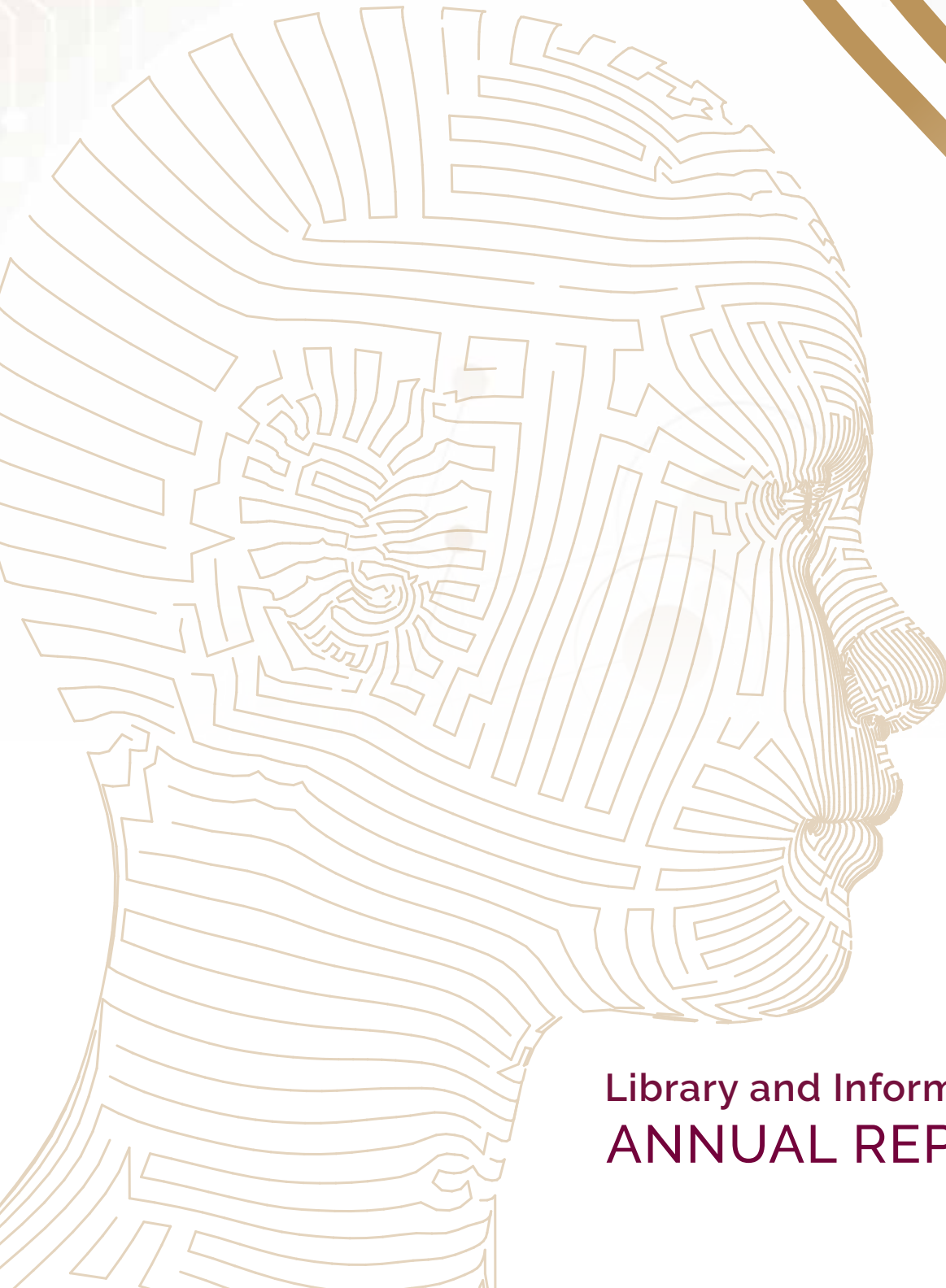




Stellenbosch
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Library and Information Service
ANNUAL REPORT 2022



1

Introduction

5

2

Highlights of 2022

9

3

Our strategic objectives

13

3.1 Responsive, transformative and inclusive services 14

3.2 Optimal access to responsive collections 18

3.3 Smart technologies to enable a digital-first library service 24

3.4 Leadership in digital scholarship and research support 24

3.5 Internal and external partnerships and inclusive networks 32

3.6 Competent, diverse and agile staff 33

4

Other activities

40

5

Closing remarks

46



1

Introduction

"In a sense, 2022 was business as usual, although the aftermath of the pandemic and the lessons learned from the unprecedented circumstances it had caused still shaped how we approached our work."



Introduction

In 2022, staff members of the Stellenbosch University (SU) Library and Information Service (“the Library”) made a full return to the office, marking the start of the post-Covid era. In a sense, it was business as usual, although the aftermath of the pandemic and the lessons learned from the unprecedented circumstances it had caused still shaped how we approached our work. A resilient, flexible staff corps tackled the year’s challenges head-on and ultimately celebrated success.

Students and visitors seemed eager to return to our brick-and-mortar libraries. Most of our physical facilities were well utilised throughout the year, unlike the experience of some other academic libraries in the Western Cape. Having been sought out by our peers from the Library and Information Science discipline, we also hosted a number of benchmarking visits.

We concluded the first two years of *Strategic Directions 2021-2025* at the end of December 2022. With the actions committed to in that document with its six strategic themes, we aim to support and contribute to SU’s Vision 2040 by providing an innovative and world-class research, teaching and learning support service in pursuit of academic excellence.

It is our custom to review our strategic actions every two years with the aim of establishing our progress and priorities, and responding to emerging trends. This also offered us an opportunity to reflect on how the Library had responded to the challenges of the past two years and to prepare for the 2023/24 cycle.

Based on our reflection, we are pleased to report on some of our notable accomplishments:

- The Library implemented a new, updated Digital and Information Skills Training Framework.
- We compiled best-practice guidelines for staff to make optimal use of current virtual services tools such as MS Teams, Camtasia, SUNLearn, our library guides, and both LibAnswers and LibChat, which we implemented and launched in December 2021.
- Following the implementation of the Leganto course reading list system in February 2021, we presented numerous one-on-one and group training interventions throughout 2022. As a result, lecturers engaged with Leganto in a creative way.
- The Library created a library guide on open textbooks to create awareness and enhance access to open content. A pilot group of faculty librarians liaised with their faculties to identify open textbooks to be prescribed. The librarians will continue to build awareness of open textbooks and advocate their use during training sessions in the year ahead.
- We developed and implemented a strategy to significantly increase the Library’s digital content in support of the University’s new modes of teaching and learning. The strategy has helped tremendously to alleviate the pressure on scarce resources.
- Implemented in April 2022, SU Library’s interactive information screen (touch screen with a built-in computer and custom stand) is now fully functional.
- We continued to roll out various services and digital literacy skills training sessions associated with the SU Library Makerspace, which we launched in March 2021. The Makerspace is now a well-used and highly valued space, offering 3D scanning, 3D printing and a special webinar to introduce newcomers to the facility’s service offering.
- Finally, the Library implemented a dashboard in the course of 2022, which we will use to display Library statistics that can inform management decisions.

Reaffirming the global stature of our Library leadership, Ms Ellen Tise, Senior Director: Library and Information Services, was invited in December 2021 to contribute to the book *Benchmarking Library, Information and Education Services: New Strategic Choices in Challenging Times* along with eleven other leading figures in the discipline. At the core of the book, which is to be published by Elsevier early in 2023, will be an international qualitative benchmarking exercise to develop stabilising and sustainable solutions in response to the recent global turbulence. The aim is to draw on collective wisdom and practical examples to help library leaders and managers make good strategic choices for the future, provide the foundations for ongoing research, and contribute to practical outputs that will benefit the sector at

large. The brainstorming sessions that informed the content of the book revealed five key themes, namely (i) a demand for digital, and information and communications technology (ICT), (ii) management, strategies and relationships, (iii) library spaces, and providing services in physical spaces, (iv) print collections, and (v) services. The Library contributed a chapter titled "Resilience, retention and return of staff: the case of Stellenbosch University Library", which Ellen Tise and Henriëtte Swart co-authored.

Since the pandemic, we have noted underutilisation of the physical space and staff of our library on the Bellville Park campus, and that the library collection had become outdated. As a result, the facility has been recording extremely low usage statistics. Consultations with all stakeholders on that campus revealed a strong sentiment in the academic community in favour of maintaining a physical library presence. Therefore, the physical space, which was upgraded in 2018, will remain as is for the time being, with a review to follow in the next two years.

A major challenge in the past year has been the ongoing strain on the collections budget because of the increased demand for digital content. E-books continue to gain traction. Yet these are generally more expensive than their printed counterparts, and if they are at all available for purchase by a library, e-textbooks are exorbitantly priced. This, coupled with the limited (inflation-linked) annual increase in our collections budget, resulted in fewer book titles being purchased. For the same reason, we have been unable to take out new subscriptions, despite our client community's need for additional databases and journals.

On a lighter note, Library staff continued to engage with clients in innovative ways in the past year. The faculty librarians created a TikTok account, which has proven a huge hit with students. To date, the 56 quirky videos uploaded to the platform have received over 23 000 likes and garnered 1 501 followers.







2

Highlights of 2022

Highlights of 2022

Quality review

We conducted a very successful quality review. The review requires us to examine our processes, operations and resources carefully and to highlight challenges, areas for improvement as well as areas of excellence.

We started off with a self-evaluation report by the Library's Self-evaluation Committee. Three external peer reviewers – Dr Reggie Raju (Director: Research & Learning at the University of Cape Town), Ms Kate Robinson (University Librarian: University of Bath) and Dr Lorraine Harricombe (Vice-Provost and Director: University of Texas Libraries) – then paid us a site visit and produced a peer reviewers' report. In the final step, we compiled a response to the peer reviewers' recommendations in which we explained how we intended to address their concerns. This response we submitted to SU's Quality Committee.



Prof Sibusiso Moyo, the peer reviewers and library staff

Upgrading SU Library spaces and infrastructure

May 2022 saw the completion of renovations to the SU Library's main entrance, circulation area, reading area, ablution facilities, the Sciences and AgriSciences spaces, and the study areas on the upper level. As part of the upgrade, the facility now boasts additional workstations with computers and study seats. The new seats are spacious and equipped with electrical outlets. To reduce noise that may affect clients' ability to study, read, write and research, we have opted for acoustic panels in the renovated areas and on the ramp.

Although the Library has not collected any empirical evidence yet, clients seem to be making good use of the newly created and refurbished spaces. In fact, the occupancy levels of the refurbished areas are often higher than the rest. Signage in English, isiXhosa and Afrikaans contributes to a welcoming environment.

The SU Facilities Management Division also completed the upgrade of the air-conditioning system in the SU Library and installed an uninterruptible power supply (UPS) system. The latter now ensures a stable power supply to student workstations and the Wi-Fi network, keeping disruptions to data or network connectivity to an absolute minimum. To help the Library achieve its strategic aim of being a digital-first library service, the Wi-Fi network also received an upgrade to meet the demand for increased connectivity in a digital-intensive learning environment. The SU Library alone now has 45 Wi-Fi 6 mobile hotspots installed across both floors of the building.

We celebrated the completion of the SU Library renovation project at an event on 1 August. Members of the Rectorate, the Library Senate Committee, Facilities Management and our own staff attended. The successful execution of the project shows our commitment to the University's stated goal to "raise the standard of the University's facilities and infrastructure to that of a world-class research-intensive university, while embracing visual redress". In addition, the renovations and upgrades contribute to a transformative student experience.





Library Research Week

In another highlight of the year, we hosted a successful Library Research Week from 16 to 20 May. This flagship programme demonstrates our commitment to the University's core theme of "Research for impact".

Library Research Week 2022 was the tenth edition of the event and had the overarching theme of "Mapping your research journey". The launch involved a panel discussion on research ethics. The rest of the week's presentations covered aspects of the research lifecycle, such as literature and systematic reviews, the writing of research proposals, research methods, Mendeley, research data management, and copyright. A total of 752 researchers attended the week's sessions, and the session recordings uploaded to YouTube have recorded over 463 views.

Edwin Cameron Collection and Reading Room

We launched the Edwin Cameron Collection and Reading Room in the SU Library on 6 December 2022. The collection comprises publications and lectures by Cameron as well as material on his voluntary community service and his judicial career, including his years as judge of the Constitutional Court. Donated to the Library in 2021, the collection takes pride of place next to those of other SU Chancellors such as Frederik Van Zyl Slabbert. Guests were also able to view an exhibition of documents and photographs from the collection in the dedicated Edwin Cameron Reading Room, which Cameron personally unveiled during the event.



Open Access Week

We celebrated International Open Access Week with a three-day programme of presentations. The theme for 2022 was "Open for Climate Justice", with a particular focus on climate change. The hybrid sessions drew both in-person and online participants.

Some of the standout presentations included "In the climate change fight: GIS and earth observation is might" by Prof Helen de Klerk and Mr Curtis Bailey from SU's Department of Geography and Environmental Studies, and "Technology, social impact, research, and our fight against climate change" by Electrical and Electronic Engineering's Prof Thinus Booysen. Both focused on open data, open-source data repositories, and the innovative everyday use of open data in society, such as for predicting electricity usage and for applications in the taxi industry.



Promoting digital scholarship

We continued to cement our role as an active participant in, and advocate for, open access (OA) scholarship through various institutional repositories, including SUNScholar, SUNScholarData, SUNDigital Collections and SUNJournals.

The Library's repositories are having a significant impact. For instance, by December 2022, documents in SUNScholar had been viewed and downloaded approximately 390 901 and 157 622 times respectively. Items in SUNDigital Collections, in turn, had recorded more than 29 590 views and 14 559 downloads. Views were from all continents of the world, which increased the citability and international impact of the material.





3

Our Strategic Objectives



Our Strategic Objectives

3.1 Responsive, transformative and inclusive services

Strategic Objective 1

To provide responsive, transformative and inclusive services across digital and physical environments to support and advance research, teaching and learning.

Academic Services

Our Academic Services team continued to support student success through strategic actions aimed at meeting clients' evolving needs.

As soon as the last Covid-19 restrictions were lifted, we reinstated our full service offering. Students were keen to return to our physical library spaces, and all clients were able to use all the facilities, without requiring any appointments. Academic Services also constantly reviewed services as conditions changed, and connected clients with information resources and services in both in-person and online mode.

This ability to deliver library services in hybrid mode proved extremely valuable in supporting student success and enhancing the overall student experience against the backdrop of the University's shift to hybrid teaching and learning. Our online training and the virtual information services Ask a Librarian and LibChat continued to be well used.

However, even with the digital shift, brick-and-mortar library spaces too remain in demand. Many students still choose our cutting-edge Wi-Fi-enabled physical spaces for both individual and group study.

Therefore, we foresee that a combination of digital and physical libraries will shape the future of our discipline. To succeed in this context, libraries and publishers will have to work together on affordable and sustainable models to provide students with the e-books and e-textbooks they require.

Digital and information skills

In 2022, the Library adopted an updated Information Literacy Framework, which is now known as the Digital and Information Skills Training Framework. The framework articulates broad principles and ways of integrating information skills with teaching and learning, considering that information literacy is intricately linked with other literacies such as digital, media and data literacies. Elizabeth Moll-Willard (Faculty Librarian: AgriSciences) and Jeremiah Pietersen (Manager: Learning and Training) introduced the updated framework to the University community in an Auxin presentation (a seminar series established by SU's Centre for Teaching and Learning) in July. We also presented it to delegates at the International Conference on Information Literacy (ICIL) Africa in Potchefstroom in October.

Module-specific training

Over the years, the number of clients trained through our faculty librarians' module-specific training has steadily declined (figure 1). We attribute this to the vast amount of self-directed learning resources available online. As outlined below, our staff regularly produce new library guides to empower clients to retrieve information on their own.

Number of clients who completed module-specific training, 2019-2022

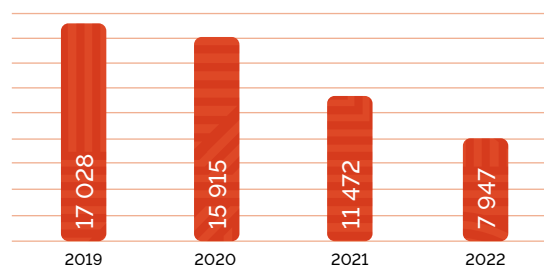


Figure 1: Number of clients who completed module-specific training, 2019-2022

Library guides

Our library guides remain valuable subject-specific and research support tools for students, particularly with SU's approach of blended teaching and learning. The guides help steer clients towards the information they need to support their academic careers.

The continued popularity of our library guides is clear to see from the number of views recorded. Total views reached an all-time high of 368 874 in 2022 (figure 2), which represents an increase of 14% (40 000) from 2021.



Library guides viewed **368 874** times



14% increase in views of library guides

Annual library guide views, 2019-2022

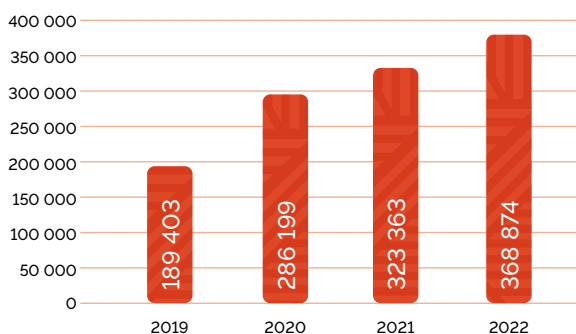


Figure 2: Annual library guide views, 2019-2022

The most popular guides in 2022 were a combination of subject-specific and research-related guides, which shows that irrespective of their level of scholarship, our clients rely on these resources to support their academic progress. Judging by views recorded, the top 20 guides in the past year were as follows:

Table 1: The 20 most popular library guides by topic, 2022

	LIBRARY GUIDE	IEWS
1	Find, access and use information effectively: a step-by-step guide	95 048
2	Law	72 566
3	Library hours	17 795
4	Referencing	14 913
5	Off-campus access	10 309
6	Research process	9 970
7	Psychology	9 838
8	Political Science	9 463
9	Mendeley	7 848
10	Theology	7 292
11	Makerspace	5 475
12	Directory of South African music collections	5 413
13	E-books	5 152
14	Science in context	4 808
15	Economics	4 643
16	Medicine & Health Sciences	4 611
17	Business Management	4 159
18	Afrikaans & Dutch	3 776
19	Where to publish your research article	3 668
20	History	3 494

Interestingly, this list includes two new subject-specific guides added in the course of 2022, namely "History" and "Business Management".

SU Library renovations

Construction on the SU Library refurbishment project was completed in May 2022. The 15-month project ran in three overlapping phases. Phase 1 consisted of the renovation of the client service desk, the short loans section, related staff work areas and staff toilets, as well as the refurbishment of the lower-level ablutions. In phase 2, the contractors installed new student study and work areas on the upper level and completed new flooring. Phase 3 saw the renovation of the entrance foyer, upgrades to access control measures, the installation of new security areas and an adjacent reading area, as well as new work desks for students along the double-volume space

The SU Library now also boasts upgraded air conditioning, while a newly installed UPS system ensures stable power supply to student workstations and the Wi-Fi network and minimises disruptions to data and network connectivity. Moreover, following a significant upgrade to the Wi-Fi network, SU Library clients enjoy increased network connectivity thanks to 45 Wi-Fi 6 hotspots installed across both floors of the building. This has certainly strengthened our efforts of becoming a digital-first library service.

We thank all clients, who remained tolerant, understanding and patient during the construction period. The Library is confident that the comfortable and fit-for-purpose spaces and ease-of-use improvements that clients now enjoy were worth the wait, and we are proud of what has been achieved. This is why we formally celebrated the conclusion of the refurbishment at an event in August 2022. Guests included members of the Rectorate, the Library Senate Committee, the Facilities Management Division and our own staff. As part of the proceedings, we screened a video to showcase the changes.

Makerspace

The SU Library Makerspace has established itself as a first-rate provider of innovative digital experiences to staff and students alike. In the reporting year, the Makerspace hosted 57 training sessions, which attracted 200 participants. The sessions covered 3D printing and scanning, computer-aided design, electronics and robotics.

An Internet of Things (IoT) workshop, in turn, drew researchers from various disciplines across SU. The event served as an introduction to the concept of IoT and the teaching of basic Arduino programming for research purposes.

In addition, academics are increasingly using the Makerspace as a collaborative teaching space to train their students and staff in innovative technologies. Regular such users of the Makerspace include Visual

Arts and the Research Software Engineering Group. In 2022, for instance, a lecturer in Jewellery Design used the facility as a teaching space for seven weeks, while the Makerspace also hosted 19 staff members from the Centre for Learning Technologies for an introductory session on computer-aided design.

Other collaborations included the School of Public Leadership, whose students did practical work in the Makerspace as a way to expose them to ideas and resources for starting a business or solving social challenges. The Department of Ancient Studies used the 3D scanning facilities to create models of ancient artefacts for further research, teaching and learning. The Makerspace even offered the perfect backdrop for postgraduate students of the Department of Urban and Regional Planning to learn how to use a street viewer application on a virtual-reality headset to experience street design and residential area layout without physically being at the location.

In addition to these internal activities, the Makerspace also hosted staff from Unisa's Library and Information Services and the Durban University of Technology Library to learn more about the space and its services.

Leganto

In 2020, at the height of the Covid-19 crisis, we secured an SU Strategic Fund allocation to implement the Leganto course reading list system and integrate it with the University's learning management platform, SUNLearn. The introduction of this cloud-based system towards the end of that year coincided with an increasing need among students to use SUNLearn to engage with their lecturers because of the lockdown.

The system enables lecturers to create and manage their course reading lists directly from within the SUNLearn environment and also enhances ease of use for students.

Over the past year, adoption of the Leganto system grew significantly, in part due to our ongoing awareness and training drives. By December, a total of 53 lecturers from 32 (of the 78) SU departments had created 111 reading lists on the system.

To gauge users' experience of Leganto, we conducted a survey in July. Some 85% of academics indicated that they enjoyed using the system and would recommend it to their colleagues. They cited benefits such as the system's time-efficiency, user-friendliness and proper integration with SUNLearn, offering students all the resources they need in one place. Student respondents, in turn, seemed to enjoy the overall experience of Leganto, but also suggested potential improvements to the user interface. We are currently exploring how their recommendations could be accommodated.

Virtual information services

Clients made good use of our Ask a Librarian virtual information service. The frequently-asked-question (FAQ) pages offer clients answers without having to submit a new question, which reduces duplication and effort for all involved. Views of the FAQ pages increased by 28% to 14 276 in the past year, compared to 11 145 views in 2021 (figure 3).



14 276 views of Ask a Librarian FAQ webpages



28% increase in views of Ask a Librarian FAQ webpages

Number of views of Ask a Librarian FAQ pages, 2018-2022

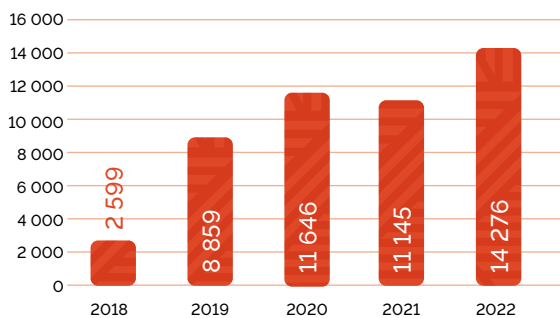


Figure 3: Number of views of Ask a Librarian FAQ pages, 2018-2022

In 2022, clients submitted 429 new questions through Ask a Librarian, which is down 34.9% from the 659 submitted in 2021 (figure 4). This affirms that most of the pertinent issues are already being addressed on our FAQ pages.

Number of new questions posted to Ask a Librarian, 2019-2022

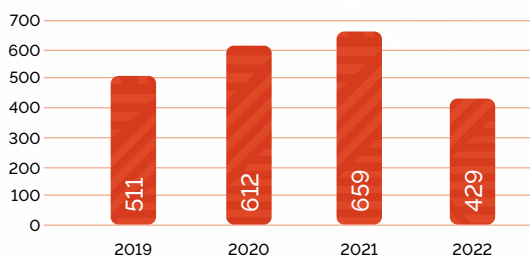


Figure 4: Number of new questions posted to Ask a Librarian, 2019-2022

Library use

The disruption of the pandemic had pervaded the entire academic world. Therefore, we were pleased to enter a normalisation period in the second half of 2022 after the lifting of lockdown regulations. This entailed a blend of remote assistance and online resources as well as in-person services in our physical libraries.

Library access statistics, 2018-2022*

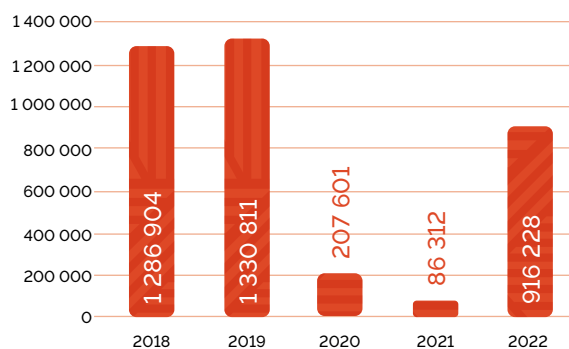


Figure 5: Library access statistics, 2018-2022

* In the case of the SU Library, the 2022 statistics reflect use from the middle of the year until November, as the facility was still undergoing renovations in the first half of the year.

As figure 5 shows, the number of patrons visiting the libraries increased significantly from 86 312 in 2021 to 916 228 in the reporting year, mainly as a result of the lifting of all Covid-19 restrictions.

Clients eagerly returned to our physical facilities for study and research. Access to the Learning Commons, for instance, increased from 14 102 in 2021 to 28 534 in 2022 (figure 6).

Learning Commons access statistics, 2018-2022

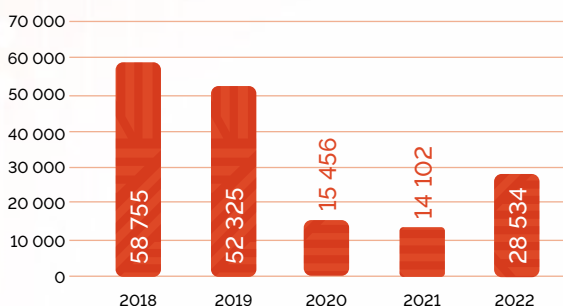


Figure 6: Learning Commons access statistics, 2018-2022

Similarly, access to our Research Commons increased from 1 045 in 2021 to 3 767 in 2022 (figure 7).

Research Commons access statistics, 2018-2022

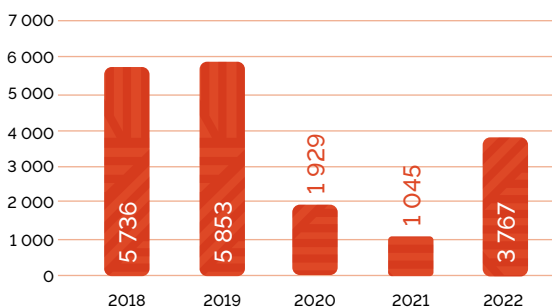


Figure 7: Research Commons access statistics, 2018-2022

3.2 Optimal access to responsive collections

Strategic Objective 2

To accelerate scholarship and learning through the provision of optimal access to, and the use of, format-neutral, responsive collections.

We continue to provide premium resources relevant to the University's learning, teaching and research activities. These include the unique resources housed in the various sections of our Special Collections Division, which we carefully preserve and manage for the benefit of our clients.



1,22 million physical volumes

Materials budget

We had a materials budget of R93 023 232 for 2022. This represented a 4.35% increase on the 2021 budget, which was in line with the prevailing rate of inflation. Actual expenditure, however, totalled R100 485 701 due to a higher exchange rate than the one presumed in preparing the budget, as well as above-inflation vendor increases. The University funded the difference of R7 462 469 from its investment pool funds.

Electronic journals and databases

We managed to sustain our subscription to 113 databases and journal packages and provided our patrons with full-text access to 324 852 academic journal titles.

As table 2 shows, our electronic resources remain in high demand. Downloaded full-text articles from the top 25 databases alone increased by 124% from 2 355 336 in 2021 to 5 286 002 in 2022. PressReader, which provides online access to more than 7 771 South African and international newspapers and magazines, proved to be the most popular resource for the third year in a row. Full-text downloads from PressReader more than doubled from 734 643 to 1 557 766.



Subscriptions to 113 databases and journal packages



Full-text access to 324 852 journal titles

Table 2: Top 25 databases according to full-text downloads, 2022

DATABASE/JOURNAL PACKAGE	FACULTY	FULL-TEXT DOWNLOADS
PressReader	General	1 557 766
Scopus	General	1 032 909
Web of Science	General	884 370
ScienceDirect (Elsevier)	General	437 039
JSTOR	General	170 215
SpringerNature journal package	General	153 274
Jutastat Online	Law	130 182
Taylor and Francis SSH and S&T journals	General	123 275
Wiley Online Library	General	116 966
UpToDate	Medicine and Health Sciences	100 467
LexisNexis Law Database South Africa	Law	89 858
Sage Premier journal collection	General	62 822
Sabinet African Journals	General	58 808
Academic Search Premier (EBSCO)	General	56 930
Knovel	Engineering	49 473
HeinOnline	Law	47 851
IEEE	Engineering	41 102
ACS (American Chemical Society) publications	Science	32 432
Clinical Key	Medicine and Health Sciences	28 745
Lippincott, Williams & Wilkins (LWW) total access collection	Medicine and Health Sciences	25 825
Emerald e-journals	Economic and Management Sciences	22 247
Business Source Premier (EBSCO)	Economic and Management Sciences	19 564
Rand Daily Mail (1902-1985)	General	14 907
Cambridge University Press online journals	General	14 810
IRESS	Economic and Management Sciences	14 165
TOTAL		5 286 002



Books

The Library supports the University's approach of blended teaching and learning. To this end, we are committed to adding both printed and e-books to our collection.

In 2022, our printed book collection increased by 22%, and by R1 676 331 in value terms. Some 43% of the new additions were donations. Due to a 13% increase in the average price of e-books, however, we had to make do with 24% fewer e-book purchases. In the end, we added 771 e-books to the collection, at an average cost of R2 540 per book.

These numbers again prove that our book budget remains severely constrained. At the same time, academic libraries have unfortunately not yet experienced a positive response to calls for the availability and licensing of e-textbooks, and for lower, more affordable e-book prices internationally and nationally.

Figures 8 and 9 illustrate the growth in our printed and e-book collections respectively.

Growth of printed book collection, 2013-2022

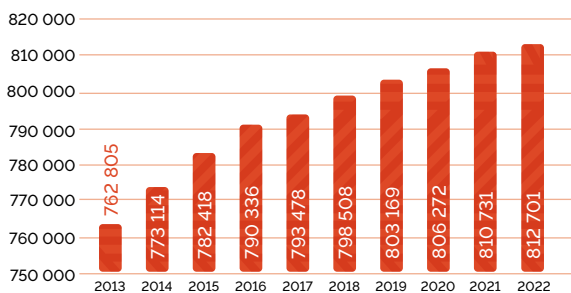


Figure 8: Growth of printed book collection, 2013-2022

Growth of e-book collection, 2013-2022

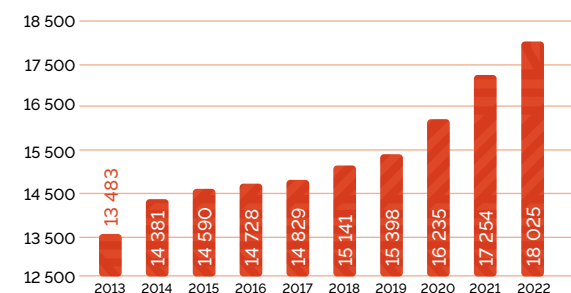


Figure 9: Growth of e-book collection, 2013-2022



812 701 printed books

We continue to promote open education resources (OERs) on campus. In 2022, however, we focused our efforts on open access textbooks specifically. As a result, our library guide for open access textbooks now includes the Open Textbook Library (University of Minnesota; by subject), the Directory of Open Access Books (by subject) as well as Liverpool University Press Open Access Books.

Two of our staff members are also involved in a Centre for Learning Technologies project to develop an infographic on OERs. Once completed, we will host the infographic on our SUNScholar repository.



18 025 e-books

Special Collections

Inspiring captivating outputs

Researchers and authors continue to consult the material housed in our Special Collections Division (Manuscripts, Rare Books and Africana sections) and the Music Library's Documentation Centre for Music (DOMUS) to produce thought-provoking work. In 2022, we were proud to see that the unique items we preserve had contributed to the following outputs:

Books

Amschwand, N. 2021. *Nineteenth century houses at the Cape: a guide to their development and construction*. Cape Town: Nigel Amschwand.

De Wet, K. (ed.). 2022. *'n Huldiging: Petra Müller: die skerpgevyelde oomblik*. Pretoria: Naledi.

Fourie, P. 2022. *Mr Entertainment: the story of Taliep Petersen*. Midrand: LAPA.

Judin, H. 2021. *Architecture, state modernism and cultural nationalism in the apartheid capital*. New York: Routledge.

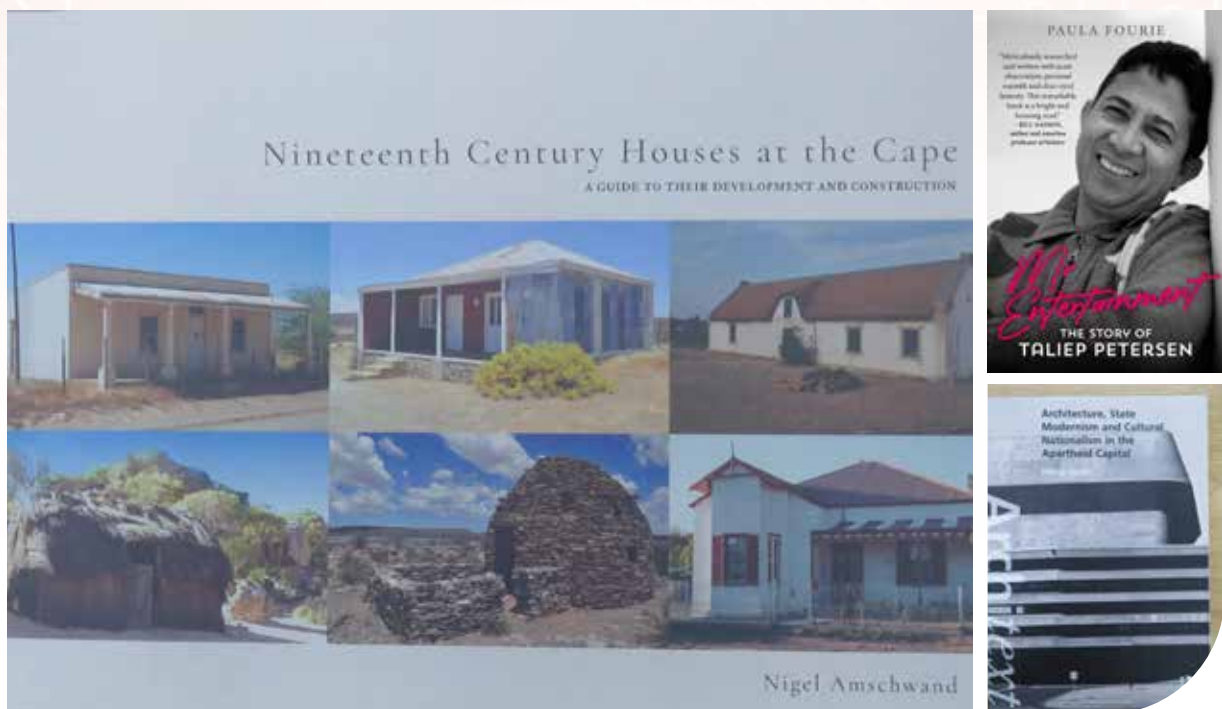


Figure 10: Some of the publications inspired by material from our Special Collections Division

Book chapter

Coetzer, N.R. 2021. Earthly beings and the Arts and Crafts discourse in the Cape: conflicted and contradictory (non) appropriations of vernacular traditions, in J. Mascarenhas-Mateus & A.P. Pires (eds.). *History of Construction Cultures*. London: CRC Press. 262-267.

Articles

Craven, S.A. 2021. Antique song: hurrah for Table Mountain. *Journal of the Mountain Club of South Africa*, 124:94-97.

Dimitruk, K., Du Plessis, S. & Du Plessis, S. 2021. De jure property rights and state capacity: evidence from land specification in the Boer Republics. *Journal of Institutional Economics*, 17(5):764-780, <https://doi.org/10.1017/S1744137421000266>.

Du Plessis, J.C.M.D. 2022. C. Louis Leipoldt se bydrae tot die materiaalversameling van J.J. Smith se Afrikaanse standaardwoordeboek. *Lexikos*, 32(3):78-94. <https://doi.org/10.5788/32-3-1732>.

Oosthuizen, M. & Lüdemann, W. 2022. Arnold van Wyk (1916-1983) se Carmine Petronii - Carmine Petronii by Arnold van Wyk (1916-1983). *Tydskrif vir Geesteswetenskappe*, 62(3):568-587. <http://dx.doi.org/10.17159/2224-7912/2022/v62n3a7>.

Pienaar, J. 2023. 'A policy of sacrifice': G.B.A. Gerdener's missionally founded racial theory and the religionization of apartheid. *Religions*, 14(1):39. <https://doi.org/10.3390/rel14010039>.

Röntschi, M. 2022. Talent offends, genius terrifies: myth and persona in the biographical research on Christopher Langford James. *Personal Studies*, 8(1):131-142.

Thumbran, J. 2021. Headlands and headings: re-locating the coloured category. *Kronos*, 47(1):129-146. <http://dx.doi.org/10.17159/2309-9585/2021/v47a7>.

Conference presentations

Lamprecht, T. 2022. *Amalgamation of cultures: visualising and voicing change and sameness*. 35th World Conference of the International Society for Music Education, 17-22 July, Brisbane, Australia.

Wium, M. & Gerber, M. 2022. *Hubert du Plessis's Three pieces after paintings by Henri Rousseau (Op. 24) as musical ekphrasis*. Transfers and Traversals: an Interdisciplinary Translation Studies Conference, University of the Free State, 1-2 December, Bloemfontein.

Theses and dissertations

Crigler, R.K. 2021. *Laughter and identity: a social and cultural history of South African humour, 1910–1961*. Unpublished doctoral dissertation. Michigan: Michigan State University. Available at <https://d.lib.msu.edu/etd/49876>.

Davids, F.-Jon. 2021. *Gordon Jephtas (1943-1992), a coloured life in opera*. Unpublished master's thesis. Stellenbosch: Stellenbosch University.

Lamprecht, D.J. 2021. *Tygerberg Children's Choir: history and identity*. Unpublished doctoral dissertation. Stellenbosch: Stellenbosch University.

Murray, P.L. 2022. *The political life of Jacob Daniel Du Plessis 'Japie' Basson 1937–1989*. Unpublished doctoral dissertation. Pretoria: Unisa. Available at <https://hdl.handle.net/10500/28980>.

Pienaar, P. 2022. *The missionary women of the Huguenot Seminary*. Unpublished doctoral dissertation. Stellenbosch: Stellenbosch University.

Tremble, C. 2022. *Remembering the past: Apartheid and the careers of six Coloured performing musicians in the field of Western art music*. Unpublished master's thesis. Stellenbosch: Stellenbosch University.

Theatre production

Wild, Matthew (dir.) & Lingenfelder, Charl-Johan. 2022. *Die sewe doodsondes*. Toyota SU Woordfees, Stellenbosch.

New additions

Our Special Collections Division was honoured to add the Edwin Cameron collection to its existing offering. The collection, which totals 213 pamphlet boxes, comprises correspondence, awards, diaries, court cases and judgements, lecture notes, speeches, photographs, video tapes, newspaper clippings and publications by this former Constitutional Court judge and current SU Chancellor (figure 11).



Figure 11: Examples of items from the Edwin Cameron collection

Moreover, Special Collections received additions to the Antjie Krog and André P Brink collections.

DOMUS, in turn, received the following additions in 2022 (see figure 12 for examples):

- Sheet music by South African composer John Simon
- CDs, videos and reel tapes to add to the collection of music producer Patrick Lee Thorp
- Journals and newsletters of the Southern African Church and Concert Organists' Society (SACOS)
- Notes, sheet music and correspondence of South African composer Michael Blake
- Notes, articles, correspondence and posters of South African filmmaker Aryan Kaganof

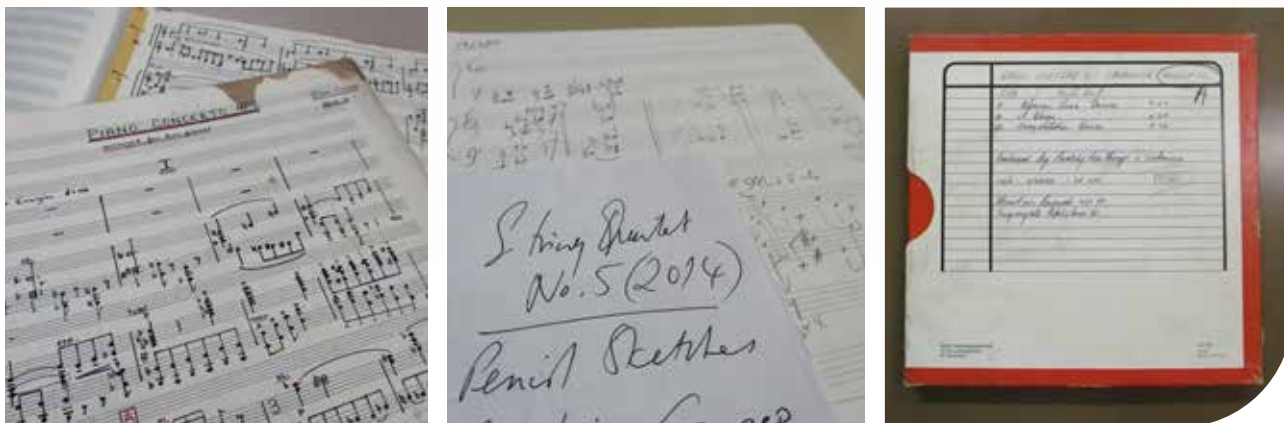


Figure 12: Examples of items from the collections of (left to right) John Simon, Michael Blake and Patrick Lee Thorp, which are now housed in DOMUS

Showcasing our rare and unique collections

We raised awareness of our Special Collections Division's rare materials through the following activities:

Hubert du Plessis (1922-2011) exhibition

The Music Library hosted an exhibition of documents from the collection of South African composer Hubert du Plessis, which is held in DOMUS, to commemorate what would have been the composer's 100th year.

Presentation to staff

An informative presentation introduced our own staff to examples of books that are rare, valuable and have a unique history. It also compared the very first collection our Manuscripts Section ever received (DF Malan) to the latest addition (Edwin Cameron) and offered a glimpse into the punk music collection of Ernesto Marques housed in DOMUS.

Wordfees lecture

The Manuscripts Section hosted a Wordfees lecture on the theatre production *Die sewe doodsondes*, Charl-Johan Lingenfelder's Afrikaans adaptation of the 'song-ballet' *Die sieben Todsünden* by German playwright Bertolt Brecht and composer Kurt Weill. For his adaptation, Lingenfelder drew inspiration from an unfinished manuscript by poet, author and academic Hennie Aucamp. The manuscript forms part of our Aucamp collection, which comprises 55 pamphlet boxes of correspondence, notes, diaries, manuscripts, personalia, photographs, clippings and book reviews.

Presenting the lecture were Dr Danie Stander, post-doctoral research fellow at SU's Department of Afrikaans and Dutch, and Lingenfelder, musical director and composer. Guests could also view an exhibition from the Aucamp collection that centred around translation, cabaret and *Die sewe doodsondes*.



Figure 13: Left: Wordfees lecture presenters Dr Danie Stander (left) and Charl-Johan Lingenfelder (right). Right: Items from the Aucamp collection complemented the lecture

3.3 Smart technologies to enable a digital-first library service

Strategic Objective 3

To innovatively use smart technologies to enable a digital-first library service and experience.

The digital-first experience in our physical library setting takes the form of self-assistance technologies and innovation spaces, while in the online library environment, we have implemented automated and direct client services. These interventions cut across our strategic objectives to ensure that we keep pace with the latest technological advances for the benefit of our patrons and staff.

To support independent use of our facilities and resources, the new self-help information screen in the foyer area of the SU Library is now fully operational. Among others, it allows patrons to view the library floorplan, book a discussion room, make an appointment with a librarian, and request help on assignments. Other self-help technologies on offer include two self-check-in/check-out machines that patrons can use to borrow, return and renew books without staff assistance. Clients welcomed these technologies, and we will continue to enhance their user experience.

In addition, we have started exploring how artificial intelligence (AI) technologies may be harnessed to further streamline library operations, improve searching, and create new automation possibilities for library patrons. This work will continue into 2023 with the envisaged implementation of an automated chatbot system to complement our existing online reference chat service, LibChat.

In 2022, we also implemented a dashboard that collects and analyses information to present a visual display of the Library's impact on its user community. The up-to-date information the system offers makes it a useful tool for decision-making, general reporting and client communication.

To ensure a physical and virtual environment conducive to work and study, we had a UPS system installed in the SU Library. Student workstations and the Wi-Fi network (eduroam) now enjoy a stable power supply, which prevents data and connectivity losses during loadshedding. An upgrade to the Wi-Fi network has increased connectivity across all our library buildings to 80 eduroam wireless hotspots, of which 45 have been installed in the SU Library. At the same time, a newly installed Vodacom distributed antenna system (DAS) ensures improved 4G and 5G

mobile reception in the SU Library. This offers mobile users greater bandwidth for downloads as well as multifactor authentication (MFA), which all students will be required to do in order to access SU's learning systems from 2023.

Discoverability and accessibility of resources

We continue our efforts to enhance the accessibility of the academic resources available through our library management and course management systems Leganto and Alma. To this end, we use the Resource Access in the 21st Century (RA21) standard, which enables students and lecturers to access electronic databases without using the Library website. Instead, they gain remote access by working directly through SU's identity management system and the South African Identity Federation (SAFIRE). In fact, according to SAFIRE's 2022 Trust and Identity Report, SU is the second biggest adopter of the RA21 standard of all South African higher education institutions and science councils.

Our off-campus Ezproxy system still provides for academic information resources not yet compatible with the RA21 standard. In the past year, however, off-campus access to e-resources via Ezproxy continued its annual decline, which started in mid-2015. We attribute this to advances in the open access movement and the emergence of Sci-Hub, a pirate website that provides free access to research papers, albeit in contravention of copyright laws. We remain a staunch advocate for open access through our various services and information systems.

3.4 Leadership in digital scholarship and research support

Strategic Objective 4

To increase our leadership role in digital scholarship and research support at the institution.

In 2022, we undertook a range of digital scholarship and research data management activities, open access initiatives and other research support projects.

SUNScholar

SUNScholar, the institutional repository, continued to showcase and preserve SU's research output in the form of theses, dissertations, research articles, papers and book chapters. In the course of the year, 1 123 new theses and dissertations and 1 058 research outputs were uploaded (figure 14). The repository remains well used, having recorded 412 012 visits and 165 721 downloads (2021: 158 470) in 2022 (figure 15).



412 012 visits to SUNScholar

Research outputs added to SUNScholar, 2020-2022

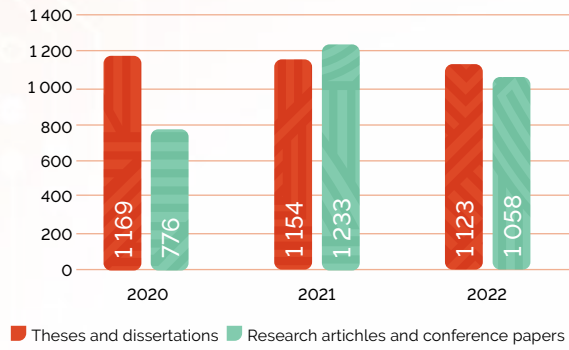


Figure 14: Research outputs added to SUNScholar, 2020-2022

SUNScholar usage, 2020-2022

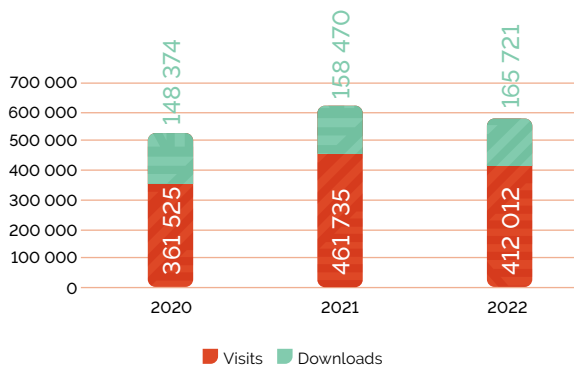


Figure 15: SUNScholar usage, 2020-2022

Judging by views, the top five items on SUNScholar for the reporting year were as follows:

Table 3: Top five SUNScholar items, 2022

TITLE	VIEWS
Women's vulnerability, sexual power and prevention of stigma: what do prevention campaigns tell us?	14 581
The impact of social grants as anti-poverty policy instruments in South Africa	9 892
'n Behoeftte aan die integrering van tegnologie in die Afrikaans Huistaal-klaskamer	9 823
Parenting in a time of COVID-19	8 502
Causes of food insecurity in Southern Africa: an assessment	8 250



165 721 SUNScholar items downloaded

SUNDigital Collections

Total items preserved in our digital heritage repository now stand at 17 158 across 44 collections, having increased by 1 262 in the reporting year (figure 16). However, as figure 17 shows, visits to the repository declined in 2022 after it had nearly doubled the year before. Some of the most viewed collections are the David Marks 3rd Ear music collection, our manuscript finding aids, and the Maguire San ethnobotanical collection.

Items in SUNDigital Collections, 2013-2022

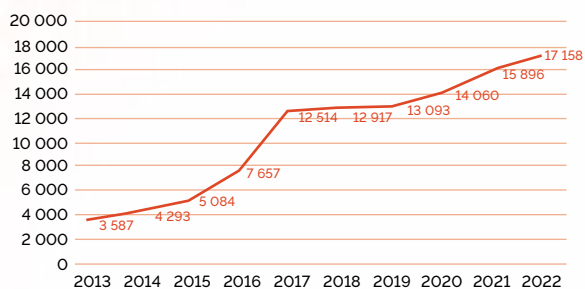


Figure 16: Items in SUNDigital Collections, 2013-2022

SUNDigital Collections usage, 2020-2022

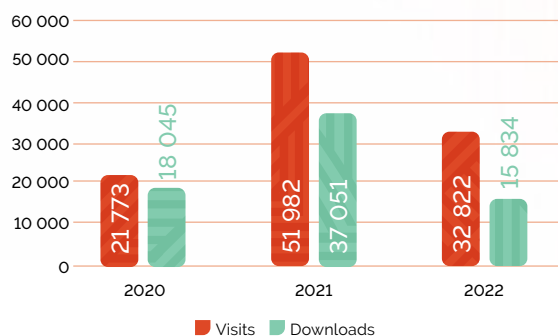
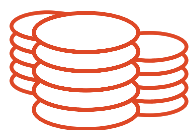


Figure 17: SUNDigital Collections usage, 2020-2022



17 158 items in SUNDigital Collections



15 834 downloads from SUNDigital Collections



SUNDigital Collections visited **32 822** times

SUNJournals

Over the past year, SUNJournals, our open access journal platform, hosted 70 new research outputs by SU authors in 20 active journals. We were also pleased to add two new peer-reviewed journals, Journal for Language Teaching and Psychology in Society, to the platform. At 155 965 visits for 2022, the South African Journal of Industrial Engineering is particularly well used. The platform also underwent a critical software update to keep it functioning optimally.

Research data management

Research data management (RDM) involves planning for and controlling the collection, processing, analysis, sharing, dissemination, curation and reuse of research data. Our Research Data Services Division assists clients in this regard.

Training and consultations

Table 4 lists the RDM training sessions that we hosted as part of the #SmartResearcher workshop programme in 2022.

Table 4: RDM training sessions, 2022

TITLE OF TRAINING SESSION	NUMBER OF ATTENDEES	VIEWS OF SESSION RECORDINGS	TOTAL
Introduction to RDM	62	49	111
Data management planning	42	29	71
Data sharing and dissemination	25	15	40
How to use the institutional research data repository	32	21	53
TOTAL	161	114	275

We also assisted with other, more customised RDM-related training sessions at the request of specific faculties and departments. One example was an introductory session for postgraduate students of the Faculty of Economic and Management Sciences.

Moreover, Research Data Services and the Research ICT Service Desk conducted RDM consultations. As in previous years, clients' queries mostly related to data management planning and SUNScholarData (figure 18).

Research data services queries, 2022

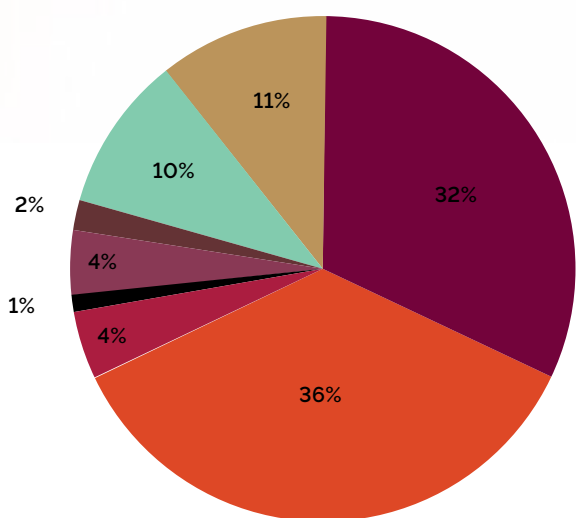


Figure 18: Summary of research data services queries in 2022

- SUNScholarData queries
- Data management planning queries
- RDM adventure game
- Departmental/faculty training
- Content from training sessions
- RDM information resources
- Non-RDM queries
- Miscellaneous

Data management planning

Efforts to set up an institutional data management planning software platform for SU continued. Having engaged various stakeholders at the University and assessed a number of software options, we eventually selected Data Stewardship Wizard as the most promising solution.

RDM library guide

In July, we published an RDM library guide. It offers the University's researchers easy access to a wealth of information on data management planning, collection/generation, processing, analysis and publication. Other topics covered include the RDM adventure game we had developed along with the University of Bath, RDM governance at SU, and our research data services offering. By the end of 2022, the new guide had recorded 1 095 views.

External contributions and events

To both share and expand our expertise, our Research Data Services Division participated in a number of RDM events.

These included the Symposium on Biodiversity Informatics in South Africa, the Walter Sisulu University Open Access Week, and a workshop organised by the Zambian government and UNICEF to help plan the establishment of a national research repository for Zambia. In addition, our RDM adventure game, a collaboration with the University of Bath, was one of the profiled educational games at the University of Glasgow's 3rd Research Support Games Day.

We also contributed to technology company Digital Science's *State of Open Data 2022 report*.

SUNScholarData

SUNScholarData, our research data repository, continues to effectively preserve and make available research data from the University.

A summary of the year's activity on SUNScholarData, SU's research data repository, appears below:

Table 5: SUNScholarData usage statistics, 2021 and 2022 (excluding PLOS statistics)

	2021	2022
Total deposits	869	212
Number of depositors	23	53
Total views	5 034	27 208
Total downloads	3 078	8 047



212 datasets deposited in SUNScholarData



8 047 downloads from SUNScholarData

SU-affiliated PLOS (Public Library of Science) journal datasets

The reporting year saw a steady increase in the number of SU supplementary datasets hosted on the PLOS research data repository. Linking these to SU's research data repository helped bring the total number of PLOS-affiliated datasets accessible via SUNScholarData to 4 041. Total views of datasets including the PLOS sets were 440 970, and downloads amounted to 105 087.

Digital humanities

The field of digital humanities involves the theories, methodologies and practices of using digital means in humanities scholarship.

In 2021, we formally established that we had a role to play in hosting and collaborating with faculties on digital humanities projects, and we proceeded to develop a library guide in this regard. Continuing along this journey in 2022, we updated the digital humanities library guide, which recorded 535 views in the course of the year.

In terms of digital humanities partnerships with SU environments, our collaboration with Economic History has led to the digitisation of three Africana volumes. Collaboration with the Transformation Office's visual redress project, in turn, has resulted in the creation of the Hardekraaltjie collection on SUNDigital Collections. This follows the University's engagement with the Tiervlei community and other stakeholders to find appropriate ways to commemorate members of this community who had been laid to rest at what was previously known

as Hardekraaltjie cemetery, now partially located on SU's Tygerberg campus. To date, 21 items have been added to the collection.



471 attendees of #SmartStudent workshops (generic training)

#SmartStudent and #SmartResearcher workshops

In 2022, we reworked our #SmartStudent workshops from undergraduate-focused sessions into general introductory sessions. We reduced all sessions except for those on course reading lists to 30-minute presentations. Attendees increased from 117 in 2021 to 471 in 2022, which points to a growing interest in these sessions.

The #SmartResearcher programme, in turn, offers postgraduate students and researchers training that is built around the various facets of the research process. Along with #SmartStudent, the training ensures that all researchers at SU, from beginners to seasoned scholars, are fully supported. Despite a slight drop in real-time attendance of the webinars this past year (1 788 compared to 1 802 in 2021), views of the session recordings nearly doubled from 466 in 2021 to 858 in 2022. "Mendeley for reference management" was the most popular session.

Table 6: #SmartResearcher attendance and views, 2022

TITLE OF WEBINAR	TOTAL REAL-TIME ATTENDEES	TOTAL VIEWS OF RECORDINGS ON ONEDRIVE
Mendeley for reference management	318	202
How to conduct a literature review	266	157
Library induction for postgraduate students and new staff	154	30
Word tips and tricks	106	114
Introduction to research data management (part 1) and data management planning (part 2)	104	52
Copyright issues	96	6
Submitting your thesis or dissertation to SUNScholar 2022	83	47
Data visualisation with PowerBI	76	20
Overview of software for effective data analysis and data visualisation	5	6
Systematic review	67	69
Introduction to Tableau Public	57	18
Useful tools for research	56	37

Maximise your research impact	54	9
Managing your unique author identity with ORCID	48	5
Data dissemination and data sharing	44	10
Making important decisions about publishing your research	42	8
Finding government statistics	42	36
Enhancing the visibility of your research	37	1
How to use the institutional research data repository	32	7
Introduction to Special Collections	31	4
	1 788	858

Judging by their feedback, #SmartResearcher attendees still regard the sessions as valuable, as the following comments demonstrate:

- "Straightforward, easy to understand and well spoken."
- "Well-informed presenters on both chat and actual presentation platform. Interactive, and addressed specific attendee issues as well. Was good, thank you."
- "Very comprehensive, relevant and well presented. So very helpful to me in my studies. Presenter and assistants were all very well prepared, competent, approachable and helpful. Invaluable session, thank you."
- "As an introductory session, this is excellent. The guides given and advice on where to seek help can work for gaining more understanding on the topic."

Library Research Week

Library Research Week is one of our flagship programmes through which we contribute to the University's strategic theme of "Research for impact". This year's event, the tenth edition, took place from 16 to 20 May under the theme "Mapping your research journey".

The highlight of the event launch was a panel discussion about research ethics, which Prof Ronelle Carolissen from SU's Department of Psychology expertly facilitated. Panellists were Dr Marilize Burger (Medicine and Health Sciences), Ms Katlego Mthelebofu (Law), Mr Jerall Toi (Division of Information Governance) and Ms Clarissa Robertson (Division of Research Development). Both in-person and online participants in the hybrid session showed high levels of engagement in the discussion.

Sessions throughout the rest of the week covered the various stages of the research lifecycle. Academics, librarians and staff from other support divisions collaborated to facilitate and present sessions on

systematic and literature reviews, academic writing integrity, Mendeley reference management software, Sage research methods online, information search strategies, and more.

Despite a drop in attendance compared to 2021 and 2020, levels of engagement and interaction remained high and feedback was overwhelmingly positive. All presentations from Library Research Week 2022 are available on our website and had recorded over 530 views by the end of 2022.



Unique author identification with Open Researcher and Contributor ID (ORCID)

By the end of the reporting year, 5 957 SU staff and students who were using an SU email address had registered ORCID IDs. Of these, 2 053 (34%) had connected their IDs to their SU identities through the University's integration with ORCID (figure 19). To improve this number, we ran a marketing campaign titled "Your ORCID ID is all about being connected" in September and October. Moreover, in a direct message to all academic staff in December, the Deputy Vice-Chancellor: Research, Innovation and Postgraduate Studies appealed to staff to connect their IDs through the SU integration. These efforts resulted in some 60 new connections.

ORCID IDs created by SU researchers, 2013-2022

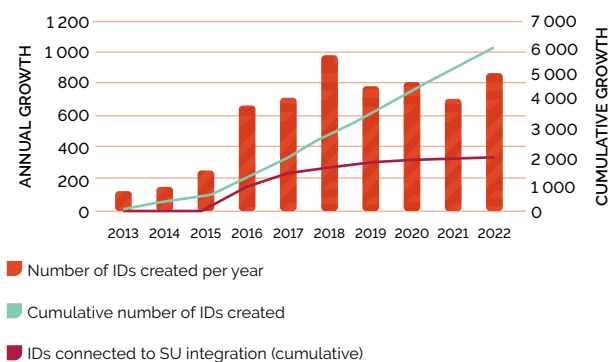


Figure 19: ORCID IDs created by SU researchers, 2013-2022

In other ORCID news, we have established a new integration with SUNJournals that allows all authors who publish in journals hosted on this platform to link their published works directly to their ORCID records. At the same time, verified ORCID IDs will appear next to author names in the publications.

Support for open access publishing

The South African National Library and Information Consortium (SANLiC) continues to negotiate with publishers on behalf of the country's higher education institutions, with the emphasis on transitioning to open access. The transformative agreements SANLiC pursues aim to shift contracted payment away from subscription-based reading towards open access publishing.

In 2022, they again managed to conclude a number of agreements with publishers that will benefit SU authors in the years ahead:

- The read-and-publish agreement with Emerald for the period 2022 to 2024 permits corresponding authors from SU to publish a capped number of

articles as open access, free of charge, in the gold and hybrid journals to which we subscribe.

- The agreement with SAGE allows corresponding authors from SU to publish an uncapped number of articles as open access in SAGE hybrid titles (SAGE Choice), at no cost to the author. Eligible corresponding authors also receive a discount of 20% on publication fees in SAGE's Pure Gold open access journals, bar a small number of exclusions.
- Corresponding authors from SU may also publish an uncapped number of articles as open access in the journals of the Institution of Mechanical Engineers (IMechE), including the IMechE's 16-part proceedings and two other peer-reviewed engineering journals.

Landmark SANLiC agreement with Wiley

Worth a special mention is the signing of a four-year agreement with Wiley under a new open access publishing model. This landmark agreement, which SANLiC announced in 2022, combines reading and publishing services in a single contract for participating institutions.

The deal guarantees full reading access to Wiley's more than 1 400 closed and hybrid journals. At the same time, authors from participating institutions could already start publishing accepted articles as open access in Wiley's hybrid journals without financial or administrative burdens from early 2022. This benefit will be extended to all gold open access Wiley and Hindawi journals from 2023 to 2025.

Considering that the average cost of publishing one open access article is \$2 500, the signing of this agreement will save authors some \$185 000 in article processing costs, based on the average number of articles SU authors publish in these journals.

Participation in World Science Forum

Ms Ellen Tise (Senior Director: Library and Information Service) participated in the World Science Forum in Cape Town in December 2022. The biennial event explores the social and economic relevance, influence and responsibilities of science in finding authentic responses to global challenges. Ms Tise participated in a panel discussion on "The paths to fully open access science across the global south". Panellists emphasised the importance of scientific knowledge sharing as the world attempts to manage global threats such as health emergencies and climate change. The discussion also offered insight into the global south's unique challenges and opportunities in transitioning to fully open access science.



Figure 20: Learning and Training Services staff (from left) Norman Hebler, Darryl Geldenhuys, Glynis Kelly, Bruce Lewis and Jeremiah Pietersen



Figure 21: Research Services staff (from left) Samuel Simango, Kirchner van Deventer, Bronwyn Bruton, Siviwe Bangani, Marié Roux, Letlao Seloma and Sizwe Ngcobo

3.5 Internal and external partnerships and inclusive networks

Strategic Objective 5

To foster internal and external partnerships and inclusive networks.

As our contribution to SU's goal of intentionally pursuing partnerships and building social networks, we are constantly involved in building new and nurturing existing collaborations and networks, both at the University and further afield.

School for Data Science and Computational Thinking

We are committed to work in partnership with SU's School for Data Science and Computational Thinking in areas such as data literacy skills, digital humanities, and data storage, sharing and preservation.

As a result, we participated in two sessions presented to the School as part of the activities of the University's RDM ad hoc committee. Both sessions addressed the practical implementation of SU's RDM Regulations and compliance with data privacy and access to information laws, including the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. Later in the year, our Manager: Research Data Services was also an invited guest at the School's workshop on the state of microbiome science in Africa.

Cape Higher Education Library and Information Network (CHELiN)

Regionally, we are involved in a partnership with the three other public university libraries of the Western Cape under the auspices of CHELiN.

Having been suspended during the lockdown, reciprocal borrowing between the province's four university libraries resumed in April 2022. Since then, we have delivered 138 parcels to our three peer institutions.

In addition, seven of our staff members benefited from a NACO (Name Authority Cooperative Programme) training course offered to all CHELiN members. Dr Hester Marais from the Unisa Library facilitated the five-day course at our Medicine and Health Sciences Library on Tygerberg campus in August. NACO, which the United States Library of Congress initiated in 1977, is made up of a number of libraries that work together to compile a master authority file, otherwise known as the Name Authorities database. This allows authority control,

which enables effective online retrieval of records in library catalogues (in the context of name changes and pseudonyms) and is an important prerequisite for participation in network systems. The training helped the 18 metadata librarians in attendance master the intricacies of name authority description to be able to contribute to the Name Authorities database. It also served as an essential building block to prepare the catalogues of the four CHELiN members for the linked-data milieu – the global library trend where datasets are shared in a massively networked information space.

Ilifu project

Staying at the regional level, we also contribute to the ilifu project – an RDM initiative that aims to create common data curation infrastructures, competencies and standards among Western Cape public higher education institutions in the fields of bioinformatics and astronomy.

In 2022, the province's four universities continued to work towards CoreTrustseal certification for their respective institutional research data repositories. The certification serves as a mark of quality of the infrastructure, management and technology associated with data repositories, and holds benefits for both researchers and funders. SUNScholarData is close to achieving this prized seal of quality.

South African National Library and Information Consortium (SANLiC)

We are pleased to be a member of SANLiC, a non-profit organisation of libraries that collectively negotiates prices with publishers and aggregators on behalf of all its members. SANLiC's membership comprises higher education institutions and other research entities, including the National Research Foundation, the Medical Research Council and Mintek.

In the past year, our SANLiC affiliation saved us more than R228 315 130,64 in subscription fees. The organisation actively renegotiated many of the multi-year read-and-publish agreements that were set to expire at the end of 2022 and again managed to secure favourable deals. These agreements all promote open access publishing, both in South Africa generally and at SU specifically, and will make scholarly research visible and accessible to more people.

SANLiC's board of directors comprises various directors from tertiary libraries and other member institutions. Ms Ellen Tise (Senior Director: Library and Information Service) assumed the chair of the board in 2022, which attests to our stature and reputation as a leading higher education library.



More than **R228 million** saved through membership of SANLiC

3.6 Competent, diverse and agile staff

Strategic Objective 6

To develop and sustain competent, diverse and agile staff.

We want to see SU thrive and be an employer of choice. To this end, we pay special attention to our staff structures and plans to attract and retain a competent, diverse and agile staff corps.

In the past year, we continued to review our organisational structures, workflows and processes to improve effectiveness in identified areas. We have also put in place succession plans to proactively address our different divisions' needs.

At the end of 2022, our staff corps totalled 102, of whom 96 were full-time appointments, four part-time permanent, and two were paid from external funds. We also had 15 student assistants in the branch libraries.



102 staff members

To maximise productivity, we recognise excellence among our staff. This not only motivates high performers, but also inspires others to follow their example. This year, our reward and recognition event took the form of a breakfast in March.

The Library was also proud to see Wouter Klapwijk, our Director: Library Information Technology Services, receive the University's long-service award in 2022 in recognition of his 25 years of service.

In-house training and development

This year's customised in-house staff training and development programme comprised ten sessions, each of which attracted an average of 40 staff members. Sessions addressed themes such as the use of virtual service tools in our libraries, an introduction to 3D printing and scanning in the Makerspace, and a glimpse into the rare items we preserve. Other sessions explored the benchmarking of library, information and education services, the digital humanities, and Electronics 101 in the Makerspace. We raised awareness of the library needs of students with disabilities, while two sessions allowed staff to provide feedback upon their return from conferences.

Our staff also took part in the workshop offering of SU's Human Resources Division, such as on employee wellness, personal financial wellbeing, and performance management.

Formal training and development

A number of our colleagues furthered their formal qualifications in 2022. These included studies towards a PhD in Information Science, masters' degrees in History as well as Library and Information Science, bachelors' degrees in Library and Information Science, the degree Bachelor of Arts in Communication Science, the Postgraduate Diploma in Library and Information Science, and the Higher Certificate in Archives and Records Management.

Some staff also attended Cape Higher Education Consortium (CHEC) courses such as "Leading through resilience" and "Achieving strategy through operational excellence".

Staff enrichment programme 2021/22

One staff member participated in our biennial staff enrichment programme in 2022 by attending the Mortenson Center for International Library Programs at the University of Illinois in Urbana-Champaign, United States. Our colleague gained valuable exposure to innovative services and best practices through interaction with various libraries and professional organisations and participation in conferences and workshops with experts in the discipline. Upon his return, the staff member shared his newly acquired knowledge and expertise with us through various means, including a presentation and a detailed report. The new skills now also form part of the Library's strategic action plans.

National and international conferences, symposia, seminars and workshops

Library staff kept pace with emerging trends and developments in the higher education and library landscape by attending various conferences and workshops in the course of the year. These included the following:

Conferences and symposia

- Annual Scholarship of Teaching and Learning conference presented by SU's Centre for Teaching and Learning (SoTL2022)
- Library and Information Association of South Africa (LIASA) conference
- 15th Southern Africa Online Information Meeting (SAOIM)
- International Congress of Medical Librarianship (ICML)
- 7th World Conference on Research Integrity
- International Association of Music Libraries (IAML) congress (virtual)
- British and Irish Association of Law Librarians (BAILL) online conference

- International Federation of Library Associations (IFLA) conference
- 2nd International Conference on Information Literacy (ICIL) Africa
- Symposium on Biodiversity Informatics in South Africa
- LIASA–Standing Conference of Eastern, Central and Southern African Library and Information Associations (SCECSAL) event
- Regional teaching and learning conference of the Law faculties of the universities of Cape Town, Western Cape and Stellenbosch
- LIS Bibliometrics conference (online)
- World Science Forum

Seminars, webinars and workshops

- Annual ORCID South African workshop
- Knowledge Rights 21 webinar titled "The empty library: the urgency of solutions to unsustainable eBooks market"
- University of Pretoria webinar titled "Decolonizing the academic library collection"
- North-West University Library and Information Service e-book webinar



Figure 22: Staff of the Engineering and Forestry Library are (from left) Naomi Visser, Rachel Niyarmugisha, Natasha Arendse and Riaan Moses

Staff publications and presentations

Publications

Bangani, S. 2022. Academic libraries' contribution to gender equality in a patriarchal, femicidal society. *Journal of Librarianship and Information Science*, 0(0)1-12. <https://doi.org/10.1177/09610006221127>.

Bangani, S., Chizwina, S. & Moyo, M. 2022. Media as a scholarly source of information: Citations for legal theses and dissertations. *South African Journal of Libraries and Information Science*, 88(1):1-13. <https://doi.org/10.7553/88-1-2030>.

Bangani, S. & Dube, L. 2022. Birds of a feather: Partnerships towards community engagement in South African academic libraries. *The Journal of Academic Librarianship*, 48(6):102598. <https://doi.org/10.1016/j.acalib.2022.102598>.

Simango, S.M. 2022. Preparing for South Africa's proposed Open Data Strategy: Lessons from Stellenbosch University. In Digital Science. *The State of Open Data: Digital science report*. 10.6084/M9.FIGSHARE.21276984.V5

Tise, E. & Swart, H. 2023. Resilience, retention and return of staff: the case of Stellenbosch University Library, in D. Baker, L. Ellis, C. Williams & C. Wragg (eds.). *Benchmarking library, information and education services: New strategic choices in challenging times*. Oxford: Chandos.

Presentations and papers

Ball, A., Simango, S.M. & Khan, N. 2022. *Work, research data and play: the RDM adventure game*. Presentation at 3rd Research Support Games Day, 15 February (online).

Bangani, S. & Dube, L. 2022. *South African libraries contributing to sustainable development goals through community engagement agenda*. LIASA–SCECSAL 2022 event, 6 October, Kempton Park.

Du Plessis, P. 2022. *Finger-licking good: turning e-book pages*. North-West University Library and Information Services e-book webinar, 29 June (online).

Klapwijk, W. 2022. *Applying agile principles for ICT operations management in libraries*. 87th IFLA World Library and Information Congress, 20 June, Dublin, Ireland.

Pietersen, J. 2022. *The intersection between information literacy and critical pedagogy: updating the Stellenbosch University Information Literacy Framework*. 2nd International Conference on Information Literacy (ICIL) Africa, 12 October, Potchefstroom.

Pietersen, J. 2022. *Sharing experiences and igniting conversations about library statistics*. LIASA webinar: Gauteng South branch, HELIG and University of Johannesburg, 24 August (online).

Pietersen, J. & Moll-Willard, E. 2022. *Creating information-smart students: librarians and their hidden role in the teaching agenda at Stellenbosch University*. Stellenbosch University Scholarship of Teaching and Learning (SOTL) conference, 26 July, Stellenbosch.

Roux, M. 2022. *Bibliometric competencies and the promotion of responsible use of metrics at Stellenbosch University Library*. LIS Bibliometrics conference, 12 October (online).

Roux, M. 2022. *Information literacy provision to postgraduates and researchers: the #SmartResearcher workshop experience*. 2nd International Conference on Information Literacy (ICIL) Africa, 11 October (online).

Roux, M. 2022. *Introduction to data visualisation with Tableau Public*. Presentation at the African Doctoral Academy Winter School, 2 July (online).

Roux, M. 2022. *Maximising your research impact*. Workshop at an African Doctoral Academy Webinar Wednesday, 15 June (online).

Seyffert-Wirth, M. 2022. *The library and open science at Stellenbosch University: a journey of impact*. Inaugural Nelson Mandela Research Week, Nelson Mandela University, 11 November, Gqeberha.

Simango, S.M. 2022. *A blueprint for an AI literacy programme at Stellenbosch University*. Presentation at Mortenson Center Associates Program Chai Wai series, 21 June, Urbana-Champaign, United States.

Simango, S.M. 2022. *Institutionalising research data management at a university*. Walter Sisulu University 2022 Open Access Week, 26 October, Mthatha.

Simango, S.M. 2022. *The management of research data services: a Stellenbosch University perspective*. Symposium on Biodiversity Informatics in South Africa, 29 November, Stellenbosch.

Simango, S.M. 2022. *An overview of Stellenbosch University's figshare-powered institutional research data repository*. National Research Repository Planning Workshop, 6 September, Lusaka, Zambia.

Tise, E.R. 2022. *Academic libraries in South Africa: strategic choices in challenging times*. XIX International Conference on University Libraries, 21 October (online).

Tise, E.R. 2022. *Accelerating the growth of South African open scholarship through transformational agreements*. LIASA/CHELSA Open Science Symposium, 24 October, Pretoria.

Tise, E.R. 2022. IGBIS Webinar: #IGBISWITHLEADERS: Ellen Tise, 12 July (online). Available: <https://www.liasa.org.za/events/EventDetails.aspx?id=1644241&hhSearchTerms=%22igbis%22>.

Tise, E.R. 2022. *Panel discussion on collaboration and alignment among actors to remove barriers and inequities for global equity in open access scholarly publishing*. OA2020 workshop, 22 November (online).

Tise, E.R. 2022. *The paths to fully open access science across the global south*. Panel discussion at the World Science Forum South Africa, 7 December, Cape Town.

Tise, E.R. & Truran, G. 2022. *South African OA initiatives*. University of the Free State Seminar on Open Science, 12 May (online).



Figure 23: Staff of our Theology Library are (from left) Heila Maré, Beulah Gericke-Geldenhuys, Theresa Jooste and Annemarie Eagleton





4

Other Activities



Other Activities

Quality review

One of our main priorities in 2022 was to conduct a successful quality review. We officially initiated the process earlier in the year by forming the Self-evaluation Committee and deciding on the self-evaluation criteria. Committee members included all members of our Quality Assurance Committee and Senior Management Team, two SU academic staff members, two representatives each of the University's postgraduate and undergraduate students, and a representative from the institutional Quality Assurance Office. The committee delivered their self-evaluation report in August. Three external peer reviewers – Dr Reggie Raju (Director: Research & Learning, University of Cape Town), Ms Kate Robinson (University Librarian: University of Bath) and Dr Lorraine Harricombe (Vice-Provost and Director: University of Texas Libraries) – then conducted a face-to-face site visit in September. Their report reached us by early October.

The reviewers were generally impressed with our services and facilities, the quality of which they attributed to sound leadership. In their report, they recommended, among others:

- that the Library be positioned at the same level as a faculty, and our senior management on a par with deans and chief directors;
- that we consciously strengthen our current collaborations and organisational structures;
- that we consider the actions identified to enhance our users' digital experience;
- that we consider increasing our advocacy work, including an increased emphasis on our social media activity to engage students; and
- that we consider career pathing to diversify our senior management team.

They specifically commended us for:

- being a thought leader and innovator in the field, and for paying attention to both the physical and digital library space;
- having refurbished and remodelled our staff spaces to a high standard, which now bring teams together effectively;
- truly bridging the digital divide and broadening access to the depth and breadth of our services and resources;

- our leading role nationally to redefine strategies for improved access to information resources; and
- our initiatives to position the Library as an active and embedded partner in teaching and research.

In November, we submitted to SU's Quality Committee our response to the peer reviewers' recommendations, stating how we intend to address the reviewers' concerns and recommendations.

Visitors to the Library

We received several visitors and delegations throughout the year, some for benchmarking purposes, others for research, and a few for ordinary visits. They included the following:

- Dr Bülent Açma, an academic from the Faculty of Economics and Administration Sciences at the University of Anadolu in Turkey, met with faculty librarians for Economic and Management Sciences on 13 April.
- We hosted members from the Centre for Regional and Urban Innovation and Statistical Exploration (CRUISE) and the South African Council for Planners (SACPLAN) for an accreditation visit on 31 May. They were interested in seeing the collections and facilities available to students registered for the master's programme in Urban and Regional Planning.
- Two researchers, Dr Imke van Heerden from Koc University and Dr Anil Baş from Marmara University, both in Istanbul, Turkey, visited from 4 July to 10 August to access Afrikaans and other language texts. They are believed to be the first research team to generate poetry in Afrikaans using artificial intelligence.
- Seven master's students from Hasselt University, Belgium, visited on 22 July to attend an introductory session on South African legal resources as guests of the Law faculty librarians.
- Dr Chihiro Kumashiro of Tokyo University of Foreign Studies in Japan visited on 2 September.
- Twenty learners and four educators from Hex Valley Secondary School in De Doorns visited on 14 September.
- Five visitors from Momentum had a short tour of the SU Library on 29 September as part of exploring campus.

- Namibian Supreme Court Justice David Smuts visited the Special Collections Division on 30 September. He viewed an exhibition of literary manuscripts from the Melt Brink collection and donated his personal collection of books by Brink to add to our existing collection.
- On 3 October, we hosted Rev AJD van Zijl from the Uniting Reformed Church Die Hoogtes (Hoekwil, Wilderness) and ten of his church members to experience tertiary education and broaden their horizons about science and education in general.
- On 18 October, Mss Lucy Black (University of Plymouth, United Kingdom), Rose Jenkins (University of Dundee, United Kingdom) and Kate Robertson (University of the Sunshine Coast, Australia) visited to view our library spaces while they were in Stellenbosch to attend a conference of the Higher Education Facility Management Association.
- We received a visit from members of the Council on Higher Education audit panel on 4 November as part of a broader campus tour.
- Five members of the Durban University of Technology Library's senior management team, including Dr Malefetjane Benny Phaladi (Director: Library Services), visited on 8 November to benchmark their library services and facilities against ours.
- Sixteen Engineering master's students from Ingolstadt University, Germany, came to tour the SU Library and conduct their own research on 14 November.
- On 16 November, we hosted nine staff members from the Library of Parliament, who were interested in learning more about establishing a repository.
- Two staff members from the Council of Scientific and Industrial Research's Information Service, Mss Siphethile Gcukumana and Xoliswa Matroko, visited on 30 November to benchmark their services against ours.



Figure 24: Namibian Supreme Court Justice David Smuts signing the visitor's book in the Africana section of our Special Collections Division during his visit to the Library in September 2022

SU Open Day

For the second year in a row, SU created an Open Day website, which went live on 9 April and remained accessible to prospective students until the end of July.

Our page on the site, which we populated with a video, brochure and frequently asked questions (figure 25), attracted 173 views (2021: 228) on 9 and 10 April. By 31 July, views had increased to 248 (2021: 295). Our video, which offered a virtual tour of the SU Library and its services, recorded 161 views (2021: 103).

We look forward to welcoming Open Day guests back into the physical library from 2023, while continuing with a virtual offering for those further away.



Farewell to Prof Eugene Cloete

In August, we hosted a farewell event for Deputy Vice-Chancellor: Research, Innovation and Postgraduate Studies, Prof Eugene Cloete. The Library formed part of his portfolio for his full ten-year tenure.

At the event, Henriette Swart (Director: Branches) reflected on Prof Cloete's remarkable career and highlighted his contributions to the Library.

Having joined SU to take up the position of dean of the Faculty of Science in 2009, Prof Cloete became Deputy Vice-Chancellor (then Vice-Rector): Research, Innovation and Postgraduate Studies in 2012. He journeyed with the Library through challenging yet exciting times of rolling out new services, creating spaces such as the Learning Commons, Research Commons and Makerspace, and upgrades to the SU Library and branches such as the Engineering and Forestry Library, Medicine and Health Sciences Library, and Bellville Park Campus Library.

We thanked Prof Cloete for his kind and compassionate leadership, for creating an environment where staff could flourish and excel without fear of failure, and for encouraging us to dream big and take the lead in executing plans. We will not forget his advocacy and loyal support, always putting the Library at the centre of the Stellenbosch academic and research community, and the way in which he guided us through challenges such as budget constraints, floods, fires, student unrest and Covid restrictions.

The Library welcomes Prof Cloete's successor, Prof Sibusiso Moyo, who took up her position on 1 September 2022. We look forward to working with her in taking the Library to even greater heights and positioning it as a key enabler to help the University achieve its strategic vision.

LIBRARY AND INFORMATION SERVICE, STELLENBOSCH UNIVERSITY

The Library and Information Service provides innovative and world-class research, teaching and learning support services to the Stellenbosch University community in pursuit of academic excellence

COMPRISES 6 LIBRARIES

- Stellenbosch University Library
- Medicine & Health Sciences Library
- Engineering & Forestry Library
- Music Library
- Theology Library
- USBL (Bellville Park Campus Library)

SERVICES INCLUDE

- Information provision & research support
- Introduction to the library and how to use resources
- Access to a multitude of electronic resources
- Loans from other libraries

104 years of serving SU

801 731 printed books

17 254 e-books

118 academic databases

2 808 work spaces

12 507 students trained in 2021

@StellenboschUniversityLibraries
@SU_Libraries

Figure 25: Material published on the Library's page on the 2022 SU Open Day website



Race and Transformation in Higher Education Conference

SU hosted the three-day Race and Transformation in Higher Education Conference in November 2022. The second day of the conference featured a session on visual redress, the Library's Special Collections Division and visual symbols on the Rooiplein, which we co-hosted along with the Department of Visual Arts. The session, which took place in our Special Collections Division (figure 26), took the form of a conversation on the University's handling of visual redress within the context of the Library's mandate to preserve history. We engaged with questions such as whether the items preserved in Special Collections were indeed special for our stakeholders, and whether we were perhaps alienating a next generation of researchers by fulfilling our mission of access and preservation.

The stimulating conversation led us to examine the context of the Special Collections space and the objects we preserve there. We plan to address this in the future as part of visual redress and to make Special Collections a more inclusive space where all clients feel welcome.



Figure 26: Participants in the session on visual redress and the Library's Special Collections Division during the Race and Transformation in Higher Education Conference



Figure 27: The Edwin Cameron Reading Room, where the collection of this former Constitutional Court judge and current SU Chancellor is preserved

Launch of Edwin Cameron Collection and Reading Room

As reported earlier we received the Edwin Cameron Collection in 2021. We formally launched the collection and opened the reading room on 6 December. Speakers included Justice Cameron, Prof Nicola Smit (Dean: Faculty of Law) and Ms Ellen Tise (Senior Director: Library and Information Services).

Ms Tise said the collection was the culmination of a conversation she started with Cameron in December 2020 and was the 461st collection to be curated by the Manuscripts Section of the Special Collections Division. Prof Smit, in turn, remarked: "This collection by one of South Africa's foremost jurists and activists for justice will help researchers and our students better understand South Africa's history and our past. It is a precious gift to present and future generations of students and scholars."

We curated an exhibition of selected documents and photographs from the collection to mark the occasion, and Cameron unveiled the reading room where his items are kept. The room was officially named after him to honour his significant contribution to South Africa's history.



The page features a white background with decorative elements. On the right side, there are several curved, overlapping lines in shades of brown and tan that sweep across the page. A vertical strip on the far right shows a photograph of a modern building with a yellow facade and a silver railing.

5

Closing Remarks

Closing Remarks

At the end of 2022, we bid farewell to eight retiring staff members (one from the Music Library, one from the Medicine and Health Sciences Library, and six from SU Library). They were true stalwarts, with some having worked at the Library for more than 40 years. Collectively, they boasted more than 220 years of service. We thanked them for their hard work, dedication and the wealth of knowledge they had brought to their respective divisions. Their colleagues will miss them dearly.



Figure 28: Retirees: Reinet Faasen – 19 years service, Ingrid van der Westhuizen – 33 years, Paula Conradie – 31 years, Sheila Keet – 21 years, Philip de Villiers – 12 years, Susan Trent – 16 years, and Ilse de Lange – 43 years service

Looking ahead, we are excited at the prospect of hosting the 18th International Open Repositories (OR2023) conference at the Lord Charles Hotel, Somerset West, in June 2023, having missed our initial chance at playing host in 2020, when the conference had to be postponed due to the pandemic. The theme for OR2023, the first edition of the event to take place on the African continent, is "Repositories unlocked for discovery and interoperability".

The annual event occupies a unique space in the conference landscape on open knowledge, open access and digital preservation. Its focus on 'how to' rather than 'how come' has made it a favourite among librarians, developers and repository managers.

We will also be finalising plans for the congress of the International Association of Music Libraries, Archives and Documentation Centres (IAML), which will take place in Stellenbosch in June 2024.

In terms of progress with our strategic actions for 2021/22, we seamlessly continued to meet the ever-changing needs of the academic community with world-class services, spaces and resources, thereby supporting SU's vision, mission and strategic priorities. And in the years ahead, we are fortunate to be able to rely on resourceful, creative and resilient staff members to tackle the challenges and opportunities coming our way.

As we move forward together with the University in 2023, we will allow the lessons learnt over the past few years to shape our practices. Questions we have to keep asking ourselves are: What will the information seekers of the future need from our information providers? And how will we deliver it? Establishing the answers to these questions will be an evolving journey. What we do know for sure, however, is that we need to connect with others to learn, and then reflect on those lessons and apply them to our own context.

The Library is committed to provide inspiring, inclusive and smart spaces as well as a diverse and healthy workforce and workplace culture – fit for the future!

Members of the Senate Library Committee in 2022

Prof S Moyo (Deputy Vice-Chancellor: Research, Innovation and Postgraduate Studies, and committee chair)*

Prof JE du Plessis

Prof N Gey van Pittius

Dr D le Roux

Dr C Makhetha

Prof P Meyer

Prof S Muller

Prof D Ramjugernath

Prof G Sigge

Prof M Smith

Prof E Strauss

Ms E Tise (Senior Director: Library and Information Services)

Mr E Nell (on behalf of the Students' Representative Council)

Ms I de Lange (secretary)

*Prof E Cloete, former Deputy Vice-Chancellor: Research, Innovation and Postgraduate Studies, served as committee chair until his retirement in August 2022.

