The UKZN Special Collections in collaboration with the South African Preservation and Conservation Group (Sapcon) held a Preservation Conservation Conference over a period of three days at the University of KwaZulu-Natal and other institutions and organisation in the province from the 26th to the 28th September 2017.

Professor Deresh Ramjugenath Deputy Vice-Chancellor: Research welcomed the delegates to the University and highlighted the UNZN Special Collections which include the Campbell Collections, The Gandhi Luthuli Documentation on the Westville Campus and the Alan Paton Struggle Archives situated on the Pietermaritzburg Campus.
The theme of the conference was Preservation Conservation of South Africa’s Documentary / Heritage Collections.

The three day conference was held in two cities Durban and Pietermaritzburg.
- On Day One of the conference the presentation of papers took place in Durban UKZN Howard College Campus E G Malherbe Library Conference Room
- Day Two of the conference took place at UKZN Pietermaritzburg Campus and included tours of the Msunduzi Museum, the KZN Pietermaritzburg Archives and the Alan Paton Archives and on
- Day Three the delegates braved the rain and stormy weather conditions and travelled as a group on the tour bus for a guided tour of The Masizi Kunene Museum, the Phansi Museum, the 1860 Heritage Centre and Campbell Collections

The aim of the conference was to give preservation librarians; conservators (paper/leather/beadwork/metals/ceramics); book restorers; furniture restorers; archivists; preservation technicians; special collections stack managers; school librarians; digitisation/scanning service providers; bulk storage providers an opportunity to ‘Tell their Stories’ about their challenges, issues and concerns and experience in their day to day management of special collections and best practice approach to prevent rapid deterioration of materials in our Research Resource Centres including University Libraries, Government Institutions, School Libraries, Private Collections, Community Centres and Museums.

The call for papers attracted over thirty-one presenters from various institutions in the country including University of Pretoria, Wits University the Vaal University of Technology, the National Library of South Africa, Iziko Museum, University of Cape Town, National English Literary Museum, University of Zululand, KwaZulu-Natal Archives, Durban University of Technology, Durban Local History Museum, Msunduzi Museum, Durban Art Gallery and one of our key note speakers Advocate Anil Nauriya was from New Delhi India and the other was Alexio Motso Preservation Management Services Department of Arts and Culture.


Many delegates and institutions from the province and the country took advantage of the free conference and due to the overwhelming response the call for registration had to be closed shortly after the release of the notice as over a hundred registration forms were received.

Our Keynote speaker Advocate Anil Nauriya from New Delhi India shared his experience as an Indian user of what he described as ‘South African’s impressive network of libraries’ He had praise for our friendly standard of service and comparatively easy access to our collections.

Our second keynote speaker Mr Alexio Motso, the National chairperson for the South African Preservation and Conservation Group shared his experience in the handling of the ancient Timbuktu manuscripts.

Some of the challenges and concerns raised by the presenters and delegates included the lack of skills and training opportunities for preservation and conservation in the country; lack of funding and resources for conservation of rare and unique collections.

Delegates were urged and encouraged to conduct preservation needs assessment of their collections and document it in simple language and supported with photographic evidence.

Writer: Nellie Somers
The new academic year is in progress, and the Library has positioned itself to improve on many fronts, be it in the building infrastructure, modern colour coded furniture, designer spaces for our digitally savvy users, or its traditional library and information services. However, the close co-operation with the various stakeholders is an integral part in the provision of effective, efficient and sustainable knowledge and information resources, advanced technologies, systems and services that focus on the needs of all levels of UKZN Library users.

The communication and collaboration with Academics and the Colleges have improved immensely over the years. This bodes well for the University of UKZN since academic institutions are seeking to thrive amidst the constant challenges in the South African higher education landscape. Libraries have become the heart of the spirit of collaboration and innovation. Importantly, it must be acknowledged that the 19 libraries within UKZN Library Services go beyond being places to merely access knowledge but rather to become centres of learning and research. The role the university library currently plays in supporting teaching, learning and research has never been more important.

The UKZN Library’s shift from a repository of collections to a catalyst for discovery and creation is now happening across the University and beyond, and this is made so simple with the use of the World Wide Management System – browsing through the iCatalogue.

The Library buildings will continue to be re-designed with the modern students in mind. Students spend hours at a time in the library and since the library is opened 24 hours factors such comfort, temperature, natural light, Wi-Fi, plug sockets and charging stations are absolutely essential. Our users want the library to fit with the way they work. They want a library where they have enough space and the right facilities to perform a range of activities that being a student, researcher or an academic requires. They want to access the best library resources and with the assistance of helpful and friendly library staff. This is something the library is always engaging with. The library is our users’ space and they expect the comfort, high density Wi-Fi, services and functionality of a futuristic design library. This requires the best facilities and resources that are relevant and world class, as well as highly skilled Librarians. UKZN Library is striving towards providing these services as reflected on the University Strategic Plan.

By the Library Marketing Team
The library hosted an International Open Access Conference which aimed to promote free access to global research, under the theme Open in order to make scholarly research visible. This conference was held at Westville IKS from 23 - 25 October 2017.

The conference was officially opened by the DVC: Research Prof. Deresh D. Ramjugernath who highlighted the importance of making research to be freely available and collaboration amongst researchers, he also highlighted the role played by UKZN Library towards Open Access movement.

Speakers from different organisations then took their lead and presented topics like:

- Reflections on 21 Years of Alternation as interdisciplinary peer-reviewed journal (1994/1996-2016), and the launching of OpenJournals@UKZN. Prof. Johannes Smit.
- Internationalizing South African Scholarly journals. Ms. Ina Smith
- Raising the bar in scholarly publishing: the role of the Academy of Science of South Africa. Ms. Susan Veldsman
- The Future of Libraries is Open (FOLIO). Ms. Bronwyn Rassmann
- The Open Access perspective: trends & measurement. Ms. Melissa Badenhorst
- From Open Access to open research: Finding new routes to collaboration and Discovery. Ms. Johanna Kuhn

UKZN academics, Library, ICS, and researchers agreed in working together to contribute in Open Access movements.

To contribute your research to Open Access and for any information pertaining Open Access contact: Ms Faith Bhengu-Magwaza at Bhengu1@ukzn.ac.za and Ms Lindiwe Khumalo at gumedel@ukzn.ac.za or researchSpace@ukzn.ac.za. The conference can be viewed at (podcast link).

Writers: Lindiwe Khumalo & Kadephi Majola
On 12 July the entire complement of UKZN-Library staff from 19 libraries embarked on a “Team Building Exercise” at Emoyeni Lodge in Camperdown. Emoyeni is an excellent venue for team building as it is a country location between Durban and Pietermaritzburg, off the N3 which makes it very accessible – yet far enough away from the bustle of the workplace and convenient for library staff to travel. The Director of Library & Information Services Ms Joyce Myeza welcomed the Library Staff, and the Deputy Vice Chancellor for Research Professor Deresh Ramjugernath and she invited all to be part of the activities that were planned for the day. Professor Ramjugarnath addressed the library staff and he focused on critical issues facing the university and the need for the university to maintain its position as the top research institution in South Africa. He mapped out the role that the library can play in achieving this goal. He had indicated that all library staff from the various campuses need to work together and provide the same excellent service to users at any of the libraries within UKZN Library Services. Professor Ramjugarnath stated the value of every library staff is important and in their role as each individuals they need to play within the ‘big scheme of things’ at UKZN. He used the metaphor, staff are like the blocks of a building and if one block is removed, the building will collapse. The “REACH & T” principles was also highlighted by Professor Ramjugarnath, having explained on each its principles; its value; its impact and how staff within UKZN-Libraries need adopt the REACH & T principles and be pro-active. The DVC’S speech was followed by a refreshments break and then the day’s activities commenced thereafter. There were many activities that one could participate in, however Team Attitude provided the library staff with less strenuous activities. The Facilitator assigned individual teams with tasks whereby the Team Leaders were advised on each activity, whom then negotiated with other team members to finalize a strategy and complete the task.

The team leader had to make sure all participants in their groups contributed equally in order to complete each event. Ultimately, this was a fun way of highlighting the essence of teamwork, also it set the parameters for future co-operation in achieving the goals and objectives set out for library for the staff on all campuses. The library staff enjoyed themselves at the team building exercise, and the success of the winning team was attributed to the following:

- The Team Leader effectively communicating the goals and objectives to the team, and they have defined the roles and group norms in great detail.
- Team members knew what were expected of them. Team members learnt that the team comes first and that each member is accountable for individual action and the actions of the team as a whole.
- Teammates helped each other before, after and during games.

The team at Emoyeni Lodge were very professional, and they facilitated the events in way that promoted communication, decision making and team spirit. They had excellent activities setup for the entire day, included with power breaks, tea breaks and a sumptuous lunch treat for all. Teams had to work to develop goals, roles and procedures. The competitive activities allowed teams to own their actions by producing meaningful results. In addition, the collaborative team building activities pushed teams to work together to give their best towards a common goal, and towards a shared vision of success.

Writer: Abdul Ahmed & Richard Beharilal
South African Library Week was initiated by the Library and Information Association of South Africa (LIASA) in 2001. This celebratory week is when libraries across the country use this as an opportunity to market their library services and promote the important role libraries play in society.

In celebration of SA Library Week, the University of KwaZulu-Natal Library held the main event at the Howard College, EG Malherbe Library. Librarians from the four Colleges, the Client Services, Special Collections and ResearchSpace, showcased the services they offer to the students, academics and researchers.

Mr Bellengere touched on the trauma and devastation of the “burning of the UKZN Law Library”. He also indicated he grew up and spent much of his time in the library as his mum and dad were librarians.

Dr Nonhlanhla Ngcobo, KZN LiASA Chairperson and Library Manager spoke about South African Library Week and the role libraries played in society, such as advancing literacy, making the basic human right of freedom of access to information a reality, and the promotion of tolerance and respect among all South Africans.

The successful event was co-ordinated by Ms Goitsemang Ncongwane and the Library Week organisers below:

Each section had a stand with displays, and promotional materials to create awareness on the innovative contributions of academics libraries and librarians at UKZN.
UKZN Libraries Praba Naidoo & Eric Mchunu with the students who attended the library week function and won the prize.

SA Library Week at the Campuses

UKZN Libraries also hosted several events and displays at each of the Campuses to celebrate SA Library Week. Jillian Viljoen and Renee Damonse co-ordinated and facilitated the events in Pietermaritzburg. They had various speakers at their event, each highlighting how UKZN Libraries have assisted them in their studies, research and academic growth and development. Various competitions, lucky draws and fun prizes added to the festive event.

Students attending the library week at the Pietermaritzburg Campus

Some of the prize winners at the Pietermaritzburg Campus

The Medical Library celebrated South African Library Week, by putting up a display. Library users were given goodie bags and competitions with lucky draws were held. Below are some of the lucky draw winners at Medical School.

Nonku with a library user winning a prize at the Medical School Library in the library week celebration

Writer: Praba Naidoo
On the 11th of July, a contingent of UKZN Library staff travelled to the University of Zululand (UniZulu) to attend an enlightening seminar that dealt with several aspects of Librarianship. The session kicked off with an inspirational presentation by Librarian of the Year (2016), Ms Laila Vahed.

Ms Vahed shared with us her essential ‘pearls of wisdom’ that she acquired over her many years being actively involved in the library world. The following are a few ‘pearls’ she stressed that we as Librarians need to embrace in our profession of Librarianship.

- Be creative and think out of the box
- Everything is achievable but recognize your limits.
- Attitude is everything
- Speak your mind with Respect!
- Chase experience not just qualifications!
- Open your mind before you open your mouth

This was followed by an interesting presentation by Ms Bongi Ntuli on Open Access (OA) Publishing. Ms Ntuli, the E-Resources Librarian of UniZulu offered an informative presentation which gave us a clear understanding of all aspects pertinent to OA and how it should be approached.

The seminar was concluded by Lyudmila Ocholla, one of the UniZulu Librarians and her presentation entitled Is publishing really necessary? Which was indeed an interesting and fresh approach for Librarians to consider.

Upon reflection, attending this seminar gave each of us an opportunity to network and engage on several issues that we as Librarians encounter on a daily basis. It was also a welcome change visiting UniZulu, which for some was their first.

Writer: Claudette Kercival
Alan Paton Lecture
The Alan Paton lecture was held on 3 May 2017 in the Colin Webb Hall, Pietermaritzburg Campus. The lecture, entitled Limitations on Liberalism: a Tale of three

Dr Killie Campbell Lecture
The Dr Killie Campbell lecture was held on 5 October 2017. The guest speaker was Professor Bill Guest who spoke on Dualism, Segregation and Identity change-aspects of the University of Natal (1909 – 2003).

Cataloguing Department
Staff from the Cataloguing department visited the St Martin’s Children Home in Glenwood to advise on the cataloguing of their library materials during the renovation of their Library.

Exhibitions:
#Tag OR Tambo 100th birthday – 27 October 2017.
An exhibition was held on 27 October to mark the birth centenary of one the most outstanding patriots in the struggle for South African freedom, Oliver Reginald Tambo

In March the Mashu Museum of Ethnology hosted a Human Rights Exhibition titled Human rights have no borders. Mr. Themba Shibase opened the exhibition.

Dr Phyllis Naidoo Memorial Lecture
The Dr Phyllis Naidoo Memorial Lecture was held on 17 August 2017. The topic was Advancing the Platform of Non-Racialism – Marking Seventy Years since the Signing of the Three Doctors’ Pact. The panel of speakers included the Treasurer-General of the African National Congress, Dr Zweli Mkhize; Dr Kreesan Naicker, the son of Dr Monty Naicker; Miss Roshan Dadoo, the daughter of Dr Yusuf Dadoo and Mr Mthetheli Raymond Xuma, the grandson of Dr Alfred Bitini Xuma

Writer: Praversh Sukram
UNIQUENESS BY COLOURS

On the 27th and 28th June 2017, the HELIG interest group of LIASA organised a workshop on Marketing and Leadership aimed at Librarians from all sectors. Workshop was hosted in Ladysmith at the Agra Crescent Public Library. Carol Potgieter from the Intelligence Transfer Centre (ITC) facilitated the workshop. Four Subject Librarians from UKZN attended this informative workshop.

The workshop focused on leadership and management and it’s approach across the sectors of public and academic Librarianship. The leadership section offered sound guidance to equip leaders and potential leaders with the practical skills and knowledge vital to enhancing their management skills in order to become confident and competent individuals who will then turn their library staff into successful and productive teams. In the marketing section, delegates were presented an opportunity to identify their product/service, analyse their market and practically establish a plan to implement new opportunities.

Leadership
A leader is a person who guides or inspires others (ITC, 2017). To be a good leader you need to understand your team members. Know their strengths and their weaknesses. Ms Potgieter used a very simple colour model to capture the essence and explain human behaviour. Colour blue involves people who like to analyse things, who are always critical, like numbers and know more about money. Colour green involves people who always take preventative action, establish procedures, and get things done on time and like planning. Colour yellow involves people who like to speculate, break rules, like surprises and always curious. Colour red involves sensitive people, who are very emotional, who like to teach and talk a lot.

As a good leader, it is very important to know which colour each of your team member fit in, as this will assist you when delegating duties to the suitable and relevant members. For example if delegating finance duties, you choose from blue colour.

Marketing
Marketing is the instrument through which information is transmitted to the user, (ITC, 2017). It looks at using effective communication and distribution to inform, motivate and service their market. The facilitator raised three important questions on marketing:

- What are we marketing?
- Who are we marketing it to?
- Why do they need that service?

Answering and understanding these questions will make you understand your target audience holistically.

The attendees unanimously agreed that this model of leadership if implemented would indeed give each member of staff the opportunity to positively contribute to the success of an organisation.

References

Writer: Claudette Kercival and Eric Mchunu

Course Material
1. Client Services

Client Services also referred to as Circulation Services, assists users with the location and circulation of library material. The main services delivered by the team is the Circulation Desks that are responsible for the check-in and check-out of materials, collections of fines and other charges; Collection Maintenance is responsible for ensuring the accessibility and availability of library material by maintenance of the shelves and collections; Interlibrary Loans enables users to access material that is not held by the Library; and Academic Reserves provides access to the core teaching material – prescribed and recommended material. Client Services also provides the first-line enquiry support for users and assists users with general information about the university library. The team is responsible for maintaining a comfortable, welcoming and secure place for study, research, learning and interaction.

2. Client Satisfaction Survey

The Library conducted an online Client Satisfaction Survey from 10th October to 31st October. The survey had multiple sections and sought information on the use and access to the library spaces, facilities, services and physical buildings, use of technology and electronic resources and users experience with Library staff. This was due to a delay with the ethical clearance letter. The letter states clearly that it required consent from the participants and should not be sent to their email addresses.

The survey results will help the Library Services to identify what services and resources are most important to users, how we are performing in the delivery of these services and resources, and identify priority areas for improvement. We are currently analysing all of the information received to identify and prioritise actions for improvement. We will report on all actions to be taken via the Library website and encourage you to check on our progress.

3. Opening 24/7 access

In its continuing efforts to improve the user experience the Library opened 24 hours, 5 days a week in 2015 and it proved so popular in 2016 that it continued opening hours 24/7 during term time and examinations for the 5 campus libraries. This was extended to the Law branch libraries in Howard College and Pietermaritzburg in 2017. The Libraries were also kept open during the public holidays due to requests by the student body. Student assistants staffed the service points during the extended hours.

4. Opening hours and Public Holidays

The Library will be closed on public holidays and users need to check with the branch libraries, since some hours may differ in certain branch libraries. The hours for the first semester are subject to change.

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<th>Date</th>
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<td>Edgewood</td>
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<td>Howard College</td>
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<td>Medical School</td>
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<td>Pietermaritzburg</td>
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EASTER VACATION: Saturday, 24th March to Monday, 2nd April
PUBLIC HOLIDAYS: Wednesday, 21 March
                 Friday, 30th March
                 Monday, 2nd April
                 Friday, 27th April
                 Tuesday, 1st May

5. Interlibrary Loans: migration from Sabinet ReQuest to WorldShare ILL

The current Sabinet ReQuest module for Interlibrary Loans will close in early 2018, but at UKZN all requests on the system will close by the end of December 2017. No new requests will be placed on the ReQuest module. UKZN Libraries will be using the WorldShare interlibrary loans module from 2018.

Training was offered to all staff in Circulation in September and October in preparation for the roll-out. Circulation staff have also been cleaning up and closing requests on the ReQuest module. Users will be receiving reminders for outstanding items, overdue notices and bills for replacement of items. Users are encouraged to return all their interlibrary loan items and if is still required, it will be re-issued on the WorldShare module.

With the new module there is a distinction between interlibrary loan (ILL) and inter-campus loans. ILL will refer to requests that we receive from outside libraries and will be supplied by a team on each campus. Inter-campus loans refer to the loans between the UKZN libraries. This service will now be offered at the Issue desks, that means that a student can place an ILL Hold for a UKZN item held at another library and fetch them from the Desks and return them at the Desk. The other difference is that this item will now be issued to them on their student and staff card and will be restricted to the item they can borrow.

Writer: Roshini Pather
Our Research Commons is a high-level research environment intended for exclusive use by postgraduate students at the Masters and Doctoral level, as well as Researchers and Academic staff of the University of KwaZulu-Natal. We have a research commons on all five campuses. The UKZN Library’s Research Commons supports the research endeavours of our students and researchers. The aim is to create an environment conducive for research exchange and production. The concept of the Research Commons is to develop specialised facilities, combine research and social space and increase library support for researchers across all campus libraries.

Our physical resources include computer workstations, wi-fi access, seminar rooms, printing and scanning equipment, and areas for discussion and relaxation. Access is by swipe card and closed circuit cameras monitor the area.

What can you do at the Research Commons?
• Obtain assistance from the experienced library staff on hand for your information needs
• Schedule a consultation with the subject librarian for one-on-one assistance with your research needs
• Reserve our Seminar Room for small and large group collaborative projects and research
• Reserve our Seminar Room to schedule a consultation with your supervisor in a peaceful environment.
• Find your own spot, in this flexible, comfortable commons where you can focus on your research
• Need a short break from your research – relax in the comfortable seating areas

Writer: Praba Naidoo
When people look at the issue desk they always think it’s about stamping books and pushing trollies. Trust me I had the similar idea before. This out-of-date perception that libraries are places where you will be hissed “ssshhh” at and always shouting at the library users to keep quiet, this may be true, a little *wink* perhaps there is more than meets the eye.

Working at the issue desk gets one exposed to different types of knowledge obtained from books as there are always something new to learn, nevertheless the focus is always on the library users. There are many good days where you find a happy user returning a book, or perhaps renewing or borrowing new library material where they are ecstatic just to be in the library. Some users come to the library often feeling stressed and overwhelmed, and after interacting with library staff and other users they leave the library satisfied. The enjoyable aspect of working at the issue desk is meeting and interacting with different and interesting users.

There are challenging moments, especially when you get irate or difficult users and it always our goal to make them leave the library with their problem resolved and a smile on their faces. There also some awkward moments, where a user may share with you their confidential matters where you look away and say to yourself “why do I have to hear this?” At the end of the day, it helps to lend an ear and listen. Occasionally the user will return and thank you for listening.

In conclusion there is never a dull moment, everyday has its own dramas, problems and highlights when working at the UKZN library because of the user communities surrounding it.

If you ever pass any UKZN library, pop in and say “hi” because we would love to meet you.

Writer: Nompumelelo Khanyile and Minenhle Jali
The University of KwaZulu-Natal Libraries has undergone many challenges since the merger of the University of Durban-Westville and the University of Natal on 1 January 2004. The merger has reshaped the landscape of Libraries on all campus sites with the Westville Campus Main Library being no exception.

The latest trend at the Westville Campus Main Library is the innovation and entrepreneurship displayed by students who have redesigned their study spaces showing a need to combine the past and the future. These changes are especially noticeable on Level 7 and Level 9 where students have moved study tables from their original spaces to be inserted between the book shelving areas. When I enquired about this creation of new study spaces, students told me that this provides them with a more enabling study environment, is less noisy and is an escape “far from the madding crowd.” This spirit is in keeping with Mr S.R. Ranganathan’s law of Librarianship, “A library is a growing organism”, where students are clearly sending a message that, the Library of tomorrow must be one that not only retains the best of the past but also a sense of the history of libraries and of human communication. UKZN students at the Westville Campus Main Library have clearly indicated that they want the current Library study spaces to be redesigned and have displayed their preferences by moving tables around. Daily I catch students on level 7 carrying tables and moving them to various spaces on the floor. Clearly, by redesigning and altering study spaces in the library, students are sending out a message to us that we need to honour the past and create the future so that UKZN Libraries can meet the growing challenges of our designer students.

Writer: Ashika Pramlal
Against the backdrop of the 8th SA AIDS Conference, 9-11 June 2017, it was with great honour UKZN Library, in particular the EGM Library of the Howard College Campus formed a close association with the SA Voices HIV Museum. Through the collaborative efforts of staff from the library, UKZN HIV/AIDS Programme and info4africa, the EGM Library has become the birthplace of SA Voices HIV Museum, housing a treasure trove of information for all students, staff and members of the wider university community. This project seeks to achieve the objective of the institutional response to the HIV pandemic in alignment with the South African National Strategic Plan on HIV, and STIs (2017-2022).

What better way to showcase this effort than through the chief information hub of UKZN, the library. This initiative serves as an impetus to contribute towards curriculum integration most importantly serving as a catalyst to debunking the stigmatisation of HIV. The museum strives to relay the story of our HIV history. The exhibition consists of a number of zones covering:

- HIV basics and science
- Stories of HIV Champions
- Reflections on people we have lost to HIV
- A timeline of HIV in South Africa
- Innovative models for treatment, care and support
- HIV-related artifacts from the acclaimed Phansi Museum
- An impressive mural by Wesley van Eeden, entitled “What’s driving HIV?”

A write-up of this nature does little justice to showcase the extent and depth of this exhibition. One can only truly make the connection by visiting and taking in the sights and sounds. Well done to all stakeholders and content providers in the production of this remarkable well-thought out and put together project.
During the course of the second semester in 2016 the students countrywide led, a “#Fees Must Fall” campaign of which the University of KwaZulu-Natal was not immune. On 6 September 2016, students continued with protest for the better part of the day. The situation turned chaotic due to clashes between students and the South African Police Services (SAPS). Around 5 pm, the GMJ Sweeney (Law Library) was set ablaze. Most of staff had already left as it was after working hours except for few who had other commitments on the day.

The following day we were all devastated as we witnessed a guttered library. The atmosphere was sombre and one of disbelief. Everyone was in a state of shock because of the incident. There was no time to lament, as swift solutions had to be sought to remedy the situation. Subsequently, the stakeholder’s (Library, Law School, Campus Management Services and MTI Group) met to discuss and implement a plan of action to restore library services.

THE GREATNESS OF TEAM WORK IN THE CRISIS PROJECT
The mammoth project was about to start. The University brought forward the students’ vacation for September to allow a spirit of calmness to prevail. In an attempt to get work done speedily, the services of Graduate Assistants (GA) were enlisted. Within the space of 10 days we embarked on the following processes:

• The Law library’s collection was packed and sent for restoration
• Identified new space on the first floor of the EG Malherbe Library to temporarily accommodate the Law Library and School of Law staff

• A team was organised to prepare the library for refurbishment
• The reconstruction began

The work begins …
Team work and project management are buzz words often used in our everyday work, without a meaning outside the context. Project management is used in the context of the project itself as opposed to a designation. Due to time constraints the process of planning and execution of the project were done simultaneously. Hence, dealing with the crisis prevented us the latitude of project management planning in its logical form. The various teams listed below worked individually and thereafter collaborated during specific times to ensure that the project progressed well returning the Law Library to its normalcy:

• The Campus Management Services (CMS)
• Information and Communication Service Division (ICS)
• Adams Book Sellers and Stationery
• MTI Group: Humidity & Moisture Control
• Graduate Assistants
• School of Law
• Library
• Library Student Assistants

We worked tirelessly, ensuring that the library services was functional and as normal as possible therein providing a quality service to the users timeously. Against all the odds this was achieved.

Once the original building was fully restored, the temporary Law library was relocated to GMJ Sweeney Law Library in July 2017 within a period of ten months. The Teams from across campuses jointly contributed in ensuring that the library was fully functional.
by the time students return from vacation. Many in the Team had to sacrifice their time even their personal time over the weekends to lend their hands. Their efforts were not in vein as the deadlines were met with minimum challenges. Experiences learned from the project

Any situation presents one with an opportunity to learn from the challenges. Even though disasters rarely occur, they leave an indelible image to the affected. In these circumstances things cannot be changed but the lessons learned are critical going forward. We had to respond to the crisis without any proper disaster plan in place which led to makeshift arrangements. The progress made in the restoration of the Law Library was impossible without the following principles:

1. Trust relationship
2. Co-operation
3. Pooling of skills
4. Inspiration
5. Innovation
6. Visionary Leadership
7. Co-ordination

Although the work was intense, physical and challenging we managed to find humour, happiness and love out of what we did. The enormous task that was impossible to an individual, was only made possible by the collective effort of the team.
The 21st edition of Poetry Africa was hosted by The UKZN Centre for Creative Arts. To commemorate the event Dr Roshini Pather, Head of Client Services in collaboration with a few undergraduate students, set up a Poetry Corner in the Edminson Library at Edgewood Campus.

Edminson Library Staff were tasked with organising the furniture and poetry materials for the Poetry Corner to attract library users and to encourage such users to familiarise themselves with the art of poetry as a means of expression. The Poetry Corner is a very basic set up with books and other related materials regarding poetry. Some students who are studying poetry as part of their curriculum also supplied some interesting poems, frames of poets, and some of their own writings expressing their lives and cultures.

It is hoped that students who have an interest in poetry will also have the opportunity to meet and discuss their poetic talents and exchange ideas with like-minded students.

Library Staff would assist in rotating the materials on display as and when new items become available.

The Poetry Corner will be an ideal platform for budding Poets and this will assist them to showcase their talents at events like Poetry Africa and other such international forums. The creation of this facility is currently in its infancy and there will be further discussions for larger and more permanent premises with more information and the possibility of forming partnerships to fund such ideas especially with the School of Languages and Arts Education.

Poetry Corner in the Edminson Library at Edgewood Campus

Writer: by Desmond Beharilal
Moving towards 2018 the choice by the University of KwaZulu-Natal (UKZN) Library to adopt a complete cloud-based library management system, the Online Computer Library Centre (OCLC’s) WorldShare Management Services (WMS) way back in 2014 has proved to be the right decision. UKZN was the first institution in Africa to adopt this Next Generation Library System. More than 500 libraries on six continents have selected OCLC’s WMS as their library system.

WMS offers essential applications which include Acquisitions, Client Services (Circulation), Metadata, Resource Sharing, Licence Management and a single-search Discovery interface that offers a “one stop shop” search facility for a library management system and, library users. Hence, a single search box connects users to a wealth of information from a variety of resources, namely e-books, journal articles, theses, print books, DVDs and so forth using a single search platform.

WMS has been tailor-made for current generation of users because of its Google-like search interface – users feel comfortable to what they are used to seeing in Google. The reasoning behind adopting WMS was to give researchers access to a rich assortment of information much deeper than what can be found through a basic internet search. If library materials cannot be found, they cannot be used. Users are able to filter and view information either from their own library, or from libraries anywhere in the world.

UKZN’s adoption of WMS was in alignment with the library’s e-strategy and strategic plan, namely the use of cutting edge technology as well as UKZN’s strategic goal no. 3, namely Pre-eminence in Research.

Other libraries in South Africa have since followed UKZN in adopting WMS as their ‘one stop shop’ library system. We continually benefit from system enhancements and improvements and our services have been consolidated onto one system, thereby reducing costs. This in turn has improved user experiences and exposed our users to worldwide collections.

Writer: Omesh Jagarnath
Library and Information Services - highlights for 2017

A number of impressive feats were achieved this year. Staff have to be commended for their excellent work, commitment and dedication which resulted in the efficient performance of the department and the library as a whole. Below is a brief summary of the department’s excellent achievements.

• UKZN Library hosted a very successful Open Access Week Workshop from 23 to 25 October 2017, which was well attended and streamed live.

• These videos were developed, updated and uploaded on the library website:
  1. How to renew library materials
  2. Open Research and Contributor ID (ORCID)
  3. Library user Orientation
  4. Pay Per View
  5. copus tutorial

• These interesting and engaging blogs were submitted by staff during the course of 2017:
  1. The academic role of librarians in the university environment - Simon Shezi (February)
  2. South African Library Week, 18-26 March 2017 – Jillian Viljoen (May)
  3. “Pay Per View” (PPV) vs. Subscriptions: The challenge facing academic libraries - Omesh Jagarnath (May)
  4. Treason outside the library - Rosemary Kuhn (June)
  5. The woes and wows of being refloored... one librarian’s nightmare - Claudette Kercival and Mukesh Kemrajh (July)
  6. Digital immigrants serving digital natives - Zizipho Madibi (August)
  7. Blended Families: EG Malherbe Library - Faith Magwaza (September)
  8. I am HIV positive...What? Who? When? Where? Why?... Oh my friend what should we do now? – Nkululeko Magwaza and Mbongiseni Magagula (September)
  9. UKZN Law Library: risen from the ashes - Kadephi Majola (October)
  10. Edminson Library Poetry Corner (Edgewood Campus) - Desmond Beharilal (November)

• Pay-per-view stats

• The LIASA Conference took place from 2 to 6 October 2017. Four LIS staff, namely Praba, Richard, Omesh and Eric, presented at the conference and their papers were well received.

• The first UKZN Library Newsletter, which showcases the library’s many interesting activities, will be published in December. The splendid work done by the Marketing Team is commendable.

Writer: Nonhlanhla Ngcobo
Some Library statistics for 2017

**Circulation** - comprises the borrowing and return of open shelves materials, academic reserves and interlibrary loans.

The following stats are for the period January – October

- Issues and returns of general bookstock
  Total transactions  190 213

- Academic reserves loans
  Total transactions  200 600

- Interlibrary loans to other libraries
  Total transactions  3860

? Did you know...... ?
The 3 main libraries each made over 40 000 transactions in terms of general issues and returns with Pmb main library the highest at 47 470 transactions.

The busiest academic reserves collection was Howard College law library (68 488 transactions) probably due to the fact that the law library’s general book stock was unavailable after the fire and the temporary relocation of the library to the EGM library, so dependence on academic reserves was higher than usual. PMB main library inter library loans was responsible for 68% of the loans to other libraries(1764 or 68%).

**Cataloguing and Acquisitions**
5955 items were catalogued – mainly new books and UKZN theses and replacement materials for those lost in the law library fire. 2307 items ordered were received.

**Pay per view** – where articles are not available the Library purchases copies for postgrads and staff upon request.
The following stats are for the period January – September

- Total purchases  703 articles
- Peak months
  July: 121 articles
  September: 138 articles

(Consult your subject librarian for more information about PPV)

**Turnstile traffic** – the 24/7 opening hours have proved popular. Although stats are not available for Pmb at all for this year and not for Medical School since April...

For the period January – June 2017 traffic between the hours of midnight and 7.59 am was recorded as 51 671 (entry and exit).

Writer: Rosemary Kuhn