The only thing you absolutely have to know is the location of the library.

– Albert Einstein

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Adapting service delivery to a changing climate

The past year has brought unsettling times to universities, and the Department of Library Services (DLS) is developing innovative techniques in order to prepare itself for a challenging new tertiary education environment. Several new responses to the circumstances in which the University found itself in 2016 were born of necessity, while others are the result of global trends in library management.

In the midst of the student protests that kept students off our campuses for long periods at a time, the DLS had to find new ways of providing services to its clients. This included the digital provision of library material, and the use of library-related services and learning opportunities via the University’s learning management system, ClickUP.

The success with which the DLS managed to meet these challenges is testimony to the commitment of the Library’s management and staff to providing an excellent service to its clients at all times.

The use of novel methods to meet the challenges of recent months has coincided with the development of a new Strategic Plan for the DLS. This new plan is focused on the aim of leading the University in information innovation, and our intention is that it will be rolled out over the next two years.

A highlight during the period under review was, certainly, the implementation of the new online library management system, WorldShare, which can only be described as “phenomenal”. The provision of cloud storage, which forms part of this system, will be a major distinguishing factor separating the University of Pretoria’s Library from its competitors, as UP is only the second library in Africa to make use of this system.

Another highlight that will benefit researchers, and ultimately contribute to the University’s research standing, is the roll-out on campus of a system that facilitates the accurate measurement of citations per researcher. As authors often publish under different forms of their names, share common names with other researchers or change names during their publishing career, the problem of author-name ambiguity has surfaced. To address this challenge, the DLS has signed an institutional membership agreement with Open Researcher and Contributor ID (ORCID). This system provides a persistent digital identifier that distinguishes researchers from each other, and can thus be integrated with world-renowned citation databases such as Scopus and Web of Science.

In considering this progress, I would like to commend the University’s DLS for the strides it is making towards becoming a research library that is internationally recognised for redefining academic librarianship.
Finding innovative ways to address challenges

During 2016, the Department of Library Services (DLS) had to find innovative ways to service its clients during the challenging times associated with student protests and the accompanying concerns for student safety and security.

The challenges surrounding the “Fees must fall” episode had the effect of curtailing the work of the DLS for long periods. However, difficulties such as these encourage one to think differently about how things can be done. It is also the ultimate test to the robustness of one’s services. We learned a lot of lessons along the way, but on the whole, I am truly impressed by how we responded to these challenges.

Although physical visits to the Library dropped as a result of these circumstances, the DLS recorded a remarkable increase in online visits, as well as electronic reference services and students’ use of the learning management system, ClickUP. This gives a good indication of the Library’s positive response to these unexpected challenges under trying circumstances.

Unfortunately, these challenges had the effect of overshadowing some of the other major achievements of the DLS during the period under review. The biggest highlight for the Library was the successful implementation of the new WorldShare library management system, which took place seamlessly. In contrast to the system that was previously in use, the DLS now makes use of a combination of cloud storage and local data storage, which provides a better integration of services to the Library’s users.

A second highlight for the year under review was the launch of our department’s new Strategic Plan. This new plan is aligned to the University’s Strategic Plan, and incorporates the latest global trends in teaching, learning, research, librarianship and information technology. It is an important leadership tool to take the Library into the future.

A third highlight was the heightened integration of the Library’s MakerSpace by various departments in the University in their teaching and learning activities. Academics are increasingly devising projects that require students to make use of the MakerSpace, and to collaborate across disciplines.

The DLS’s executive team also spent much time and effort during the year preparing for the review, which is to take place in 2017. A start was made on identifying the members of the evaluation panel, and working on the self-evaluation report. This review will determine the extent to which the DLS is fit for future purposes.

Overall, the Library continued to perform well, and has embedded itself in the core business of the University, namely teaching and learning, and research.
The new Strategic Plan (2016–2018)

The development of the new Strategic Plan (2016–2018) was initiated by the Library’s executive team in 2015. The new strategic plan of the Department of Library Services (DLS) is aligned with the University’s Strategic Plan and latest roadmap, as well as the latest trends in the areas of teaching, learning, research, librarianship and information technology.

The DLS’s mandate is to be responsible for the management of academic information and knowledge, and for leading the University in information innovation. The DLS’s vision is to be a research library that is internationally recognised for redefining academic librarianship. Our benevolent intent is to unlock the information environment for our clients’ success.

To realise its vision, the DLS’s mission is to be an enabler for learning, teaching and research success at the University of Pretoria. This will be attained by the following strategies:

- To be a valuable part of the education and teaching value chain, in order to improve student throughput and enhance the student life cycle
- To enhance the research life cycle
- To develop and provide effective and efficient staff skills, services and products seamlessly to library clients

The Strategic Plan is being implemented by several strategic project teams and many staff members have been appointed as project leaders and are responsible for the development of their project plans.

Who we are and what we do

The Department of Library Services (DLS) plays a key role in supporting the University of Pretoria in its pursuit of academic and research excellence.

By keeping abreast of the latest technological and professional advances and providing up-to-date information services, the Library’s staff members are able to provide a relevant and stimulating environment for 35,833 undergraduates, 20,650 postgraduates and 4,462 full-time staff members. The Library’s strategic goals are intricately aligned to the main strategic plan of the University, and the focus is on the sound management of our information and knowledge resources. In the eleven libraries, provision is made for:

- Access to comprehensive information via a variety of resources
- Consultation services by professional information specialists assigned to academic departments to support teaching, learning and research
- Repository and digitisation services to add to the University’s research outputs
- Modernised spaces and facilities for interaction and research
Location of libraries

University of Pretoria
Hatfield Campus
PRETORIA

University of Pretoria
Groenkloof Campus
PRETORIA

University of Pretoria
Prinshof Campus
PRETORIA

Gordon Institute of Business Science
SANDTON

University of Pretoria
Onderstepoort Campus
PRETORIA

University of Pretoria
Mamelodi Campus
MAMELODI

University of Pretoria
Klinikala Building
ATTERIDGEVILLE

Weskoppies Psychiatric Hospital
PRETORIA

Witbank Hospital
eMALAHLENI

Merensky 2 Library
OR Tambo Law Library
Groenkloof Research Commons
Mamelodi Library
Basic Medical Sciences and Dentistry Library
Witbank Medical Library

Music Library
Education Library
Jotello F Soga Library
Medical Library
Klinikala Library
Weskoppies Library

*The library at the Gordon Institute of Business Science (GIBS) in Illovo, Sandton, does not form part of the DLS.
## Libraries at a glance

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Location</th>
<th>Distance from main library</th>
<th>Hours per week</th>
<th>Computers for use by clients</th>
<th>Network printers</th>
<th>Photocopiers for use by clients</th>
<th>Frontline staff</th>
<th>Wheelchair enabled</th>
<th>Study seats</th>
<th>Group facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merensky 2 Library</td>
<td>0</td>
<td>0.5</td>
<td>2</td>
<td>79</td>
<td>339</td>
<td>36</td>
<td>43</td>
<td>37</td>
<td>1</td>
<td>38</td>
</tr>
<tr>
<td>Music Library</td>
<td>0.5</td>
<td>57.5</td>
<td>2</td>
<td>10</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>38</td>
</tr>
<tr>
<td>OR Tambo Law Library</td>
<td>0.5</td>
<td>77.5</td>
<td>2</td>
<td>99</td>
<td>99</td>
<td>6</td>
<td>11</td>
<td>7</td>
<td>2</td>
<td>340</td>
</tr>
<tr>
<td>Education Library</td>
<td>4</td>
<td>77.5</td>
<td>1</td>
<td>56</td>
<td>56</td>
<td>5</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>148</td>
</tr>
<tr>
<td>Groenkloof Research Commons</td>
<td>4</td>
<td>71</td>
<td>1</td>
<td>47</td>
<td>47</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>110</td>
</tr>
<tr>
<td>Jotello F Soga Library</td>
<td>20</td>
<td>55.5</td>
<td>1</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>1</td>
<td>82</td>
</tr>
<tr>
<td>Mamelodi Library</td>
<td>12</td>
<td>76</td>
<td>2</td>
<td>66</td>
<td>66</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>503</td>
</tr>
<tr>
<td>Medical Library</td>
<td>8</td>
<td>76.5</td>
<td>1</td>
<td>84</td>
<td>84</td>
<td>8</td>
<td>9</td>
<td>13</td>
<td>0</td>
<td>125</td>
</tr>
<tr>
<td>Basic Medical Sciences and Dentistry Library</td>
<td>8</td>
<td>45.5</td>
<td>1</td>
<td>49</td>
<td>49</td>
<td>3</td>
<td>9</td>
<td>6</td>
<td>10</td>
<td>111</td>
</tr>
<tr>
<td>Klinikala Library</td>
<td>24</td>
<td>40</td>
<td>1</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>Witbank Medical Library</td>
<td>100</td>
<td>40</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Weskoppies Library</td>
<td>10</td>
<td>40</td>
<td>1</td>
<td>7</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>GIBS Library*</td>
<td>45</td>
<td>82.5</td>
<td>1</td>
<td>18</td>
<td>18</td>
<td>3</td>
<td>3</td>
<td>5</td>
<td>0</td>
<td>38</td>
</tr>
</tbody>
</table>

*The library at the Gordon Institute of Business Science (GIBS) in Illovo, Sandton, does not form part of the DLS.*
Executive team members and their portfolios

Mr Robert Moropa
Director

Ms Hilda Kriel
Deputy Director: Product Enablement and Shared Services

Dr Heila Pienaar
Deputy Director: Strategic Innovation

Ms Lindiwe Soyizwapi
Deputy Director: Client Services

Product Enablement
- Library Technical Services
  - Bindery
  - Digitisation
  - Copyright
  - Open Scholarship and Repository
  - Web, Mobile and Social Media
  - Library Systems and Resources

Strategic Innovation
- Projects
- MakerSpace

Client Services
- Undergraduate Learning Centre
- Research Commons
- Reserved Collections
- Circulation
- Mamelodi
- Faculty Libraries
- Special Collections

Marketing, Quality Assurance and Funding
- Quality Assurance
- Marketing
- Fundraising

Finance

Shared Services
- Human Resources
- Facilities
- Information Technology
- Kitchen
At its core, a library is a knowledge management hub. The library of the University of Pretoria focuses on supporting the learning needs of its clients and providing customised research support to deliver information and knowledge solutions that cater for staff and students’ every need.
**CONSOLIDATED STATISTICS**

### 1. Budget

<table>
<thead>
<tr>
<th>Budget item</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information resources (capital)</td>
<td>116.80</td>
<td>76.20</td>
<td>70.00</td>
</tr>
<tr>
<td>Human resources</td>
<td>83.50</td>
<td>75.80</td>
<td>73.40</td>
</tr>
<tr>
<td>Operational</td>
<td>7.50</td>
<td>7.50</td>
<td>7.50</td>
</tr>
<tr>
<td>Information technology</td>
<td>1.52</td>
<td>0.70</td>
<td>0.82</td>
</tr>
<tr>
<td>Total</td>
<td>209.32</td>
<td>160.20</td>
<td>151.72</td>
</tr>
</tbody>
</table>

### 2. Information resources

<table>
<thead>
<tr>
<th>Resource types</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book titles</td>
<td>681</td>
<td>1068</td>
<td>1052</td>
</tr>
<tr>
<td>Book volumes</td>
<td>676</td>
<td>1547</td>
<td>1537</td>
</tr>
<tr>
<td>Print journal subscriptions</td>
<td>721</td>
<td>1006</td>
<td>1132</td>
</tr>
<tr>
<td>Accessible e-journals</td>
<td>130945</td>
<td>123049</td>
<td>93140</td>
</tr>
<tr>
<td>Licensed e-books</td>
<td>84136</td>
<td>52185</td>
<td>50373</td>
</tr>
<tr>
<td>Access to e-book titles</td>
<td>320450</td>
<td>253837</td>
<td>283958</td>
</tr>
<tr>
<td>E-databases</td>
<td>98</td>
<td>106</td>
<td>429</td>
</tr>
<tr>
<td>UP e-theses/dissertations</td>
<td>11452</td>
<td>10288</td>
<td>8750</td>
</tr>
<tr>
<td>Institutional repository items</td>
<td>47754</td>
<td>35268</td>
<td>32767</td>
</tr>
</tbody>
</table>

*This total excludes non-computerised titles*

### 3. Staff 2016

- Information specialists: 63 | 38%
- Information assistants: 28 | 17%
- Innovation and Technology Unit: 20 | 12%
- Managers: 16 | 10%
- Admin staff: 12 | 7%
- Shelvers: 12 | 7%
- Undergraduate information specialists: 7 | 4%
- Circulation in Merensky 2: 5 | 3%
- Binders: 4 | 2%

### 4. Social media

- **67% Increase in Facebook followers from 2015 to 2016**
- **12 658 Impressions and 182 engagements for the top tweet of the year**

- Total likes
  - 2013: 572
  - 2014: 961
  - 2015: 1326
  - 2016: 2215

- Number of tweets
  - Jan: 22
  - Feb: 25
  - Mar: 47
  - Apr: 39
  - May: 63
  - Jun: 40
  - Jul: 19
  - Aug: 26
  - Sep: 16
  - Oct: 58
  - Nov: 40
  - Dec: 34

- Tweet engagement
  - Its all about the connection.
Consolidated statistics: continued

5. Consultation and enquiries

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries answered in person</td>
<td>52 276</td>
<td>50 707</td>
<td>28 430</td>
</tr>
<tr>
<td>Contact sessions</td>
<td>13 309</td>
<td>12 199</td>
<td>17 427</td>
</tr>
<tr>
<td>Ask-a-Librarian/chat services</td>
<td>2 514</td>
<td>1 141</td>
<td>889</td>
</tr>
</tbody>
</table>

The DLS experienced a 115% increase in the number of questions/sessions asked by students online from 2015 to 2016, a 9% increase in contact sessions and a 3% increase in the number of enquiries.

6. Training

24 699 Students reached through 1 092 training sessions

7. Use of physical libraries

| Library visits                  | 1 836 429 |
| Books and other physical media  | 175 177   |
| loaned                          |          |
| Photocopies made and pages printed | 2 790 457 |
| Average number of visitors in Merensky 2 Library per day | 3 303 |
| Short-term loans from reserved study collections | 39 132 |
| Pages scanned                   | 84 198   |

8. Use of online library

| Articles downloaded from online journals licensed by the DLS | 1 991 660 |
| Library website visits with 5 952 407 files downloaded | 408 194 |
| Ask-a-Librarian/chat services | 2 514 |
| Interlending documents delivered to UP clients | 6 940 |
| Pages viewed on the institutional repository UPSpace | 1 757 058 |
| Views on subject guides | 56 408 |
THE RESPONSE OF THE DLS TO THE DISRUPTION OF SERVICES AND CLOSURES

The Department of Library Services (DLS) was severely affected by campus closure for extended periods. This was especially felt on the Hatfield and Groenkloof campuses. The Library was challenged to examine if current ways of offering services were adaptable to the changing environment.

One-on-one assistance was given to those students who made contact, but sadly this was a limited number of the student population. When faculty members needed articles or chapters from books to be added to reference pages on ClickUP, they referred such requests to information specialists. The Digitisation Office also assisted with scanning as needed during this time.

For students who were in the vicinity of the University, Library staff delivered or collected books from students at the gates. From 18 October until the end of the year, 2 840 books were circulated. At the Merensky Library, staff also made use of a golf cart to deliver items to students at the gates. For students who were not close to campus, photocopies of articles were emailed to them.

The volume of calls, emails and chats increased during this time (see Figure 1). Unhappiness with continued closures of the libraries was expressed by frustrated students. Most communication received was for assistance with obtaining books, returning books, and accessing journal articles and other research material.

The University’s response of making some of the IT labs available and also providing data bundles made a huge contribution in assisting students to gain access to much-needed information. The Library also made information available about public libraries in Tshwane, so students could find alternate spaces in which to work.

The development of online tutorials has become a priority for the Library as it became obvious during this time that our offerings are designed for face-to-face interaction. It is critical that students find assistance in times of need. Colleagues in the Department of Education Innovation are currently working with an instructional designer to create online products for self-help for our community.

### Figure 1

<table>
<thead>
<tr>
<th>Service usage</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>(+/-)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ClickUP pages</td>
<td>1 725</td>
<td>2 867</td>
<td>3 618</td>
<td>26%</td>
</tr>
<tr>
<td>Enquiries</td>
<td>28 585</td>
<td>50 707</td>
<td>52 276</td>
<td>3%</td>
</tr>
<tr>
<td>InfoSpec visits to Faculty</td>
<td>580</td>
<td>355</td>
<td>554</td>
<td>56%</td>
</tr>
<tr>
<td>Libguide/subject guide views</td>
<td>56 408</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ask/chat services</td>
<td>1 065</td>
<td>1 171</td>
<td>2 514</td>
<td>115%</td>
</tr>
<tr>
<td>UPSpace files downloaded</td>
<td>4 918 929</td>
<td>13 511 339</td>
<td>19 535 696</td>
<td>45%</td>
</tr>
<tr>
<td>Library visits</td>
<td>2 411 238</td>
<td>2 358 002</td>
<td>1 836 429</td>
<td>-22%</td>
</tr>
<tr>
<td>Digitisation</td>
<td>104 890</td>
<td>97 471</td>
<td>257 608</td>
<td>164%</td>
</tr>
</tbody>
</table>

During 2016, the University of Pretoria, like other higher education institutions in South Africa, found itself confronted with disruptions of the academic programme and closures of some of the campuses. These were as a result of protests by students advocating for free higher education and curriculum changes.
At the meeting of the Advisory Committee held on 6 June 2016, the following new discussion points were raised: the 2015 Annual Review, the DLS Strategic Plan 2016–2018, the role of the South African National Library and Information Consortium (SANLiC), and progress on the national Site License Project and the Sponsoring Consortium for Open Access Publishing in Particle Physics (SCOAP³) Project. Matters arising that were discussed included research data management (RDM), the Terms of Reference of the Library Renewal/Review Project, the DLS’s resource budget and the new WorldShare management system.

Committee members (2012–2015)

Prof Stephanie Burton
Vice-Principal (Chair)

Adv Lawrence Baloyi
Department of Research and Innovation Support

Prof Monray Botha
Faculty of Law

Prof Theo Bothma
Faculty of Engineering, Built Environment and Information Technology

Prof Archie Dick
Faculty of Engineering, Built Environment and Information Technology

Prof Patricia Forbes
Faculty of Natural and Agricultural Sciences

Mr Xolani Hadebe
IT Services

Prof Wendy Kilfoil
Department of Education Innovation

Ms Segametsi Molawa
Human Sciences Research Council

Ms Beulah Muller
Gordon Institute of Business Science

Dr Teresa Ogina
Faculty of Education

Dr Jakkie Pretorius
IT Services

Dr Melvyn Quan
Faculty of Veterinary Science

Prof Hennie Stander
Faculty of Humanities

Ms Blanche Steyn
Faculty of Economic and Management Sciences

Mr Glenn Truran
SANLiC

Prof Danie Veldsman
Faculty of Theology

Dr Elize Webb
Faculty of Health Sciences

Mr Robert Moropa
Director: DLS (ex officio)

Ms Hilda Kriel
Deputy Director: DLS (ex officio)

Dr Heila Pienaar
Deputy Director: DLS (ex officio)

Ms Lindiwe Soyizwapi
Deputy Director: DLS (ex officio)

Ms Diana Gerritsen
Committee Secretary
The MakerSpace prides itself in not only supporting teaching and learning, but also enhancing and stimulating creativity by means of projects and partners. Many initiatives have sprouted out of the MakerSpace, ranging from hackathons and competitions with partners — providing students the opportunity to showcase their ideas and skills. Some of these ideas and initiatives have also been rewarded by means of prizes and grants. The MakerSpace hosted two major award ceremonies for students during 2016: the Manufacturing Systems Module Award Ceremony and the Youth Spark Innovation Grants Award Ceremony.

Staff members of the MakerSpace also delivered presentations at relevant conferences, and hosted creativity workshops and the “Innovation Series” of workshops in collaboration with the Southern Africa RILab (SA RILab) — one of the major innovation partners of 2016.

The Maker Movement and MakerSpaces have a very strong focus on Do It Yourself (DIY). This is also a perfect starting point for young entrepreneurs. The DLS, in collaboration with the Department of Business Management, under the guidance of Prof Alex Antonites, formed a strategic working relationship that sees the MakerSpace becoming the primary rapid prototyping platform during the business incubation process. This interdepartmental collaboration will give students an easy entry point for possible assistance with their entrepreneurial ideas and ventures. It will also provide a bidirectional link to a whole range of services provided by the DLS, the University of Pretoria Business Incubator and the Library Makerspace.

The MakerSpace aims to streamline its entrepreneurial services in 2017, forming more strategic partnerships and strengthening existing services to grow new ventures, ensuring that the DLS’s services stay relevant and up to date.
Redesigning learning spaces

In 2016, the Basic Medical Sciences and Dentistry Library, situated in the Basic Medical Sciences Building, received funding from the National Skills Fund as a grant to the Faculty of Health Sciences to extend and refurbish part of the existing library. This was an opportunity to consider the changing needs of the growing number of students and to design a library that will be fit for future use.

One of the greatest considerations in the planning process was to pay attention to the incorporation of the print collection, as more requests are received for electronic books, and most of the journal collection is already available electronically. Much research was done on the latest and future trends in libraries. During the planning process, an extensive weeding process was undertaken of the Library’s old book and journal collections.

In the new space, 10 discussion rooms (six- to eight-seaters) were added and the 30 computers were increased to 49, which included 24 open-plan computers, 20 computer lab computers, and five catalogue-search computers. The remaining balcony in this area is now utilised as a relaxation area with Wi-Fi access, which allows students to use their laptops. A computer lab was added, which hosts 20 computers. It will serve as a training facility, but students are allowed to use this space when it is not in use for training.

The existing library underwent a major revamp – the mezzanine floor was removed to allow for more headspace and longer attractive shelves. The circulation desk was reduced, a new photocopy room was built, and the old computer lab was converted into a laptop space. The number of offices was also increased to five.

Another project regarding the redesign of spaces commenced at the beginning of 2016 – that of the Faculty Library on Level 5 in the Merensky 2 Library. This floor serves two faculties: Natural and Agricultural Sciences, and Engineering, Built Environment and Information Technology. The student numbers of these two faculties are the highest and the huge collection demanded huge housing space. Much of the space on the floor was occupied by shelves and the study space for students was limited. This resulted in long queues as students were awaiting a turn at the computer desk stations. This motivated a weeding project to be launched to free up shelf space to provide students with flexible seating arrangements. As an antecedent to the weeding project, the print journal subscription was decreased. The number of seats was increased from 127 to 163, and six Ottomans are now also available for students to sit on while queuing for computers.

These projects demonstrate the student-centred approach of the DLS – current spaces changed to adapt to changing student needs and changing expectations.

The Learning Centre of the Department of Library Services (DLS) continued one of its essential roles by delivering just-in-time information to students during 2016. The information and digital literacy capabilities of clients in finding relevant information were developed continuously through individual and group, face-to-face and telephonic support and training sessions.

During 2016, the DLS implemented the new OCLC WorldShare management system and the Library’s web page was updated, which resulted in a change of access passwords. These new developments and the instability on campus due to protest actions necessitated the creation of online tutorials and support. As a result, the online brochure was updated and the hours of the Chat-to-a-Librarian and Ask-a-Librarian services to supply information and train students individually online were extended. The Chat-to-a-Librarian service enquiries increased from 105 during 2015 to 392 in 2016, and the Ask-a-Librarian enquiries increased from 1 066 during 2015 to 2 122 in 2016. In addition, the Learning Centre staff members trained approximately 2 000 students in the Academic Information Management (AIM) compulsory information literacy course. These skills enable students to access digital information just in time.
One of the key priorities listed in the UP 2016 Strategic Plan is “attaining significantly higher levels of visibility through high-impact research and scholarly endeavours”. The discoverability of an institution’s research output remains a challenge. Authors often publish under various forms of their names, share common names with other researchers in the world, or change names or affiliations during their publishing career. As most funding and ranking institutions require the number of research contributions and citation counts per researcher, author-name ambiguity makes it extremely problematic to calculate these contributions.

The University of Pretoria therefore saw fit to sign an institutional membership agreement with ORCiD (Open Researcher and Contributor ID) in October as part of its support for greater research visibility. ORCiD is a non-profit organisation, helping to create a world in which all who participate in research, scholarship and innovation are uniquely identified and connected to their contributions and affiliations, across disciplines, borders and time. It provides a persistent digital identifier that distinguishes researchers from one another.

The unique and persistent ORCiD can be used throughout a researcher’s career and provides a solution to author-name ambiguity and digital data governance. These IDs are not the only authors’ IDs currently in use, but are unique in that they are open-source IDs that integrate many other existing author IDs. The world-renowned abstract and citation databases Scopus and Web of Science are both fully integrated with ORCiD.

During 2016’s 9th International Open Access Week, held between 24 and 30 October, the DLS actively promoted the use of ORCiD among its researchers. All UP researchers were encouraged to register for such an ID via training and individual support sessions. The DLS is convinced that the active use of these IDs on web pages, professional communication media and networks will positively impact on the University of Pretoria’s research visibility.
UPSpace 10 year celebration 2006–2016

UPSpace is an open-access electronic archive or repository used for collecting, preserving and distributing digital material created, owned and hosted by the University of Pretoria. UPSpace is governed by policies that are approved by Senate: the UPSpace Policy, the University of Pretoria Electronic Theses and Dissertations (UPeTD) Policy (S 4844-46/08) and the Research Articles Policy (S 4845/08). These policies were approved in 2008 and 2009 respectively. In 2014, the UPeTD repository and UPSpace merged, but continued operating according to different policies.

UPSpace has had more than 30 million visits dating back from 2011, and more than 45 000 items have been archived digitally. It benefits both the researchers and the institution as it increases the visibility of research output and the visibility and prestige of the institution. Its content is readily searchable both locally and globally. According to Tlou Mathiba, UPSpace administrator, running a repository in an institution of UP's calibre requires dedication, integrity and patience. The year 2016 marked the 10-year anniversary of UP's commitment to open access.

Article Processing Charges (APC) Fund

The University of Pretoria supports open access for research publications in a variety of ways. This includes the Senate-approved policies on grey literature and research articles, as well as the 2015 Policy on Support for Article Processing Charges (APC). The Open Scholarship and Digitisation Programmes are responsible for the management of the APC Fund on behalf of the institution in accordance with a number of guidelines and an allocated budget. In 2016, the Fund was awarded R1 million in support of a 50 to 60% refund allocation for full open-access publications in high-impact journals. Presented below are the 2015/16 statistics:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of articles supported</th>
<th>Payments vouched</th>
<th>Refunds requested</th>
<th>Average impact factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>52/59</td>
<td>R572 853.89</td>
<td>R227 944.26</td>
<td>3.36</td>
</tr>
<tr>
<td>2016</td>
<td>53/60</td>
<td>R697 739.46</td>
<td>R405 259.00</td>
<td>3.62</td>
</tr>
</tbody>
</table>
Research Data Management Project: Progress on infrastructure and training

1 Infrastructure:

In 2016, a research data management (RDM) task team, consisting of members from the DLS and Information Technology Services (ITS), was tasked to work on a RDM infrastructure project. The team’s mandate was to identify and develop IT infrastructure that would support the research data life cycle, consisting of “research-in-process data” (day-to-day data), the dissemination of data (sharing of data) and the preservation of data.

Three streams of action were agreed upon:

- **Product investigation for a data repository**
  The focus of this stream was to identify a potential solution that could address the dissemination-of-data phase. The final report, shortlisting two products, one open source and the other commercial, will be sent through to the University Executive together with the updated version of the recommended RDM Policy in January 2017.

- **Investigation of international and national trends**
  Following previous international visits to investigate RDM, representatives from the DLS and ITS attended the eResearch Australasia Conference in Melbourne, Australia, in October 2016, and visited a number of universities in Australia. The purpose of the visit was to investigate RDM trends at these universities, and to consult with Australian colleagues on the processes they followed to implement RDM systems. Recommendations from this visit were also factored into the investigation of a data repository.

  As part of keeping up to date with national trends, staff members of the DLS and ITS also attended the first African Research Cloud (ARC) Workshop in Pretoria in October 2016. During this workshop, UP signed up as a member of the ARC. This is an infrastructure-as-a-service cloud system that supports different models of RDM, storage, transfer and processing of data, aimed at supporting a wide array of data-intensive research activities.

- **Surveys and interviews with researchers across different faculties will be scheduled for 2017.**

2 Training:

UP conducted a number of RDM workshops during 2016, both in-house and at scheduled Network of Data and Information Curation Communities (NeDICC) workshops. Themes focused on the Role of the information specialist in RDM, the Data Management Planning Tool, Creating data curation profiles, and evaluating research data repository software. UP also hosted a Data Citation Principles Research Seminar, presented by Dr Martie van Deventer (CSIR) on 3 May 2016. During the OpenCon 2016 Cape Town, held on 14 November 2016, UP also successfully conducted a workshop on Data cleaning using OpenRefine, which is part of the Library Carpentry portfolio.
Research seminars in collaboration with DRIS

The vision of the University of Pretoria is to be a leading research-intensive university recognised across the globe.

In 2016, the DLS collaborated with the Department of Research and Innovation Support (DRIS) to provide research support to postgraduate students towards realising this vision through the Student Academic Development Programme.

During these sessions, postgraduate students were exposed to learning opportunities with leading researchers and they could interact with their peers. This enabled them to excel on their academic journey. The two departments believe that this collaboration is beneficial to postgraduate students and that a roadmap to academic success is established with this programme.

In 2016, the following 14 sessions were organised, aimed at developing and supporting students on their academic journey:

- **Managing the student-supervisor relationship**, presented by Prof Bernard Slippers on 12 February 2016
- **Writing and presenting a project proposal**, presented by Prof Cheryl McCrindle on 8 April 2016
- **Writing and presenting a research proposal**, presented by Prof Cheryl McCrindle and **Conducting a literature review**, presented by Prof A Ganzwindt on 9 April 2016
- **Opportunities post-PhD**, presented by Prof Ncholux Manyala on 29 April 2016
- **Increasing research dissemination**, presented by Sarah Wild on 9 May 2016
- **Conducting a literature review**, presented by Prof André Ganswindt on 13 May 2016
- **Writing and editing effectively**, presented by Prof Cheryl McCrindle on 20 June 2016
- **SAGDA and Internship for postgraduates**, presented by Tommy Madikoto and **Predatory journals, publishers and conferences**, presented by Prof Don Cowan on 21 June 2016
- **Introduction to public speaking**, presented by Dr Bianca Verlinden on 5 August 2016
- **Identifying the appropriate journal to publish in and predatory journals**, presented by Sunette Steynberg on 18 August 2016
- **How to write and sustain your thesis argument**, presented by Prof Geoffrey Setswe on 19 August 2016
- **Research methodologies**, presented by Prof David Walwyn and **The use of library resources**, presented by Sunette Steynberg on 17 September 2016

Postgraduate support weeks at the Faculty of Education

The Education Library forms an integral part of the support provided to postgraduate students by the Faculty in the form of four research support weeks during the academic year – in January, March, July and October.

During the first week, students are introduced to the Faculty and the research process. They are also introduced to the information specialists, the library system, as well as the subject guides. During the March/April programme, different presentations by experts on research methodology and/or other research-related topics are presented, and group training opportunities are provided. The information specialists get the opportunity to give hands-on database and reference manager training in the computer labs on campus. Feedback on the subject guide, **Education: Postgraduate Studies**, is used to improve and add tailor-made information to assist students in completing their studies in time.

If a specific need is identified by feedback received from the postgraduate coordinator, space is provided in the July support week. In 2016, a need for training on the new library web and systems was communicated and was therefore incorporated into the programme. Students also visit the information specialists by appointment to attend to specific topic-related needs.

During the last support week in October, students get the opportunity to improve their knowledge on research, to interact with fellow students, to meet with their supervisors, and more importantly, to visit the Library and their information specialists individually for information sources. The support weeks’ face-to-face interaction initiates and builds a relationship with the Library that lasts for the duration of a student’s study.
The Online Computer Library Centre (OCLC)

On Monday, 18 April 2016, the Department of Library Services (DLS), together with Sabinet, officially launched its new library management system, OCLC WorldShare Management Services.

“The role of academic libraries and librarians has changed. Their task is difficult as they and their universities need to empower their users in new ways and need to reposition themselves in revolutionary ways.” This statement by Prof Stephanie Burton at the official launch captures one of the reasons why the DLS implemented the OCLC WorldShare management system during 2016. This system has already been adopted by 500 libraries worldwide, with UP being only the second library in Africa.

This new system offers all the benefits of a cloud-based system: international collaboration, improved workflows, reduction in the time it takes to perform routine tasks, e-resource management and cataloguing, and streamlined access to information sources worldwide.

Migrating to a new library management system created the opportunity to align work processes with those at other 21st-century libraries and to upgrade data for inclusion in the OCLC WorldCat database. The WorldCat Discovery services provide discovery and access to the world’s collections for electronic, digital and physical information resources.

The implementation was preceded by an extensive investigation, in collaboration with the Department of Information Technology Services. The support from the local service provider, Sabinet, ensured that the DLS could continue to excel in offering information services to its clients.

EMS Library Brexit seminar

On 4 August 2016, the Economic and Management Sciences (EMS) Faculty Library hosted a Brexit Seminar, focusing on the social, political and economic implications of the Brexit vote for South Africa and the rest of the African continent.

With the Brexit vote, scientists, policy makers, business communities and academics were concerned about the national, regional and global implications of Brexit on the economy, research funding, trade, bilateral relations and development assistance to emerging economies.

Three speakers from the University of Pretoria led the discussions and shared their expert views. Prof Christi van der Westhuizen from the Department of Sociology presented the implications of economic exclusion for politics, with specific reference to racism and other ideologies of injustice. She was followed by Prof Nicola Viegi from the Department of Economics, who focused on the increasing uncertainty in the international economy and the implications for South Africa and other emerging and developing countries. Dr John Kotsopoulos from the Centre for the Study of Governance Innovation (GovInn) discussed the implications for EU-Africa and South Africa relations. Catherine Macleod, a Chief Director in National Treasury, concluded the seminar with a macroeconomic perspective on the implications of Brexit for South Africa.

Over 75 participants attended the seminar, mostly undergraduate and postgraduate students, with good support from faculty members, support staff and some external clients. The audience was highly engaged in the discussions and posed fundamental questions to the speakers, including views on the opportunity Brexit presented for South Africa to start dialogue on new-world politics, prospects and crises of globalisation, neoliberal capitalist economic policies and how to rethink broad policy agreements.

More information on the Brexit seminar: http://repository.up.ac.za/handle/2263/57618
The complexity in workplaces is increasing and one of the best investments any business can make is to invest in its people. For that reason, the DLS partnered with the Schuitema Human Excellence Group, a transformation consultancy that specialises in personal, leadership and team excellence, to host two sessions for staff members. Their interventions are based on the Care and Growth Leadership Model, which was developed on the premise that organisations succeed to the degree to which they solicit the intent of employees to collectively subordinate their own interests for the bigger interests of the organisation.

The programme was attended by 137 staff members from all units of the organisation in two sessions: 29 February to 1 March, as well as 19 to 21 July 2016. The feedback indicated that the workshops added value to staff members’ personal and professional lives. One staff member phrased it as follows: “I want to be more mindful at work – of the fact that I am part of a team, that my behaviour impacts on my colleagues’ wellbeing, that I can help and support them to do and cope better, and of the fact that the team as a whole can only succeed better if I keep the team concept and the care concept in mind!”

On 31 August 2016, the Gauteng North branch of HELIG – the Higher Education Library Interest Group of LIASA (Library and Information Association of South Africa) held an InfoLit day with the objective to inform and network on information literacy and digital literacies.

The title of the seminar was “Building the InfoLit bridge together in South Africa” and included Ina Smith from the Academy of Science of South Africa (ASSAf) as the keynote speaker with her presentation “Information literacy: a digital approach to address the needs of digital natives.”

Ms Smith addressed digital literacies, research and other literacies. She also touched on the importance of information and digital literacies for the economic development and growth of a society. Nelis Botha, Head of the Soshanguve-North Library at the Tshwane University of Technology (TUT), discussed the information literacy journey at TUT, and explained the content and the process that was followed to develop an online information literacy course at TUT.

Kabelo Nzima, Coordinator of the Basic Medical Sciences and Dentistry Library at the University of Pretoria, spoke about the importance of mobile technology for information literacy training.

Three presenters delivered their presentations via the Vidyo video-conferencing software: Janine Lockhart spoke about information literacy at the Cape Peninsula University of Technology, Dr Shirlene Neerputh from the Durban University of Technology gave a KwaZulu-Natal information literacy perspective, and Ingrid Thomson from the University of Cape Town gave an overview of the InfoLit days that took place at other LIASA branches and provinces.

During the afternoon’s session, which focused on school librarians, Nicoline Wessels from Unisa discussed her experiences with school libraries in townships, while Lorraine Grobler gave a presentation on open education resources for teachers and educators.

The attendees enjoyed the networking opportunities and it was clear from the discussions that more sharing, participation and networking concerning information literacy are needed on a national level. The presentations are available on Slideshare.
**Veterinary faculties in Africa: Vet Books for Africa**

**Vet Books for Africa** is a unique student-run initiative that aims to collect and deliver academic veterinary textbooks and other educational tools and equipment to veterinary faculties in Africa. It is a biennial event that was originally established in 1993 when the Library collaborated with a Faculty student in a first effort to distribute academic veterinary books to faculties in Africa.

The Vet Books for Africa team 2016 departed from the Onderstepoort veterinary campus on 11 November, heading north to their first stop in Bulawayo, Zimbabwe. They returned on the evening of 22 December after finishing almost 13 000 kilometres and visiting several veterinary faculties in Africa. The team consisted of eight veterinary science students that were selected from a group of applications.

The faculties that benefitted from their donation were the University of Zimbabwe (Zimbabwe), the University of Zambia (Zambia), the Lilongwe University of Agriculture and Natural Resources (Malawi), the University of Nairobi (Kenya), the Sokoine University of Agriculture (Tanzania) and Makerere University (Uganda).

The Library strongly supported this student project by donating books, providing storage space in the Library, and assisting with the occasional administrative tasks. Many other sponsors, such as Royal Canin and SKY Information suppliers also kindly donated books to supplement their stock.

The two main sponsors for the trip in 2016 were **Isuzu** and **Avima** – manufacturers and distributors of crop protection and public health pesticides and equipment. 

*More information on Vet Books for Africa is available on the UP website.*

**University of Alberta Libraries**

The DLS hosted Rachel Martins of the University of Alberta in Edmonton, Canada, for a period of three weeks as part of her Master of Library and Information Studies (MLIS) practicum programme from 11 to 29 April 2016.

Ms Martins's visit is one of the outcomes of the participation in the University of Alberta Libraries' International Relations Programme, Libraries Linked: Professional Library Immersion Programme. In accordance with the practicum agreement, Ms Martins's workplace engagement had to include participation in staff and team meetings, interaction with individual professionals and library visits.

She also had the opportunity to visit a number of branch libraries, as well as the National Library of South Africa, the Unisa Library and the LIASA National Office.
On 14 June 2016, the DLS participated in the Hybrid Fair, organised by the Science Teaching and Learning Forum (SCITAL Forum) of the Faculty of Natural and Agricultural Sciences and the Department of Education Innovation. The first-ever hybrid fair celebrated the hybrid model of teaching and learning, which is an optimal blend of face-to-face and virtual (or online) learning opportunities for students.

The DLS and the Library MakerSpace were well presented in the Rautenbach Hall with a colourful booth. The event kicked off with a firehose session. Viveka Pillai and Isak van der Walt gave a quick overview of what the Library and MakerSpace had to offer to clients. The overall theme, “Magic makers”, focused on the following topics: subject guides, WorldCat Discovery Tool, UPSpace, digitisation, MakerSpace, ClickUP reference pages, copyright, library training opportunities, Ask-a-Librarian services, South African textbooks, social media and the South African law database. Give-aways and gifts were sponsored by service providers Sabinet, Eduloan, WWIS and Emerald. Clients were encouraged to write a short message in the visitor’s book explaining why they loved the library. The winning entry came from Kuda Muli, who wrote: “UP Library changes the way one thinks about a library. One can easily access resources anywhere in the world electronically, and they have great interlending staff that will go the extra mile to find a resource for you. What a great local library experience with helpful staff.”
Renowned Afrikaans poet, activist and academic, Adam Small (79), passed away on 25 June 2016, giving South Africans pause to reflect on the life of this exceptional man. Prof Small had contributed to the fields of philosophy and social work, opposed apartheid in the media, and enriched the heritage and literature of the Afrikaans language.

The University of Pretoria’s departments of Library Services, Afrikaans, Philosophy and Social Work collaborated to present a commemorative event in Prof Small’s honour in the Library Auditorium on 18 August 2016. Included in the programme, designed to be a tribute to the man, Adam Small, and his contributions, were tributes from representatives of all these academic spheres: Philosophy, Afrikaans and Social Work.

In her presentation on Prof Small’s well-known drama, Kanna, hy kô hystoe, Dr Jacomien van Niekerk of the Afrikaans Department mentioned that it was perhaps the best drama ever written in Afrikaans, and certainly an important reason why he had been awarded the Hertzog Prize for Drama in 2012.

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Prof Hein Willemse, the Afrikaans Department, talked, among other aspects, about Prof Small’s continuing desire for reconciliation between white and so-called coloured speakers of Afrikaans. He ended his tribute with a screening of a filmed narration of Prof Small’s moving poem, “What about de lô?” (What about the law?).

Reference: From the Struggles for freedom collection on the Aluka website.
To commemorate this, a Shakespeare/Cervantes Week was hosted by the Languages Cluster and the Drama Department in collaboration with the DLS from 18 to 22 April 2016. Shakespearean films, ranging from *Hamlet* to *Gnomeo and Juliet*, were shown in the Merensky Auditorium, book displays were mounted in the Library and students were encouraged to enter a Shakespearean writing competition.

On Friday, 22 April, the “Death Day” was commemorated with a lively morning of talks and performances. Prof Molly Brown of the Department of English shared ten startling facts about Shakespeare, and gave a talk about African responses to his work. Prof Willie Burger of the Department of Afrikaans spoke about the legacy of Cervantes. Postgraduate students, Marguerite de Waal and Kirsten Dey, described their research, and Angy Tembe read Cervantes in the original Spanish, followed by an English translation of the extract. The programme concluded with performances by second-year Drama students who had worked with Morné Steyn and Jessica Foli to produce vibrant South African re-workings of familiar Shakespearean scenes and characters.

William Shakespeare was born in 1564 and is regarded as the greatest writer in the English language. Miguel de Cervantes was born in 1547 and his major work, *Don Quixote*, is considered to be the first modern European novel. Both died on 23 April 1616.

Department of English: Meet your writers

The DLS and the Department of English collaborated to host seven writers in the Merensky 2 Library Auditorium on four different occasions:

- Meet your poets Raphael d’Abdon and Phillippa Yaa de Villiers on 26 July 2016
- Meet your short story writers Niq Mhlongo and David Medalie on 17 August 2016
- Meet Zoë Wicomb on 1 September 2016 (who came to UP to receive her honorary doctorate)
- Meet Yewande Omotoso and Sandile Memela on 2 September 2016 in celebration of the annual National Book Week

At these sessions, writers were given the opportunity to read their poems, short stories or excerpts from their literary works, and opportunity was provided for questions and interaction afterwards. All sessions were well attended by students and staff members from the Department of English, but also attracted interest from other staff members and students. The aim of the project was to promote student interest in and engagement with literature and, in particular, South African literature, by exposing them to local authors and their works. Students have to know that writers are not all dead white males, but come in all shapes, sizes, colours and genders, and that serious writing may be going on in their very own neighbourhoods.

This was a mutually beneficial collaboration as both departments have a love of reading, language and books at heart.
Tuks Camerata: Flash mob

On Wednesday, 17 August at 10:30, Tuks Camerata surprised Library clients with a flash mob – singing “Indodana”, a traditional isiXhosa song arranged by conductor Michael Barrett and Ralf Schmitt – in the Merensky 2 Library.

The main action was caught on camera by Department of Education Innovation staff members André du Plessis and Steph Pond. The flash mob was performed following a challenge by the Maties Choir (from Stellenbosch University) and formed part of the publicity for the programme “Varsity Sing”, which was aired on Kyknet (DSTV channel 144) on Thursdays between August and October 2016.

The flash mob was extremely popular on social media with almost 26 000 views, and the DLS Marketing Office was pleased that the Library was chosen as the venue, and of the part it played in organising this surprise.

#TuksCamerata #VarsitySing #UPLibraryFlashMob.

Librarians’ Day at the University of Pretoria

On 17 May 2016, AmaTuks Head Coach, Shaun Bartlett, shared his story with University of Pretoria students and staff at a Youth Day event organised by the DLS in the Merensky 2 Library on the University’s Hatfield Campus. Bartlett was interviewed by Myan Subrayan from the Department of University Relations and inspired students with his interesting story and life motto.

Read more on the UP website

On 10 July, the Library and Information Association of South Africa (LIASA) observes South African Librarians’ Day. This day is dedicated to the Library and Information Services (LIS) profession, its services, and the dedicated staff who work tirelessly to serve their communities.

In 2016, the Marketing Office of the DLS released a video of some of its staff members celebrating librarianship as a worthwhile career. The video is titled “Why I love being a librarian at the University of Pretoria” and was shared on social media platforms. It received favourable comment from the LIS sector: “Thanks for sharing this video. You and your colleagues do an excellent job promoting the profession and serving your clients’ needs.” – Charlotte Erdmann, Purdue University.

#UPLibrariansDay
Presentations at conferences, seminars and workshops


Kleyn, L. 2016. ‘1Rs, APCs, open access and predatory publishers training’, presented at the University of Lesotho Workshop, 7–9 March, University of Lesotho, Lesotho.


Pienaar, H, Van Deventer, M, Gcukumana, S, Olivier, E & Msweli, Z. 2016. ‘Changing research workflows at the University of Pretoria (UP) and the CSIR: results of an international study’, presented at the Unisa Library IT Discussion Group, 21 September, Unisa, Pretoria.


Poster presentations

Bezuidenhout, CF. 2016, *The Engineering librarian – do you have the knack?*, poster presented at the 17th Annual LIASA Conference, 10–14 October, Durban.

Publications


Academic activities

Carike Schoeman: Lecturer, Carnegie CPD Programme in the Department of Information Science.

Cindy-Lee Daniels: Lecturer, Carnegie CPD Programme in the Department of Information Science.


Van Wyk, J. 2016. ‘RDM and the role of the information professional’, presented at the NeDICC Workshop, 10 June, Knowledge Commons, CSIR, Pretoria.

Van Wyk, J. 2016. ‘Data management plans’, presented at the NeDICC Workshop, 10 June, Knowledge Commons, CSIR, Pretoria.


Study success

Maritz Visser obtained his honours degree in Information Science from the University of Pretoria.

Nolusindiso Skeyi-Phurutsi obtained her Postgraduate Diploma in Library and Information Science from Unisa.

Achievements and professional involvement

Academy of Science of South Africa (ASSAf)

Dr Leti Kleyn: Member: ASSAf’s Committee on Scholarly Publishing in South Africa (CSPiSA)

Health Information Community of South Africa (HICSA)


Marguerite Nel: Chair: HICSA (2014–2016)
Library and Information Association of South Africa (LIASA)

Cora Bezuidenhout: Additional member: LIASA Gauteng North Branch Executive Committee (2014–2016)
Danie Malan: Member: LIASA Representative Council (2012–2018)
Elisabé Olivier: Chair-elect: Marketing and Advocacy Interest Group (MAIG) of LIASA (2014–2016)
Gerda Ehlers: Additional member: LIASA Gauteng North Branch Executive Committee (2014–2016)
Josephine Modiba: Chair-elect: LIASA ILL Interest Group Executive Committee (2014–2016)
Martha de Waal: Chair: LIASA Gauteng North Branch Executive Committee (2014–2016)
Martha de Waal: Member: LIASA Representative Council (2014–2016)
Martha de Waal: Member: LIASA/SALI Trust Lifetime Achievement Award Committee (2016)
Viveka Pillai: Additional member: LIASA Gauteng North Branch Executive Committee (2014–2016)

Networked Digital Library of Thesis and Dissertations (NDLTD)
Dr Leti Kleyn: Board member: NDLTD (2014–current)

Network of Data and Information Curation Communities (NeDICC)
Dr Heila Pienaar: Ex officio member: NeDICC Steering Committee (2015-2017)
Johann van Wyk: Member: NeDICC Steering Committee (2015–2017)

Resource Description and Access in South Africa (RDA-SA)
Dr Annette Ingram: Convenor: Training Subcommittee: RDA-SA Steering Committee (2012–2016)

Sabinet
Carin Bezuidenhout: Member: Sabinet Advisory Board: Metadata and Cataloguing Focus Group (2015–current)
Martha de Waal: Member: Sabinet Advisory Board: Interlending Focus Group (2012–current)

South African Museums Association (SAMA)
Nikki Haw: Secretary: SAMA North Branch (2013–current)

Southern African Online Information Meeting (SAOIM)
Christelle Steyn: Organising Committee: SAOIM (2013–current)
Cindy-Lee Daniels: Organising Committee: SAOIM (2015–current)
Susan Scheepers: Chair: SAOIM (2013–current)

Southern African Online User Group (SAOUG)
Christelle Steyn: Executive Committee member: SAOUG (2013–current)
Cindy-Lee Daniels: Executive Committee member: SAOUG (2013–current)
Susan Scheepers: Chair: SAOUG (2013–current)

2016 library visitors

22 January: Scott Bonar from the University of Cape Town Libraries (MakerSpace)
27 January: Carla Tenzer from Ben-Gurion University (Merensky 2 Library)
9 February: Master’s in Information Technology (MIT) (Stream B) students (EBIT/NAS)
4 March: Carnegie CPD Programme’s librarians (Merensky 2 Library)
4 April: Marion Hocke from the Universitaet Stuttgart (MakerSpace)
8 April: International Postgraduate students in Imagineering from Breda University (Merensky 2 Library)
11–30 April: Rachel Martins from the University of Alberta (various units in DLS)
22 April: Delegates from Rand Merchant Bank (RMB) (MakerSpace)
9 May: Delegates from the South African Council for Professional and Technical Surveyors (PLATO) (GGM) (EBIT/NAS)
27 May: Carnegie CPD Programme’s librarians (Merensky 2 Library)
30 May: Delegates from SETA for Graduate School of Technology Management (GSTM) accreditation visit (EBIT/NAS)
4 July: Tateru Yechineku and Kebenesh Gebresellassie Yimen from the National Archives of Ethiopia (Merensky 2 Library)
20 July: Zelda de Beer and Patience Mpitsa from the new University of Mpumalanga (Merensky 2 Library)
20 July: Grace Annan, Emmanuel Osadu Gchartey and Dorcas Opai-Tetteh from the University of Ghana (Merensky 2 Library)
22 September: Prof Tshimpaka Kalala, Prof Bibi-Bikan Robert N’kwim, Prof Mabiala Joseph Bodi and Prof Saleh Joseph Baruani from the Congo Protestant University (Merensky 2 Library)
Staff members from the DLS visited Leeuwfontein Primary Farm School, Roodeplaat, on Tuesday, 15 March 2016, as part of their South African Library Week and World Read Aloud Day celebrations for 2016. Read more on the UP website.

DLS staff on their visit to Leeuwfontein Primary Farm School

My library is the heartbeat of education

- DLS staff member, Louis Leonard
Book distribution initiatives are essential tools to alleviate poverty of education in neighbouring countries. “The content of a book holds the power of education and it is with this power that we can shape our future and change lives.”

– Malala Yousafzai