NWU®

Library and Information Service

ACTION PLAN BASED ON BENCHMARKING EXERCISES AT CAPE PENINSULA UNIVERSITY OF TECHNOLOGY (CPUT) LIBRARY AND WITS

1   Background

The following reports were compiled after the benchmarking visits to Wits DRU in May 2019 and CPUT Library in August 2019, also with blog posts: https://nwulibraries.wordpress.com/category/benchmarking/

2   Action plan

The following action plan was developed with indication of specific actions, responsible staff and timelines.

Key matter	Action	Staff responsible	Timeline
1 RDM Services, IR and Research Support			
1.1 Centralise research support services. Apart from their Manager Research Support, the team consists of 3 other	Coordination, centralisation and marketing of research support services to be handled by DOS.	Director Open Scholarship Director Shared Services Director Client Services Manager Library Systems	2021

specialists: IR Librarian, Metadata Librarian and Research Librarian) The research support team also attend Faculty Board Meeting with the Faculty Librarian.	Arrange for attendance of Faculty Board meetings by member(s) of research support team.		
1.2 Collect patents of researchers from Google Patents and add them to the IR.	Discuss advantages of this action and develop action plan.	Manager Information Systems Managers Information Services Faculty Librarians Senior Librarian IR	Goal for 2021
2 Library System			
2.1 Explore other library systems in terms of responsiveness regarding reporting (statistics) and easy manipulation - less expensive than SIERRA and locally supported in South Africa. CPUT uses ALMA.	We don't know if SIERRA/Innovative in current form will continue, as it has been purchased by ProQuest (supplier of ALMA) It would be interesting to see where ProQuest and Ex Libris are going? Besides Innovative, there are: • Ex Libris (Alma) • OCLC (WorldShare Management Services) • EBSCO (FOLIO) • SirsiDynix This would be a huge project that could take up to a year or more and would require project funding.	Director Shared Services Manager Library Systems Manager Information Resources Library Business Analyst Senior Librarian eResources and Periodicals	Goal for 2021 (necessary to budget?)

3 Quality Assurance			
3.1 Implement an on boarding document for new LIS staff and student assistants to ensure they receive the same information and assistance to settle in.	Develop on boarding documents for newly appointed staff and student assistants. Documents to be issued upon appointment: • LIS APP • Division Goals & Strategic objectives • Staff member Position Profile • Staff profiles • Performance Agreements • Highlight key performance areas and milestones • Monitor performance during probation and alert the staff member that she/he is on probation - indicate the period. • Previous LIS Annual Report • Latest sectional quarterly reports This CPUT doc can be used as a guideline: Staff onboarding doc.docx Develop on board document for student assistants: Students onboarding doc.do	Sen Manager OPQ LIS Management	Develop and approve December 2020 for implementation in January 2021
3.2 Develop a template for all official library documents.	To be done according to RM guidelines and shared on GoogleDrive / NextCloud	Sen Manager OPQ Sen Administrative Assistant	November 2020 Implement 2021

3.3 Create a template for all library notices to ensure uniformity.	Create relevant template according to NWU CID guidelines. To be shared on GoogleDrive / NextCloud	Sen Manager OPQ Sen Administrative Assistant	November 2020 Implement 2021
3.4 Share updated templates of all official library documents and notices on Google Drive	There is a need to share correct and updated templates on one platform. To be shared on GoogleDrive / NextCloud	Sen Manager OPQ Sen Administrative Assistant Manager Library Systems	March 2021
3.5 Develop a Quality Assurance LibGuide as one-stop page for all QA matters.	Develop LibGuide to have the following documents easily accessible: • LIS Annual reports • Strategic Planning documentation • Quality Manual • Quality Surveys • Standards documentation • Faculty Programme reviews • Staff job descriptions	Sen Manager OPQ Sen Administrative Assistant Library Webmaster	June 2021
3.6 The NWU contributes to the CHELSA statistics database and has access to certain statistical information. It is necessary **to expand to the Institution-level database** for full capturing of all LIS generated statistics. This option will ease the reporting of any library statistical data.	Sen Manager OPQ to contact Debbie Becker for a site visit early 2021. It was arranged for April 2020, but couldn't go through due to lockdown. Debbie Becker, QA Manager at CPUT is the Global Administrator of this database, and is willing to assist us in the setup of a database on Institutional level. Sen Librarian: eResources & Periodicals is using ISA standard for library statistics to create a document on what can be reported on, but does not work on the institutional database.	Sen Manager OPQ Senior Librarian eResources and Periodicals	June 2021

4 Outreach to students and community members with visual disabilities			
Benchmarking was done on resources and services to support students and community members with visual disabilities.	SASOL funding for the construction of the DRU at Mafikeng Campus was confirmed. A mini-lib will be established in the DRU on Mafikeng Campus. Also within the SASOL project, procurement of assistive devices was done. Set-up of information hubs in community libraries in NW.	Director Shared Services Manager DRU (MC) Ms Rosa de Klerk (NWPG) SALB	Project launch 5 Nov 2020 (will be staged as a press conference)

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