Library Annual Report for 2012

Introduction

The University of the Witwatersrand (Wits) aspires to be a leading research intensive university firmly embedded in the top 100 world universities by 2022. The Library strategic goals and objectives were aligned with the Wits 2022 goals, particularly the provision of high levels of support for teaching, learning, research and outreach. In support of the Wits vision, the strategic drivers for the Library in 2012 were:

1. Innovation and continuous improvement in all areas
2. Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services that focus on the needs of Library clients; preferably through Free and Open Source Software (FOSS) where appropriate
3. Providing innovative, purpose-designed and attractive physical facilities and infrastructure
4. Sustaining and developing an innovative and engaged Library team.

Initiatives

Among the key initiatives undertaken by the Library during the year were:

Innovation and continuous improvement in all areas:

The digitization initiative continued to expand to include a wider range of key research, teaching and learning resources. The Wits Institutional Repository on DSpace (WIREDSPace) collection grew from 5,586 items in 2011 to over 7,000 items at the end of 2012. Four thousand (4,000) audio tapes held in Historical Papers were reformatted and digitised. A complete list of digital collections is available at:

http://www.wits.ac.za/digitalcollections/15301/digital_collections.html .

Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services:

The provision of high level research support to University entities remained a priority. With the implementation of InCites in 2012, citation analyses and bibliometrics were becoming increasingly popular with academics, schools and research entities as a way of analysing the impact of research output. The library was using a combination of resources, *Web of Science*, *Scopus*, *Google Scholar Citations, InCites* and *Journal Citation Reports*. Reports were being compiled supporting appointments and promotions and NRF applications and on Faculty/School research outputs, Institutes/Centres research outputs, author comparisons, and journal evaluations.

Providing innovative, purpose-designed and attractive physical facilities and infrastructure:

Among the key initiatives, four group project rooms were opened in the Engineering Library at the beginning of 2012 for bookings by Engineering students. At the Law Library, carrels for postgraduate students were installed on 20 July 2012. The Library of Management was repainted which created an inviting environment.

Sustaining and developing an innovative and engaged Library team:

Under the Carnegie Corporation of New York, Research Libraries Consortium project, Thuli Dhlamini and Rachel Louis attended a six-week Carnegie US internship from 20 February to 29 April, 2012. Under this same project, Devind Peter, Chiratidzo Chatikobo and Janet Zambri attended the Executive Management Academy (EMA), 4 to 17 March 2012 in Stellenbosch.

1. **Innovation and continuous improvement**

Digitization initiatives

The digital preservation and widening of access to previously hard to find Africana materials continued to be a key objective. The Library was not only digitizing for online access and on-demand requests but also for preservation purposes. Additional equipment including a Mekel Universal Fiche Scanner and viewer for fiche viewing and digitization and a Cannon digital mounted camera were acquired for the Digitization Centre.

The Wits Institutional Repository on DSpace (WIREDSPace) collection grew from 5,586 items in 2011 to over 7 000 items at the end of 2012. In addition, 225 MBA dissertations were added to WIReDSpace to support the specific needs of Wits Business School users. A test Wits journal, *Lengwitch*, was published on the Open Journal System (OJS) in 2012. It was envisaged this initiative would be expanded in 2013 to publish more Wits content on the OJS platform. In a related development, the Vice Chancellor signed the Berlin Declaration on Open Access on 9 November 2012 firmly committing Wits to promoting and embracing Open Access research, scholarly communication and self-archiving of publications in WIReDSpace. At the same event, Wits also launched its Author's Addendum to assist authors and researchers in retaining some of their rights in terms of the Copyright Law. In December 2012 the Royal Society of Chemistry announced that academics at institutions such as Wits, which subscribed to some of their journals, would be allowed to publish their open access journal articles without having to pay article processing charges. It was hoped

these developments would provide added impetus to the growth of the research, teaching and learning collections in the University's repository.

As part of the Research Libraries Consortium project, in July 2011 the Carnegie Corporation of New York (CCNY) allocated R370,820.00 to reformat and digitise 4 000 audio tapes held in Historical Papers. This exercise was completed in July 2012. CCNY allocated an additional R502,536.27 to digitize more materials. A complete list of digital collections is available at: http://www.wits.ac.za/digitalcollections/15301/digital_collections.html. For copyright reasons, some of the digitised materials have not been made available online; however, they can be accessed *in situ*. These include the records of the African National Congress and all the audio collections.

A new statistics module, @Mire, was installed to gather in-depth information on repository submissions and access. In 2012, 80,786 people visited the digital collections and there were 310,751 page views. WIReDSpace was ranked in the top 300 institutional repositories worldwide.

In order to improve accessibility to the Wits Digital Library, the implementation of ICA-AtoM (International Council on Archives Access to Memory), a web-based, multi-lingual, archival description software, was initiated. It was hoped implementation would be completed in 2013.

Information and communication technology (ICTs) infrastructure
The rapid changes in ICTs and the corresponding needs of increasingly computer literate Wits users required the Library to continuously enhance the underlying infrastructure supporting its networked service, the evolving e-learning environment and digitization. The roll out of uninterrupted power supplies (UPS) was completed in all Library branches in 2012. This prevented power surges and damage to switches in the event of power failures. All Library computers were upgraded to Windows 7. All staff computers were upgraded with the iFolder application. An online copyright clearance system went 'live' on the Info-Ed platform in February 2012. This was meant to streamline the procedures for submitting applications to use copyright material in various courses.

In the Engineering Library, the School of Mining assisted with equipping the electronic class room. There were 16 workstations for training and an interactive board for teaching purposes. GIS software was downloaded on all the computers in the Electronic class room.

The class room was booked for a one week GIS course by the School of Mining with ten students attending the course.

At Wartenweiler Library, the electronic classroom was expanded to accommodate an additional eight computers and a new interactive board, large LCD TV monitor as well as new projector and sound system were fitted. The enhancements made it possible to accommodate wheelchair access while the large LCD TV screen went a long way to meet the needs of the visually impaired. Similar enhancements took place in the Commerce Library electronic classroom where an interactive board, new projector and LCD TV, were also installed. An additional 21 seats with computers and LCD monitors were rolled out in the Knowledge Commons, first floor, Wartenweiler Library in 2012, shortening queues and providing additional access for students. With the installation of one additional access point, wireless connectivity was expanded in the conference room, fourth floor, Wartenweiler Library. In the Wartenweiler Library Boardroom, a projector and audio system were installed.

In order to promote usage of the growing e-book collection, the Library purchased ten new Kindle e-readers for use in the Research Commons. Library staff were trained to assist users in using the devices.

At the William Cullen Library, five new switches were installed. 24 port switches were upgraded to 48 port switches. The upgrades would allow network expansion for the next five years in the Library to support the development of new Knowledge Commons and digitization project requirements. Twelve new replacement laptops were acquired for the Research Commons. During 2012 all Historical Papers content was migrated to the cloud infrastructure at the Computer and Network Services (CNS) department.

At the Education Library in Parktown, four disabled student computer terminals, with the appropriate software, were installed. These terminals catered for all disabled staff / students on that campus. Seven safe extension cords with double sockets were provided for laptop users. A 3M self-check unit was commissioned on 30 March 2012. The Library provided a new photocopier to add to the three that were already available.

2. Comprehensive and coherent provision of effective, efficient and sustainable knowledge and information resources, technologies, systems and services that focus on the needs of Library clients on all levels

Access and Collection Management

Access

There was a decrease of 0.25 percent in the number of physical 'walk-ins' to all libraries (from 2,589,501 in 2011 to 2,582,942 in 2012). The notable drops were in Architecture (-27%), GeoMaths (-21%), BioPhy (-14%), and Witwatersrand Health Science Library (WHSL) (-11%). There was a marked increase of 163 percent in access to the new Engineering Library.

There was a decrease of 21 percent in the materials checked out, including OPAC renewals (from 531,481 in 2011 to 421,307 in 2012). In contrast to the print collection, use of e-books rose from 95 791 items in 2011 to 132 607 items in 2012 (an increase of 38.43 % in usage) at WHSL. Across the Wits Library system, there was moderate growth in the use of the e-Wits mobile service. There were 5,649 visits to the mobile site compared to 5,153 in 2011, with page views slightly dropping from 24,560 in 2011 to 24,484 in 2012.

The total number of recorded online visits to Library information resources (through Millennium - WAM) decreased by 38.12 percent, from 42,703,137 in 2011 to 26,423,629 in 2012. The decrease in statistics was a result of changes that were meant to minimize system crashes as well as improve the way the system counted exactly what content was being accessed. As a result of the changes, the system was now ignoring specific elements on a webpage such as JavaScript popups, images etc. and counting only content accessed in specific formats such as .pdf files, html documents, etc. In reality, the trend in the access of e-resources remained the same, with increases before examinations (June and September/October) and slightly lower access in holiday months (July and November/December).

Information resources budget

The 2012 information resources budget was increased by 18.6 percent, from R40,421,741.00 in 2011 to R47,957,885.95. The Graduate School of Public and Development Management and Wits Business School allocated R50,000.00 and R60,000.00 respectively to supplement the budget for the acquisition of library books.

New books and other information resources

Number of books ordered in 2012

The library placed 11,490 book orders (6,113 eBooks and 5,377 print books and media) in 2012, including a number of fiction titles identified in a survey conducted at the Education Library. This was an increase of 63 percent from the 2011 figure of 7,049. The total Wits Library titles holding (bibliographic including the non-computerised) was 613,042. The cumulative total of volumes held up to 2012 was 1,192,445. As from May 2012, the Library started doing all original cataloguing on the Online Computer Library Center (OCLC) WorldCat, a union catalog which itemizes the collections of 72,000 libraries across the globe. By August 2012, 385,615 bibliographic records were on OCLC, representing 64 percent of Wits records. The table below indicates the number of computerised bibliographic records on the e-Wits catalogue according to date of publication. A fairly large proportion of the collection dates from between 1970 and 1990.

Average age of the collection													
Coverage	2010>	2000-2009	1990-1999	1980-1989	1970-1979	1960-1969	1950-1959	1940-1949	1930-1939	1920-1929	<1919	No Date	TOTAL
TOTAL	12,450	69,198	83,197	108,120	101,071	63,655	28,042	16,624	13,248	10,075	19,144	41,393	566,217

Acquisition/Purchasing of non-book materials

Historical Papers continued to acquire original source materials to support research, teaching and learning. Among the many collections acquired were the John Matshikiza papers, Nadine Gordimer papers, National Union of Metalworkers of South Africa and Amina Cachalia papers. Approximately 55 linear metres of material was processed, including Albert Luthuli materials, Anglican Church records, Bishop Njongonkulu Ndungane papers, Pixley Seme photographs, Ronnie Kasrils papers, Southern African Centre for Survivors of Torture and Wouter Basson trial records.

As part of the *Labour Struggles Project*, Historical Papers secured the William Matlala Labour Photographic collection and 216 oral history interviews were conducted nationally. Matlala was COSATU's principal photographer and his photographs covered subjects such as workers, strikes, meetings, community projects and well known trade unionists. In

addition, ex-Koevoet members were interviewed and maps, videos, photographs and documents were collected under the Missing Voices Project. Koevoet was the South African police trained South West Africa Police Counter-Insurgency Unit (SWAPOL-COIN) that operated in South- West Africa during the Namibian Independence War.

Serials and e-resources

The Library's policy of extending access to e-resources was further realized in 2012 by the purchasing of more electronic resources and cancelling print in consultation with the academics concerned. The Library subscribed to 25 databases, 24 journal titles, four journal packages, two back files and seven e-book packages. At the end of 2012, users had access to a total of 235 on-line databases, 191 of which carried full text content (in 2011 the figures were 210 online databases of which 167 had full text content). The new databases included Academic Charts Online, Access Engineering, Access World News, Africa Bibliography, BioOne, Britannica Online, Britannica ImageQuest, Euromonitor , Global Financial Data, Index to Printed Music, Investment Arbitration Reporter, Law Pavillion, My LexisNexis, OECD Library, OnArchitecture, Oxford Bibliographies, ProQuest Dissertations and Theses, Part B: Science Collection, PsycARTICLES, Publishing Books and Reading in Sub-Saharan Africa, SABINET Municipal Bylaws, SAE Digital Library, Scholarly Stats (Selection Support), South African Property Transfer Guide, Twentieth Century Literary Criticism and Zentralblatt Math. Two databases were cancelled, SAIRD and DeGruyter/Berkeley. The total value of the cancellations was R 313,113.93. The new e-book packages were CUP e-books (Linguistics selection), Doody's core collection POF (EBSCO), Elsevier 2012 Medical e-books collection, Psycbooks 2013 (American Psychological Association), Royal Society of Chemistry (RSC) (two packages), and Springer 2012 eBooks.

Library users also had access to 144,636 journal titles compared to 130,403 in 2011. Demand for e-only journals was high, and as in previous years the print collection continued to decline, mainly due to the incorporation of former print subscriptions into online databases or packages. Thirty-one journal titles were cancelled in 2012 compared to 151 in 2011. Most of the cancellations were print titles which now formed part of online packages. The Faculty of Commerce, Law and Management cancelled 27 titles and were thus responsible for the bulk of the cancellations. The Engineering Library cancelled the Multi-Science Architecture-Construction, Engineering package, when it was discovered that the six titles comprising the package were available without embargoes in one of the Wits subscribed aggregator databases. The value of this cancellation was R11,733.69. The Biochemical Society package was also cancelled, as the titles in this package would form part of the Portland Press online package from 2013. The value of this cancellation was R49,797.58. The new journal

packages were Bentham Organic Chemistry, Equinox popular music, Maney Materials Science & Engineering and Portland Press Biochemical Society.

Usage of the e-Journal Portal continued to be high, as shown in the graph below:

The increased usage may in part be due to the inclusion of the e-journal portal search-box at the Library home page and Libguides to facilitate easy searching.

Donations

The Library received an offer of $5,000.00 worth of e-books from EBSCO. Element Six Laboratories in Springs closed and donated 217 volumes of the Japanese Journal of Applied Physics, parts 1 and 2. The Herbarium Library donated a large collection of journals. Academics and senior librarians selected books from the Van Schaik donation which was received in December 2011 for processing. The left overs were sold during the Library week in 2012.

Services

Research support

In order to improve the quality of support that was provided to the University's research initiatives and with financial assistance from the Carnegie Corporation of New York, the Library acquired InCites, a modern web-based research evaluation and performance measurement tool in 2011. A demonstration of the functionalities of the tool was made at the Senate Library Committee meeting held on 6 March 2012. Throughout the year, InCites was used in conjunction with Web of Science, Scopus, Google Citations, Journal Citation reports and Ulrichs Periodicals Directory to measure and evaluate research performance in Faculties, Schools and research entities. The highlights included provision of: citation and impact factor details for late National Research Foundation (NRF) applications for 2012 as well as submissions for the 2013 evaluation period; a report to the Research Office on the research output of the Institute for Human Evolution as part of the review process of the research chair; research output and citation reports for Quinquennial Review purposes covering Animal, Plant and Environmental Sciences; Society, Work and Development Institute and Molecular and Cell Biology; citation reports to the Research Office in support of the review of entities such as the Protein Structure-Function Research Unit; Water in the

Environment Research Group; and Centre for African Ecology; a citation report to the Research Office for the Harry Oppenheimer Fellowship; report on collaboration of the University of the Witwatersrand, Monash University & Warrick University researchers; reports on seven shortlisted candidates for the Vice -Chancellor's research awards; citation reports of two external applications for the post of Director for Global Change and Sustainability; Faculty of Science, Faculty of Engineering and Built Environment, School of Education and School of Law research output and performance reports; a report verifying the research output of one of the applicants for the post of Deputy Vice-Chancellor: Finance; citation reports in support of Mellon Grant applications by two students; a report on the top 90 researchers as part of the Wits 90th celebration; and a report on the Impact Factor details of the Southern African Institute of Mining and Metallurgy Journal to the editor of the journal.

At the School of Education, the Library developed a thesis template upon request by one of the lecturers and assisted five candidates in using it. A new edition of the *American Psychological Association (*APA) publication manual appeared in 2010, necessitating a new edition of the School of Education *Handbook to APA referencing.* This was completed in October 2012. After frequent requests for help with writing captions and crediting images, notes and ten examples were produced and included in the new edition of the *Handbook to APA referencing.* During the year, literature review sessions were conducted for 14 lecturers and researchers. A further eight Foundation Phase lecturers were given individual RefWorks training sessions. A procedure leaflet for logging on and using Turnitin was created for both students and lecturers.

A total of 2,612 postgraduates and academics used the Research Commons, William Cullen Library in 2012. Of these, 59 percent were from the Faculty of Humanities. There were also 98 chat sessions on the Postgraduate Chat service managed from the Research Commons. In addition, six postgraduate students were assisted with the conversion of their final research reports to PDF format and downloading to CDs for submission to the electronic theses and dissertation (ETD) database. A total of 220 postgraduates used the Education Library Post-Graduate Reading Room.

Research data services
The Library's data support service continued to focus on educating and training the university's research community on research data management matters. A total of 153 postgraduates and 20 academics participated in training sessions facilitated by the Data Services Librarian. The sessions covered such topics as GIS, data management plans, data management with Atlas-ti, and research design: data and reference management. Support

was also extended on an ad hoc basis to approximately ten postgraduate and staff researchers. This was mostly around the choices and use of software but also in the large scale revision of proposals and methodological design issues. Through ongoing consultations, the Human Research Ethics Committee had started considering the adoption of a data management planning framework for use in the preparation and assessment of research proposals.

Library research workshops for postgraduates 2012
The Library continued to collaborate with the Graduate Support Division and Faculties in offering library research support workshops to postgraduate students. The workshops assisted students in sharpening the high level library research skills and knowledge they needed to contribute to increased research output. The focus areas were literature searching using multidisciplinary & discipline specific databases, e-books and LibGuides as well as identification of leading scholars and publications in their research areas, using the RefWorks bibliographic reference management tool and research data management. The total number of attendances at all postgraduate library research support workshops was 4,612.

Information literacy
The Library continued to place emphasis on increasing integration of information literacy into the entire academic programme. The highlights included orientation week and collaborative sessions throughout the year. Library orientation took place from January to February 2012. The programme introduced first year students to the Wits Library system and included presentations, library tours, demonstrations and exhibitions. For the rest of the year, the Library Education and Training Unit in liaison with senior and branch librarians and academics in different schools continued to collaborate in providing information literacy sessions. One-on-one user education was offered across all branch libraries outside the formal sessions.

At WHSL, the number of users trained and orientated in face-to-face training sessions declined slightly from 10,660 to 9,956 in 2012 (a decrease of 6.6 %). However, the number of times that WHSL's LibGuides were accessed rose from 34,160 times in 2011 to 71,559 times in 2012 (an increase of 91.3 %). WHSL continued to teach, facilitate and examine GEMP 1 and 2 students in evidence-based information retrieval skills, as well as to teach in the integrated course Medical Thought and Practice 2 (SCMD 2002 and SCMD 2003), and to handle citation skills for Medical Thought and Practice 1 as a formal teaching exercise.

Overall, there were 18,375 student attendances at information literacy classes offered by the Library compared to 23,927 attendances in 2011. Of the 18,375 attendances, 54 percent (compared to 55 percent in 2011) were at WHSL where information literacy is comprehensively integrated into the Health Sciences curriculum.

In the area of academic staff user education and training, there were 369 attendances compared to 226 in 2011. The majority of these related to copyright and plagiarism matters.

LibGuides/Subject Portals

Created by librarians, LibGuides (subject guides) were portals to high quality research information which simplified access to electronic resources as well as print materials that were important in a subject field. The number of LibGuides developed and made available to users rose from 105 in 2011 to 237 in 2012. Many of the guides were developed in conjunction with academics and covered different subjects taught across all the Faculties. The guides are available at http://libguides.wits.ac.za/browse.php.

Links to free and open courseware were added to all the Engineering LibGuides. Law library resources for postgraduate students were embedded into Moodle e-learning courses. In the Library of Management, library resources were embedded into the Security Studies course on the Wits-e platform.

Through its information literacy programmes and postgraduate workshops, the Library was educating and training students on the contents and usage of those LibGuides relevant to their learning and research. The total number of page views across all Faculties increased from 90,118 in 2011 to 207,349 in 2012.

Inter Library Loans (ILL)

There was an increase of nine percent in the number of items supplied to Wits users from international libraries. Similarly, an increase of 26 percent in the number of items supplied to other libraries outside the country was experienced. Regarding local inter-lending, there was a decrease of 11 percent in the requests processed and items delivered to Wits staff and students and a decrease of 1.6 percent in the number of items supplied to other libraries in the country. The decrease could be attributed to improved access to electronic resources. The demand for electronic theses continued to grow in 2012 as more and more users had access to the internet.

Most of WHSL's Interlending traffic continued to serve the needs of other libraries and their patrons, with some 824 items supplied in 2012 (an increase of 15.73 % over 2011). The excellence of WHSL's print and full text online collections was borne out once again by the fact that WHSL only had to borrow some 160 items (229 items in 2011) from other libraries on behalf of WHSL users.

Current awareness services

The 2nd Distinguished Library Lecture

The Distinguished Library Lecture series which started in 2008 continued to bring to the University distinguished persons whose works had made a significant contribution to libraries, society and academia, to deliver inspiring lectures to academics, students, librarians and associated communities. The series was part of the Library's ongoing efforts to take library and information services closer to users, in support of the University's strategic focus on research intensification. The second Distinguished Library Lecture was held in collaboration with the Faculty of Humanities. Mrs Penny Silva, who had retired from the post of Deputy Chief Editor, Oxford English Dictionary gave a public lecture on the History and future of the Oxford English Dictionary Project on 22 August 2012 and a faculty/postgraduate seminar on 'English and Englishes' on 23 August 2012. The public lecture was attended by approximately 100 participants. A podcast of the lecture and the presentations are accessible from the Wits institutional repository at: http://wiredspace.wits.ac.za/handle/10539/11905.

Other Current awareness services

The Engineering Library mounted various displays on relevant subjects related to topics for assignments to encourage the use of the wider open shelf collection. A display of relevant library books and resources was done during the 2012 Power conference which was held from 9-13 September in the Chamber of Mines Building. The Engineering library newsletter was circulated to academics as a LibGuide publicizing new books, the official opening of the library and the electronic class room. A display of new books, brochures and a PowerPoint presentation formed part of the library's information stand at the Postgraduate Day held on 22 March 2012.

At the Education Library, numerous individual, group and global e-mail notifications and alerts were sent to lecturers. The Library hosted lecturers who had recently obtained doctorates to a tea on 6 February 2012. Eight displays were mounted from February to

October to promote use of library materials. New shelf signs were installed for the entire collection.

The Architecture Library displayed some important drawings from the Wits Architectural Archives at the Wits 90 Treasures Exhibition in the new Wits Museum. These included three Herbert Baker water-colour drawings, dated 1905-1910, and one Herbert Baker blueprint of the Union Buildings, dated 1902, as well as a range of the Witbank Township drawings done by D. M. Calderwood. Copyright permission had also been granted to Ashgate Publishers, London, for some of the Calderwood drawings to be published in a book by Nic Coetzer from the University of Cape Town.

Following the launch of the Library Facebook page,
(http://www.facebook.com/pages/University-of-the-Witwatersrand-Library/240440919301672), in June 2011 to improve communication with the user community, the number of followers increased from 203 in 2011 to 674 in 2012. The weekly total reach, i.e the number of unique users who accessed content on the Library Facebook page was 2 574. This made Facebook a potentially effective method to reach Library users.

The promotion of Library resources was accompanied by efforts at personalising service transactions through the re-introduction and use of name badges/tags to bridge the gap between the user and the staff providing the service. This was helping users to identify more with the staff member serving them and to specifically commend those who continued to offer excellent service. It was hoped that where there were misunderstandings, the Library would be able to constructively engage with both parties as well as focus its continuous education and training efforts towards those staff members or users who required support.

Access services
In the past, students registered in short courses offered in the different faculties did not have full access to electronic resources. In 2012, the Library extended electronic access to Library resources on and off campus. This access was valid only for the duration of the short course.
At the Engineering Library, opening hours were extended from 17:00 to 20:00 during weekdays (Monday to Thursday) and 8:30 to 12:30 on Saturdays. The arrangement was welcomed by Faculty and students.

Corporate, alumni and individual membership services

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Situated in the industrial and commercial hub of the country, the Library remained the centre of attraction from different corporations, alumni and private researchers interested in accessing information to support their business enterprises and research needs. The Library continued to respond to these needs through the corporate, alumni and individual membership schemes. For the year 2012, the Library handled 287 inquiries (including 61 interlibrary loan requests) from the corporate members. 456 alumni and private researchers were logged on to the Library system to access the extensive information resources that were available.

3.   **Providing innovative, purpose-designed and attractive physical facilities and infrastructure**

The main infrastructure issues and activities in the different branch libraries were:

Architecture Library: Consultations to engage a professional furniture restorer to repair the 85 old traditional chairs had begun. Users were unwilling to replace the traditional chairs which were in keeping with the design of the John Moffat building where the Library was housed.

Commerce Library: During the rainy season, the recurrent roof leaks were again experienced, especially on the north side which led to flooding in some sections of the Library. The leaking was caused by corrosion in the gutter. The corroded section of the gutter was subsequently replaced. Library services were also interrupted by a series of power failures towards the end of the year. These were caused by the excavation to lay new storm water drains on West Campus.

Education Library: Improvements to the physical environment of the Education Library continued in 2012. Among some of the initiatives taken were: the windows were cleaned in July; the shelves in the Mezzanine were dusted; offices and workroom were re-carpeted; carpets were ripped up in staff tea areas and replaced with vinyl; the Library interior was repainted and re-varnished; the wallpaper in the study carrels was replaced; twelve new four-seater study carrels were made available for use; and, two new framed prints were hung in public areas.

Engineering Library: Four group project rooms were opened at the beginning of 2012 for bookings by Engineering students. The rooms were extremely popular with students. The visible location of the Engineering library in the Chamber of Mines building contributed to a

significant increase in the number of users. There were 131,162 users compared to 50,693 in 2011.

GeoMaths Library: The maps that had been lying on the floor were removed and were being catalogued. All the shelves in the library had perspex fitted which made labelling easier. The air-conditioning system was fixed even though there were areas that needed more attention, especially in winter when it became very cold. The lighting in the library was improved by the replacement of eight foot long lights with five foot long lights.

Law Library: Carrels for postgraduate students were installed on 20 July 2012.

Library of Management: The Library was repainted. Users expressed their appreciation of this development. On the afternoon of 16th October 2012, Library services were interrupted when one of the store rooms not far from the Library circulation desk flooded with water from the toilet. This water went into the carpeted reading area and had an unbearable smell. This was caused by a water pipe that burst because of the effects of the tree roots that had grown into the pipe and caused a crack. This was subsequently resolved.

Wartenweiler Library: The broken front door was repaired. The carpet on the third floor continued to deteriorate and would be earmarked for replacement.

WHSL: Electrical fittings were installed towards the end of the year at all fixed carrels to encourage further use of laptops and notebooks. These electrical points were also being used as charging stations while users worked, and were proving popular. WHSL's overnight issue desk was downsized and moved to a smaller area and it was planned to remodel the main desk as a reception/information area. The carpeting in the Library continued to deteriorate and needed replacement. Signage was proving to be inadequate and improvements would be made in due course.

William Cullen Library: This Library was in an old building and presented structural and safety challenges. During the course of 2012, the improvements in the table below were implemented:

Items	Action
Extinguishers	Tested & serviced
Fire Alarm Panel	New panel installed
Hydrants	Tested & serviced
Hoses	Tested & serviced
Signage	Modernised & updated

Smoke detectors	Old detectors replaced
Surveillance	Six more cameras were mounted
Sealing, Plastering, Painting	Refurbished
Main Doors – front	Sanded & varnished
Staircases	Cleared of unwanted materials
Windows	Tinted & shaded
Storage Cage	Cleared of hazards

These upgrades would be continued in 2013 to cover other items of concern to the Library.

The South African History Archive (SAHA) vacated the William Cullen Library in August 2012. This freed-up some much needed space for Historical Papers collections. However, Historical Papers continued to experience space shortages for archival storage and processing as well as reading room space for users.

4**. Sustaining and developing an innovative and engaged Library team**–

Staff Training and Development

Development of library staff research support capacity
Under the Carnegie Corporation of New York, Research Libraries Consortium project, Thuli Dhlamini and Rachel Louis attended a six-week Carnegie US internship from 20 February to 29 April, 2012 to further develop their research support skills and knowledge. Under this same project, Devind Peter, Chiratidzo Chatikobo and Janet Zambri attended the Executive Management Academy (EMA), 4 to 17 March 2012 in Stellenbosch to further develop their management skills.

Under the project, *Research Management Tool in Support of Academic Research in South Africa, Ghana and Uganda* funded by the Carnegie Corporation of New York, 23 Librarians attended a bibliometrics workshop facilitated by Prof. Johann Mouton of the University of Stellenbosch, on 17 July, 2012. Subsequently, a workshop on research evaluation tools was held at the Information Access Centre, Balme Library, University of Ghana, Legon on 10 September 2012. A total of 16 participants from the University of Cape Town, University of Ghana and Wits attended the workshop. On 18 September 2012, the Library hosted the InCites customer forum facilitated by Thomson Reuters. The forum was attended by 35 delegates from Gauteng libraries.

Library-CLTD staff training and development

There were 36 Library staff attendances at the programmes offered by the Centre for Learning, Teaching and Development (CLTD). The areas covered included the skillful resolution of conflict in the workplace, personal excellence, development and fundraising, first aid, interviewing skills, retirement planning, resilience building, induction, voice and presentation skills, making teaching interactive, frontline excellence, basic counselling, and supervisory development.

In-Library training

As in previous years, the Library Winter and Summer Workshops provided a forum for staff to share ideas, skills, knowledge and experiences on various topics of interest. The Library Winter Workshop was held on 9-13 July and covered a range of topics that included disability awareness for librarians, Carnegie internship experiences, the Executive Management Academy that took place at the Mont Fleur Conference venue near Stellenbosch from 4 to 17 March 2012, early collections in William Cullen Library, feedback from the 4th Qualitative and Quantitative Measures in Libraries International Conference that was held in Limerick, and various information technology topics. The highlight was the open discussion, "Conversations with Felix" between members of Library staff and the University Librarian on a range of issues of common interest.

The Library Summer Workshops were held on 19-23 November 2012 and covered such topics as using e-book readers, open access, research data management, 2012 USA Carnegie experience and lessons learnt. An induction session was held for new Library staff in November 2012. It was attended by six professional and four support staff members.

In-Library database training

The on-going acquisition and rationalisation of databases necessitated continuous education and training of staff. During the year, different vendors trained or updated staff on how to use such databases and tools as Springer LINK, InCites, ProQuest, Bankscope, Osiris, Mcgregor BFA, and Emerald. There were 37 professional staff attendances at these training sessions.

Professional activity: external workshops & conferences 2012

Through its 2012 conference budget allocation of R61,480.00 and with additional assistance from other sponsors, the Library was able to support the attendance and participation of staff at external local, national and international professional conferences, workshops and seminars. This assisted with sharing ideas on innovations in services and influenced the implementation of the Library strategy. The highlights of the year were:

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1. Maryna van den Heever and Felix Ubogu attended and presented a joint paper, *Collaboration on Academic Research Support among Five African Universities* at the 4th Qualitative and Quantitative Methods in Libraries Conference 22 – 25 May, 2012, Limerick, Ireland.

2. Denise Nicholson presented a paper, *The Treaty on Copyright Limitations and Exceptions for Libraries and Archives (TLIB)*, at the Crimea 2012 International Conference, 4-10 June 2012, Sudak.

3. Denise Nicholson presented a paper, *Copyright, Authors' Rights and Open Access Publishing* at the Academy of Sciences of South Africa (ASSAf) Scientific Writing Project Seminar at the Council for Higher Education, Pretoria, 29 - 30 March 2012.

4. Gabriele Mohale attended and presented a paper, *Lost and Found: The Papers of the Association for Social Work Education in Africa (ASWEA)* at the Archives of Post-independence Africa and its Diaspora Conference, 20-23 June 2012, in Dakar, Senegal.

5. Maryna van den Heever facilitated a two day workshop covering Libguides, research support and information literacy skills at the University of Ghana, 1-2 August 2012. The workshop was attended by 30 librarians from various divisions of the University of Ghana Library.

6. Michele Pickover attended a conference, The Memory of the World in the Digital Age: Digitization and Preservation, in Vancouver, British Columbia, Canada, 26-28 September 2012.

Library staff publications

In addition to conference papers, staff publications included:

1. Clare Walker. *Learning on the Job, Teaching on the Job: CPDWL and a new qualification for the Research Information-Literate Librarian*, The Road to Information Literacy: Librarians as Facilitators of Learning, IFLA Satellite meeting: Continuing Professional Education and Workplace Learning & Information Literacy sections, Tampere, Finland, August 8-10, 2012. IFLA Publications 157, Berlin: De Gruyter Saur,2012, pp 183 - 197

2. Denise Nicholson. *Copyright: are deaf persons getting a fair deal?* Cape Librarian, 56 (1), pp. 12 - 16.

Human Resources Developments

Restructuring of jobs

Following the re-writing of job descriptions in 2011, some jobs were restructured in 2012 to take account of the changes that had taken place in the related responsibilities. The jobs that were affected were:

Previous Position/Job Title	Revised Position/Job Title
Principal Librarian: Research	Manager: Research Support Services
Curator of Manuscripts	Principal Curator: Archives and Digital Library
Senior Librarian: Arts and Social Sciences	Principal Librarian: Humanities (Arts, Human & Community Dev., Social Sciences)
Assistant Archivist	Archivist
Senior Library Assistant	Archivist
Administrative Assistant	Administrative Officer
Clerical Assistant: Cataloguing	Library Assistant: Cataloguing

Staff Movements

Appointments

The key appointments made in 2012 were:

Name	Post	Library/Department
Biziwe Tembe	GeoMaths Librarian	GeoMaths
Caddie Hart	Human Resources Officer	Library Human Resources
Lihle Gumbi	Cataloguer	Information Resources
Maggie Lediga	Librarian: Education and Training	Library Education and Training
Margaret Atsango	Assistant Librarian	Commerce Library
Nkemeleng Lesejane	Senior Librarian: Africana Collections & Services	William Cullen Library
Surendra Jugdav	Senior Librarian	Law
Xoliswa Xanko	Librarian	Library of Management

With financial support from Atlantic Philanthropies, Historical Papers renewed the contracts for the staff employed in the Digitisation Centre, as well as the staff from the two other projects (Labour and Legal Resources) from May to December 2012.

Staff Recognition

In February 2012, Joyce Letsapa, Senior Library Assistant: Serials received the Charlton Award Certificate for Excellence. This was in recognition of her consistent hard work and dedication.

Transfers, resignations, retirements and rationalizations

As part of on-going rationalization to meet changing service needs, one Senior Library Assistant post at the Wartenweiler Library was transferred to the Commerce Library with its incumbent, Mbengeni Musetha with effect from 1st April 2012. Three posts, namely, Assistant Librarian (LB10) at Commerce Library, Mailing Assistant (AD14) in Library Finance and Administration and Library Clerical Assistant (LB14) in the Architecture Library were merged and restructured to create in their place two posts of (i) Digital Archivist (LB09) and (ii) Digital Technician (LB12) and transferred to the Wits Digitization Centre to support the digitization programme. The Witwatersrand Health Sciences Librarian job description was amended to a third-track post (50 % academic and 50 % support services), reporting academically to the Head of the School of Clinical Medicine in which the formal teaching programmes fell.

Philasande Sokhweba resigned from the post of Assistant Librarian: Cataloguing at the end of May after working for Wits for only nine months. Mbengeni Musetha resigned from the Library at the end of July 2012 to take up the post of Resource Centre Administrator in the School of Accountancy. Sello Borephe resigned from the restructured post of Principal Librarian: Humanities (Arts, Human & Community Dev., Social Sciences) (previously Senior Librarian: Arts and Social Sciences) at the end of November 2012 after four years of service. Wyndom Hudson retired from the post of Assistant Librarian: Cataloguing at the end of 2012 after 30 years of service.

Library staff educational & professional qualifications 2012

The key achievements of the year were:

1. Denise Nicholson graduated with a Master of Laws (LLM) degree.
2. Phindile Senty Bekwa graduated with a BA Information Science (Hons) degree.

Partnerships, community engagement and outreach

The Library was engaged in different activities with cooperating partners. Staff continued to contribute and serve in various professional bodies. The highlights of the year were:

Access to other libraries (Committee for Higher Education Librarians of South Africa (CHELSA) Agreement

Academic staff and postgraduate students continued to request assistance to access and use other libraries either because they were continuing with their research away from the University or they needed to access research materials not available in the Library. Under the **CHELSA** Agreement, a total of 91 letters of introduction to other South African university libraries were issued compared to 65 in 2011. Under the agreement, the Library also hosted 66 users from other South African universities compared to 83 in 2011. In addition, the Library hosted 14 users from overseas universities compared to three in 2011.

Wits Student Equity – Targeting Talent Program 2010-2013

The Targeting Talent Program (TTP) was a three year pre-university programme that prepared talented learners for their future studies at universities in the country. It was managed by the Wits Student Equity and Talent Management Unit. The Library contributed to the programme by delivering the information literacy/library user education component. From 24th June to 6th July 2012, about 600 Grade 10, 11 and 12 learners attended the Library programme. Of these, 350 were Grade 12 leaners who were in their third and final year of TTP and looking forwarding to university enrolment in 2013.

In line with the aims of the programme, the Library user education component equipped learners with the background knowledge and skills they needed to find and use information through the increasingly complex library systems that they would encounter upon enrolment at higher education institutions. The Library programme introduced learners to the Library; terminologies; finding tools; information sources, mainly books, journals and databases; how to find information; evaluating information;   and acknowledging sources used.

Professional affiliations

Library staff continued to serve in different capacities as members of professional bodies. During the year, the key affiliations were:

1. The Copyright Services Librarian, Denise Nicholson, reviewed ten English abstracts for the Access to Information Network - Africa (ATINA) pre-Conference in Riga, Latvia, in early August 2012.
2. The Senior Library Assistant, Gabriele Mohale, became a member of the South African Preservation and Conservation Network National Committee.

3. The GeoMaths Librarian, Biziwe Tembe, assumed the role of convener of the Library and Information Association of South Africa (LIASA), Gauteng South Branch, Research, Education and Training Interest Group (RETIG)

4. The e-Resources Librarian, Jo-Anne King, was appointed to the South African National Library and Information Consortium (SANLiC) e-Resources Advisory Group (SEA) for a term of three years to provide additional input and assist the SANLiC manager to evaluate, negotiate and license electronic resources on behalf of SANLiC members.

5. The Deputy Health Sciences Librarian, Devind Peter, served on the Executive Committee of the Southern African Online User Group (SAOUG).

6. The Assistant Librarian: Teaching and Learning, Phindile Bekwa, was nominated to the position of Chair, LIASA Gauteng South Branch.

7. The Inter-Library Loans Librarian, Suzette Jansen van Rensburg, joined the LIASA ILL Interest Group and was appointed Treasurer

8. Janet Zambri continued to serve on the South African Bureau of Standards committee dealing with information and documentation standards applicable to the information industry.

9. The University Librarian, Felix Ubogu, was a member of the SANLiC Board.

Acknowledgements

The University community generally expressed appreciation for the quality of library services available for teaching, learning and research. Some of the comments received were: "I … wanted to thank you for all your amazing work over the years in locating obscure and rare sources. It is people like you that make universities wonderful places for us Profs!"; "I want to sincerely thank you for sending the copies of the 2 songs I requested. I have looked for over ten years for the music"; and, "Now that our QQR Report has been submitted I have a few moments to thank you properly for all of the effort you put into helping myself and Louise by generating the citation analyses we asked for. Even when we called on you at the last minute you were very patient and obliging. I therefore would like to formally express my extreme gratitude for all your help in the past weeks."

The Library would like to express appreciation to members of the Senate Library Committee for their interest in the Library and for their contribution into the running of the libraries. We

were particularly grateful to the Faculty/School Library Representatives and Faculty Library Committees who continued to work closely with the Library.

And thanks to the Library Senior Management Team and to professional librarians and support staff in all units throughout the Library for their hard work during 2012 and their continued contribution to the Library's high levels of innovative services.