University of KwaZulu-Natal Library
Review of 2010

One of the goals set out in the Library’s Strategic plan, 2007-2011 was an “an efficient and effective infrastructure that supports library operations, systems and processes”.¹ In order to give effect to this goal, the following strategies were set out:

- Standardise all circulation and interlibrary loans procedures and policies;
- Standardise cataloguing policies;
- Standardise the provision of information services across campuses;
- Consolidate the serials acquisition process in order to make the best possible use of available funds. This has been achieved with the centralisation of the ordering and cataloguing processes for serials and databases.

As a unitary system, it is critical that there be consistency in the library services offered across all campuses. In the Library’s 2009 Annual review it was noted that, despite the merger, the five campus libraries have continued to operate on a geographically-based model rather than one aligned to the governance structure adopted for UKZN and to the expectations of the University community. Therefore, in 2010, each member of the Library’s executive management team adopted a functional area, as follows:

**Circulation:** Mesdames Roshini Pather and Lindiwe Soyizwapi;
**Information acquisitions and access:** Mrs Nonhlanhla Ngcobo;
**Information services:** Dr Praversh Sukram;
**Information technology in the Library:** Ms Sara Mitha (new Head of Library Information Systems);
**Special Collections** (Alan Paton Centre, Campbell Collections, Documentation Centre and the University Archives): Mrs Joyce Myeza.

During the course of the year progress was made as follows:

**Circulation:**
Hours of opening of the libraries have been standardised across all campuses and publicised on the library’s website. Receipt printers have been installed at issue desks; an innovation which has considerably reduced the number of queries and complaints from borrowers. Templates for various forms and reports are still in process of being developed as are standardised procedures for placing holds on borrowers.

**Information acquisition and access (Acquisitions and cataloguing):**
A survey of the costs of purchasing books from different suppliers, both local and overseas, was undertaken. Results presented a range of prices and included the different “add-on” services provided by suppliers. Notably, it is cheaper at present to use the larger British-based suppliers for books published in the UK. However, the results from a survey such as this should be treated with caution. Prices can fluctuate drastically, depending on global economic conditions and the strength of the South African rand.

A mini-survey of how other South African University libraries handle the cataloguing function was also undertaken. Results indicated that the larger academic libraries have retained dedicated cataloguers due, firstly, to the complex nature of the cataloguing process in an online environment and secondly, to the use of WorldCat, which requires that library staff be very familiar with the MARC21 cataloguing format.

**Information services:**

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¹ Goal no. 6; ties in with University goal no. 7 (“Efficient and effective management ...“)
Discussions between Dr Sukram and the heads/representatives of the subject librarian units at each campus library highlighted the need for exposure to contemporary teaching strategies. Accordingly a series of four workshops was organized in conjunction with the Faculty of Education. The first workshop, on 9th September, was presented by Professor Wayne Hugo. Topics included contemporary theories of teaching and learning, the student’s capabilities and the context, and mentoring, facilitation and coaching. The second and third workshops, presented by Dr Peter Rule, covered learning and assessment strategies as well as techniques for effective learning. At the last workshop, facilitated by Dr Jenni Karlsson of the Faculty of Education, campus teams presented user education sessions to their colleagues. Attendees agreed that the workshops had been very useful. Differences in the way user education is provided at the different campuses were highlighted and it was agreed that the focus during 2011 will be on standardising user education across campuses.

Information technology:
The introduction of the World Wide Web and the increasing availability of information in digital format have meant that the role of academic libraries and librarians is changing. In order to motivate librarians to explore the new technologies and improve their skills as information providers, a series of workshops was arranged. The Digital Library Workshop 1 took place on 22nd July, Adobe Acrobat Workshop: preparing digital files was held on 30th August and the final workshop of 2010, Communication Skills Workshop, was held on the 9th December. The workshops covered Web 2.0 Technologies, Google Analytics, presentation skills (including PowerPoint presentations) and some of the new technologies in use at UKZN Libraries. A brainstorming session on how librarians see the future was also included. Approximately 30 library staff attended.

Special Collections:
The alignment of the four Special Collections units began in 2010 with the design of a new, consolidated website which should be functional by July 2011. Other items on the realignment agenda include a consolidated policy document for Special Collections and agreement on the software to be used in digitisation projects.

Other projects undertaken during 2010:

Retrospective Theses Digitisation Project
The UKZN institutional repository, ResearchSpace, has been operational since October 2009. Initially, only current theses were loaded onto the database but in 2010 a project to scan and upload older print copies of Masters and Doctoral theses of the University was begun. The cost of the project is estimated at nearly R1 million, approximately half of which has been made available from various Library endowment funds. In order to start the project a high resolution scanner was purchased and the services of DISA (Digital Imaging South Africa,) which has an office in the E G Malherbe Library, were engaged to carry out the scanning. Unfortunately the DISA office closed without warning at the beginning of November which forced the project team to consider other options including the possibility of outsourcing the scanning to a commercial company.

By 31st December, 1,795 theses had been scanned, of which 794 had been uploaded to ResearchSpace, bringing the total number of theses in ResearchSpace to 2,472. The projected date of completion of the project is 31st December 2011.

Progress on plans for a Research Commons at the Cecil Renaud, Edminson, Medical and Westville Libraries
Architect’s plans have been drawn up for a Research Commons in three campus libraries, viz., Cecil Renaud, Edminson and Medical Libraries. Frustrating delays have been experienced with the drawing up of plans for the Westville Library but plans should be drawn up by July 2011. The Medical Library’s
Research Commons is to be funded by the University from funds received from the government. Funds will still have to be raised for a Commons in the other three libraries.

**Library expenditure 2010**

<table>
<thead>
<tr>
<th></th>
<th>Books</th>
<th>Journals &amp; databases</th>
<th>Operating expenses</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>R 8 318 394.00</td>
<td>R 35 394 670.00</td>
<td>R 6 102 294.00</td>
<td>R 40 631 989.00</td>
</tr>
</tbody>
</table>

In contrast, expenditure in 2009 was as follows:
Books: R10,717,089 (12%);
Journals and databases: R31,523,099 (36%);
Operating costs: R5,646,219 (6%);
Staff: R40,631,989 (46%).

**Library statistics in brief**

**Collections (as of 31st December):**

<table>
<thead>
<tr>
<th></th>
<th>Total volumes 2009: 1,322,574</th>
<th>Total volumes 2010: 1,578,517</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edgewood</td>
<td>97,442</td>
<td>Edgewood: 101,482</td>
</tr>
<tr>
<td>Howard College</td>
<td>447,199</td>
<td>Howard College: 488,476</td>
</tr>
<tr>
<td>Medical Library</td>
<td>69,113</td>
<td>Medical Library: 114,708</td>
</tr>
<tr>
<td>Pietermaritzburg</td>
<td>447,235</td>
<td>Pietermaritzburg: 522,307</td>
</tr>
<tr>
<td>Westville</td>
<td>261,585</td>
<td>Westville: 285,847</td>
</tr>
<tr>
<td>Special Collections: vols. included in campus libraries' statistics for 2009</td>
<td>Alan Paton Centre: 15,004</td>
<td></td>
</tr>
<tr>
<td>Documentation Centre</td>
<td></td>
<td>Documentation Centre: 5,879</td>
</tr>
<tr>
<td>Killie Campbell Africana Library</td>
<td></td>
<td>Killie Campbell Africana Library: 40,643</td>
</tr>
<tr>
<td>University Archives</td>
<td></td>
<td>University Archives: 4,171</td>
</tr>
</tbody>
</table>

Of the total volumes in 2010, 84% are books and 16% are bound volumes of periodicals, including government serial publications.
Linear metres of archival materials in the UKZN Special Collections: 2,073.8 metres (made up as follows: Alan Paton Centre – 240m; Campbell Collections – 210.8m; Documentation Centre – 483m; University Archives – 1,140m). This shows an overall increase of 6.7% (131m) over 2009 (1,942.8m).

Usage

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues (ordinary loans)</td>
<td>259,407</td>
<td>242,618</td>
</tr>
<tr>
<td>Academic Reserves</td>
<td>194,754</td>
<td>205,141</td>
</tr>
<tr>
<td>Interlibrary loans borrowed</td>
<td>6,411 items</td>
<td>6,231 items</td>
</tr>
<tr>
<td>Interlibrary loans sent</td>
<td>5,890 items</td>
<td>6,214 items</td>
</tr>
</tbody>
</table>

Library orientation and user education

Library orientation serves to familiarise new students with library facilities, collections and rules, while user education targets specific groups of students. User education sessions are geared towards specific disciplines. The statistics below show the numbers of students reached at each campus in both orientation and user education sessions. Figures in brackets indicate the total number of students registered at each campus. In total, a disappointing 17.4% of all registered students attended these sessions in 2010.

<table>
<thead>
<tr>
<th>Campus</th>
<th>2009 (as % of total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edgewood</td>
<td>1,165 (22.9% of 5,087 students)</td>
</tr>
<tr>
<td>Howard College</td>
<td>1,381 (11% of 12,195 students)</td>
</tr>
<tr>
<td>Medical Library</td>
<td>503 (22.2% of 2,258 students)</td>
</tr>
<tr>
<td>Pietermaritzburg</td>
<td>2,858 (27.7% of 10,304 students)</td>
</tr>
<tr>
<td>Westville</td>
<td>1,285 (11% of 11,503 students)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,192 (17.4% of 41,347 students)</strong></td>
</tr>
</tbody>
</table>

Usage of databases and electronic journals

The charts below illustrate the database usage for 2010. The most popular databases used in 2010 were once again Science Direct and EbscoHost, with Science Direct topping the popularity poll this year (last year it was EbscoHost) and ProQuest. The Web of Knowledge was also well used. New databases activated for 2010 include the ACM Digital Library, LWW Journals @ OVID, Business Insights and Marketline. The library also subscribed to more titles through publishers Taylor & Francis (on the Informa platform) and Springer; these collections afford increased access to human and social sciences journal titles. Again, the use of electronic journals peaked during the second semester 2010.

Top five databases:

<table>
<thead>
<tr>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>EbscoHost</td>
<td>Science Direct</td>
</tr>
<tr>
<td>Science Direct</td>
<td>EbscoHost</td>
</tr>
<tr>
<td>ProQuest</td>
<td>Web of Knowledge</td>
</tr>
<tr>
<td>CSA Illumina</td>
<td>ProQuest</td>
</tr>
<tr>
<td>Emerald Insight</td>
<td>Wilson</td>
</tr>
</tbody>
</table>
Student opinion survey 2009²

² Adapted from Lindiwe Soyizwapi’s blog on the library website (9th November 2010); see also Walker, Alison. 2010. Student opinion survey: a report on the feedback from students on the Support Services at the University of KwaZulu-Natal. [Pietermaritzburg]: University of KwaZulu-Natal.
The results of a student opinion survey, carried out in 2009 by UKZN’s Quality Promotion and Assurance, were released in 2010. It was encouraging to read from the report that 96% of students believe that the services offered by the Library are important but there were four areas which students indicated were serious matters of concern. These were:

1. Access to group study rooms;
2. The physical environment (in particular, noise in the libraries);
3. Availability of books and other library materials;
4. Opening hours (especially over weekends during term-time).

Noise in the libraries was a particularly widespread cause of dissatisfaction at all campuses. Some of the noise is apparently generated by students discussing work-related problems. The building of discussion rooms (group study rooms) would go some way towards alleviating the problem. Students also use the libraries as a place in which to socialise. It would be interesting to find out what solutions students themselves recommend.

Concerns were also raised about the availability of materials. Are books missing from our collections? This would indicate a need for regular stock-taking. Is the selection of materials too narrow or are the books simply out-of-date? The books on Academic Reserves are prescribed and recommended texts. Tensions arise between our policy of limiting the purchase of multiple copies of textbooks, the loan period allowed and the needs of students. If students cannot afford to buy textbooks and the Library has limited resources, how do we assist them? These questions have to be grappled with before solutions can be found.

As part of the realignment of services, all campus libraries have standardised term-time opening hours; weekdays libraries are open from 08:00 to 23:00 and on Saturdays until 17:00. The libraries are open on Sundays only during examinations. However, it seems that students would appreciate the extension of opening hours to Sundays throughout the term. Unfortunately, this solution has staffing and budgetary implications. Perhaps students just need a safe, quiet place to study, in which case the space does not necessarily have to be the libraries.

Library management is committed to improving the experience of students in the libraries and, during 2011, will be organising focus groups with students as a means to finding out what they really want.

Special collections

Note: donations to Special Collections are listed in the Donations section below.

Alan Paton Centre

Three functions were organised by the Alan Paton Centre last year, namely, the Alan Paton Memorial Lecture, the Peter Brown Seminar and the launch of Peter Brown’s biography, Opening men’s eyes: Peter Brown and the liberal struggle for South Africa. The highlight of the year was the 17th annual Alan Paton Lecture delivered on 14th May by Dr Peter Alegi, author of Laduma! Soccer, politics and society in South Africa.3 The lecture, entitled “Soccer and human rights: Chief Luthuli, Alan Paton, Dennis Brutus and the 2010 World Cup,” was well attended by University staff, students and members of the public. The Centre’s contribution to the University’s centenary celebrations was the topic chosen for the Peter Brown Memorial Seminar, held on 16th September, which was “Opposition to segregation in the history of the University of KwaZulu-Natal.”

3 Copies of this book are available in the campus libraries; see the Library catalogue http://libprod.ukzn.ac.za
During the past year the Centre hosted 660 visitors, a slight drop over numbers hosted in 2009. However, a glance at statistics from previous years shows that numbers have risen from the 440 people who visited the Centre in 2004, peaking in 2009 with 754 visitors. The visitors included UKZN students researching topics in Religion and Theology as well as a number of PhD students from the United States.

**Campbell Collections**

During the past year 922 researchers made use of the Reading Room facilities, an increase of 44.5% over the 638 researchers who visited in 2009. However, statistics for the museum collections show a drop of 61%, from 2,095 in 2009 to 808 in 2010, possibly due to the length of time it took to fill the position of Senior Museologist vacated by Ms Winters when she became Head of the Collections.

In July a serious and potentially damaging outbreak of mould was discovered in the manuscripts collection. The mould had been growing for some time, probably since 2006 when work was undertaken on the air-conditioners which serve the stacks. It was discovered that the heater-banks, which serve as dehumidifiers, had been disconnected. The heater-banks were immediately reconnected and steps were taken to stabilise the air-conditioning plant and to clean the collections.

The *Dube and Friends Workshop* was organised by Mr Mwelela Cele, Senior Reading Room Librarian in order to assist Dube Transport in their plan to memorialise Reverend Dr John Langalibalele Dube (1871-1946) through an outdoor art piece within the support zone adjacent to the new King Shaka International Airport. Mr Cele was also invited to conduct oral history interviews for the Inanda History Documentary series recorded on DVD by Vuleka Productions. The full-length interviews are available in 20 libraries in KwaZulu-Natal, including the Killie Campbell Africana Library.

**Documentation Centre**

The 150-year celebrations of the arrival of Indians in South Africa in 2010 meant that the Documentation Centre’s collections were in much demand. Materials for articles, lectures and television shows were provided to researchers and, as part of the celebrations, the displays at the Centre were revamped and upgraded. A group of History students made extensive use of the collections; their efforts have been recorded in a book, *Shared history, struggles remembered: celebrating 150 years of Indians in South Africa*, compiled and edited by Vidya Bhandarker. A copy is available for consultation in the Centre.

The 2010 World Cup also generated interest in the Centre’s photographic collections. The Kwa Muhle Museum in Durban sought out photographs for their exhibition and loans of photographs of Curries Fountain and the Professional Soccer League were made to the ROCS (Residents of Curries Fountain and Surrounds) Project for their exhibitions at the Durban University of Technology.

During December the Centre’s exhibits were loaned to the KwaZulu-Natal Department of Arts and Culture for the 150 Years celebrations at the Moses Mabhida Stadium.

**University Archives**

The Archives staff were kept busy in the flurry of activities related to the University’s centennial celebrations. Documents, newspaper cuttings, annual reports, photographs and books were requested by researchers for articles, promotional materials and displays. During the latter half of the year the Sports Union began preparations for the celebration of the centennial of rugby at the University in 2011 and Archives staff were again called upon to find photographs, documents and copies of *Nux*.

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4 A portion of each interview is available on the Ulwazi website: [http://wiki.ulwazi.org](http://wiki.ulwazi.org)
The Archives also fielded queries related to the 150-year celebrations of the arrival of Indians in South Africa, specifically queries related to Indian education in South Africa.

**Donations received**

A selection of donations received during the year were the following (names of donors are provided in brackets):

- **Alan Paton Centre:** transcriptions of Paton’s letters housed at the Harry Ransom Center, University of Texas at Austin (Professor Bernth Lindfors), paintings and prints originally in the Paton home (Mrs Margaret Paton), photographs, papers and pamphlets relating to the Liberal Party from the collection of Justice John Didcott (Mrs Pam Didcott and Ms Sally Goldman), End Conscription Campaign papers (Professor Christine Stilwell and Mr Tim Nuttall), LIWO papers (Dr Rose Kuhn), papers from the Black Sash Midlands Region, Rape Education Action Project and other organisations (Ms Anne Harley).

The Edgar Brookes Collection was transferred to the Alan Paton Centre from the Campbell Collections in accordance with the last wishes of Professor Brookes’ late son, David.

- **Campbell Collections:** Papers of Dr Derek Crichton, relating to the abortion trial of 1972, the 1st Port Natal Sea Scout Troop Collection, the Barnes papers, relating to the Giant’s Castle Game Reserve, transcriptions of the diaries of Charlotte, Lina and Shirley Moor complied by Jenny Hobbs, and additional material for the Sighart Bourquin collection.

- **Cecil Renaud Library, Pietermaritzburg:** collection of theology books (family of the late Professor Steve de Gruchy).

The First Rand Empowerment Foundation selected the University to receive a once-off grant of R100,000 to be used to purchase “books for the commerce section of the university’s library.” The monies will be used to purchase books for the Management Studies section at the Westville Library.

**Library staff news**

**Retirements**
- Mr B M Mngadi, Library Officer in Academic Reserves, E. G. Malherbe Library;
- Ms M J Tait, Head of Technical Services.

**Resignations**
- Ms Janet Bayman, Library Officer, Howard College campus (30th September 2010);
- Ms Thuli Bekwa, Medical Library (31st October 2010);
- Ms Nabisa Mbali, Subject Librarian, Pietermaritzburg campus (30th November 2010);
- Ms Hlengiwe Mbhele, Assistant Administration Officer, Campbell Collections (8th February 2010);
- Mr Selby Mbhele, Senior Library Assistant, Medical Library (30th June 2010);
- Mr Sagren Naidoo, Subject Librarian, Westville campus (31st August 2010);
- Mr Colin Reynolds, Library Officer, Howard College campus (30th April 2010);
- Ms Lucky Xaba, Law Librarian, Howard College campus (31st December 2010)
- Mr Mthunzi Zungu, Campbell Collections (30th June 2010).

**New appointments**
- Mr Vusi Buthelezi, Senior Museum Officer, Campbell Collections (1st November 2010);
- Ms Lulu Jakeni, Library Officer, Howard College campus (1st December 2010);
- Ms Nabisa Mbali, Subject Librarian, Pietermaritzburg campus (1st February 2010);
- Ms Bongi Mngadi, Subject Librarian, Westville campus (1st April 2010);

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Letter from First Rand Empowerment Foundation to Professor M. Makgoba, 7th December 2010.
Ms Nontobeko Mthiyane, Senior Library Assistant, Medical Library (1st October 2010);
Ms Joyce Myeza, Campus Librarian, Howard College campus (1st January 2010);
Ms Goisemang Ngconwane, Subject Librarian, Howard College campus (1st January 2010, see also below under Promotions);
Ms Thabile Xulu, Assistant Administration Officer, Campbell Collections (1st November 2010);
Ms Nokulunga Ziqubu, Subject Librarian, Howard College campus (1st December 2010).

Promotions
Mr Richard Goodall, Library Officer, Howard College campus (1st December 2010);
Ms Tusiwe Hadebe, Head, Subject Librarian Unit, Westville campus (1st May 2010);
Mr Lesiba Kutumela, Senior Information Officer, Howard College campus (1st October 2010); Mr Mr Nkululeko Magwaza, Senior Information Officer, Westville campus (1st October 2010);
Ms Kadephi Majola: Information Officer, G.M.J. Sweeney Law Library, Howard College campus (1st April 2010);
Ms Sara Mitha: Head, Library Information Systems (1st June 2010);
Mr Senzo Mkhize, Senior Library Officer, Campbell Collections (1st November 2010);
Ms Goitsemang Ngconwane: Head, Subject Librarian Unit, Pietermaritzburg (1st October 2010).

Achievements
Praversh Sukram, Campus Librarian, Pietermaritzburg, was awarded a PhD in Management Studies. His dissertation was entitled Management competencies required by library managers to effectively manage change in South African university libraries. The electronic version of Dr Sukram's thesis is available on ResearchSpace, http://researchspace.ukzn.ac.za

Deaths
Sadly, two members of the library staff passed away during the course of the year. Mr Derrick Khwela (Howard College campus), passed away in February after a short illness and Mr Deonand Singh (Pietermaritzburg campus) passed away suddenly on 13th May.

Looking forward to 2011

Projects for 2011 include the completion of the streamlining project, the retrospective digitisation of all UKZN theses and sourcing funding for at least one research commons in one of the campus libraries. The librarians at the Medical Library are also embarking upon a project, in partnership with the New York Academy of Medicine, to trace grey literature (defined as literature which is not published commercially).