NWU®

Library and Information Service

ANNUAL REPORT 2020

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BOB
MARLEY

Message from the Chief Director Library and Information Service

The year 2020 will go down in memory as a year which brought the whole world to almost a standstill, following the outbreak of the Coronavirus in 2019. The subsequent lockdowns in many countries to mitigate against the devastating effects of the pandemic, affected businesses of all kinds including social life. However, lessons can also be learnt about how innovative and resilient a human being can be. Once disaster struck, the University business migrated to the online environment and efforts were put in place to ensure that intended beneficiaries of the online environment, had access to services. The North-West University (NWU) Library and Information Service (LIS), like many libraries in the world, also closed its doors to the university community during the better part of the hard lockdown in South Africa. However, service had to continue, through the virtual library which is available to users 24/7. To ensure that users were adequately guided on how to navigate the online library, a protocol was developed to indicate how services would continue during the period that the physical libraries were closed. The protocol was in addition to LibGuides that were developed already as part of the LIS' user guides.

> *"However, lessons can also be learnt about how innovative and resilient a human being can be."*

The world also demonstrated love and care for each other in times of need as publishers and suppliers of information resources made some of their sources of information freely available to us for the benefit of our user communities. In addition, a review of the virtual library's catalogue of services was quickly conducted and this resulted in more innovative services being added. Such services include the ongoing kerbside collection service where users are able to request for print library books / materials which they can receive without having to disembark their vehicles. More communication lines were also added to the services and they include the LibAnswers and a WhatsApp line, as this report shall reveal in detail. Greater attention was also placed on the acquisition of prescribed books which were available online and this assisted

Dr Mathew Moyo

a lot in terms of business continuity. Work from home also became the default route during the hard lockdown period and this proved to be very helpful as most services continued throughout the year. On this route, we were also able to proceed with our self-evaluation exercise, in preparation for a full scale peer review, which will take place sometime in 2021.

Another message which is also important to share is how united our staff became in an effort to provide service collaboratively. Some staff members might have felt lonely during the hard lockdown period, but efforts to motivate them by managers at all levels, kept the team spirit alive. At first, it all seemed impossible, until it was done, to borrow from the late President Mandela. With word of trial of possible vaccines for the pandemic, the hope is that year 2021 will be a much better year, although we may still likely not be able to operate at a full scale from our physical buildings.

In conclusion, I invite you to relax and enjoy our 2020 LIS Annual Report which highlights in style, all our services ranging from acquisition and processing of information resources, information literacy and research & open scholarship services, to quality, projects and outreach services. It is also important to indicate that the report is organised according to our strategic priorities, which respond directly to the goals and mission of the University.

Enjoy it!

Our Strategic priorities

1 Positioning the Library and Information Service within the University

1.1 Impact of the lockdown

The impact of the national lockdown precipitated the introduction of online teaching and learning by universities. As the LIS always had a focus on the physical and online library, it could migrate to virtual library services in support of the institutional teaching, learning and research endeavours. The LIS partnered with various divisions and support units to provide seamless access to resources and services. This report gives an overview of the responsiveness of the LIS during this crisis and its ability to implement innovative measures to function virtually.

1.2 Embedding our services

The LIS provides service excellence aimed at the diversity of its users as a whole in terms of levels of study, physical location (Mahikeng, Potchefstroom and Vanderbijlpark), mediums of communication, needs and preferences.

The LIS positions itself within the university through partnerships and collaboration with Faculties, Information Technology, the Research Offices, Marketing and Student Recruitment Offices, the NWU Branding Office, Quality Enhancement, Facilities and other support departments. Contact with these partners is maintained through:

- Attendance of relevant meetings to collaborate and communicate with other entities in order to support students, academic and research staff, for instance Potchefstroom Committee for Student Support Services (PCOSSS), Committee for Academic Literacies and Academic Student Support (CALASS), and the Higher Degrees Committee,
- Attendance of faculty board, school, and subject meetings by faculty librarians. During these meetings, faculty needs are determined, while LIS services and other support is shared. All faculty librarians are involved, as part of the LIS' efforts to embed its services into the core business of the University.
- Liaison with newly appointed academic staff
- Relevant library links were added to the academic staff introduction page on eFundi
- With a view to the revival of the LIS programme, the provincial library services indicated the need for further study opportunities for its employees in the North West Province. As the Faculty of Humanities does not currently have an LIS expert within its ranks, the Faculty, in collaboration with the LIS and the NWU Qualification and Academic Programme Planning Unit, identified three external experts who would work with identified internal staff to develop the curriculum.

1.3 Facilities

The libraries fulfil social and intellectual roles by sharing resources and providing physical spaces for users to meet outside lecture rooms where they can interact collaboratively in a knowledge sphere. The NWU libraries are attractive, well-resourced and popular campus facilities that promote and support the research, teaching and learning activities of the University. Spaces that were repurposed to better meet the needs of students, have made the campus libraries favourite destinations for learning and social collaboration.

1.3.1 Teaching and Learning Commons on the Mahikeng campus

After the opening of the Research Commons for postgraduate students in December 2017, attention was given to the critical needs of undergraduate students on this campus. The planning process started in 2018 to establish a Teaching and Learning Commons in the library that would add value to undergraduate teaching and learning. It was decided that the entire lower ground floor would be repurposed and developed into an inviting Teaching and Learning Commons, focused on the needs of undergraduates. There are 119 computer workstations in the Commons, with five IT equipped rooms for collaboration, a hands-on training facility and a Technology Commons room. This facility will be equipped by the Centre for Teaching and Learning (CTL) and will be operational in June 2021.

A Law Library was established on the 1st floor. The 24-hour area, now linked to the T&L Commons, was refurbished and has 178 seats with four rooms for collaboration. The Information Resources section was renovated and two staff offices were added.

> *"With the opening of the new Teaching and Learning Commons on Mahikeng campus, the LIS now has completed a full circle, having similar facilities on all three campuses."*

This project was scheduled to be completed by the end of April 2020 and was progressing well until the national Covid-19 lockdown of March 2020. There were some hiccups when construction resumed, but the newly refurbished areas are almost finished. The official launch of the new spaces will be in February or March 2021.

With the opening of the new Teaching and Learning Commons on Mahikeng campus, the LIS now has completed a full circle, having similar facilities on the Vanderbijlpark and Potchefstroom Campuses.

1.3.2 Education Library

A capital project to refurbish and extend the Education Library on the Potchefstroom Campus was approved and planning started in 2020. Apart from refurbishment and upgrading of the current library, the general flow of the spaces was also attended to. A double storey extension will be added to the front of the building. The LIS is excited about this new development, as the Education Library is in dire need of renovation. The current space and facilities are inadequate and cannot cater for the needs of the growing number of the Education Library users. Below is an image of the concept design for the front of the library:

The spaces of the current Education Library will be repurposed and the EduLab space will be converted into a quiet study area. In the new double-storey extension to the front of the library, the ground floor will host a copy shop and the new EduLab, with a collaborative and connected working space for 104 students. The first floor will have computer workstations and study cubicles. A lift will be installed for users with disabilities. The amount of students to be accommodated in the new library will be 297, as opposed to the 96 in the old library.

Link to the library renovation page for the architectural plans and more detailed information.

1.3.3 Other infrastructure projects

The following minor building projects were completed in the Ferdinand Postma Library on the Potchefstroom Campus:

- Installation of soundproof aluminium and glass partition with door between the Chief Director's office and the Committee Room on the first floor
- New office for the Manager of Information Resources
- Acoustic ceilings in the staff room
- Soundproofing of dry walling between Information Resources and Wegbreek on the ground floor.

1.4 Partnership in support of services for the blind

The NWU partnered with the North-West Department of Arts, Culture, Sports and Recreation (ACSR) and the South African Library for the Blind (SALB) to improve reading access for the blind and visually impaired in the province. Sponsored by Sasol Social and Community Trust, this collaboration project aims to support and enhance the existing services for vision-impaired people. A service level agreement was signed between NWU and the Sasol Social and Community Trust to support the establishment of 24 mini libraries under NW Provincial Library Services across six municipalities. The project supports the national and provincial strategic priorities to help

redress inequalities in the library and information sector, provide necessary infrastructure, and enable communities to have access to information to broaden their knowledge and, in turn, improve their socio-economic conditions.

At the media launch on 5 November 2020 in Mahikeng, Prof Marilyn Setlalentoa, DVC for community engagement and Mahikeng campus operations, said: "The initiative demonstrates social responsiveness and ethics of care by creating an inclusive environment for a diverse community of students, staff and stakeholders". Ms Linda Ngayeka from the SALB extended her gratitude to SASOL and the NWU for assisting the visually impaired and recognising the NWU's role in the bigger community.

The complete report is available in LIASA-in-touch, vol 22(1), March 2021.

1.5 North-West LIAS Workshop

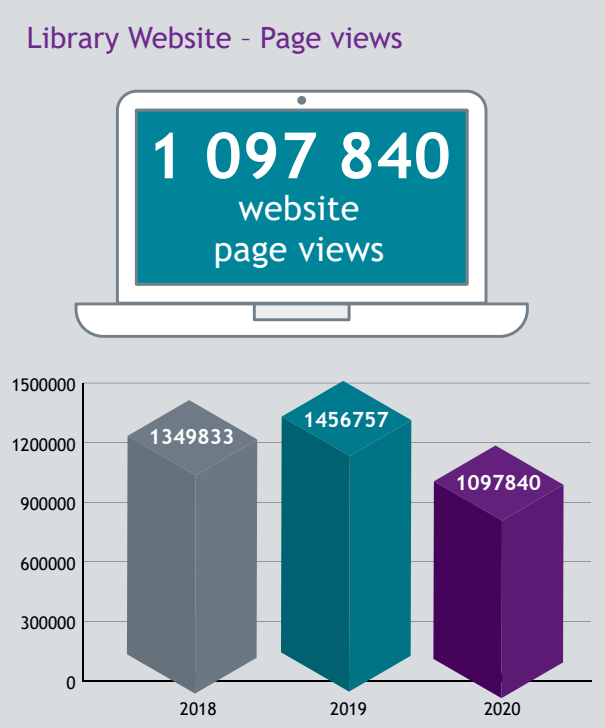
The annual stakeholder workshop for the North-West Library, Information and Archives Services (LIAS) was held in Rustenburg on 11-13 March 2020 and was attended by three LIS staff members: Mss Hendra Pretorius, Louise Vos and Mr Siviwe Bangani. The LIS had the opportunity to deliver two presentations. Mr Bangani gave an overview of the *Community Engagement (CE) at the NWU* and focused on why the LIS reaches out and engages with communities. He also mentioned some of the LIS CE projects and successes over the past few years, and talked about his involvement as Librarian of the Year 2018. The other presentation was by Ms Louise Vos, who gave feedback about the *Revival of the NWU LIS Programme*. Both presentations were positively received and it was a good opportunity to liaise and renew relationships with colleagues from this sector.

Ms Tinyiko Sempe, Director of North-West LIAS, expressed her appreciation for the role of the NWU LIS in the province, and confirmed that they regard the LIS as essential partner.

2 Provide exceptional user experience

2.1 LIS website

The LIS website is the most powerful marketing tool to communicate with users and is very popular with a total of 1 097 840 page views in 2020, although it is less than in 2019 as indicated on the graph below.



Despite this, the LIS website was still one of the most popular NWU websites in 2020. Only the official NWU website and the NWU coronavirus website had more page views.

This could be attributed to the national lockdown, which necessitated a sudden move to online learning which resulted in library users not having access to the physical libraries, where user computers have the library website as the default page or gateway to information resources.

Despite the Covid-19 pandemic, there were no significant downtime periods in which the website was unavailable during the 2020 academic year.

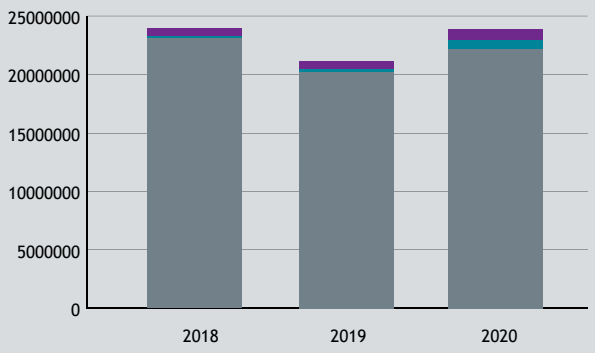
2.2 Accessibility of library e-resources

The library staff worked hard to ensure that most of the library's resources are available and accessible during the Covid-19 pandemic. Access to all online resources continued to be available 24/7 to support the needs of students and staff. The LIS buildings were closed from 27 March 2020 to 17 June 2020. During this time, queries were managed by email, telephone and social media. The LIS received 1 819 requests to supply information resources, and it requested 637 resources from other libraries on behalf of users.

2.3 EZProxy views, authentication and e-visitors in 2020

EZProxy Views/IP's/Visitors in 2020

Year	2018	2019	2020
Total Page Views	23 083 834	20 215 395	22 180 760
Total Unique IPs	228 901	230 666	272 975
Total Visitors	670 282	734 486	992 773



In 2020, more visitors (992 773) connected to EZProxy via off-campus authentication – substantially more than in 2019 and 2018. This can be seen as a result of the lockdown. The number of users who required EZProxy access support was 2 522. This included requests for assistance to access the Library's online resources and databases, e.g. login or authentication issues. The page views remained constant as in previous years.

> *"The LIS assisted with the provision of full virtual support to the core business of teaching, learning and research."*

2.4 Virtual support

During the national lockdown, the LIS assisted with the provision of full virtual support to the core business of teaching, learning and research. The LIS had to operate as a digital library that combined technology and information resources to allow remote access. The LIS broke down the barriers by making diverse information resources available beyond the physical space. Digitisation and e-access were a priority.

- Both money and time had been invested in the acquisition and implementation of tools to support users.
- Student and staff support changed from contact conversations to online channels.
- The LIS subscribed to a **LibAnswers** chat service, **Ask A Librarian** service with a FAQ knowledge database, as well as **Ask Us** Question Form in April 2020, and a **Live Chat** service in May 2020. Chat sessions increased during the year as FAQs were continuously added to the knowledge base.
- A total of 11 048 emails were exchanged during the period under review across the three campuses. Email requests increased with lockdown, and as the phones of the info desk and all faculty librarians were relayed to their cell phones, staff could always be reached for inquiries.

Information inquiries per faculty and patron category across the campuses:

	Economics & Management Sciences	Education	Engineering	General	Health Sciences	Humanities	Law	Natural & Agricultural Sciences	Theology	Total
Undergraduate	83	515	25	3048	157	455	108	107	177	**4675**
4th Year/Honours	220	668	133	282	256	213	206	46	240	**2264**
Masters	559	339	132	198	962	323	179	179	437	**3308**
Doctoral	158	356	40	72	409	133	116	102	613	**1999**
Post Doctoral	38	21	4	29	96	124	20	29	165	**526**
Academic Staff	502	1256	156	70	1021	498	233	417	942	**5095**
Support Staff	43	209	8	434	71	40	15	26	107	**953**
External Members	3	3	0	42	2	3	8	4	86	**151**
Total	**1606**	**3367**	**498**	**4175**	**2974**	**1789**	**885**	**910**	**2767**	**18971**

These numbers indicate that the Faculties of Theology, Health Sciences and Education are active library users, followed by Humanities and Economic and Management Sciences. Noteworthy is that academic staff are active library users across Faculties.

2.5 First-year orientation

It is crucial that the library supports students throughout their first year. Orientation programmes familiarise students with the LIS resources, facilities and services. Due to some challenges at the beginning of 2020, the training during the registration and orientation (R&O) programme had been negatively impacted. The LIS attempted to invite students to training events after the R&O programme when classes had already started, but then came the pandemic. The LIS reached 57% of the registered first-year contact students. The target was set on 60%.

2.6 Information Literacy and referencing

The LIS contributed to the Information Literacy component of the NWU Academic Literacy programme, which is compulsory for all first-year students. The ALDE/A sessions were presented to the requirements of the lecturers. This gave students an opportunity to engage with resources that specifically focused on their assignments or field of study. Close cooperation with ALDE/A lecturers will continue to ensure that relevant information literacy training will be conducted.

The training and awareness-raising sessions were offered by the faculty librarians and assistant librarians in the Learning Commons. The LIS assisted students to develop research skills for undergraduate courses by:

- Creating tutorials and guides based on information literacy and research skills needs.
- Providing tailored research skill class instruction based on course assignments and learning outcomes.

2.7 Information Literacy training

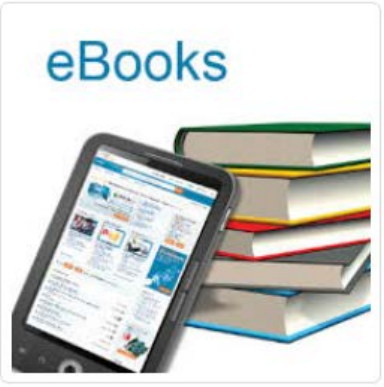
Information literacy covers a range of training programmes, facilitated via the online calendar on the LIS website. Topics like finding eBooks, search strategies, databases, referencing, plagiarism and copyright were covered. Adhering to copyright is critical to ensure the ethical use of information resources. An example of a training session as displayed on the training webpage: https://nwu.libcal.com/

Postgraduate Students: Finding eBooks Online

This session will focus on: Searching eBooks from the library catalogue Downloading eBooks from various library databases EBooks access and downloading options (Licensing) Exporting e...
More

Date: Wednesday 7 April 2021
Time: 11:00 - 12:30
Audience: Honours Students Postgraduate Students

Register! - 73 seats left



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NWU Libraries / Postgraduate/Research Library Training

Introduction to EndNote20

Introduction to EndNote20 Online

Related LibGuide: EndNote by Anneke Coetzee

Date: Thursday 18 March 2021
Time: 14:30 - 16:00
Time Zone: Central Africa Time (change)
Campus: Virtual Training
Audience: Honours Students Postgraduate Students Researchers
Categories: Citation Tools > EndNote
Online: This is an online event. Event URL will be sent via registration email.

Registration has closed.

Browse/Search for more events

Event Organizer

Anneke Coetzee

Tel.: +27 (0)18 285 2523
Email: anneke.coetzee@nwu.ac.za

North West University
Potchefstroom
Ferdinand Postma Library
Building F7

Latitude: S 26° 41' 21.0606"
Longitude: E 27° 5' 31.1065"

It was possible to conduct contact training sessions with undergraduates before lockdown. Training sessions continued virtually during and after lockdown, especially to postgraduates. 3047 postgraduates and 4th year / honours students enrolled for the online training sessions, as well as 767 researchers and academic staff.

2.8 Research specific training

Research specific training was done individually and virtual sessions were organised by faculty librarians. Training sessions were hosted on Endnote, NWU, APA and Law Style Referencing, the postgraduate MS Word Template, ORCiD, H-Index and Impact measurement.

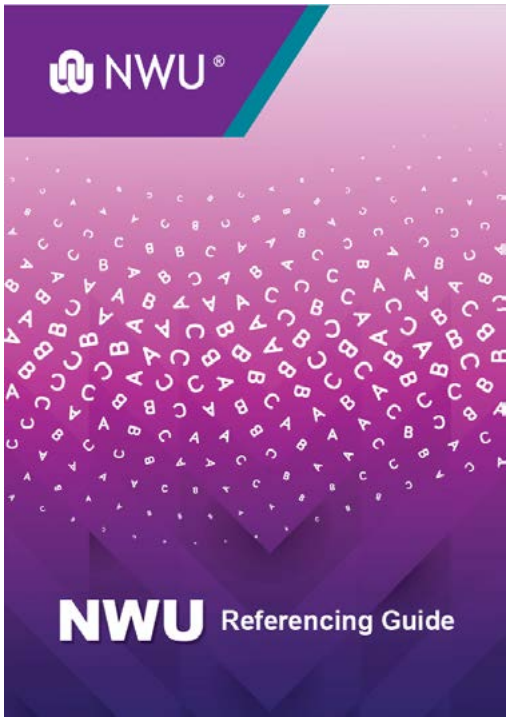
Extensive training was done in ORCiD and Endnote:

2020	PC	MC	VC	Total
EndNote	677	241	47	965
ORCID	133	88	29	250
Total	810	329	76	1 215

2.9 New NWU Referencing Guide

In its quest to maintain academic integrity, the North-West University adopted three referencing styles for use by students and staff. They are: APA, NWU Harvard style, and the NWU Faculty of Law referencing style.

A new version of the NWU Referencing Guide (3rd edition) was published and was available from January 2020. The NWU Harvard and APA styles underwent a significant number of changes. Because there are so many variations of the Harvard referencing style worldwide, it was necessary to bring the NWU style in line with international and local applications of the Harvard style. This new version is an attempt to make referencing easier for our undergraduates, and to help postgraduates publish in other journals that also use Harvard.



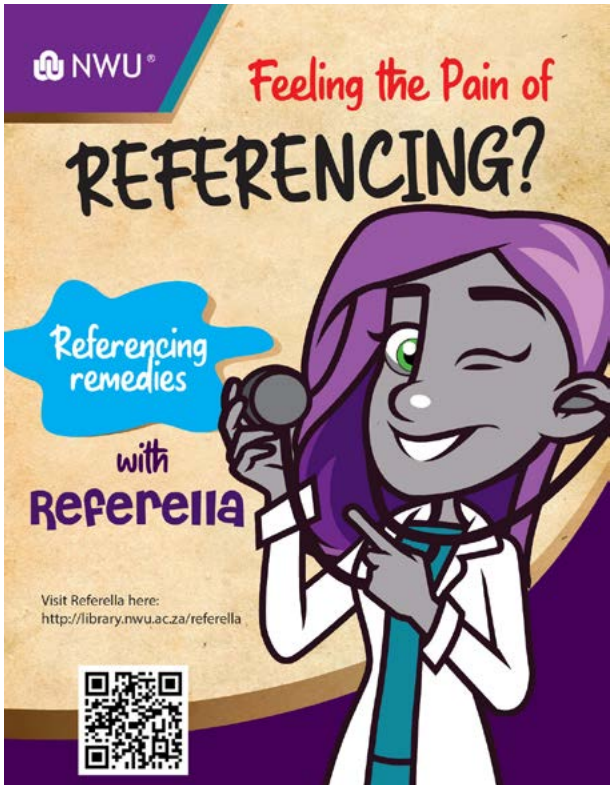
> *"Correct referencing is part and parcel of academic integrity."*

A new APA publications manual (7th ed.) was published at the end of October 2019. New changes in the APA referencing style were also incorporated in the new NWU referencing guide. Also incorporated in the referencing guide is the house style of the Law Faculty, which was provided by the Faculty itself. The Library and Information Service is therefore proud to produce the new guide, which is compulsory for all students.

2.10 Development of an interactive electronic referencing guide (Referella)

Referella, an interactive electronic referencing guide was developed in partnership with the School of Languages https://library.nwu.ac.za/referella. Correct referencing is part and parcel of academic integrity, and an essential skill for all students at undergraduate and postgraduate level.

The ultimate goal with this project was to develop an interactive, sustainable tool that could be continuously updated and accessed by all students. The end result of this project will be an online learning platform with videos to guide students through the different referencing styles systems: NWU Harvard, APA and the NWU Law House Style.



2.11 Availability of resources

- Publishers provided access to some resources in support of online learning during the lockdown period. The Library compiled a list of publishers /vendors that support access to e-resources in response to Covid-19. However, free access to these resources may be suspended at any time.
- Faculty librarians worked with faculties to improve the library collection and to order books; there was a move towards ordering electronic versions of prescribed textbooks. The "Ask Us" requests were processed and forwarded to relevant staff members to provide feedback. Faculty librarians continued their support by checking for resources online.
- The acquisition of digital content and e-resources over the past years served us well during the current Covid-19 pandemic period. The LIS still had to leverage resources during the Covid-19 crisis to create new collections and services to support online research.
- Faculty librarians worked with faculties to improve the library collection and to order books. The lockdown saw an increase in the ordering of electronic versions of prescribed books in order to support online teaching and learning.
- In support of online teaching and learning, e-textbooks platforms were investigated. Snapplify and VitalSource were identified. Presentations were held for both platforms, and Snapplify, a leading global company focused on content distribution, mobile publishing, and innovation for digital education, was selected. The ordering of e-textbooks commenced as early as April 2020.
- The South African Library and Information Consortium (SANLiC) is leading member libraries to navigate and discuss deals and agreements for e-journal resources.
- Due to Covid-19 and online services demand, sections from printed journals and books were scanned to support online teaching and learning. 728 copies were scanned in accordance with copyright regulations.
- Lecturers relied on the LIS for copyright information and referral to the copyright office to apply for transactional licenses.

2.12 Course Reserves

Lists of prescribed books were received and distributed to all faculty librarians to check what was available electronically before ordering e-copies. Printed copies were still ordered for the study collection, to have copies available when libraries re-opened. The LIS made teaching resources available by providing course materials through Course Reserves, the e-reserve service.

During lockdown, the LIS assisted academics with prescribed material within the guidelines of the Publishers Association of South Africa (PASA) and the Dramatic, Artistic and Literary Rights Organisation (DALRO).

- Lecturers sent their lists of prescribed books to the relevant faculty librarians. Faculty librarians gave feedback on the electronic availability of books. Some textbooks were made available for a limited period by publishers during Covid-19.
- The Library could make copies to upload onto eFundi upon request as long as the 10% or one chapter requirement was adhered to. For anything more than that, the transactional license rule applied. The NWU Corporate and Information Governance Services assisted with the transactional license applications.

2.13 Interlibrary loan service (ILL)

This service was on hold during the lockdown across South Africa. No courier services were rendered and researchers had to rely on ILL articles and scanned document requests.

The LIS subscribed to Tipasa, a cloud-based system. Tipasa allows users to place and monitor requests from anywhere, any time, and on any device without librarian assistance. Users receive emails or text notifications to inform them the moment their request is fulfilled.

Electronic document delivery via Article Exchange allows users to access the documents they have requested as soon as they become available.

The LIS received 1 271 requests to provide information resources to other libraries, and in return we requested 2 732 resources from other libraries on behalf of our users. During the lockdown period, only articles could be requested. Due to the lockdown, ILL statistics was significantly lower in 2020 than in 2019.

2.14 Intercampus Resource Sharing

The NWU LIS print collection is available to all students across the three campuses. Should a user need a book only available in another campus library, the book is requested and provided via the intercampus courier service. This service became quite popular as 1 048 books circulated between the campus libraries in 2020.

2.15 New LIS Services

New services were introduced during lockdown to ensure continued service delivery in line with Covid-19 protocol.

- **Book dropboxes at the entrances of campuses**
  An arrangement was made with NWU Protection Services to place dropboxes at prominent and accessible spots at the three campus main gates. This arrangement was made to cater for patrons who did not have access to the university due to lockdown restrictions. Since the inception of the book dropboxes in July 2020, 497 books were recovered that had been out on loan.

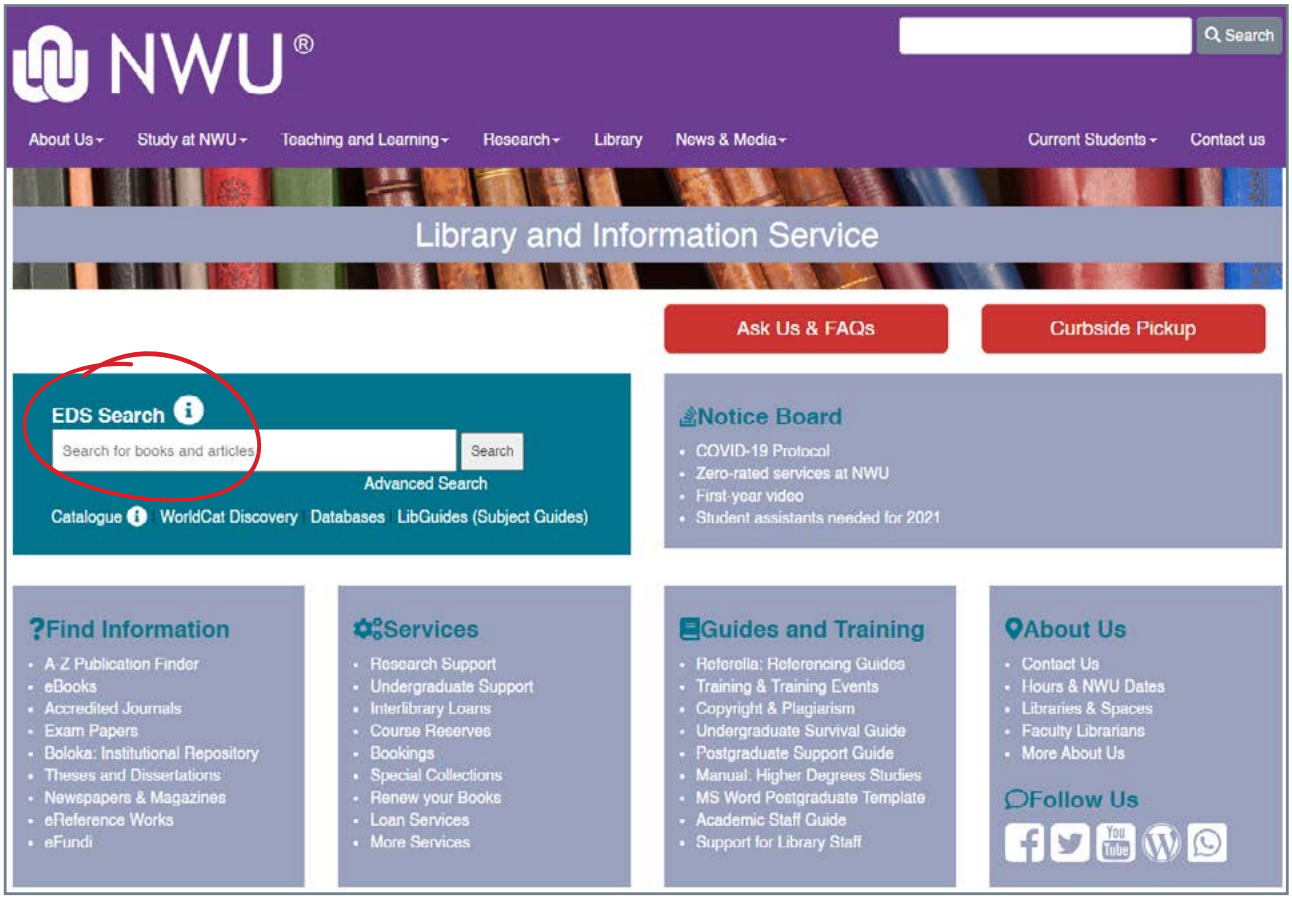
- **Kerbside pick-up service**
  A kerbside service was also initiated. This service enabled patrons to request printed material by prior online arrangement. The requested material would then be wrapped and delivered to patrons at a specific location at the university's main gate. Kerbside pickup is a library service that aims to reach out to both NWU students and staff by making printed library resources available to patrons who do not have campus access due to lockdown restrictions.

> *"Dropboxes and kerbside pick-up services were initiated."*

2.16 Use of resources

The EBSCO Discovery Service (EDS) provides an easy, powerful search platform able to simultaneously search the major e-resources the LIS subscribes to. The library homepage provides access to this functionality, which is very popular amongst users: https://library.nwu.ac.za/

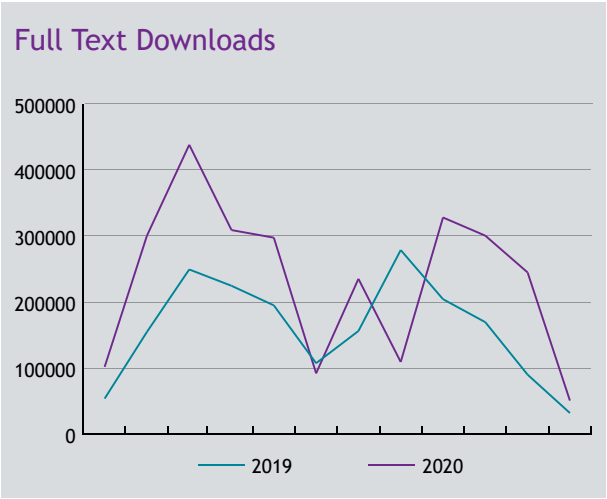
The growth in full text database searches were higher in 2020 compared to 2019 for most months. Searches show a slow start in both semesters with a significant increase at the end of the semester. Significantly more articles were downloaded in 2020 - 46.46%



Databases

	Searches		% growth	Full Text		% growth
	2019	2020		2019	2020	
Jan	1 354 388	1 126 753	-16,81	54 079	102 008	88,63
Feb	4 700 216	3 608 220	-23,23	154 914	300 411	93,92
Mar	7 290 864	5 721 827	-21,52	249 345	437 871	75,61
Apr	4 260 732	5 139 767	20,63	224 644	308 907	37,51
May	4 629 901	5 277 295	13,98	195 054	297 434	52,49
Jun	1 847 438	3 026 547	63,82	107 576	92 293	-14,21
Jul	2 988 909	2 197 455	-26,48	156 264	235 178	50,50
Aug	6 129 163	2 529 884	-58,72	278 697	109 474	-60,72
Sep	3 996 832	5 075 803	27,00	204 404	327 938	60,44
Oct	2 978 149	5 075 803	70,43	169 629	300 486	77,14
Nov	1 412 619	3 865 790	173,66	90 272	244 839	171,22
Dec	601 692	1 022 495	69,94	32 286	51 072	58,19
Total	42 190 903	43 667 639	3,50	1 917 164	2 807 911	46,46

The downloading of full text articles increased during Level 4 and 5 of lockdown



2.17 LibGuides

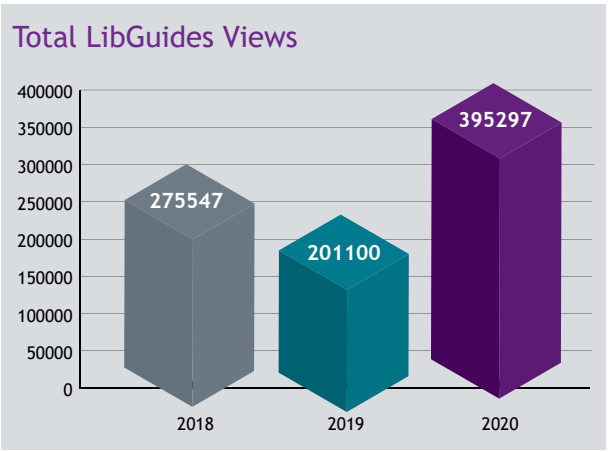
LibGuides are successfully used by Faculty and Information Librarians to provide subject-specific guidance to students in terms of sources, services and training available, and are aligned across the three campuses. The guides also serve as a tool to assist with the integration of library resources and services into the academic curriculum.

As a result of the Covid-19 pandemic, more users made use of the online platforms and the Library LibGuides are no exception. There were 395 297 LibGuide views in 2020; nearly double the 198 016 views of 2019.

It is evident that the NWU Harvard Referencing tool is popular with 133 245 views and EndNote page with 13 659 views. The most popular subject LibGuide is Law with 38 973 views, Theology & Ancient Languages had 16 153 views.

LibGuides Views

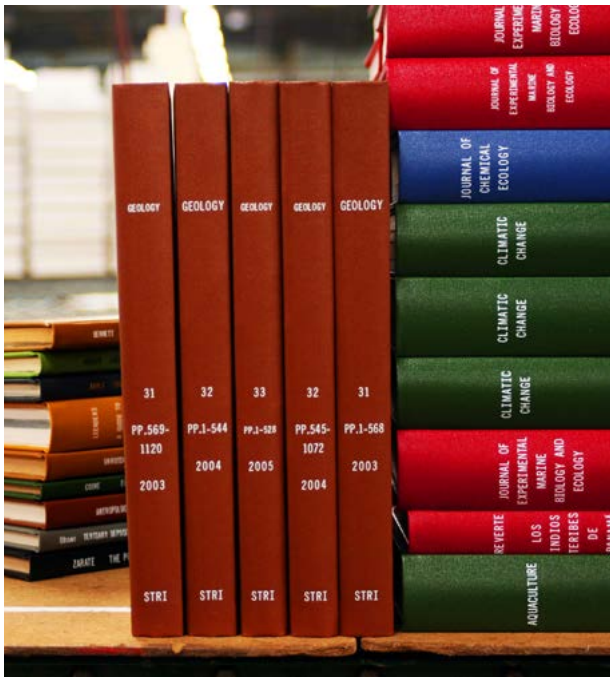
Year	Total
2018	275 547
2019	201 100
2020	395 297



Three new LibGuides were developed by the LIS in January 2020. They were the NWU Harvard Referencing Guide, NWU Law House Style Referencing Guide and APA Referencing Guide. These three LibGuides were also most often referred to in 2020. The highest was NWU Harvard Referencing Guide with 133 868 views in total. The numbers show that users need referencing support tools.

2.18 Bindery

A total of 3,400 items were bound in 2020 including theses, dissertations, journals and the restoration of short loan collections.



2.19 Cataloguing

The LIS cataloguing section is responsible for processing and cataloguing each new item that comes into the libraries.

The table below reflects the cataloguing statistics from Jan – Dec 2020

	Section total 2020
Orders received during 2020	4549
Acquisitions catalogued (items)	5644
Theses & dissertations received (printed)	795
Theses & dissertations catalogued (printed)	407
Theses & dissertations received (electronic)	1092
Theses & dissertations catalogued (electronic)	928
Items printed catalogued	6956
Donations catalogued	760
E-resources catalogued	26828
ProQuest ebrary subscriptions deletions	2833
Proq Quest ebrary subscriptions additions	11286
Original cataloguing (theses not included)	669
Records upgraded/Quality control (cumulative)	335230
Reclamation	12246
Headings first used	32501
Spine labels	13489

3 Staff Development

The LIS staff are our most valuable asset, therefore investing in staff development is essential. In the ever-changing information technology environment, the empowerment and development of staff needs constant attention. This allows for a greater sense of autonomy, value and confidence in their workplace. Extensive training and development opportunities were available to LIS staff, and they made good use of these opportunities.

> *"In the ever-changing information technology environment, the empowerment and development of staff needs constant attention."*

3.1 Professional studies

Thirteen LIS staff registered for professional degrees:

- Eight staff members are registered for BInf via UNISA
- Two are registered for an honours in BInf
- Three are registered for their master's degrees in Information Science

In 2020, five staff members obtained professional qualifications – one his master's degree in Information Science, one member obtained a Postgraduate Diploma in Information Science, two their honours degrees in Information Science, and another member earned his BInf.

3.2 In-house training

Staff members working from home received data to allow them to do their work efficient and to attend training, workshops and Webinars.

The library webmaster provided virtual training sessions to empower LIS staff to work in the online environment. 62 staff members made use of these interventions:

- LibGuides and LibCal training were provided to new faculty librarians
- Individual LibChat and LibAnswer training sessions were presented to Client Services staff
- NWU Word template training was provided to LIS Managers
- Training on the delivery of Zoom presentations and how to schedule Zoom training via LibCal booking systems were provided
- Training in the use of LibCal was provided to a staff member from Sol Plaatjie University
- DB/Text training was supplied to the new NWU Archives Manager

Sierra training on Create Lists and Fund Allocations were also provided to ensure that staff could work effectively from home and be able to provide optimal user support.

3.3 Other training interventions

Staff participated in numerous workshops, webinars and other training interventions.

- Overall, 76 interventions were attended by LIS staff, most of them virtually. This includes virtual development courses such as Business Writing, Excel, MS Word, eFundi, MS Teams, Zoom, FigShare,

WWIS Support and Development, Predatory Publishing, Courses from Springer Nature, Web of Science, Scopus, SciVal, ScienceDirect, Mendeley, and Snapplify.

- Three LIS Managers attended a Middle Management Development Programme from Feb – Nov 2020.

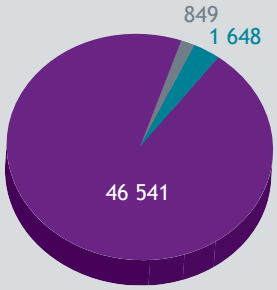
4 Technology and e-strategy

4.1 Digitisation Services

In total, 49 038 pages of 823 books were scanned and digitised in 2020. Despite the lockdown, double the number of items was digitised in 2020 than in 2019.

Digitizing Services in 2020

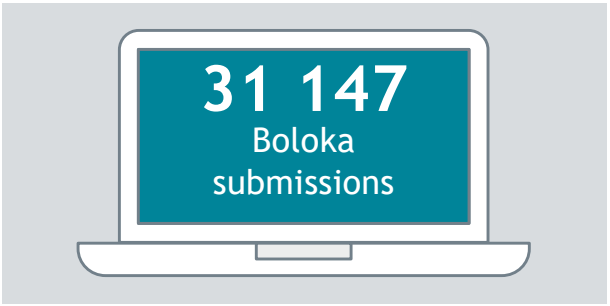
	Pages
Articles	849
Books / Chapters	1 648
Pre-1980 Theses	46 541
Special Collections	0
Africana Books	0
TOTAL	49 038



4.2 Institutional Repository (Boloka)

There was an overall increase in items submitted to the collections in Boloka. In 2020, the total submissions were 31 147, almost 3000 more than in 2019 (28 422) and 2018 (26 531).

Communities in BOLOKA (IR)	2018	2019	2020
Africana Books	352	357	366
Conference papers	493	618	781
Electronic Theses and Dissertations	10 181	10 828	12 227
Inaugural Lectures	332	357	368
Journals	3 750	3 867	4 037
NWU Publications	28	32	32
Research Output	11 395	12 363	13 336
Total Submissions	26 531	28 422	31 147



4.3 Figshare (Dayta Ya Rona)

4.3.1 Awareness campaign

The library launched an awareness campaign for the NWU Figshare repository, Dayta Ya Rona web-based interface, designed for academic research data management and research data dissemination.

Figshare was originally created as a solution to keep research outputs in one tidy place whilst allowing it to be discovered by like-minded individuals in the academic community. It quickly became apparent that others sought such a resource and Figshare opened its doors. Figshare enables academics to upload, share, cite and, more importantly, discover all manners of research outputs with the security of knowing our hosting options and platform support long term preservation of data. Researchers retain control of what and how they share their research data.

4.3.2 Uploads

Dayta Ya Rona had a total of 113 uploads in 2020. The top department was Law with 88 items, followed by Engineering with 16 items.

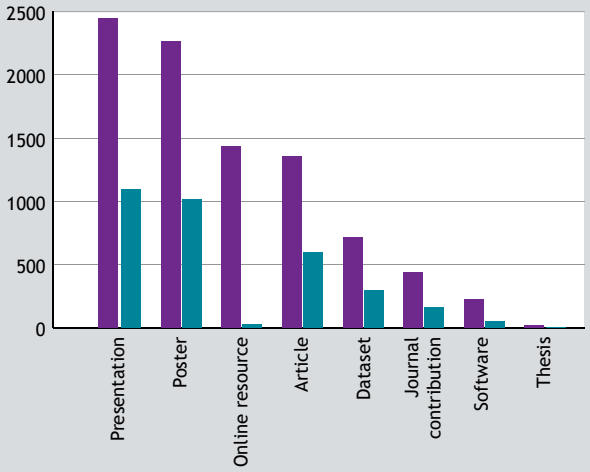
The customisation and naming of the NWU Figshare platform Dayta Ya Rona https://dayta.nwu.ac.za/ increased visibility of the platform. There was an increase in views and downloads.

There was a total of 8905 item views and 3257 item downloads on the Dayta Ya Rona platform in 2020.

The below table displays the number of visits/views to Dayta Ya Rona by the country for 2020. The majority of the views were from the United States, France, China, and then South Africa.

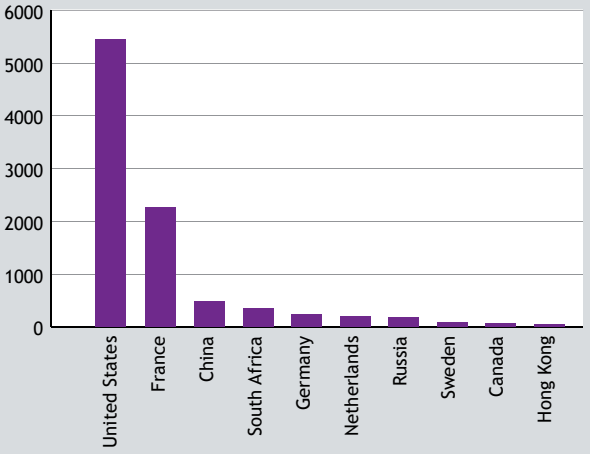
Top item types in 2020

Item type	Views	Downloads
Presentation	2452	1097
Poster	2263	1019
Online resource	1439	30
Article	1353	600
Dataset	717	294
Journal contribution	437	162
Software	225	50
Thesis	19	5
Total	8905	3257



Top 10 Countries visiting Dayta Ya Rona in 2020

Country name	Count	Country name	Count
United States	5453	France	635
China	487	South Africa	358
Germany	234	Netherlands	193
Russia	177	Sweden	86
Canada	60	Hong Kong	50



4.4 eResearch support and activities

- The LIS has a close relationship with the NWU Research Office. Research Data Management guidelines were developed and the Open Access policy is in progress.
- The library plays an important role in collecting, organising and disseminating research output in the current research environment. Faculty librarians devoted their time to updating Scopus author profiles, document counts, citation analysis, h-index and author profile corrections.
- Training was done for researchers to show, with just a few steps, how all their publications could be added to their ORCiD profile, as the NRF requires an ORCiD ID.
- When assisting researchers with the submission of funded research outputs, faculty librarians were encouraged to assist researchers to register for ORCID and integrate the researcher's ORCiD with their Scopus Author ID.
- The ORCiD manuscript system reports only active persons, and these entries increased from 893 in May 2019 to 4 304 in August 2020.
- The Digital Object Identifier (DOI) in all journal articles on the OJS (Open Journal Systems) was assigned on https://journals.nwu.ac.za/ as an incentive for researchers to link their research and contribute to the visibility of their research.

5 Marketing and Advocacy

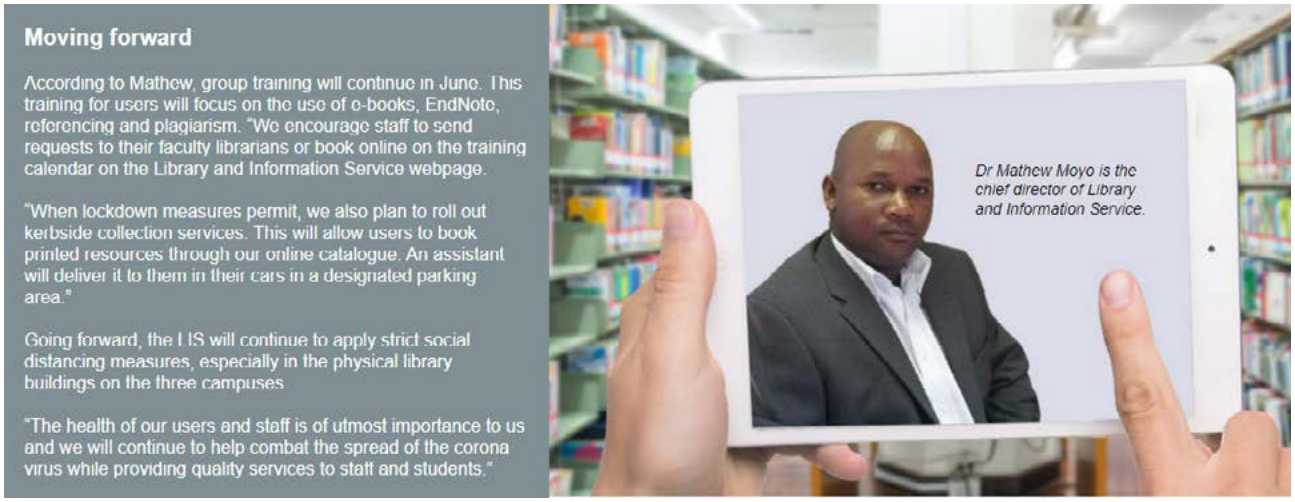
The emphasis of this strategic goal is to increase the visibility of the LIS internally and externally and to position and promote the LIS as an active partner in the academic and research community.

5.1 Article in Eish!

An article: ***NWU takes library users online with VIRTUAL LIBRARY*** appeared in the May edition of Eish!

Highlights in the article: *In the uncertain times of Covid-19, even when lockdown was at its most restrictive level, there was one certainty - the NWU's library users had uninterrupted access to service and sources. The dedicated Library and Information Service (LIS) team diligently continued to ensure that staff and students could carry on with their work and studies, with the best support at their disposal.*

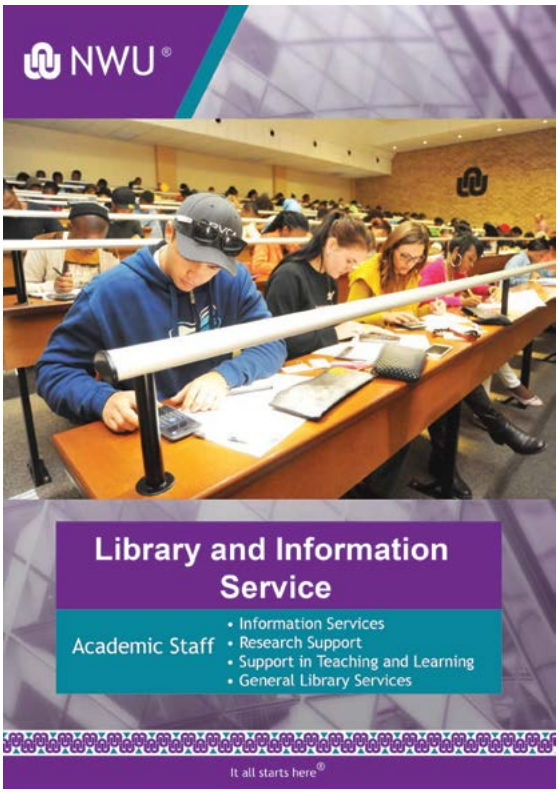
The last section of the article reads:



This article gave the LIS exposure in terms of the hard work that was done behind the scenes during lockdown.

5.2 Academic staff guide

A guide for academic staff was developed to reflect the aligned services and support rendered by all three campus libraries to academic staff:

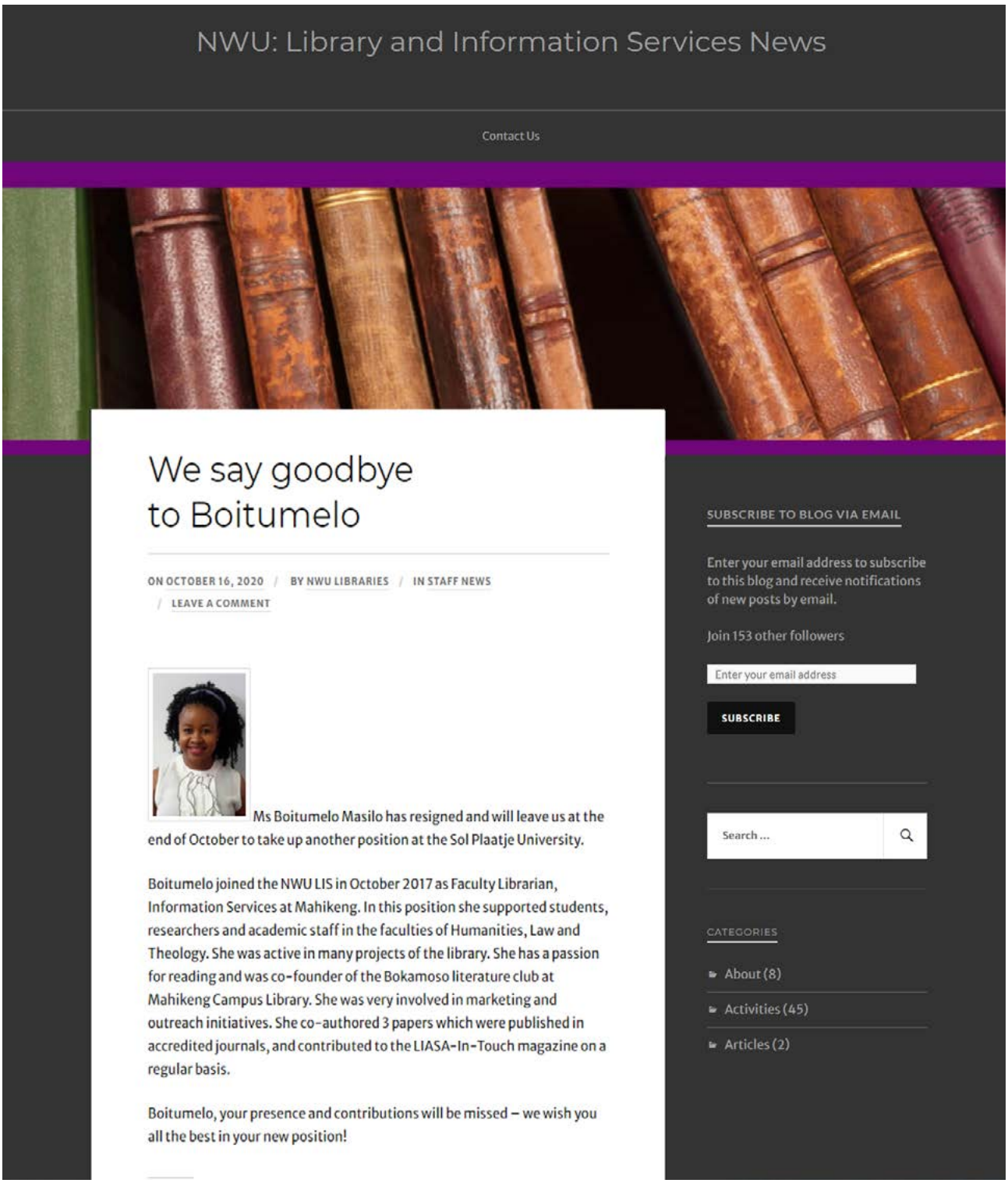


5.3 Calendar for 2021

Due to the uncertainty of the academic calendar for 2021, it was decided not to print any calendars, but make it available in electronic format. Three designs were developed to choose from. The content is the same. Users were invited to print these calendars for their own use, but were advised that the web version might be changed should the academic calendar be revised during 2021.

5.4 Library blog

The library blog proved again to be an effective marketing tool. LIS news, activities and staff matters were shared on the blog. All LIS members are subscribed to this blog, and they receive notifications via email when a new post is made. They are therefore informed of the latest LIS news. There are subject categories for all the blog posts, which also makes it an effective tool to find more information about previous events.



6 Governance and Leadership

Aligned strategies, guidelines, processes and procedures relating to key responsibility areas ensured effective operations and services across campuses.

6.1 Covid-19

6.1.1 LIS functioning and communication to users during the Covid-19 pandemic

Following the declaration of a national disaster relating to the **Covid-19 pandemic on 15 March 2020** and the statement by the Minister of Higher Education, Science and Technology, the North-West University Management decided on 24 March 2020 that, *most of the facilities on campuses would be closed until further notice. In particular, the IT laboratories, the libraries, and 24-hour facilities.*

Given the strong virtual infrastructure already in place, the LIS could manage to extend services remotely, dedicating our efforts to supporting faculties and students online.

6.1.2 LIS communication regarding online support during the lockdown

Different communiques regarding library support were provided to students and staff on the LIS web page, library blog and also via email to faculties:
https://nwulibraries.wordpress.com/2020/04/20/covid-19-protocol-for-the-lis-environment/
https://nwulibraries.wordpress.com/2020/04/24/communication-to-academics/

6.1.3 Support to LIS staff

LIS staff who were able to work from home were extensively supported. Some staff members had no infrastructure at home and needed extensive assistance from the LIS Information Systems section. Laptops or desktops and additional screens could be taken home to enable them to work remotely. The University provided data to those who needed it.

6.1.4 Covid-19 Protocol for the LIS environment

The relevant LIS protocol documents reflected on the LIS web in line with the lockdown phase and institutional protocol http://www.nwu.ac.za/coronavirus, for example:
https://library.nwu.ac.za/sites/library.nwu.ac.za/files/files/documents/LIS-COVID-19-Protocol_Jan-2021.pdf

6.1.5 Reopening of libraries

Planning for the reopening of physical learning spaces and the reintegration of staff – including safe access to books and computers – was a challenge. The LIS had to do a risk assessment and presented procedures to students and staff regarding the gradual responsible reopening of the NWU Libraries, with measures that applied to all libraries across campuses.

Restrictive measures were necessary to protect the safety of users and staff with the goal to lower the numbers and proximity of people in the libraries. Guidelines for a safe learning and research environment were developed in terms of the maximum number of users allowed in specific areas, handling of books and other information material, sanitising of computer workstations and learning areas, safekeeping of staff, social distancing, and the wearing of masks to reduce the risk of infection.

6.1.7 Occupational Health and Safety

The Covid Health and Safety Risk (HIRA) document was compiled, and discussed at the LMC and Campus Health and Safety Committee meetings. All LIS staff received copies of the document as per Covid-19 Regulations.

6.2 LIS Policies

The following documents were developed in 2020 and adopted by the Library Management Committee:

- Collection development guidelines
- Information Resources Procedure Manual
- The Service Level Agreement
- The Supplier Evaluation Criteria
- Research Data Management Guidelines
- The Open Access Policy, which is in progress.

6.3 Budget summary

The budget was 85% spent by year-end. The balance of funds was used to order e-books and also catered for other ad hoc information resource material requests.

6.4 Quality Assurance

6.4.1 LIS Self-review

The lockdown had a definite impact on the progress of the self-evaluation (SE) process. The initial idea was to do the SE questionnaire during a 2-day session with all SE panel members around a table. Later it was decided to do the process online. This was quite challenging, as some staff struggled to do a review process under such abnormal pandemic circumstances. But the panel pulled through and the self-evaluation report plus an improvement plan could be finalised on time. The final documents were shared with the panel members and their sections, approved by the Chief Director of LIS and the DVC for Teaching-Learning, Prof Balfour, before submission to the Quality Enhancement Office.

This document, together with the LIS Quality Manual will be the key documentation for the peer evaluation to be done in the 2nd semester of 2021.

6.4.2 LIS Quality Manual

The LIS Quality Manual was updated in 2020 and is available on the NWU intranet and also on the LIS web page.

6.4.3 Doctoral Survey

As part of the National Doctoral Review, the NWU Doctoral Self-Review was administered by the NWU Quality Enhancement Office. The aim of the survey was to measure the experiences of PhD students throughout their engagement with the NWU – from registration to graduation. The LIS was involved in the compilation of the survey. The outcomes gave an indication of the experience and satisfaction of PhD students regarding the LIS's resources, ease of resource access, facilities and services. The report shows overall positive feedback pertaining library matters. Several participants praised the availability and accessibility of library resources. The students expressed their gratitude toward the services the various libraries provide, and specifically mentioned that the library staff were extremely helpful and went to great lengths to support students. Students mentioned two areas in need of improvement, and these were attended to.

> *"Students expressed their gratitude towards the services the various libraries provide."*

As the review panel could not visit physically the campuses, the LIS developed a video that gave the panel members an overview of all campus libraries. The video shows a virtual tour of the spaces of the libraries as well as the aligned services rendered an all campuses, with focus on services to postgraduates during every step of the research process:

6.4.4 CPUT benchmarking visit

Furthermore, the LIS conducted five benchmarking exercises with the LIS professional sector in terms of the supply chain process of textbooks between faculties, suppliers and the libraries. Benchmarking was also done in terms of makerspaces, robotics, services for students with disabilities, quality assurance and research support services. Institutions visited during the period under review the University of Pretoria, the University of the Witwatersrand, and the Cape Peninsula University of Technology. While gaining meaningful perspectives on research support services and quality assurance, the LIS had the opportunity to share best practices, like the

implementation of a library blog to directly share LIS news with all staff. A benchmarking action plan with indication of specific actions, responsible staff and deadlines was developed.

6.5 Strategic planning session

The LIS conducted a strategic planning session in November 2020. During this session, the management had the opportunity to share the challenges they had experienced during 2020, and also the lessons they had learnt. The Annual Operational Plan for 2020 was developed, and aligned with LIS strategy and NWU goals.

6.6 LIS virtual year-end meeting

During a virtual meeting on 9 December 2020, the LIS had the opportunity to reflect on 2020 – an extraordinary and challenging year. Prof Robert Balfour, DVC for Teaching and Learning, could also join the event.

In his address, Prof Balfour remarked that our state of readiness was reflective of our state of functionality. Covid-19 had made areas of vulnerability much more evident, but due to the LIS areas of strength, we excelled. The users were not able to visit the physical library, but the LIS was ready to step up, ready to serve and ready to change. He congratulated the staff for their ability to function collegially amidst great stress. We stuck together and we made it work.

Dr Moyo, Chief Director of the LIS expressed his gratitude for the LIS staff. He mentioned that the LIS always had a focus on the physical and online library. With the onset of the pandemic, it was easy to migrate to online only. Statistics show that users made optimal use of the online resources and LibGuides during the lockdown. We are grateful for the staff who provided services during difficult circumstances. The LIS is thankful for the support and ethics of care from the University Management. He paid tribute to staff who had resigned and retired in 2020. The full blog report is available on the library blog.

> *"Covid-19 had made areas of vulnerability much more evident, but due to the LIS areas of strength, we excelled."*

7 Covid 19: Challenges and opportunities

7.1 Information Resources

- The LIS tried to maintain a balance between printed and electronic resources, even though the trend leaned towards spending more on e-books. During the Covid-19 pandemic, people had to use and become familiar with the electronic material, and it was expected that the trend would continue in future.
- The processing of materials slowed down as a result of Covid-19 Protocol Regulations. After lockdown, there were challenges for staff to gain entry on to campus and access cards could not be activated. These staff worked with the physical resources and could not work from home.
- Courier companies experienced challenges with the delivery of consignments. Often they had to return with the parcels. Soon after processes and procedures were corrected, work proceeded as usual.
- The lockdowns in the UK and Europe in the last quarter of the year resulted in deliveries not being made on time.
- The Finance Department extended the submission of LIS invoices. An arrangement was made to accommodate these invoices until 22 January 2021 for payment to be made within the extended 2020 budget deadline.
- Despite difficult circumstances, all journal invoices were processed for payment as they were received, to ensure that subscriptions did not lapse.

> *"This period has presented a unique opportunity for librarians to support the core business of the institution by upskilling themselves and finding innovative ways to remain an integral part of teaching, learning and research activities."*

7.2 Client Services

- An increased focus on outreach, innovation, and information technology skill-building enabled the library to better adapt to the needs of our clients.
- The visits of Faculty Librarians to Schools and Faculty Board meetings were very successful before the lockdown, and they continued with virtual liaison.
- Training sessions were offered online. Staff had to adapt quickly to online platforms. Scheduled training sessions were presented via zoom, MS teams and skype.
- Challenges in the new online environment were unstable network connections and lack of adequate devices or connectivity from users.
- A considerable amount of time and money was invested in acquiring curricular e-resources for online teaching and learning.
- The LIS had to adapt, formulate new, and enhance existing service delivery strategies to continue support to LIS clients.
- This period has presented a unique opportunity for librarians to support the core business of the institution by upskilling themselves and finding innovative ways to remain an integral part of teaching, learning and research activities.

Members of the Senate Library and Information Service Committee (SLiSC) in 2020

CHAIR AND DEPUTY CHAIR

Prof Robert Balfour (Deputy Vice-Chancellor: Teaching-Learning) – Chair
Prof Frans Waanders (Acting Deputy Vice-Chancellor: Research and Innovation)

FACULTIES

Prof Herman van der Merwe (Deputy Dean: Economic and Management Sciences)
Prof Herman van Vuuren (Deputy Dean: Education)
Prof Liezl van Dyk (Executive Dean: Engineering)
Prof Awie Kotzé (Executive Dean: Health Sciences)
Prof Mpho Chaka (Deputy Dean: Humanities)
Prof Stephen de la Harpe (Executive Dean: Law) *(In Memoriam)*
Prof Helen Drummond (Deputy Dean: Natural and Agricultural Sciences)
Dr Hennie Goede (Executive Dean: Theology)

LIBRARY AND INFORMATION SERVICE

Dr Mathew Moyo (Chief Director: Library and Information Service)
Ms Hendra Pretorius (Director: Client Services)
Ms Neli Kaunda (Director: Shared Services)
Ms Louise Vos (Senior Manager: Outreach, Projects and Quality)

RESEARCH

Prof Nnenesi Kgabi (Director: Research Support)

INFORMATION TECHNOLOGY

Mr Shakes Scott (Director: Academic and Office Solutions)

STUDENT REPRESENTATIVE COUNCIL (SRC)

Ms Carol Manyaapelo (SRC: Academic Officer)
Mr Khotsofala Ramasilo (SRC: International and Distance Students Officer)

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