# Contents

CPUT Vision and Mission ........................................................................................................ 2
Director’s message .................................................................................................................. 3
Highlights and overview of library activities ........................................................................ 4
Strategic Objectives ............................................................................................................... 5
  Sustainability and Efficiency ............................................................................................... 6
    1.1 New Library Management System ........................................................................ 7
    1.2 New discovery Interface ....................................................................................... 8
    1.3 Library Platforms ..................................................................................................... 8
    1.4 Resources ............................................................................................................... 10
    1.5 Stocktake ................................................................................................................. 13
Curriculum, Teaching and Learning ..................................................................................... 14
  The Student Experience ..................................................................................................... 17
    3.1 New Libraries ........................................................................................................ 18
    3.2 New Spaces ............................................................................................................ 19
    3.3 New Discovery interface ..................................................................................... 20
    3.4 Reshelving project ............................................................................................... 20
    3.5 Library Usage ........................................................................................................ 21
    3.6 Inter-Library Loans ............................................................................................. 22
    3.7 Marketing and events ........................................................................................... 23
Research and Innovation ...................................................................................................... 26
  4.1 Research Output ....................................................................................................... 27
  4.2 Theses and Dissertations ....................................................................................... 27
  4.3 Digital Knowledge .................................................................................................. 28
  4.4 Research Data Management .................................................................................. 28
  4.5 Library research output .......................................................................................... 29
    4.5.1 Articles ................................................................................................................ 29
    4.5.2 Presentations ...................................................................................................... 29
Regional, National and International collaboration and partnerships Committee and National Board representation ........................................................................................................ 30
  5.1 National Engagements ............................................................................................ 32
  5.2 International Engagements ...................................................................................... 33
Library Staff .......................................................................................................................... 34
VISION & MISSION

VISION
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.

MISSION
CPUT Libraries will develop an efficient and sustainable library service to enable us to pro-actively respond to the teaching, learning, research and scholarship needs of the institution, through innovative services, cutting-edge systems as well as excellent facilities and resources.
The year 2017 was another important and productive one for CPUT Libraries. We continue to work closely with all the key stakeholders in the university in delivering our mandate - to ensure that information resources are available for Teaching Learning and Research.

The implementation of the new Library Management System Alma was a major event as we moved to a more efficient platform - which will make the discoverability of Library resources much easier through the PRIMO platform.

The integration of Information Literacy into the curriculum across faculties is also a milestone for us.

In Research Support our platforms continue to grow with the addition of Figshare and a Publishing platform.

I would like to take this opportunity to thank all library staff for the hard work and dedication in the delivery of the world class services to the CPUT community.

Dr Elisha Chiware
Although there were some disruptions during the last quarter of 2017, the library still managed to meet many of its goals. While the focus for 2017 was the move to a new library management system and all the projects undertaken to ensure a clean database as well as a full stocktake, building projects were completed and Research Data Management was extended to include publishing.

- Implementation of the ALMA library management system
- Implementation of the PRIMO discovery system
- Upgrade to DSpace CRIS for research integration with ORCID
- Occupation of the new libraries at Mowbray and Wellington
- New RISC area at Cape Town organised
- Reorganisation of the library collections at Bellville and Cape Town libraries into a single sequence
- Stocktaking at all CPUT Libraries
- Integration of Information Literacy into the curriculum
1. Sustainability and Efficiency
To position CPUT libraries in supporting technology education in Africa

To be an excellent science and technology library supporting the institutional identity

To be the benchmark for quality technology library and information services in Africa

To be an efficient and sustainable library service in which quality and service performance are owned and valued

2. The Curriculum, Teaching and Learning
To position the library in the learning process of students and to better engage teaching staff with library services

3. The Student Experience
To align library provision to broad institutional student experience activities and initiatives

To use the measurement of the contribution of library services to improve the overall student experiences

To publicize library’s research output to the academic community and for good practices for the benefit of students

4. Research and Innovation
To support institutional scholarly communication and/or technology transfer to industry, business, government and civil society

To support problem solving or user-inspired research (which relates to challenges faced by communities)
1. Sustainability and Efficiency
1.1 New Library Management System

During 2017 library staff worked with ExLibris to do a Rapid Implementation of the cloud-based ALMA library system. This next-generation system is designed to handle all resource types and enables CPUT to maintain its electronic resources using the same interface and functionality used for printed resources.

ALMA draws records for CPUT staff and students from the central ITS database and allows library staff to sign-on using their CPUT login details. Being cloud-based, library staff can access ALMA from any computer and may perform certain functions using the ALMA Mobile App.

The implementation project started in March 2017 and finally went live on 22 November 2017. The main project team consisted of five staff under direction of the Deputy Director.

Staff at all sites were involved with the testing of the system, developing workflows and assisting others with an understanding of how the system works. While training videos provided by ExLibris were the basis of the training programme, some orientation and discussion was held at various venues. All staff were asked to complete a practical and theoretical assessment before being given access to the ALMA system.

Four of the main implementation team (Quality Assurance Librarian, Systems Librarian, Senior Manager: IT and the Deputy Director) completed the ALMA Certified Administrator course.
1.2 New Discovery Interface

The implementation project included an upgrade to PRIMO VE as the new user interface. It enables CPUT to access and activate Open Access resources held within the ExLibris Community without having to process orders for the resources.

Using a single search box, users can search seamlessly across platforms, catalogues and digital resources supported by CPUT Libraries.

1.3 Library platforms

Due to the cost of subscriptions, an increased focus has been placed on open source systems. These systems cover a broad variety of library-based services and have been used by CPUT Libraries to enhance accessibility to many CPUT resources as well as create an environment for developing and making available CPUT output including articles, research data sets, conference papers and journals. To this end CPUT Libraries has invested in a number of open source platforms.

DSpace

The DSpace platform used for the Institutional Repository (Digital Knowledge) database was upgraded to DSpace CRIS to allow for integration with ORCID, ORCID user registration and affiliation.

Embedded within the Digital Knowledge framework are the profiles of CPUT researchers and their research output.

While the OER database is still in the developmental phase, policies around OER have been finalised and accepted. The platform is also used for the Electronic Theses and dissertations (ETD) and the Open Education Resources (OER) database. OER content is being sourced by the library and FUNDANI and consists of a variety of different resource types, ranging from instructional material to audio and video lectures.
**Figshare**
A new platform, Figshare, has been adopted as an alternative Research Data Management tool for researchers. Testing of the platform was undertaking during October and in November the product was made available to CPUT staff.

![Figshare](https://via.placeholder.com/150)

**MediaTUM**
The MediaTUM Research Data Management platform was upgraded from MySQL to Postgres. MediaTUM not only provides storage of research documentation and datasets, but allows for the management of documents during the research life cycle.

![MediaTUM](https://via.placeholder.com/150)

**Open Journal Systems**
OJS is based on open source software and supports access to Open Access journals. During 2017 CPUT Libraries set up the OJS platform to assist with journal management and publishing. A journal was loaded as a test in preparation for implementation in 2018.

![OJS](https://via.placeholder.com/150)

**IT Projects**
Library IT continues to support and maintain the hardware demands of the libraries at various campuses and is developing an IT Asset register system for the libraries.
1.4 Resources

The distribution of the library budget as well as the focus on purchasing e-books support CPUT Libraries’ vision of moving to a larger online resource base. Although there was a decrease in all allocations in 2017, the allocations to Books and AV and Journals were more severely affected.

![Allocation of Resources budget 2015-2017](image)

Print resources
A total of 3 148 print books (including 922 donations) were added to the collection in 2017. Currently only 14 journals are purchased in print format.

Electronic Resources
CPUT Libraries was allocated an additional R398 413 Teaching Development Grant to enhance teaching and learning resources. The grant was used to purchase 40 electronic titles. Although the majority of these titles were encyclopaedias, 29 prescribed textbooks were included.
In addition to the packages to which the library subscribes and the individual journal and e-book titles purchased, CPUT Libraries was able to provide access to over 37 000 free electronic books and journals in 2017.

**Electronic journals**
New subscriptions to the International Journal of Knowledge Management online and Juta Law were approved.

**e-Books**
During 2017, 1 014 e-books were added to the collection. Of these 454 were individual titles and 560 titles in packages. Collections from EBSCO, De Gruyter and Emerald were purchased to address gaps in the collection and enhance teaching, learning and research.

Access to Books24 was upgraded to single signon easing access to the available titles.
**PressReader**
The number of publications available via PressReader increased to 7,239, including 213 South African publications.

**Open access resources**
A total of 18 open access databases and e-book collections were activated and made available to CPUT users.

These include:
The Bielefeld Academic Search Engine (BASE), operated by Bielefeld University Library, providing access to more than 100 million documents from more than 5,000 sources with full text access to about 60% of the indexed documents for free (Open Access); and Cochrane Library with over 7,000 systematic reviews in the medical and health fields.

**Google Subscriber Links program**
CPUT has access to the program via publishers. The program enhances seamless access to digital content for authenticated users and allows for links to full-text content at an article level for subscribed titles.

**Cancellations**
Due to the acquisition of PRIMO VE, FullText Finder from EBSCO has been cancelled.
1.5 Stocktake

In response to the Institutional Internal Audit report the library undertook a shelf-list stocktake at all branches.

The stocktake enabled staff to verify details of items as well as identify problems to be addressed before the move of data to the new system. A total of 11,016 missing items were identified and marked for further action.
2. Curriculum, Teaching and Learning
Information Literacy Training

37 Library staff spent the equivalent of 690 periods training students in 2017. 63% of students trained were either first year or ECP students; while 13% were Btech students. 25 training sessions were held outside normal operating hours.

While the total number of students who attended training amounted to 18,276, many of these attended multiple training sessions for the 5 module certificate course. A total of 8,360 students attended at least one training session.

While Certificate of Information Literacy training by librarians is ongoing, integration of the course into faculty curricula is continuing. Training in many departments is shared between academics and library staff. The full Certificate of Information Literacy (CIL) course was presented to 82 groups comprising of 3,419 students, with an overall pass rate of 67%.
Senate supported the proposal to have Information Literacy made compulsory and after review by various committees, Senate accepted a further proposal that Information Literacy be integrated within an existing subject with the assessment being included as one of the subject’s assessments with a weighting of 15%. 2017 is the final year during which the Certificate of Information Literacy will be issued. It will be replaced by the Course in Information Literacy in 2018.

The Online Information Literacy course was completed and made available via Blackboard. A pilot group (1st & 2nd year IT students) was identified to test the online training programme. The programme includes materials in various formats, including e-books, video clips and infographics.
3. The Student Experience
3.1 New Libraries

Staff at CPUT Libraries were able to occupy the new library premises at Mowbray during 2017. Staff started moving into the Mowbray library in April 2017 and spent most of 2017 organising spaces and getting comfortable.

The main features of the new space include a separate area for the children’s collection, spaces for group work as well as individual study and a conference facility. The new conference venue has been welcomed and has already been used for an international workshop and other conferences.

Unlike the previous library building, the new library does not provide computer facilities, but does provide access to the Wi-Fi network.

While staff at Wellington started moving stock and furniture into the new spaces at the end of 2017, they were still awaiting the Occupation Certificate which would allow them to occupy the space fully and open the library to staff and students.
3.2 New Spaces

The process of moving the RISC area at Cape Town library was started. The new RISC area would provide a larger and more comfortable space as well as kitchen facilities for post-graduate students.

RISC activities have fluctuated over the past three years showing a slight decrease in 2016 and then increasing again in 2017. The number of visits to the RISC facility showed an increase of 59% in Bellville since 2015 and an increase of 22% at Cape Town compared to 2016.
3.3 New Discovery interface
The implementation project included an upgrade to PRIMO VE as the new user interface. This simple interface allows users to retrieve results from a variety of different types of resources provided by the library including databases, electronic books and journals as well as library digital databases such as the Digital Knowledge database using a single search. Users sign on to PRIMO VE using their CPUT login details and can access any of the resources from on or off campus.

3.4 Reshelving project
The book collections were reshelved at Bellville and Cape Town libraries changing the layout from faculty based storage to a single Dewey sequence. A number of copies of titles and less used items were moved to the Grotto, creating more user space in the libraries.
3.5 Library usage

Following the trend of the last few years, usage of CPUT Libraries continues to decline. Visits to CPUT Libraries dropped by 160 540 visits in 2017. Libraries were again affected by student activities during the year and Mowbray campus was closed to all students for a period during examinations.

Students continue to make good use of the study cubicles and seminar rooms available in the libraries for group and self-study. In 2017, these areas were used 11 559 times.

The number of queries, across all types, continued to decrease in 2017. Although there was a total of 54 940 queries, 72% were either quick queries or service-related queries.
While the usage of physical materials continues to decline, e-resources are being used more frequently. Since 2015 the number of article downloads has increased by 15%, while the number of e-book section downloads has increased by 20%.

For the first time, the number of section downloads for e-books exceeded the number of items loaned by the library.

3.6 Inter-Library Loans
CPUT Libraries' continues to support inter-library loans. This service allows post-graduate students and CPUT staff to borrow items from other libraries, nationally and internationally. CPUT Libraries also lends items to other libraries.

In 2017, 412 items (comprising of 75% of the books and 52% of the articles requested by CPUT) were received. In contrast, CPUT Libraries was able to supply 40% of the books and 17% of the articles requested. A total of 496 items were requested from CPUT Libraries.
3.7 Marketing and events

Marketing at CPUT Libraries takes place at two levels with individual campus libraries promoting their collections and activities within their communities, and the Marketing Unit responsible for marketing the library to parties outside of the library. Marketing in this context tends to be mainly digital.

Promoting the library

2017 saw a large marketing campaign promoting library spaces.

Our online environment is perfect for the cyber sleuth or student who wants to engage, share and network with other students.

Our services include Wi-Fi spots and access to the Learning Lab to assist students with completing their research and assignments.

Why we love CPUT Libraries.

People

CPUT Libraries have dedicated staff members on standby at all times who provide the necessary assistance for you to navigate the various information resources (books, journals, databases) available for your use. CPUT Libraries have well planned, innovative services so that everyone stays connected and can access its resources.
South African Library Week: “MY LIBRARY, YOUR LIBRARY”

Libraries at the various campuses initiated a variety of programmes during Library week. The programmes included hand pledges, book clubs, presentations and talks with the focus on highlighting the importance of libraries in providing for the informational, educational, social and recreational needs of students and community members.

CPUT Open day

CPUT Libraries participated in the annual CPUT Open day with a stand as well as library tours.

Library website

The introduction of PRIMO provided an opportunity for the web team to update the library website.
Social media

CPUT used **YouTube** for the distribution of training and information videos.

Facebook remains the main social media platform used by CPUT Libraries. Used as a marketing platform as well as an information resource.

Facebook includes information about the library, messages, notices, photographs and videos of library events, available online training and more. At the end of 2017, the library's Facebook page had 984 followers.
4. Research and Innovation

- encouragement
- engagement
- collaborative research
**Research output**

Librarians continued supporting CPUT staff with the collection of 220 bibliometrics and 140 altmetrics reports. Library staff were invited to sit on BioERG Doctoral committee meetings and a benchmarking visit was conducted by Durban University of Technology. Documents and articles were added to the various library platforms as well as Scopus. Library staff also assisted researchers with creating ORCID ids and identifying documents on ORCID.

![CPUT research output table]

**Theses and Dissertations**

During 2017, 217 masters and doctorate theses were added to the ETD collection. Of these 23 were doctorate theses. The Faculty of Engineering provided the most theses (62), followed by the Faculty of Business and Management Sciences (52).

In addition, a project for the digitisation of retrospective theses was also undertaken. A total of 153 thesis downloads occurred in 2017. Self-archiving on the ETD platform is being promoted.

![Number of theses per faculty added to the ETD 2017 chart]
**Digital Knowledge**
The new and improved Institutional Repository (Digital Knowledge) contains 340 research profiles as well as metadata for 2757 publications by CPUT staff. Also included are 11 data sets. Researcher registration and an affiliation platform have been set up for ORCID.

**Research Data Management**
The Data Management Plan tool was reviewed and 47 data sets loaded. RDM requirements were integrated into the Grant application process at CPUT. Researcher registration and an affiliation platform have been set up for ORCID.
Library research output 2017

**Articles**

Becker, Deborah Anne, Hartle, Hillary, Mhlauli, Gugu
Assessment of use and quality of library services, accessibility and facilities by students at Cape Peninsula University of Technology. SAJLIS. Vol. 83, No. 1 (2017)

Kleinvelt, L
What do we have in common? IR versus SNS for research. LIASA in Touch. 18(2): 20

**Presentations**

Chiware, Elisha
Integrating Research Data Management Services into Institutional Workflows: a South African Perspective. IATUL, 2017

Chiware, Elisha
Human-Work Interaction Design of the Smart University in South Africa

Chiware, Elisha
The impact of emerging technology on library services in developing countries. Library Directors Summit, Namibia, 2017

Lockhart, Janine
Moving Information Literacy Further by Looking at Retention, Skills Transfer and Assessment. IATUL, 2017

Moll, M, Becker, D, Lockhart, J
CPUT Libraries approach to supporting students at risk. Newton Project, Cape Town, 2017
Regional, National and International collaboration and partnerships
Committee and National Board representation
Dr Elisha Chiware

- IATUL Board member and Secretary
- IATUL Strategic Planning for One World Library Programme Events
- SANLIC Board member
- South African Technology Network Board. Committee on Teaching with Technology
- RDA Alliance Committee
- CALICO Board member
- COAR (Confederation of Open Access Repositories) member
- ILIFU Project - Chair - RDM & Open Science Working Group

Dr Mike Moll
Drakenstein Municipality
PBS Advisory Committee

Joanne Arendse
SABINET Advisory Board:
Reference and Collection Development

Janine Lockhart
- IATUL Special Interest Group IL member
- LIASA HELIG Committee Member

Petro Coreejes-Brink
- Chairperson: Western Cape Archives Advisory Committee
- Western Cape representative on the National Board
- Board member: GISA (Genealogical Institute of South Africa)
- IFLA. GENLOC Standing Committee Member(2017), 'Local History Section' (2015-2019), Co-Chair and Information Coordinator
- Editorial Board – Familia

Lynn Kleinveldt
IFLA IT Section Standing Committee (2017-2021)
1. National Engagements

CPUT staff continue to support various national initiatives by attending conferences, presenting papers and acting on committees.

- South African National Library and Information Consortium (SANLIC)
  - Staff attended the annual conference in 2017

- LIASA
  - A number of professional and non-professional staff are LIASA members
  - CPUT staff are also represented on committees and have attended various functions during the year.

- Visit to Eastern Cape Provincial archive
- Committee of Higher Education Libraries in South Africa (CHELSA)
  - CPUT Libraries continue hosting and supporting the CHELSA statistics database and assisted with queries and training as requested.

- Western Cape Research Data Tier 2 Node
  - CPUT Libraries is an active participant in the Research Data project
2. International Engagements

- University of West London/UCT/CPUT Joint Research Project on Human Interaction Designs for improving the management of at risk students
  - CPUT hosted the Newton Mobility Workshop, Cape Town. This was followed by a visit to the University of West London by the Library Director.
- Visit to Oxford and Edinburgh Universities to investigate RDM activities
- Participation in the IATUL Directors’ Summit, Cambodia
- CPUT/NEU-ILM Exchange Partnership
  - Library Exchange Programme to start in June/July 2018
  - SMART University Research Project
- FLA Workshop, Greece
- Virginia Tech staff exchange programme

Keith, an IT Developer at Virginia Tech visited CPUT Libraries from 4 May to 9 June 2017. While at CPUT, Keith was exposed to many IT projects, such as the mobile App, Splunk and live streaming. Within the library, he used his DSpace experience to assist with DSpace projects and was introduced to the statistics database and our web environment. He worked with the Marketing librarian on researching needs of disabled students in the online environment.

After returning to Virginia Tech, Keith used the knowledge obtained about Splunk to develop a dashboard and continues his research into assisting disabled users.
Library staff

The library is currently staffed by 45 professional staff and 54 non-professional staff who operate at 10 campus in the Western Cape, including George, Worcester and Wellington.

Staff movements in 2017
Lynn Kleinveldt returned from completing her studies in Italy.

New appointments
Mosekarae Joseph Mangadi – Librarian: Business (Cape Town)
Solomon Kapfunde - Senior Librarian: IT (Bellville)
Dikeledi Ntseke - Library Assistant (George)
Khungeka Witbooi – Library Attendant: Technical Services (Bellville)
**Internal transfers/Promotions**

Gugu Mhlauli – Senior Library Assistant: Applied Science (Bellville)
Adiel Abrahams – Assistant Librarian: Business and Management Sciences (Bellville)
Rochelle Basson – Library Assistant (Media City)
Tinah Mngcoko – Senior Library Assistant: Health and Wellness (Bellville)
Nolwando Vananda-Nyeli - Senior Library Assistant: Applied Science/Research support (Bellville)
Yanga Livi – Library Assistant (Bellville)
Veliswa Tshetsha - Senior Librarian: Applied Science/Research support (Bellville) (3 month acting)

**Contract ended**

Herbert Nguruwe – eResearch Systems, Developer (Bellville)

**Resignations**

Nombulelo Kasana – Library Assistant (George)
Gugu Mhlauli – Senior Library Assistant: Applied Science (Bellville)
Naomi Williams – Library Assistant (Wellington)
Zanele Mathe – Library Manager: Faculty Applied Science and Research (Bellville)

**Retirements**

Judith van Wyk - Senior Library Assistant (Bellville)