercises internationally and nationally, with two staff members doing an Erasmus Mundus scholarship visit to Lund University, and various other visits
- Realignment of staff and staff structures to provide more strategically focused, as well more empowered staff.

All of the above are in alignment with the library’s new vision, mission and strategic plan, first developed in 2011. This enables the library 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 2012

### GENERAL SERVICE
- 10 Libraries
- 96 Staff
- 1,828,251 Visits
- 593.5 Service hours per week
- 2,190 Seats
- 340 Computers for students
- 177,335 Visits to BV & CT Learning/Knowledge Commons
- 76,234 Queries answered
- 18,505 reservations for seminar rooms and study cubicles

### PRINT COLLECTION
- 269,962 Books
- 18,404 Print journal volumes
- 374 Print journal subscriptions
- 18,440 Active library users
- 181,098 Loan transactions
- 91,385 Items used in the library
- 10,858 Short loan transactions
- 6,108 Books added to the collection
- 6,521 Journal issues added to the collection

### ONLINE COLLECTION
- 32 Database package subscriptions
- 8 New database
- 16 E-book package subscriptions
- 759,319 Database searches
- 419,832 E-journal article downloads
- 21,856 E-book searches
- 73,690 E-book section downloads
- 455 Items on digital library - Digital Knowledge (DK)
- 145,938 Full-text downloads from DK

### RESEARCH
- 452 Theses online
- 145,938 Theses full-text downloads
- 668 ILL items supplied
- 1,116 ILL items received
- 6,292 Queries answered
- 4578 Visits to the RISC facilities
- 4 Papers delivered at conferences
- 1 Article published

### TEACHING AND LEARNING
- 826 Group training sessions reaching
- 15,083 Students
- 3,437 Individual training sessions